



CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: December 20, 2021 to January 2,
2022**

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	14

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.....	6
Table 1-6 – Release 22.01 Independent Test Progress	7
Table 1-7 – Release 22.02 Independent Test Progress	8
Table 1-8 –CalWIN CDT Independent Test Progress.....	8

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

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"> Submitted DDEL on December 30, 2021 Submit FDEL by January 10, 2022
12.30	Assessment of CalSAWS Migration Work Plan Update – December 2021		<ul style="list-style-type: none"> Submitted FDEL on December 20, 2021 Approval received on December 29, 2021
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> Submit DDEL 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 received on December 29, 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

[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 20, 2021 to January 2, 2022

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

- ▶ Participated in January JPA Planning meeting on December 20, 2021
- ▶ Conducted CalSAWS Consortium County Validation Framework (CCCVF) action item review session on December 20, 2021
- ▶ Facilitated RCM Orientation internal dry run session on December 20, 2021
- ▶ Attended Imaging Migration Standup call on December 21, 2021
- ▶ Participated in meeting with Hyland on December 21, 2021
- ▶ Participated in CalWIN Converted Data Test (CDT) Risk and Mitigation Review on December 21, 2021
- ▶ Facilitated CCCVF Strike Team County Touchpoint meeting December 27, 2021
- ▶ Participated in GA/GR Weekly Status meetings on December 28 and 30, 2021
- ▶ Participated in CalSAWS Batch Performance Checkpoint on December 29, 2021
- ▶ Drafted CCCVF content for January JPA meeting on December 29, 2021
- ▶ Developed CCCVF Workgroup Orientation materials on December 28, 2021
- ▶ Created RCM Orientation Montage videos on December 27 – 31, 2021
- ▶ Published full length orientation videos to Committee Member Virtual Binder and updated Quick Reference Guide on December 27 – 31, 2021

1.2.2 Technical

- ▶ Participated in weekly CalSAWS Tech meeting on December 20, 2021
- ▶ Participated in ForgeRock MFA Roll Out Plan on December 20, 2021
- ▶ Participated in Security Control Assessment comments on December 20, 2021
- ▶ Participated in weekly CloudCheckr meeting on December 21, 2021
- ▶ Participated in daily Primary Data Center (PDC) Decommissioning Touchpoints, December 20 - 22, 2021
- ▶ Participated in Purge Standup meetings on December 21 and 22, 2021
- ▶ Participated in daily Primary Data Center (PDC) Decommissioning Touchpoints, December 27 - 28, 2021
- ▶ Participated in CalSAWS DBCR/CTCR Review on December 28, 2021
- ▶ Participated in Performance – CalSAWS Monthly Over 15 Seconds meeting on December 28, 2021
- ▶ Participated in Performance – CalSAWS Monthly Performance Report meeting on December 30, 2021
- ▶ BenefitsCal
 - Participated in daily Operations, and M&O calls on December 21 - 22, 2021
 - Participated in Application Transfer meeting on December 21, 2021
- ▶ CalWIN – Participated in the CalWIN County Migration to CalSAWS : TPOC Kick Off meeting on December 23, 2021
- ▶ Central Print - Participated in Central Print Status meeting on December 22, 2021
- ▶ Contact Center - Participated in CalSAWS and Los Angeles Contact Center Sessions on December 20, 2021
- ▶ Service Management – Participated in ServiceNow Process Improvement Stakeholders meeting on December 23, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

1.2.3 Imaging

- ▶ Participated in meeting with Hyland on December 21, 2021
- ▶ Participated in Imaging Migration Standup call on December 21, 2021
- ▶ Participated in Tasks Required for Setting up LA Batch Scanning meeting on December 22, 2021
- ▶ Reviewed and tested SCRs/Defects (CA-235161, CA-233089, CA-228869, CA-238387)

