CalSAWS Quality Assurance Weekly Status Report

Reporting Period: February 28, 2022 to March 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
3.32	QA Monthly Status Report – February 2022		• Submitted FDEL on March 4, 2022
4.32	QA Work Plan - February 2022		• Submitted FDEL on March 4, 2022
7.32	QA Test Monthly Report – February 2022		• Submitted FDEL on March 4, 2022
10.06	Quarterly QA Security Report		• Submit DDEL by March 30, 2022
12.33	Assessment of CalSAWS Migration Work Plan Update – March 2022		• Submit FDEL comments by March 18, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		• Approval received on March 2, 2022
44	Assessment of CalSAWS Requirements Traceability Matrix - Update 9		• Submitted FDEL on March 7, 2022 • Approval expected by March 16, 2022
46	Assessment of CalACES Migration Final Acceptance Certification		• Submit DDEL by March 25, 2022
48	Assessment of CalSAWS Migration Project Control Document Update		• Submit DDEL by April 15, 2022

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.16	**OCAT -** QA Monthly Status Report (OCAT) – February 2022		• Submitted FDEL on March 4, 2022
WP 6.1	**OCAT -** Technical Design - 2022 Annual Update (Comments Only)		• Submit FDEL comments on March 17, 2022

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

Table 1-3 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
3.18	**BenefitsCal** – Assessment of Portal/Mobile App Work Plan Update – February 2022		• Submit FDEL by March 11, 2022
4.04	**BenefitsCal –** Assessment of Portal/Mobile App Requirements Traceability Matrix: Updates – Following Final Acceptance		• Approval received on March 1, 2022

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

DEL #	DELIVERABLE NAME		STATUS
59.14	**CalWIN Implementation** - Assessment of CalWIN Implementation Migration Work Plan Update - February 2022		• Submit FDEL by March 11, 2022
60	**CalWIN Implementation** – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan		• Submit comments for Orange, Santa Barbara, and Ventura Wave 3 counties by March 29, 2022
WP-2	**CalWIN Implementation** - Assessment of CalWIN Change Discussion Guides		• Submit comments for Contra Costa, Placer, Yolo Wave 1 counties by April 12, 2022

1.2 Highlights for the Reporting Period

1.2.1 Project Management

- Continued facilitating Implementation Readiness for CalWIN (Risk 268) Contingency Planning discussions
- Prepared materials for JPA meeting
- Conducted review of CalSAWS Consortium County Validation (CCCV) Reflect and Evolve approach for Release 22.03
- Facilitated Web Portal Strike Team planning session on March 1, 2022
- Facilitated CalSAWS Communication Strike Team recommendations on March 1, 2022
- Participated in CalSAWS Section Directors' meeting on March 1, 2022
- Attended Imaging Migration meetings on March 1 and 3, 2022
- Met with CMS and DHCS to review schedule and clarify metrics reporting and plans for the Outcomes Based Certification (OBC) Certification Review (CR) on March 2, 2022
- Participated in Wave 1 Planning sessions on March 2 and 4, 2022
- Participated in CalWIN CDT Risk and Mitigation review on March 3, 2022

1.2.2 Technical

- Participated in T-2 22.03.14 LA County Cutover to meeting on February 28, 2022
- Participated in Consortium FinOps meeting on March 1, 2022
- Participated in Purge Standup meetings on March 1, 2022
- Participated in Tech Change Advisory Board (CAB) meeting on March 2, 2022
- Participated in Environment Management Review meeting on March 3, 2022
- Analytics
  - Participated in Qlik Sense SaaS Features Demo on March 2, 2022
  - Participated in Qlik Sense SaaS Security Review on March 3, 2022
  - Participated in Qlik Usage POC Dashboard discussion on March 3, 2022
  - Participated in the weekly Analytics Roundup meeting on March 3, 2022
- Security
  - Participated in Security Matrix Overview meeting on March 2, 2022
  - Participated in Security Operations Discussion on March 4, 2022
- BenefitsCal
  - Continued to review performance results
  - Participated in App/Transfer meetings on February 28 - March 4, 2022
  - Participated in daily Operations and M&O calls on March 1 and 3, 2022
- Batch
  - Participated in Batch Performance Checkpoint meeting on March 2, 2022
- CalWIN
  - Participated in Technical Readiness: County Activities on February 28, 2022
  - Participated in Ad-Hoc reporting discussion March 3, 2022
- Central Print
  - Participated in CalSAWS Central Print Status meeting on February 28, 2022
- Contact Center
  - Participated in Placer Weekly Contact Center Discovery Session on March 1, 2022
  - Participated in Los Angeles Contact Center Discovery Session on March 1, 2022
  - Participated in Yolo Contact Center Discovery Session on March 2, 2022
  - Participated in Contra Costa Contact Center Discovery Session on March 3, 2022

