



CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: December 13, 2021 to December
19, 2021**

Table of Contents

1.0	Quality Assurance.....	3
1.1	Deliverables Management	3
1.2	Highlights for the Reporting Period	5
1.3	Activities for the Next Reporting Period.....	11
1.4	Deviations from Plan/Adjustments	13

Table of Tables

Table 1-1 - Overall Summary of CalSAWS DD&I Deliverable Status.....	3
Table 1-2 – Overall Summary of OCAT Deliverable Status	3
Table 1-3 – Overall Summary of BenefitsCal Deliverable Status	4
Table 1-4 – Overall Summary of CalWIN Implementation Deliverable Status	4
Table 1-5 – Weekly M&O SCR Updates.....	7
Table 1-6 – Release 22.01 Independent Test Progress	7
Table 1-7 – Release 22.02 Independent Test Progress	8

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

1.0 Quality Assurance

1.1 Deliverables Management

Table 1-1 - Overall Summary of CalSAWS DD&I Deliverable Status











DEL #	DELIVERABLE NAME		STATUS
3.30	QA Monthly Status Report – December 2021		<ul style="list-style-type: none"> Submit FDEL by January 7, 2022
4.30	QA Work Plan - December 2021		<ul style="list-style-type: none"> Submit FDEL by January 7, 2022
7.30	QA Test Monthly Report – December 2021		<ul style="list-style-type: none"> Submit FDEL by January 7, 2022
10.05	Quarterly QA Security Report		<ul style="list-style-type: none"> Submit DDEL by December 30, 2021
12.30	Assessment of CalSAWS Migration Work Plan Update – December 2021		<ul style="list-style-type: none"> Submitted FDEL on December 20, 2021
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> Submit DDED by February 14, 2022
44	Assessment of CalSAWS Requirements Traceability Matrix - Update 9		<ul style="list-style-type: none"> Submit DDEL by February 23, 2022
45	Assessment of CalSAWS Deployment Complete Milestone/Report - C-IV		<ul style="list-style-type: none"> Submitted FDEL on December 20, 2021 Approval expected by December 27, 2021

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.14	OCAT - QA Monthly Status Report (OCAT) - December 2021		<ul style="list-style-type: none"> Submit FDEL by January 7, 2022
WP 5.1	OCAT – General Design – 2021 Annual Update (comments only)		<ul style="list-style-type: none"> Submitted comments on December 14, 2021

[1] Status: **Red:** Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

Table 1-3 – Overall Summary of BenefitsCal Deliverable Status










DEL #	DELIVERABLE NAME		STATUS
3.16	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – December 2021		<ul style="list-style-type: none"> • Submit FDEL by January 12, 2022
4.04	BenefitsCal – Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates – Following Final Acceptance		<ul style="list-style-type: none"> • Submit DDEL by February 11, 2022
10	BenefitsCal - Assessment of Portal Implementation Complete Report & Final Acceptance		<ul style="list-style-type: none"> • Submit DDEL by January 29, 2022
11	BenefitsCal - Assessment of Mobile App Implementation Complete Report		<ul style="list-style-type: none"> • Submit DDEL by February 5, 2022

Table 1-4 – Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
59.12	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – December 2021		<ul style="list-style-type: none"> • Submit FDEL by January 12, 2022
60	CalWIN Implementation – Assessment of CalWIN Business Process Reengineering (BPR) Plan		<ul style="list-style-type: none"> • Submit comments for Santa Clara and Tulare Wave 2 BPR Plans by February 1, 2022
64	CalWIN Implementation - Assessment of CalWIN Implementation Support Plan		<ul style="list-style-type: none"> • Submit DDED by February 1, 2022
WP-1	CalWIN Implementation - County Communication Plan (Comments Only)		<ul style="list-style-type: none"> • Submit vendor DDEL comments by January 18, 2022
WP-2	CalWIN Implementation - Change Discussion Guides (Comments Only)		<ul style="list-style-type: none"> • Submit vendor DDEL comments by January 24, 2022

1.2 Highlights for the Reporting Period

1.2.1 Project Management

- ▶ Continued support of Operational Readiness Review (ORR) response
- ▶ Participated in monthly OCAT SLA Report meeting on December 13, 2021
- ▶ Hosted CalSAWS Consortium County Validation Framework (CCCVF) documentation review session December 13, 2021
- ▶ Presented monthly CCCVF status at Regions 1 & 5 meetings on December 13 and 14, 2021
- ▶ Attended Imaging Migration Standup calls on December 14 and 16, 2021
- ▶ Participated in CalSAWS Section Directors' meeting on December 14, 2021. Co-facilitated CalSAWS Web Portal Strike Team proposal.
- ▶ Attended CalWIN Conversion meeting on December 15, 2021
- ▶ Conducted CalSAWS Procurement SOW and Requirements review on December 15-17, 2021
- ▶ Participated in CalSAWS Project Steering Committee (PSC) on December 16, 2021. Co-facilitated Imaging and CCCVF status update
- ▶ Participated in CalSAWS JPA Board meeting on December 17, 2021. Co-facilitated Imaging Status update.