1.2.4 Functional

- ▶ M&O
 - Performed SPG Scorecard Reviews
- ▶ Conversion
 - Reviewed Converted Data Test (CDT) defect priorities
 - Reviewed draft CDT Risk with Accenture and Consortium
- ▶ General Assistance/General Relief (GA/GR)
 - Reviewed SCR Design documents and updates
 - Reviewed changes to 22.03 and 22.05 scope
- ▶ Task Management
 - Participated in the 22.05 SCRs Design reviews
- ▶ Contact Center
 - Participated in Outbound IVR Testing meeting on December 21, 2021
 - Participated in San Bernardino CSC Support meeting on December 28, 2021
- ▶ CalSAWS Case Purge
 - Attended meetings as scheduled
 - Reviewed draft presentation for CalSAWS Case Purge
- ▶ 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	3
22.01	2
22.03	6
22.05	3
TBD	1
Grand Total	15

1.2.5 BenefitsCal

- ▶ Discussed BenefitsCal 4.0 functional dependency with CalSAWS
- ▶ Discussed Final Acceptance RTM with leadership team
- ▶ 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

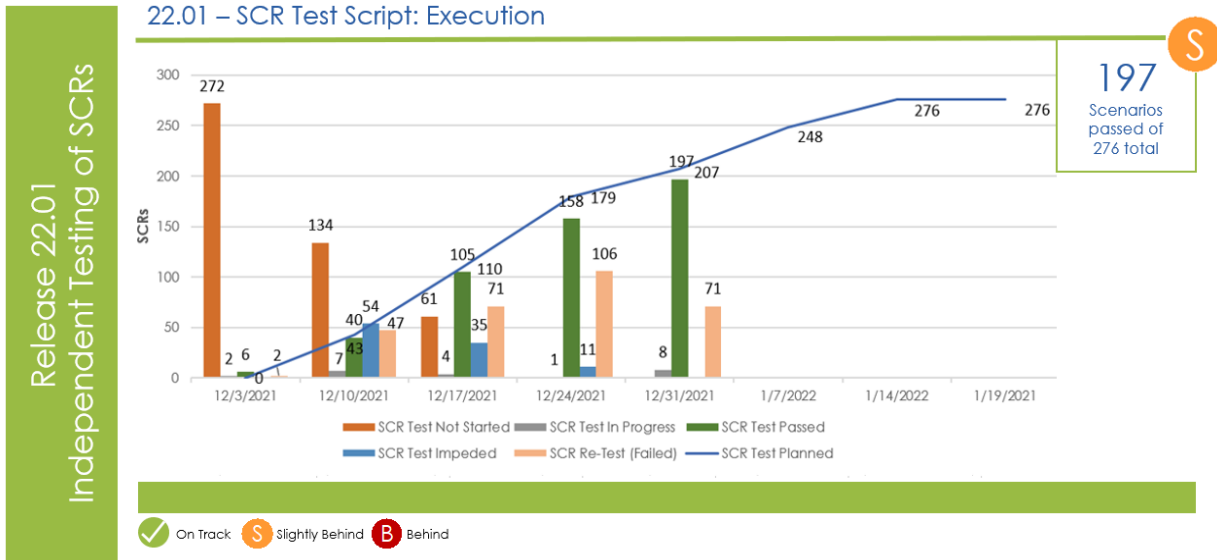
Weekly Status Report Period: December 20, 2021 to January 2, 2022

1.2.6 Test

- ▶ CalSAWS Release 22.01
 - Performed Independent Test script execution and defect retesting
 - Continued QA Review of System Test script executions
 - Began Manual Regression test script execution
 - Participated in the Integrated Test meeting on December 21, 2021
 - Participated in the weekly GA/GR Testing Review meetings on December 21 and 28, 2021
 - Participated in the weekly System Test Status calls for GA/GR Project meeting on December 22 and 29, 2021
 - Participated in the Integrated Test meeting on December 28, 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	0% (0)	3% (8)	71% (197)	26% (71)	0% (0)



CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

- ▶ CalSAWS Release 22.02
 - Performed Independent Test execution

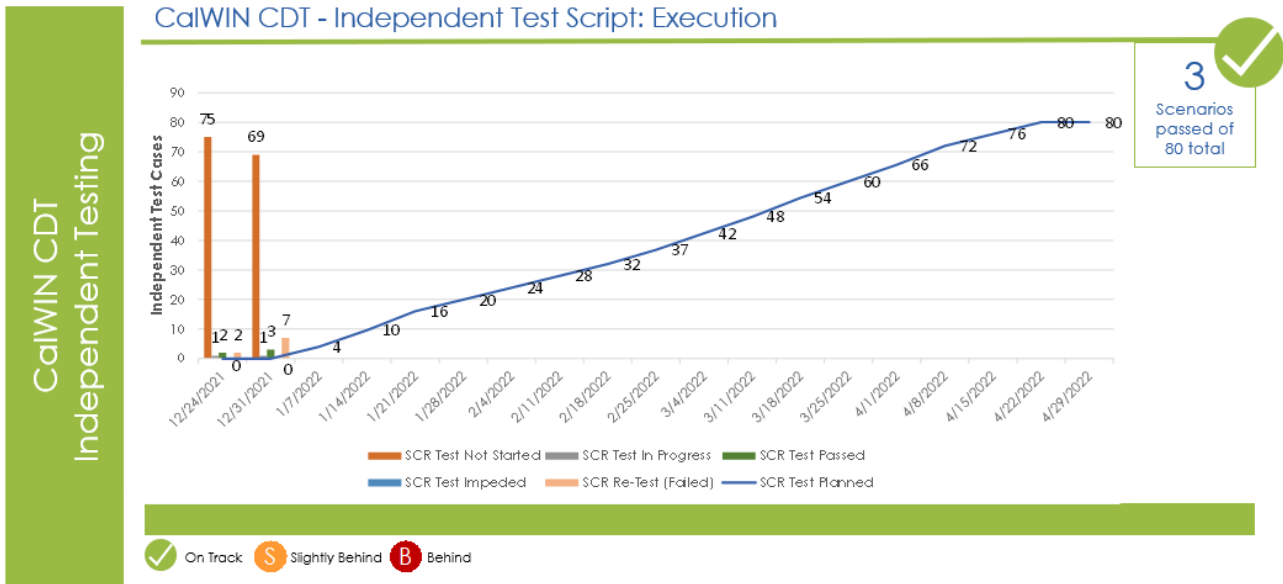
Table 1-7 – Release 22.02 Independent Test Progress

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
 - Performed Independent Test script execution
 - Participated in the CalWIN CDT weekly status meetings on December 20 and 27, 2021
 - Conducted QA Review of System Test scenarios

Table 1-8 –CalWIN CDT Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalWIN CDT – ClearBest QA Independent Test Results	80	86% (69)	1% (1)	4% (3)	9% (7)	0% (0)



- ▶ BenefitsCal Activities
 - Participated in the daily Operations and M&O calls December 20 – 30, 2021
 - Participated in the daily Defects and Activities calls December 20 – 30, 2021
 - Continued to monitor open defects
- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

- Participated in CCCVF Issue Management Requirement Discussion on December 27, 2021
- ▶ CalWIN UAT
 - Facilitated CalWIN UAT planning meetings on December 20 and 22, 2021
 - Facilitated weekly UAT Test Scenario and Script touch points with Consortium UAT and ISS support team on December 22, 2021
 - Participated in the CalWIN Test Scenario development touch point with Consortium staff on December 21 and 29, 2021
 - Facilitated CalWIN UAT planning meetings on December 27 and 29, 2021
 - Completed to work on CalWIN Jira tool approach for execution
 - Monitored and supported UAT Test Scenario development
 - Monitored and reconciled CRFI 21-075 Test Scenario and Script development recruitment responses and address inquiries
 - Continued CalWIN UAT slide development for January 2022 JPA General Membership meeting
 - Continued planning and preparation activities