- Participated in Los Angeles County Contact Center Training discussions on March 3, 2022
- Participated in Los Angeles County Contact Solution IT Networking discussions on March 3, 2022
- Continued to monitor the CalSAWS Los Angeles Contact Center Implementation

► Service Management
- Participated in ServiceNow stakeholders meeting on March 3, 2022

1.2.3 Imaging

► Participated in LA County Imaging Validation February 28 – March 4, 2022
► Participated in Imaging Migration meeting on March 1 and 3, 2022
► Participated in CalSAWS and LA Imaging Testing meetings on March 1 and 3, 2022
► Participated in review of Hyland Monthly Performance report on March 2, 2022
► Participated in weekly LA Document Migration meeting on March 3, 2022
► Performed Independent Test and QA Review of:
- SCR CA-228869 Create OCR and OCR Split Override - failed and moved out to another date
- Defect CA-239725 - Socket Timeout Error for search filter in All Case Archive: Captured by User by Dates

1.2.4 Functional

► M&O
- Participated in App Dev Leads meeting on March 1, 2022
- Reviewed thirty-six (36) design documents. The QA Team targets Critical and High priority designs for review and other SCRs at the Consortium's direction.

Table 1-5 – Weekly M&O SCR Updates

Release	SCRs in QA Review
RWR	6
22.01	8
22.02	6
22.03	5
22.05	7
22.06	1
22.09	2
23.07	1
Grand Total	**36**

► Conversion
- Participated in Wave 1 Planning discussions
- Reviewed open Conversion risks in preparation for RMG
- Reviewed Eligibility elements associated with "Do not Map" transformation type in the Mapping Transformation Report
- Reviewed CalWIN Converted Data Test (CDT) defect priorities

► General Assistance/General Relief (GA/GR) and Task Management

- Monitored Release 22.03 testing and defects
- Reviewed Release 22.05 design documents
- Conducted traceability of GA/GR requirements to SCRs
- Discussed GA/GR Correspondence M&O planning discussion
- Attended the discussion on environmental requirements and process around CC movement between environments

- CalSAWS Case Purge
  - Attended Sprint Meetings
  - Performed validation of Sprint activities
  - Discussed the addition of an override reason of Fraud Investigation in support of the CalWIN Counties

1.2.5 BenefitsCal

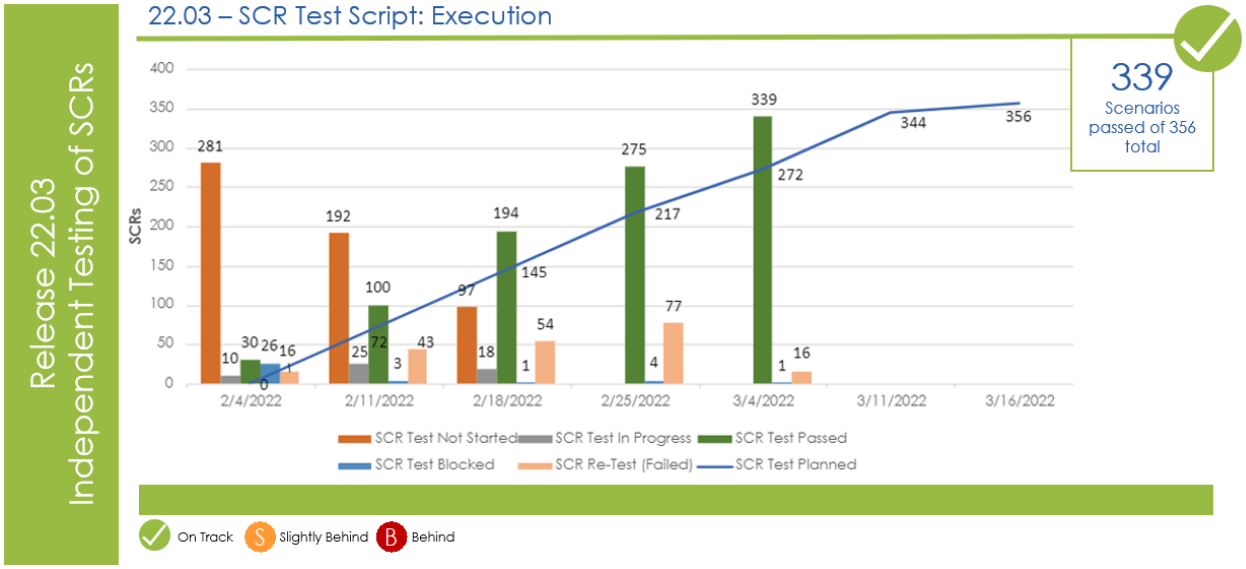
- Monitored Language translations for Release 3 and attended meetings with CDSS to monitor delivery progress
- Began review of Release 4 designs
- Attended BenefitsCal/Code for America weekly call on March 1, 2022
- Attended the Homeless Assistance discussion with CDSS on March 3, 2022
- Participated in the LA County Go Live UAT daily meetings
- Participated in Release API Triage meetings
- Continued testing support for Release 2 Priority Releases
- Participated in twice weekly Production and M&O meetings