1.2.2 Technical

- ▶ Participated in weekly CloudCheckr meeting on December 13, 2021
- ▶ Participated in weekly CalSAWS Tech meeting on December 13, 2021
- ▶ Participated in daily Primary Data Center (PDC) Decommissioning Touchpoints, December 13 – 17, 2021
- ▶ Participated in Integrated Tech Projects Touch Base on December 14, 2021
- ▶ Participated in App Dev Lead meeting on December 14, 2021
- ▶ Participated in DBCR/CTCR Review meetings on December 14 and 16, 2021
- ▶ Participated in CalSAWS Financial Operations meeting on December 14, 2021
- ▶ Participated in Purge Standup meetings on December 15 and 16, 2021
- ▶ Participated in Technical CAB meeting on December 15, 2021
- ▶ Participated in Environment Integration/Management Review on December 16, 2021
- ▶ Participated in CalSAWS Performance Report meeting on December 16, 2021
- ▶ Participated in Performance Testing Plan for GA/GR Web service on December 16, 2021
- ▶ BenefitsCal
 - Participated in daily Operations, and M&O calls on December 13 - 17, 2021
 - Participated in Application Transfer meetings on December 13 - 17, 2021
 - Participated in BenefitsCal Release 4.0 Requirement Clarification meetings on December 14 - 17, 2021
- ▶ Batch - Participated in Batch Performance Checkpoint meeting on December 15, 2021
- ▶ CalWIN – Participated in the CalWIN County Migration to CalSAWS : TPOC Kick Off meeting on December 16, 2021
- ▶ Central Print
 - Participated in CalSAWS Central Print Status meeting on December 14, 2021
 - Participated in Central Print Transition Touch Point meeting on December 15, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

- ▶ Contact Center
 - Participated in CalSAWS Contact Center Status meeting on December 15, 2021
 - Participated in CalSAWS: IVR/Contact Center Committee meeting on December 15, 2021
- ▶ Analytics - Participated in weekly Analytics status meeting on December 16, 2021
- ▶ Service Management – Reviewed weekly incidents and problems

1.2.3 Imaging

- ▶ Participated in Los Angeles County Offices Usage Patterns Discussion and Assumptions on December 13, 2021
- ▶ Participated in Imaging Migration Standup calls on December 14 and 16, 2021
- ▶ Participated in Review LA Import Timeline and Enhanced Performance Testing Approach meeting on December 15, 2021

1.2.4 Functional

- ▶ M&O
 - Participated in the Application Development Leads meeting on December 14, 2021
 - Participated in the SCRB meeting on December 14, 2021
 - Participated in the IVR/Contact Center Committee meeting on December 15, 2021
- ▶ Conversion
 - Attended CalWIN Conversion meeting on December 15, 2021
 - Attended Income and Resource discussion on December 15, 2021
 - Reviewed Converted Data Test (CDT) defect priorities on December 17, 2021
 - Reviewed draft CDT Risk with Accenture and Consortium
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Attended the weekly GA/GR status meeting
 - Tracked Gainwell's open action items for 22.03 designs
- ▶ Task Management
 - Participated in the 22.03 and 22.05 SCRs Design discussions
- ▶ Contact Center
 - Participated in CalSAWS Contact Center Status meeting on December 15, 2021
- ▶ CalSAWS Case Purge
 - Attended daily Standup calls
 - Conducted CalSAWS Purge pages validation testing to prepare for the case locking functionality that restricts adding a program to a shell case
 - Reviewed design document and provided comments

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

- ▶ SCR Reviews- The following table summarizes Functional and Technical SCRs in QA review for the reporting period. The QA Team targets all Critical and High priority designs for review and other SCRs at the Consortium's direction. QA review includes review of designs, content revision, SPG Scorecard content and validation of scope changes. Testing activities are reported in the testing sections below.

