



CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: January 31, 2022 to February 6,
2022**

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1.0 Quality Assurance

1.1 Deliverables Management

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











DEL #	DELIVERABLE NAME		STATUS
3.31	QA Monthly Status Report – January 2022		• Submitted FDEL on February 4, 2022
4.31	QA Work Plan - January 2022		• Submitted FDEL on February 4, 2022
7.31	QA Test Monthly Report – January 2022		• Submitted FDEL on February 4, 2022
10.06	Quarterly QA Security Report		• Submit DDEL by March 30, 2022
12.32	Assessment of CalSAWS Migration Work Plan Update – February 2022		• Submit FDEL by February 22, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		• Submit DDED by February 14, 2022
44	Assessment of CalSAWS Requirements Traceability Matrix - Update 9		• Submit DDEL by February 23, 2022

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.15	OCAT - QA Monthly Status Report (OCAT) – January 2022		• Submitted FDEL on February 4, 2022
WP 2.1	OCAT - Project Control Document - 2022 updates (Comments Only)		• Submitted FDEL comments on February 7, 2022
WP 6.1	OCAT - Technical Design - 2022 Annual Update (Comments Only)		• Submit DDEL comments by March 3, 2022

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

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Table 1-3 – Overall Summary of BenefitsCal Deliverable Status







DEL #	DELIVERABLE NAME		STATUS
3.17	BenefitsCal – Assessment of Portal/Mobile App Work Plan Update – January 2022		<ul style="list-style-type: none"> • Submit FDEL by February 11, 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 10, 2022
10	BenefitsCal - Assessment of Portal Implementation Complete Report & Final Acceptance		<ul style="list-style-type: none"> • Submitted DDEL on February 4, 2022
11	BenefitsCal - Assessment of Mobile App Implementation Complete Report		<ul style="list-style-type: none"> • Submitted DDEL on February 4, 2022

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

DEL #	DELIVERABLE NAME		STATUS
59.13	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - January 2022		<ul style="list-style-type: none"> • Submit FDEL by February 11, 2022
64	CalWIN Implementation - Assessment of CalWIN Implementation Support Plan		<ul style="list-style-type: none"> • Submit FDED by February 11, 2022

1.2 Highlights for the Reporting Period

1.2.1 Project Management

- ▶ Continued to support Outcomes Based Certification (OBC) preparation
- ▶ Participated in CalWIN Wave Planning - Environments and Converted Data meetings on January 31 and February 3, 2022
- ▶ Participated in CalSAWS Section Directors' meeting on February 1, 2022
- ▶ Participated in CalSAWS Communication Strike Team meeting February 1, 2022
- ▶ Attended Imaging Migration meeting on February 1, 2022
- ▶ Participated in Batch Performance Checkpoint meeting on February 2, 2022
- ▶ Participated in CalWIN Converted Data Test (CDT) Risk and Mitigation review on February 3, 2022
- ▶ Participated in GA/GR Executive Project Status meeting on February 4, 2022
- ▶ Started assessment of January 2022 Portal/Mobile and CalWIN ISS Work Plan updates on February 4, 2022

1.2.2 Technical

- ▶ Participated in weekly CloudCheckr meetings on January 31 and February 1, 2022
- ▶ Participated in CalSAWS Weekly Tech meeting on January 31, 2022
- ▶ Participated in Consortium FinOps meeting on February 1, 2022
- ▶ Participated in DBCR/CTCR Review meetings on February 1 and 3, 2022
- ▶ Participated in Purge Standup meetings on February 2 and 4, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on February 2, 2022
- ▶ Security
 - Monitored Office 365 Multi-Factor Authentication and Self-Service Password Reset implementation on January 31, 2022
 - Participated in Security Operations Discussion on February 4, 2022
- ▶ Batch
 - Participated in Batch Performance Status Check meeting on February 2, 2022
 - Continued collaboration with Accenture on a timeline for performance and test support for 58 County batch cycle.
- ▶ Analytics
 - Participated in Webcast on CalSAWS Priority Release 22.02.03 - Analytics Hard Launch #5 (Dashboards/Reports) on February 1, 2022
 - Attended Analytics Reports and Dashboards Demo on February 2, 2022
 - Participated in weekly Analytics Status meeting on February 3, 2022
- ▶ BenefitsCal
 - Participated in Cross Vendor Table Read: Cutover Checklists for LA Go Live on February 1, 2022
 - Participated in daily Operations and M&O calls on February 1 and 3, 2022
 - Participated in BenefitsCal Performance Test review on February 3, 2022
- ▶ Central Print – Participated in Central Print Status meeting on January 31, 2022
- ▶ Contact Center
 - Participated in CalSAWS Los Angeles Contact Center Review on February 1, 2022
 - Continued to monitor the CalSAWS Los Angeles Contact Center Implementation
- ▶ Service Management – Continued to monitor Service Desk tickets