1.2.6 Test

- CalSAWS Release 22.03 testing activities
  - Continued Independent Test execution
  - Continued QA Review of System Test scripts

Table 1-6 – Release 22.03 Independent Test Progress

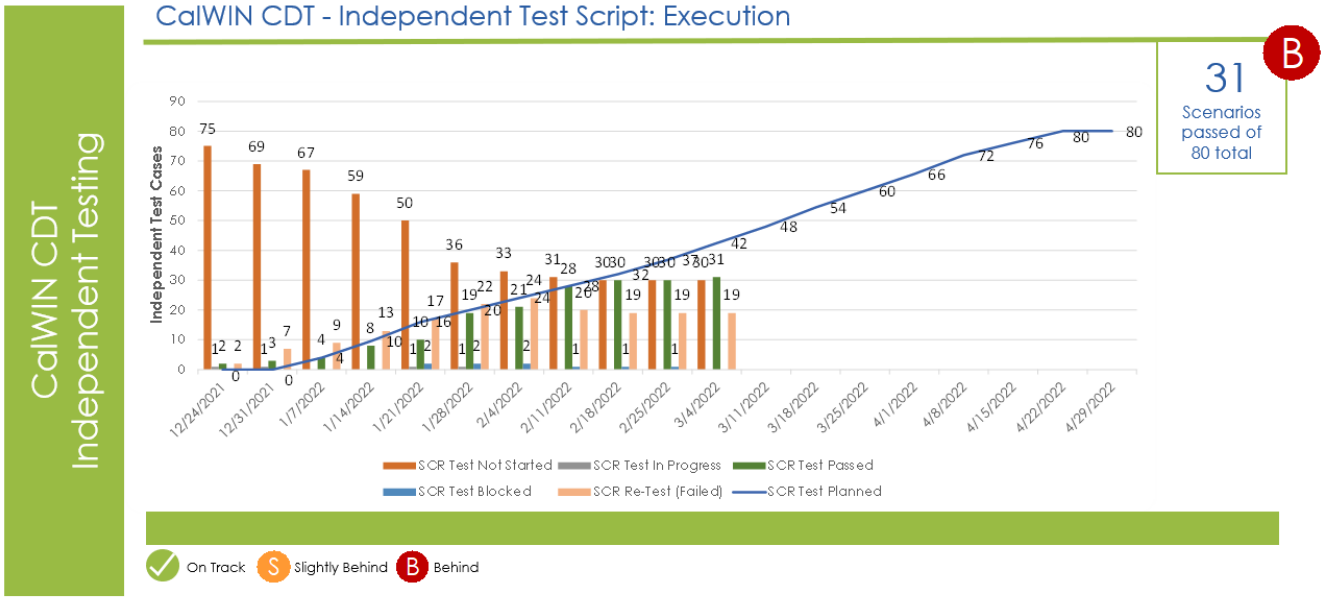
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.03 Release – ClearBest QA Independent Test Results	356	0% (0)	0% (0)	95% (339)	4% (16)	1% (1)



- CalWIN CDT – Functional Testing activities
  - Documented test scripts based on defect findings and functionality gaps
  - Participated in weekly CDT meeting on March 1, 2022
  - Participated in daily CDT Touchpoint calls

Table 1-7 –CalWIN CDT Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
CalWIN CDT – ClearBest QA Independent Test Results	80	37% (30)	0% (0)	38% (31)	25% (19)	0% (0)