Table 1-5 – Weekly M&O SCR Updates

Release	SCRs in QA Review
RWR	8
21.07	1
21.11	4
22.01	1
22.03	4
TBD	1
Grand Total	19

1.2.5 BenefitsCal

- ▶ Discussed BenefitsCal 4.0 functional dependency with CalSAWS
- ▶ Attended Requirement Clarification Sessions for:
 - Two Way Message, Voice & Reports
 - ABAWD, CF Support Requests, Time Clocks
 - GROW, Voice & Reports
 - CBO access and ROI dependency
 - CalWORKs 2.0, Support Request
- ▶ Completed Deloitte SLA Work Product comment resolutions
- ▶ Continued testing support for Release 2.0 Priority Release(s)
- ▶ Participated in daily Release 2.0 API Triage meetings
- ▶ Participated in daily Production and M&O meetings
- ▶ Attended the BenefitsCal and Code For America meeting on December 14, 2021

1.2.6 Test

- ▶ CalSAWS Release 22.01
 - Continued Independent Test Execution
 - Completed QA Review of System Test cases
 - Began QA Review of System Test case execution
 - Participated in the Integrated Test meeting on December 14, 2021
 - Attended the weekly GA/GR Testing Review meeting on December 14, 2021
 - Attended the weekly System Test Status call for GA/GR Project meetings on December 15, 2021

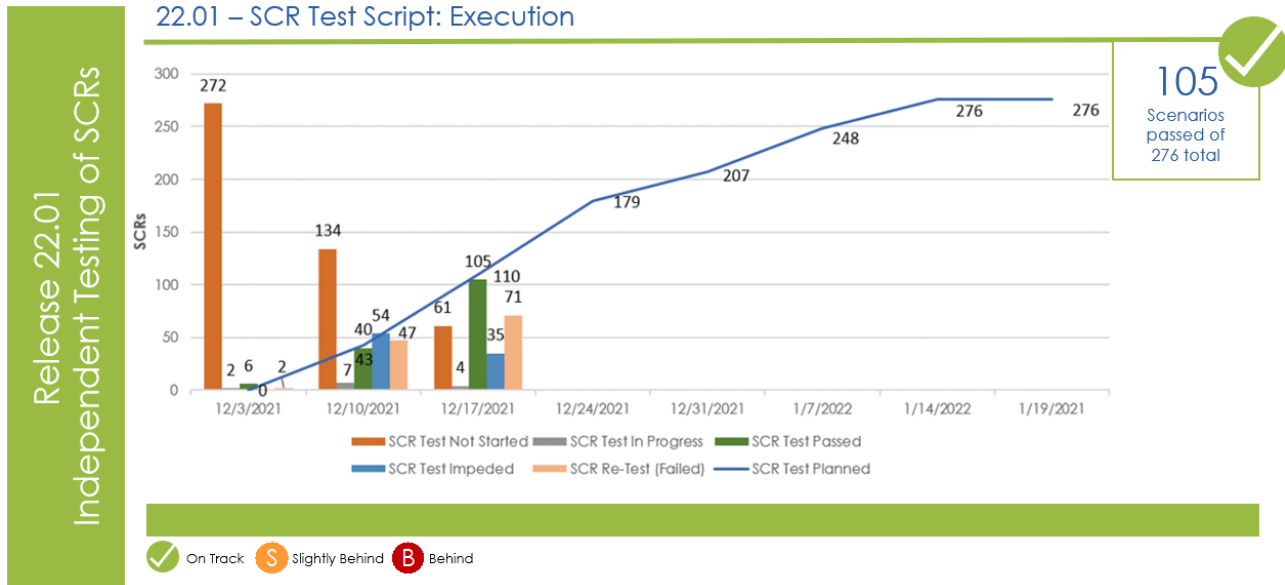
Table 1-6 – Release 22.01 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.01 Release – ClearBest QA Independent Test Results	276	22% (61)	1% (4)	38% (105)	26% (71)	13% (35)

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021



- ▶ CalSAWS Release 22.02
 - Participated in the Integrated Test meeting on December 14, 2021
 - Continued Independent Test Execution for CalSAWS Release 22.02

Table 1-7 – Release 22.02 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.02 Release – ClearBest QA Independent Test Results	8	0% (0)	25% (2)	75% (6)	0% (0)	0% (0)

- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Received QA Converted Data Testing Approach approval
 - Participated in the weekly CalWIN CDT meeting on December 14, 2021
 - Reviewed CDT system test scenarios
 - Developed CDT Independent test scenarios
- ▶ BenefitsCal Activities
 - Participated in the daily Operations and M&O calls December 13 – 17, 2021
 - Participated in the daily Defects and Activities calls December 13 – 17, 2021
 - Validated priority release 2.0.3 through QA Review and Independent Test
 - Monitored open defects from the regression deck
 - Developed Regression deck
 - Participated in Scope Review of upcoming Priority Releases meeting on December 17, 2021
- ▶ Other Consortium Support Test Activities
 - Participated in the Release When Ready (RWR) meeting on December 13, 2021
 - Monitored and provided test support for priority releases
 - Participated in the Accenture/Gainwell RACI meeting on December 13, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