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1.2.3 Imaging

- ▶ Participated in LA County Imaging Validation meetings January 31 – February 4, 2022
- ▶ Participated in Hyland Performance meeting on January 31, 2022
- ▶ Participated in Imaging Migration meeting on February 1, 2022
- ▶ Participated in CalSAWS and LA Imaging Testing meetings on February 1 and 3, 2022
- ▶ Participated in weekly LA Document Migration meeting on February 3, 2022
- ▶ Participated in Imaging API Architecture meeting on February 4, 2022
- ▶ Reviewed and Tested Imaging Defect CA-239860 for Minor Release Version 22.02.04

1.2.4 Functional

- ▶ M&O
 - Participated in App Dev Leads meeting on February 1, 2022
 - Participated in Self-Service Portal Committee meeting on February 1, 2022
 - Participated in Correspondence User Group meeting on February 2, 2022
 - Participated in CCB meeting on February 3, 2022
 - Reviewed sixty-two (62) Design documents

Table 1-5 – Weekly M&O SCR Updates

Release	SCRs in QA Review
RWR	12
21.11	6
22.01	11
22.02	2
22.03	14
22.05	11
22.06	1
22.07	3
TBD	2
Grand Total	62

- ▶ Conversion
 - Continued CDT Risk mitigation discussions with Accenture and Consortium
 - Reviewed Data Collection elements associated with “Do not Map” transformation type in the Mapping Transformation Report; shared with the CalWIN ISS Team
 - Reviewed CDT defect priorities
 - Met with Accenture, Deloitte, and Consortium to discuss the County Validation phase, environments and data availability
- ▶ General Assistance/General Relief (GA/GR)
 - Monitored 22.03 design completion to support conversion data model dependencies
 - Reviewed SCR Design documents and updates
 - Monitored GA/GR UAT County Validation Risk 267
- ▶ Task Management
 - Participated in design reviews for Release 22.05 SCRs

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- ▶ Contact Center
 - Participated in Placer Contact Center Discovery session on February 1, 2022
 - Participated in Los Angeles Contact Center Discovery session on February 1, 2022
 - Participated in Yolo Contact Center Discovery session on February 2, 2022
 - Participated in Contra Costa Contact Center Discovery session on February 3, 2022
- ▶ CalSAWS Case Purge
 - Attended Sprint Meetings
 - Attended the UAP Validation of Data meeting with DCSS on February 3, 2022
- ▶ 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.

1.2.5 BenefitsCal

- ▶ Attended BenefitsCal Release 4.0 Design Sessions
 - Session 1: GROW + WTW Customer and Collaborator Functionality on February 3, 2022
 - Review with WTW Committee: CalWORKs 2.0 on February 2, 2022
- ▶ Participated in the Cross Vendor Table Read meeting on February 1, 2022
- ▶ Participated in daily meetings for LA County UAT Go Live
- ▶ Resolved deliverable comments on Lessons Learned for the Implementation Complete deliverables and submitted QA Assessments
- ▶ 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

1.2.6 Test

- ▶ Completed 22.02 testing activities

Table 1-6 – 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)	0% (0)	100% (8)	0% (0)	0% (0)