- BenefitsCal Activities
  - Continued to monitor open defects
  - Began Independent Test execution for Release 2.2
  - Began Independent Test scenario and script preparation for Release 3.0
  - Participated in bi-weekly M&O calls on March 1 and March 3, 2022
  - Participated in weekly Defect and Activities call on March 1, 2022
- Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in Walk-Through of Jira configurations with the Consortium Release team for C-IV UAT on February 28, 2022
  - Participated in the Release when Ready (RWR) touchpoint on February 28, 2022
  - Participated in Walk-Through of Jira configurations for C-IV UAT on February 28, 2022
  - Participated in daily LA County – Imaging Validation Daily Touchpoint meetings February 28 – March 4, 2022
  - Participated in daily 22.03 County Test Validation meetings February 28 – March 4, 2022
  - Participated in T-2 22.03.14 LA County Cutover to BenefitsCal and CalSAWS Imaging meeting on March 1, 2022
  - Participated in bi-weekly GA/GR Daily Test meetings March 1 and 3, 2022
  - Participated in Integrated Test Team meeting on March 1, 2022
  - Participated in GA/GR Weekly System Test Status Call on March 2, 2022
  - Participated in Weekly Test Touch point meeting on March 2, 2022
- CalWIN UAT
  - Completed Test Script Development process
  - Completed work on the enhanced UAT approach and strategy
  - Monitored county feedback for Test Scenarios
  - Continued planning and preparation activities
  - Participated in Validation Effort -Alignment with Consortium Conversion, Deloitte and UAT Consortium team on February 28, 2022
  - Participated in Walk-Through of Jira configurations with Consortium Release and Accenture release team on February 28,2022
  - Facilitated CalWIN UAT planning meetings on February 28, March 2, and March 3, 2022
  - Facilitated daily check points with the UAT team on March 1 - 4, 2022
  - Facilitated the CalWIN UAT Test Scenario Review Q&A with the CalWIN counties on March 1 and 3, 2022
  - Facilitated a UAT labs discussion with the UAT Consortium and Accenture PMO on March 1, 2022
  - Facilitated a UAT and Process Simulation Batch Scheduler meeting with Accenture, Deloitte, and the Consortium UAT team on March 2, 2022
  - Participated in the CalSAWS Global IPOC Meeting on March 2, 2022
  - Facilitated the CalWIN UAT Planning and Prep – OCM/BPR and Training on March 3, 2022
  - Participated in CalWIN migration activities meeting with Deloitte on March 4, 2022

- Participated in Wave 1 Planning Part 2 meeting with Deloitte, Accenture, and Consortium on March 4, 2022

1.2.7 Implementation

- CalSAWS Maintenance and Operations (M&O)
  - Participated in weekly Training Touchpoint meeting
  - Updated QA Confirmation Seals in LA County Imaging Implementation Readiness Dashboard and Packet
  - Closed the LA County T-3 Imaging User Readiness Survey
  - Downloaded final response data for LA County's T-3 Imaging User Readiness Survey
  - Participated in LA County Imaging Implementation Readiness Checkpoint
  - Participated in T-3 LA County Imaging Change Readiness Assessment Results
- CalWIN Implementation Support Services (ISS)
  - Participated in weekly CalWIN ISS Management meeting
  - Participated in weekly CalWIN ISS OCM Leads meeting
  - Participated in CalWIN ISS Training Weekly Touchpoint
  - Participated in weekly CalWIN Conversion and Change Management meeting
  - Conducted Weekly Implementation Team Meeting
  - Participated in San Mateo To-Be Process Mapping sessions
  - Participated in San Diego To-Be Process Mapping sessions
  - Participated in San Mateo and San Diego To-Be BPR debriefs
  - Participated in CalSAWS Technical Point of Contact Meeting
  - Participated in CDT Defect Internal Work Group sessions
  - Participated in County Work Plan Tasks and Readiness Checklist Working Session
  - Participated in Change Discussion Guide session with Wave 1 counties
  - Prepared for the To-Be and Change Discussion Guide sessions with county staff
  - Prepared for and participated in Wave 1 Plan Discussions with Section Directors
  - Participated in Wave 1 Check-In Meeting
  - Participated in Weekly Checkpoint with Consortium Project Manager and Accenture Delivery Manager
  - Submitted revised Risk Log content and risk attributes for Risk 262 and Risk 270
  - Submitted revised Risk Management Group (RMG) Risk Slides for Risk 262 and Risk 270
  - Prepared BPR-OCM Tracking Matrix for reporting metrics on Risk 270
  - Confirmed resolutions for Deloitte FDEL 07 – County Change Discussion Guides
  - Prepared talking points and provide a Risk Overview in the Monthly Global IPOC meeting
  - Conducted dry run of To-Be and Change Discussion Guide sessions with BPR and OCM teams
  - Participated in IPOC/TOSS Weekly Meeting - Contra Costa
  - Participated in IPOC/TOSS Monthly Meeting - Placer
  - Participated in weekly Technical Point of Contact (TPOC) meeting
  - Participated in CalWIN UAT Planning and Prep - OCM/BPR and Application Training
  - Conducted Hands On SandBox Medi-Cal Session
- Release Management
  - Finished verification of Training SCR items for the 22.03 release
  - Analyzed WBT SCR changes and provide feedback
- Special Projects