1.2.7 Implementation

- ▶ C-IV Migration - Reviewed Imaging Training Guides
- ▶ 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
 - Reviewed and provided feedback on TOSS staff assignments with Consortium Implementation management
 - Participated in working sessions of Intake To-Be Process Maps, Process Change Inventory, and Change Discussion Guides
 - Reviewed and provided feedback on Implementation framework artifacts with Consortium Implementation Management
 - Continued refining ISS Action Plans from C-IV Migration Implementation, Change, and Training Retrospectives
 - Participated in working sessions to identify BPR To-Be change impacts
 - Conducted a Team Meet & Greet: Implementation TOSS & CalWIN Team Leads
 - Prepared Wave 1 communications on Implementation framework for January OPAC and Wave 1 Check-In meeting
 - Participated in CalWIN UAT discussion on testing efforts
 - Participated in Readiness Checklist working session
 - Prepared Implementation framework artifacts: Implementation Lead Toolkit and Communications Toolkit
 - Participated in County Work Plan Check-In with Contra Costa
- ▶ Release Management – Verified Release 22.01 Training SCRs and SCRB items
- ▶ Special Projects - Supported the IDEA Buddy Survey – Round 2

1.2.8 OCAT

- ▶ Participated in the biweekly OCAT Operation and Release Management meeting on December 22, 2021

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

- ▶ Participated in the OCAT OP-2774 (Qlik Data Load Redesign) UAT Kickoff meeting on December 28, 2021
- ▶ Participated in OCAT Reports and Analysis meeting on December 29, 2021
- ▶ Reviewed OCAT Report Dashboard Testing Results on December 29, 2021
- ▶ Agreed to defer the December 30, 2021 Release to January 2022

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Participate in the weekly GA/GR Status meeting on January 4, 2022
- ▶ Review Imaging Plans with Hyland and Accenture on January 4, 2022
- ▶ Participate in JPA Presentation preparation session January 4, 2022
- ▶ Conduct RCM Orientation presenter dry run session January 5, 2022
- ▶ Participate in CalSAWS Batch Performance Checkpoint on January 5, 2022
- ▶ Participate in JPA planning meeting on January 6, 2022
- ▶ Review CalWIN Converted Data Test (CDT) Risk and Mitigation plan on January 6, 2022
- ▶ Provide updates to QA assigned Risks by January 6, 2022 for Risk Management Group (RMG) meeting on January 12, 2022

1.3.2 Technical

- ▶ Participate in PDC Decommission touchpoint on January 3, 2022
- ▶ Participated in weekly CloudCheckr meeting on January 3, 2022
- ▶ Participate in DBCR/CTCR Review meetings on January 4 and 6, 2022
- ▶ Participate in Consortium FinOps meeting on January 4, 2022
- ▶ Participate in Tech Change Advisory Board (Tech CAB) meeting on January 5, 2022
- ▶ Participate in CalSAWS TPOC meeting on January 5, 2022
- ▶ Participate in Environment Integration/Management Review meeting on January 6, 2022
- ▶ BenefitsCal
 - Review BenefitsCal RTM on January 3, 2022
 - Participate in daily Operations, and M&O calls on January 3 - 7, 2022
- ▶ Batch
 - Participate in Batch Operations Dashboard Feedback Session on January 5, 2022
 - Participate in Batch Performance Checkpoint meeting on January 5, 2022
- ▶ Analytics - Participate in Analytics Weekly Roundup meeting on January 6, 2022
- ▶ Security - Participate in Security Operations Discussion meeting on January 7, 2022
- ▶ Contact Center – Participate in CalSAWS and Los Angeles Contact Center Sessions on January 3, 2022
- ▶ Service Management – Participate in ServiceNow Process Improvement meeting on January 6, 2022