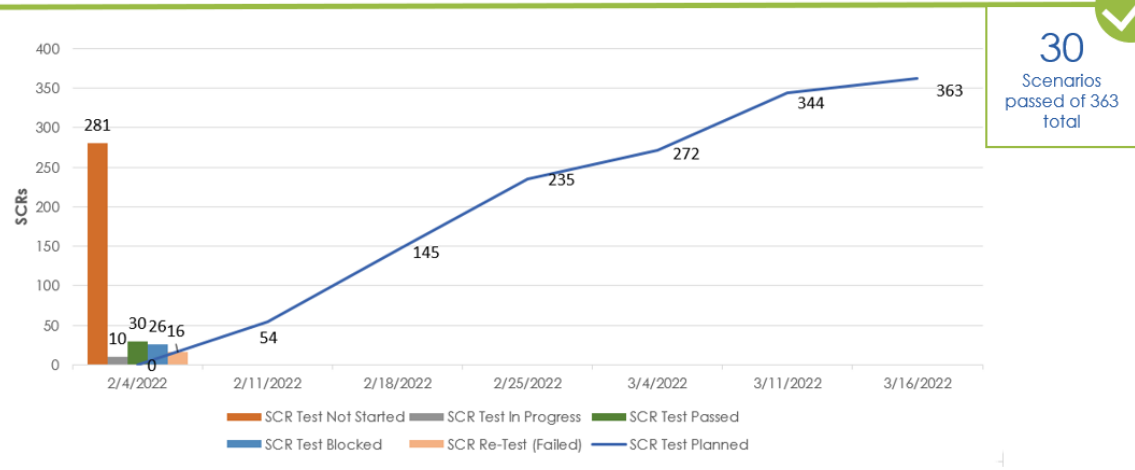
- ▶ CalSAWS Release 22.03 Add 22.02 chart above (table only)
 - Completed Independent Test scenario and script preparation
 - Began Independent Test execution
 - Began QA Review of System Test scripts

Table 1-7 – Release 22.03 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.03 Release – ClearBest QA Independent Test Results	363	77% (281)	3% (10)	8% (30)	4% (16)	8% (26)

Release 22.03
Independent Testing of SCRs

22.03 – SCR Test Script: Execution



On Track S Slightly Behind B Behind

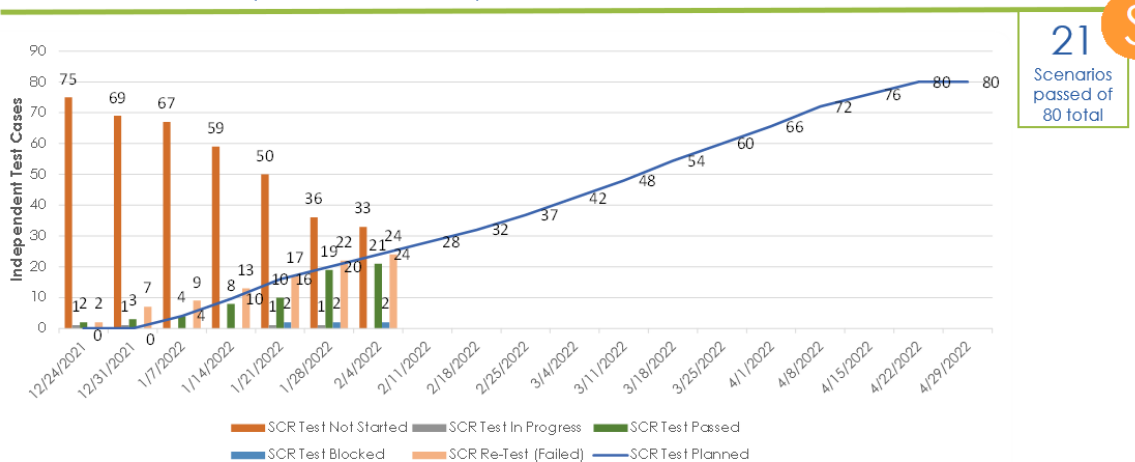
- ▶ CalSAWS Converted Data Testing (CDT) – Functional Testing activities
 - Performed Independent Test script execution
 - Performed Manual Regression Test script execution
 - Participated in weekly CDT meeting on February 01, 2022
 - Participated in daily CDT Touchpoint calls January 31 – February 04, 2022

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	41% (33)	0% (0)	26% (21)	30.00% (24)	3% (2)