- Participated in the CalSAWS Consortium County Validation Framework (CCCVF) Timeline/LOE feedback review session on December 13, 2021
- Participated in the Section Directors' meeting on December 14, 2021
- Participated in PSC on December 16, 2021
- Participated in JPA on December 17, 2021
- ▶ CalWIN UAT
 - Facilitated CalWIN UAT planning meetings on December 13 and 15, 2021
 - Participated in the CalWIN UAT Prep request with CalWIN on December 13, 2021
 - Participated in the CalWIN ISS-Stand up meeting to discuss the CalWIN UAT on December 13, 2021
 - Completed the Test Scenario overview/onboarding for Consortium ISS staff on December 16, 2021
 - Participated in Test Scenario Development touch points with the Consortium staff on December 17, 2021
 - Continued to work on the CalWIN JIRA tool approach for execution
 - Completed and distributed CRFI 21-075 Test Scenario and Script development recruitment
 - Continued development on CalWIN UAT slides for January 2022 JPA General Membership meeting
 - Responded to 38 new questions on the UAT web portal

1.2.7 Implementation

- ▶ C-IV Migration
 - Participated in Center of Excellence Touchpoints
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in weekly CalWIN ISS Management meeting
 - Participated in weekly CalWIN ISS OCM Leads meeting
 - Participated in weekly ISS Manager Touchpoint
 - Participated in weekly CalWIN Conversion and Change Management meeting
 - Participated in monthly CalWIN ISS Stand-Up County Meeting
 - Participated in Orange To-Be sessions and debriefs on December 13 – 15, 2021
 - Participated in Training Roles for CalWIN ISS discussion
 - Participated in approach to re-validate County Opt In/Out decisions
 - Participated in BPR Opportunity Matrix discussion with Placer County
 - Participated in monthly ISS meeting with Regional Managers
 - Participated in Change Discussion Guide approach meeting
 - Participated in Work Plan Check-Ins with Contra Costa, Yolo, and Placer
 - Conducted management debriefs on BPR and Change Discussion Guide Current Assessment
 - Facilitated and documented BPR and Change Discussion Guides discussion
 - Continued planning TOSS staff assignments with Consortium Implementation management
 - Prepared Implementation framework artifacts: Implementation Lead Toolkit and Communications Toolkit
 - Supported monthly Training Advisory Council (TAC) meeting
 - Conducted CalWIN ISS Workstream overview for TOSS team
 - Participated in communication process discussion

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

- Prepared for Change Network Champion Kickoff session
- Participated in Technical Point of Contact (TPOC) kickoff session
- Continued refining ISS Action Plans from C-IV Migration Implementation, Change, and Training Retrospectives
- ▶ Release Management - Planned for Release 22.01 Training SCRs
- ▶ Special Projects - Supported the IDEA Buddy Survey – Round 2

1.2.8 OCAT

- ▶ Participated in the monthly OCAT SLA Review meeting on December 13, 2021
- ▶ Participated in discussion of ClearBest comments on the OCAT General Design Document (GDD) annual update with Consortium and Cambria on December 13, 2021.

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue support of Operational Readiness Review (ORR) response
- ▶ Participate in January JPA Planning meeting on December 20, 2021
- ▶ Conduct CCCVF action tracker review session December 20, 2021
- ▶ Facilitate RCM Orientation internal dry run session December 20, 2021
- ▶ Attend Imaging Migration Standup call on December 21, 2021
- ▶ Participate in CDT Risk and Mitigation Review on December 21, 2021
- ▶ Participate in OCAT Operations and Release meeting on December 22, 2021

1.3.2 Technical

- ▶ Participate in Daily Primary Data Center (PDC) Decommissioning Touchpoint meetings, December 20 and 21, 2021
- ▶ Participate in weekly CloudCheckr meetings on December 20, 2021
- ▶ Participate in CalSAWS Weekly Tech meeting on December 20, 2021
- ▶ Participate in daily Purge Standup meetings on December 21 - 23, 2021
- ▶ Participate in DBCR/CTCR Review meetings on December 21, 2021
- ▶ Participate in Technical CAB meeting on December 22, 2021
- ▶ Participate in Monthly Over 15 seconds Report review on December 23, 2021
- ▶ BenefitsCal
 - Participate in daily Operations and M&O calls on December 20 - 22, 2021
 - Participate in Application Transfer meetings on December 20 - 23, 2021
- ▶ Batch - Participate in Batch Performance Checkpoint meeting on December 22, 2021
- ▶ Central Print
 - Participate in CalSAWS Central Print - Status meeting on December 20, 2021
- ▶ Contact Center
 - Participate in CalSAWS and Los Angeles Contact Center Sessions on December 20, 2021
 - Participate in Outbound IVR testing - Unsupported foreign languages manual testing on December 21, 2021
 - Participate in Contact Center status meeting on December 22, 2021
- ▶ Service Management – Participate in ServiceNow Process Improvement meeting on December 23, 2021