1.3.3 Imaging

- ▶ Participate in Imaging Migration meetings on January 4 and 6, 2022

1.3.4 Functional

- ▶ M&O
 - Participate in the Medi-Cal CMSP Committee meeting on January 4, 2022
 - Participate in the weekly App Dev Leads meeting on January 4, 2022
 - Participate in the weekly Correspondence Design meeting on January 4, 2022
 - Participate in the Correspondence User Group meeting on January 5, 2022
 - Participate in the bi-weekly CCB meeting on January 6, 2022

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

- Review SCR Design Documents
- Attend the final discussion on 1099, School Lunch and e2Lite for CalWIN Counties on January 5, 2022
- ▶ Conversion
 - Attend scheduled meetings
 - Attend CalWIN CDT Risk and Mitigation Review on January 6, 2022
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Monitor design and testing activities for Accenture and Gainwell
 - Attend GA/GR Risk discussion
- ▶ 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
- ▶ Review changes for Release 2.1 and validate Partner Coordination
- ▶ Participate in daily Production and M&O meetings
- ▶ Participate in daily CalSAWS/BenefitsCal Planning meetings
- ▶ Participate in the Release 4 Design Sessions
- ▶ Attend the Release Testing Schedule meeting
- ▶ Attend the weekly BenefitsCal Code for America meeting

1.3.6 Test

- ▶ CalSAWS Release 22.01
 - Perform defect retesting
 - Continue QA Review of System Test script executions
 - Continue Manual Regression tests
 - Participate in the weekly Integrated Test Team meeting on January 4, 2022
 - Participate in the weekly GA/GR Testing Review meeting on January 4, 2022
 - Participate in the weekly System Test Status call for GA/GR Project meeting on January 5, 2022
- ▶ 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 January 4, 2022
 - Conduct QA Review of System Test scenarios
- ▶ BenefitsCal Activities
 - Perform test execution and reviews for BenefitsCal Priority Release 2.0.5
 - Participate in the daily Defects and Activities calls on January 4, 2022
 - Participate in the daily Operations and M&O calls on January 4 - 6, 2022

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

- Continue to monitor open defects
- ▶ Other Consortium Support Test Activities
 - Monitor and provide test support for priority releases
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings on January 4 and 6, 2022
 - Facilitate weekly UAT Test Scenario and Script touch points with Consortium UAT and ISS support team on January 4 and 6, 2022
 - Facilitate CalWIN UAT Planning and Prep - OCM/BPR and Application Training meeting with Consortium UAT, Deloitte and Consortium Training, OCM, and ISS team on January 4, 2022
 - Facilitate weekly UAT Test Scenario Status meeting with Consortium UAT and ISS support team on January 5, 2022
 - Continue to monitor CRFI 21-075 Test Scenario and Script development recruitment responses and address inquiries
 - Complete CalWIN UAT slides for January 2022 JPA General Membership meeting
 - Continue planning and preparation activities

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Review Imaging Training Guides
 - Participate in Weekly Training Touchpoint
 - Participate in CalSAWS Training Committee Meeting
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate 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
 - Participate in biweekly CalWIN UAT Planning and Prep for OCM/BPR and Application Training meeting
 - Prepare for and conduct Weekly Implementation Team Meeting
 - Continue planning TOSS staff assignments with Consortium Implementation management
 - Prepare and participate in Wave 1 Check-In Meeting
 - 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 Wave 4 – Task Management and Lobby Management Q&A sessions
 - Participate in Wave 4 – Case Assignment and Appointment Scheduling, Application Registration, and Intake Q&A sessions
 - Participate in Wave 4 – Case Maintenance Q&A session
 - Prepare for JPA presentation
 - 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 SCRB items

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 20, 2021 to January 2, 2022

- ▶ Special Projects - Support the IDEA Buddy Survey – Round 2

1.3.8 OCAT

- ▶ Participate in OCAT Operations and Release Management meeting on January 5, 2022

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period