CalWIN CDT
Independent Testing

CalWIN CDT - Independent Test Script: Execution



On Track S Slightly Behind B Behind

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- ▶ **BenefitsCal Activities**
 - Participated in daily M&O calls on January 31 – February 4, 2022
 - Participated in weekly Defect and Activities call on February 1, 2022
 - Completed Independent Test and QA Reviews for Priority Release 2.1.1
 - Continued to monitor open defects
 - Completed BenefitsCal Monthly Release 2.2 scope review
 - Began Monthly Release 2.2 Independent Tests and QA Reviews
 - Began BenefitsCal Regression deck for LA Go Live
- ▶ **Other Consortium Support Test Activities**
 - Monitored test support for priority releases
 - Participated in GA/GR Daily Test meetings January 31 – February 4, 2022
 - Participated in RWR Touchpoint on January 31, 2022
 - Participated in the weekly Integrated Test Team meeting on February 1, 2022
 - Participated in LA County – Imaging Validation Daily touch points January 31 – February 4, 2022
 - Participated in GA/GR Weekly Touch point meeting on February 1, 2022
 - Participated in weekly Test Touchpoint meeting on February 2, 2022
 - Participated in GA/GR Weekly System Test Status Call on February 2, 2022
 - Participated in the CalWIN CDT Risk and Mitigation Review meeting on February 3, 2022
- ▶ **CalWIN UAT**
 - Facilitated CalWIN UAT planning meetings on January 31 and February 2, 2022
 - Facilitated CalWIN UAT Kickoff meeting for Test Scenario Review and final pull of baseline scenarios with the UAT team on January 31, 2022
 - Facilitated Wave planning - Environment and Converted data discussions with Accenture Conversion and Test, Consortium UAT team and Consortium Test Manager on January 31, February 2 and 4, 2022
 - Facilitated Script development working session with Consortium UAT team on February 2, 2022
 - Participated in CAPI Q&A with the Consortium BA and ISS team developing UAT CAPI scenarios on February 1, 2022
 - Facilitated CalSAWS CalWIN UAT Test Scenario Review General Q and A with CalWIN counties on February 3, 2022
 - Monitored and responded to inquires received via the CalSAWS UAT mailbox
 - Monitored Test Scenario development county feedback
 - Drafted enhanced CalSAWS CalWIN UAT approach
 - Continued planning and preparation activities

1.2.7 Implementation

- ▶ **CalSAWS Maintenance and Operations (M&O)**
 - Participated in weekly Training Touchpoint meeting
 - Added QA Confirmation Seals in LA County Imaging Implementation Readiness Dashboard and Packet
 - Prepared for LA County's T-3W Imaging User Readiness Survey
- ▶ **CalWIN Implementation Support Services (ISS)**
 - Participated in weekly CalWIN ISS Management meeting

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- Participated in weekly CalWIN ISS OCM Leads meeting
- Participated in weekly CalWIN ISS Manager Touchpoint
- Participated in CalWIN ISS Training Weekly Touchpoint
- Participated in weekly CalWIN Conversion and Change Management meeting
- Prepared for and conduct Weekly Implementation Team Meeting
- Participated in Implementation risk discussions: Risk 262, 268, and draft new Change Discussion Guide (CDG) risk
- Participated in Solano and Santa Cruz To-Be Process Mapping sessions
- Participated in Santa Cruz and Solano To-Be BPR debriefs
- Participated in Yolo Follow-Up Application Registration working session for Medi-Cal, CalFresh, and CalWORKs
- Participated in Contra Costa Proposed To-Be Updates working session
- Participated in Customer Engagement/ISS Weekly Touchbase meeting
- Participated in Communication Penetration Strike Team discussion
- Discussed CalWIN Metrics/Exit Criteria
- Conducted initial County Implementation Point of Contact (IPOC) and Targeted Onsite Support (TOSS) team meetings for Contra Costa, Placer, and Yolo
- Reviewed ISS Action Plan Summary presentation with ISS leads
- Formulated ISS Action Plan summary for Regional Manager meeting
- Prepared for Targeted Topic: Child Care
- Participated in Webcast on CalSAWS Priority Release 22.02.03 - Analytics Hard Launch #5 (Dashboards/Reports)
- Participated in Wave 1 Check-in Meeting
- Participated in CalSAWS Technical Point of Contact Meeting
- Participated in CalWIN UAT Planning and Prep - OCM/BPR and Application Training meeting
- Participated in CDT Defect Internal Work Group sessions
- Conducted Change Discussion Guide review with Consortium
- ▶ Release Management
 - Planned for 22.03 release by analyzing Training SCR items
 - Participated in Training WBT tracking and planning discussion with Accenture
- ▶ Special Projects
 - Participated in Web Portal Strike Team
 - Requested creation of AAPI ERG Member distribution list
 - Drafted AAPI ERG Video for February All Staff Meeting

1.2.8 OCAT

- ▶ Participate in OCAT Operations and Release Management meeting on February 2, 2022