1.3.3 Imaging

- ▶ Participate in Imaging Migration Standup call on December 21, 2021
- ▶ Participate in Hyland Integrated Performance Test on December 21, 2021

1.3.4 Functional

- ▶ M&O
 - Participate in the weekly Correspondence Design meeting on December 21, 2021
 - Review SCR Design Documents
- ▶ Conversion
 - Attend CalWIN Conversion meetings
 - Attend Ongoing Income and Resource discussions

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Attend the weekly GA/GR meeting
 - Monitor design and testing activities for Accenture and Gainwell
- ▶ Task Management
 - Review Design documents and attend scheduled meetings
- ▶ Contact Center
 - Participate in weekly Contact Center Test Automation Cross Team call
- ▶ Case Purge
 - Track CalSAWS Purge sprint activities

1.3.5 BenefitsCal

- ▶ Participate in daily Release 2.0 API Triage meetings
- ▶ Participate in daily Production and M&O meetings
- ▶ Participate in daily CalSAWS/BenefitsCal Planning meetings
- ▶ Attend the monthly BenefitsCal UCD meeting on December 15, 2021
- ▶ Participate in the Release 4 Requirement Clarification Sessions
- ▶ Attend the Release Testing Schedule meeting

1.3.6 Test

- ▶ CalSAWS Release 22.01
 - Perform Independent Test script execution
 - Participate in the Integrated Test meeting on December 21, 2021
 - Participate in the weekly GA/GR Testing Review meeting on December 21, 2021
 - Participate in the Test Touchpoint meeting on December 22, 2021
 - Participate in the weekly System Test Status call for GA/GR Project meeting on December 22, 2021
- ▶ CalSAWS Release 22.02
 - Perform Independent Test script execution
 - Monitor release and develop test scenarios
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Perform Independent Test script execution
 - Participate in the CalWIN CDT weekly status meeting on December 20, 2021
 - Conduct QA Review of System Test scenarios
- ▶ BenefitsCal Activities
 - Participate in the daily Operations and M&O calls December 20 – 23, 2021
 - Participate in the daily Defects and Activities calls December 20 – 23, 2021
 - Continue to enhance regression deck
 - Continue to monitor open defects from regression tests
- ▶ Other Consortium Support Test Activities
 - Monitor and provide test support for priority releases
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings on December 20 and 22, 2021
 - Participate in the CalWIN Test Scenario development touch point with Consortium staff on December 21, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 13, 2021 to December 19, 2021

- Facilitate weekly UAT Test Scenario and Script touch points with Consortium UAT and ISS support team on December 22, 2021
- Continue to work on CalWIN JIRA tool approach for execution
- Monitor CRFI 21-075 Test Scenario and Script development recruitment responses
- Continue development on CalWIN UAT slides for January 2022 JPA General Membership meeting
- Continue planning and preparation activities

1.3.7 Implementation

- ▶ C-IV Migration
 - Review Imaging Training Guides
 - Participate in weekly Training Touchpoint
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in weekly CalWIN ISS Management meeting
 - Participate in weekly CalWIN ISS OCM Leads meeting
 - Participate in weekly ISS Manager Touchpoint
 - Participate in weekly CalWIN Conversion and Change Management meeting
 - Continue planning TOSS staff assignments with Consortium Implementation management
 - Prepare Implementation framework artifacts: Implementation Lead Toolkit and Communications Toolkit
 - Continue refining ISS Action Plans from C-IV Migration Implementation, Change, and Training Retrospectives
 - Participate in working sessions to identify BPR To-Be change impacts
 - Participate in Meet & Greet: Implementation TOSS & CalWIN Team Leads
 - Prepare communications on Implementation framework for January OPAC meeting
 - Participate in CalWIN UAT Planning and Prep - OCM/BPR and Application Training session
- ▶ Release Management – Verify Release 22.01 Training SCRs and SCR items
- ▶ Special Projects - Support the IDEA Buddy Survey – Round 2

1.3.8 OCAT

- ▶ Participate in OCAT Operations and Release meeting on December 22, 2021
- ▶ Support comment resolution for OCAT General Design Document (GDD) annual update.

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period