1.3 Activities for the Next Reporting Period

1.3.1 Project Management

- ▶ Continue to support Outcomes Based Certification (OBC) and Certification Review (CR) preparation
- ▶ Participate in 22.03.14 LA Cutover T-Minus and Green Light approach discussions on February 7, 2022
- ▶ Facilitate Web Portal Strike Team meeting on February 7, 2022
- ▶ Facilitate CalSAWS Consortium County Validation (CCCV) Action Tracker session to close out priority 1 items on February 8, 2022
- ▶ Support Regional Committee Members (RCM) Orientation session on February 8, 2022
- ▶ Participate in CalSAWS Section Directors' meeting on February 8, 2022
- ▶ Attend Imaging Migration meeting on February 8, 2022
- ▶ Facilitate CalSAWS Communication Strike Team session on February 9, 2022
- ▶ Participate in CCCV Workgroup Member kickoff meeting on February 9, 2022
- ▶ Participated in Batch Performance Checkpoint meeting on February 9, 2022
- ▶ Participated in CalWIN CDT Risk and Mitigation review on February 10, 2022
- ▶ Participate in IV&V/PMO and QA Bi-Weekly Meeting on February 11, 2022

1.3.2 Technical

- ▶ Participate in weekly CloudCheckr meeting on February 7, 2022
- ▶ Participate in CalSAWS Weekly Tech meeting on February 7, 2022
- ▶ Participate in Consortium FinOps meeting on February 8, 2022
- ▶ Participate in DBCR/CTCR Review meetings
- ▶ Participate in Purge Standup meetings on February 8 and 11, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on February 9, 2022
- ▶ Participate in Environment Management Review meeting on February 10, 2022
- ▶ Participate in ServiceNow Review and Prioritization meeting on February 8, 2022
- ▶ Analytics
 - Participate in the weekly Analytics Roundup meeting on February 10, 2022
- ▶ Security
 - Participate in Security Committee 22.03 Release on February 10, 2022
- ▶ BenefitsCal
 - Participate in daily Operations and M&O calls on February 8 and 9, 2022
 - Participate in BenefitsCal Release 4.0 GROW and WTW Design Sessions on February 8, 2022
 - Participate in LA Walkthrough: Cutover Activities for LA Go Live on February 8, 2022
- ▶ Batch
 - Continue to monitor Batch Operations
 - Participate in Batch Performance Checkpoint meeting on February 9, 2022
- ▶ CalWIN - Participate in scheduled meetings
- ▶ Central Print
 - Participate in CalSAWS Central Print Status meeting on February 7, 2022
 - Participate in Central Print Transition Touch Point Meeting on February 9, 2022
- ▶ Contact Center - Participate in meetings as scheduled
- ▶ Service Management

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- Participate in Review and Prioritize ServiceNow meetings on February 8, 2022

1.3.3 Imaging

- ▶ Participate in LA County - Imaging Validation February 7 - 11, 2022
- ▶ Participate in Hyland Performance meetings on February 7 and 8, 2022
- ▶ Participate in Monthly SLA Review - Hyland and CalSAWS on February 8, 2022
- ▶ Participate in Imaging Migration meeting on February 8, 2022
- ▶ Participate in CalSAWS and LA Imaging Testing Touchbase on February 8 and 10, 2022
- ▶ Participate in weekly LA Document Migration meeting on February 10, 2022
- ▶ Review and Test Imaging Defects CA-239493 and CA-236075 scheduled for Minor Release Version 22.02.09

1.3.4 Functional

- ▶ M&O
 - Participate in App Dev Leads meeting on February 8, 2022
 - Participate in Medi-Cal CMSP Committee meeting on February 9, 2022
 - Participate in Time Limits Committee meeting on February 10, 2022
 - Review SCR Design Documents
- ▶ Conversion
 - Attend scheduled meetings
 - Attend CalWIN CDT Risk and Mitigation bi-weekly reviews
 - Continue to review Eligibility elements associated with "Do not Map" in the Mapping Transformation Report
- ▶ 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 at Section Directors' meeting
- ▶ 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 and conduct validations

1.3.5 BenefitsCal

- ▶ Participate in the LA County Go Live UAT daily meetings
- ▶ Attend LA Walkthrough: Cutover Activities for LA Go Live, Cross Vendor on February 7, 2022
- ▶ Participate in daily Release API Triage meetings
- ▶ Participate in daily Production and M&O meetings
- ▶ Participate in the Release 4 Design sessions
 - Session 2: GROW + WTW Customer and Collaborator Functionality on February 8, 2022
- ▶ Participate in BenefitsCal - Mien Translations Glossary Review on February 7, 2022
- ▶ Participate in BenefitsCal Defects and Activities weekly meeting
- ▶ Attend BenefitsCal Code for America meeting

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1.3.6 Test

- ▶ CalSAWS Release 22.03
 - Continue Independent Test script execution
 - Continue QA Review of System Test scripts
 - Participate in the weekly Integrated Test Team meeting on February 8, 2022
 - Participate in the weekly Test Touchpoint meeting on February 9, 2022
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Perform Independent Test script execution
 - Participate in the CalWIN CDT weekly status meeting on February 1, 2022
- ▶ BenefitsCal Activities
 - Continue BenefitsCal Monthly Release 2.2 test executions and QA reviews
 - Continue BenefitsCal regression deck for LA Go Live
 - Participate in Operations and M&O calls February 8 and February 10, 2022
 - Participate in daily Defects and Activities calls on February 8, 2022
 - Monitor open production defects
- ▶ Other Consortium Support Test Activities
 - Participate in RWR Touchpoint on February 7, 2022
 - Monitored test support for priority releases
 - Participate in daily LA County – Imaging Validation Daily Touchpoint meetings February 7 – February 11, 2022
 - Participate in daily 22.03 County Test Validation meetings February 7 – February 11, 2022
 - Participate in GA/GR Daily Test meetings February 8 – February 10, 2022
 - Participate in Integrated Test Team meeting on February 8, 2022
 - Participate in 22.03.14 LA cutover to BC and Imaging Green Light approach discussion on February 7, 2022
 - Participate in Weekly Test Touch point meeting February 9, 2022
 - Participate in GA/GR Weekly System Test Status Call on February 9, 2022
 - Participate in the CDT Risk and Mitigation Review meeting on February 10, 2022
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings on February 7 and 9, 2022
 - Facilitate Wave planning environment and Converted data discussion with Accenture Conversion and Test, Consortium UAT team and Consortium Test Manager on February 7, 2022
 - Facilitate GA/GR Enhanced County validation reports candidate with Consortium UAT team and Consortium Test Manager on February 7 and 9, 2022
 - Facilitate the CalWIN UAT Test Scenario Review Q&A with the CalWIN counties on February 8 and 10, 2022
 - Complete Test Script Development process
 - Draft enhanced UAT approach presentation with updates identified through the wave planning and Risk 263 and 267 Mitigation discussions
 - Draft CalSAWS CalWIN UAT Test Execution recruitment to distribute by February 25, 2022
 - Monitor county feedback for Test Scenarios
 - Monitor CalSAWS UAT Mailbox

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- Continue planning and preparation activities

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- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in weekly Training Touchpoint meeting
 - Update QA Confirmation Seals in LA County Imaging Implementation Readiness Dashboard and Packet
 - Send LA County's T-3W Imaging User Readiness Survey
 - Participate in LA County Imaging Implementation Readiness Checkpoint
 - Participate in Imaging Train-the-SME (ITTSME) Refresher Sessions for LA County
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in weekly CalWIN ISS Management meeting
 - Participate in weekly CalWIN ISS OCM Leads meeting
 - Participate in weekly CalWIN ISS Manager Touchpoint
 - Participate in CalWIN ISS Training Weekly Touchpoint
 - Participate in weekly CalWIN Conversion and Change Management meeting
 - Prepare for and conduct Weekly Implementation Team Meeting
 - Participate in San Mateo To-Be Process Mapping sessions
 - Participate in San Mateo and San Diego To-Be BPR debriefs
 - Participate in Customer Engagement/ISS Weekly Touchbase meeting
 - Participate in ISS Team Staffing Discussion
 - Participate in CalSAWS Technical Point of Contact Meeting
 - Participate in Wave 1 Go Live Date Selection Meeting
 - Participate in CDT Defect Internal Work Group sessions
 - Participate in Change Discussion Guide review with Consortium
- ▶ Release Management
 - Begin verification of Training SCR items for the 22.03 release
 - Analyze WBT SCR changes and provide feedback
- ▶ Special Projects
 - Monitor completion of creation of the AAPI ERG Member distribution list
 - Participate in Web Portal Strike Team
 - Participate in the Communications Strike Team

1.3.8 OCAT

- ▶ Review OCAT Technical Design Document Annual Update

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period