- Conducted AAPI ERG meeting on March 4, 2022
- Participated in Web Portal Strike Team

1.2.8 OCAT

- Participated in the OCAT Operations and Release Meeting on March 2, 2022
- Continued review and submitted comments on OCAT Technical Design Document (TDD) Annual Update

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
- Continue to facilitate Implementation Readiness for CalWIN (Risk 268) Contingency Planning discussions
- Participate in CalSAWS Accessibility Results meeting on March 7, 2022
- Participate in Release 22.03 T-2 Integrated Readiness Status Meeting on March 7, 2022
- Participate in Region 5 Management Site Visit Material review on March 7, 2022
- Participate in CalSAWS Section Directors' meeting on March 8, 2022
- Participate in GA/GR Training Materials review on March 8, 2022
- Attend Imaging Migration meetings on March 8 and 10, 2022
- Present QA Update at Monthly CaSAWS IT Report Meeting on March 9, 2022
- Participate in Batch Performance Checkpoint meeting on March 9, 2022
- Participate in CalWIN CDT Risk and Mitigation review on March 10, 2022
- Participate in IV&V / PMO and QA Bi-weekly meeting on March 11, 2022
- Present QA Updates to CalSAWS JPA Board on March 11, 2022

1.3.2 Technical

- Participate in weekly CloudCheckr meetings on March 7, 2022
- Participate in CalSAWS Weekly Tech meeting on March 7, 2022
- Participate in Release 22.03 T-2 Integrated Readiness Status on March 7, 2022
- Participate in Consortium FinOps meeting on March 8, 2022
- Participate in App Dev meeting on March 8, 2022
- Participate in DBCR/CTCR Review meetings March 8 and 10, 2022
- Participate in Tech Change Advisory Board (CAB) meeting on March 9, 2022
- Participate in Review of the Mock Cutover Deck Part 2 on March 10, 2022
- Participate in Environment Management Review meeting on March 10, 2022
- Analytics
  - Participate in the weekly Analytics Roundup meeting on March 10, 2022
  - Participate in Ad-Hoc (CalWIN) reporting meeting on March 10, 2022
  - Participate in Qlik meeting on March 10, 2022
- Security
  - Continue to review Partner Security posture
- BenefitsCal
  - Participate in App/Transfer meetings on February 28 - March 4, 2022
  - Participate in daily Operations meeting calls on March 1 and 3, 2022

- Batch
  - Participate in Batch Performance Checkpoint meeting on March 2, 2022
- CalWIN
  - Continue to review of CalWIN migration and readiness checklist.
  - Participate in Review of the Mock Cutover Deck Part 2 on March 10, 2022
- Central Print
  - Participate in CalSAWS Central Print Status meeting on March 7, 2022
- Contact Center
  - Participate in Contact Center Management Conference Call on March 7, 2022
  - Participate in Placer weekly Contact Center Discovery session on March 8, 2022
  - Participate in CalSAWS Los Angeles Contact Center session on March 8, 2022
  - Participate in Yolo County Contact Center Discovery session on March 9, 2022
  - Participate in Contra Costa weekly Contact Center Discovery session on March 10, 2022
  - Participate in Los Angeles County CalSAWS Contact Center Training Discussions on March 10, 2022
  - Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking Discussion on March 10, 2022
- Service Management
  - Participate ServiceNow meeting on March 9, 2022

1.3.3 Imaging

- Participate in Imaging Migration meeting on March 8 and 10, 2022
- Participate in CalSAWS and LA Imaging Testing meetings on March 8 and 10, 2022
- Participate in Integrated Performance Test 16 on March 8, 2022
- Participate in weekly LA Document Migration meeting on March 10, 2022
- Continue to review End-to-End Performance Results
- Review and Test Imaging Defects/SCRs for upcoming Minor Releases

1.3.4 Functional

- M&O
  - Participate in App Dev Leads meeting on March 8, 2022
  - Review SCR Design Documents
- Conversion
  - Attend CalWIN CDT Risk and Mitigation bi-weekly reviews
  - Continue to review elements associated with "Do not Map" in the Mapping Transformation Report
  - Attend weekly CalWIN Conversion and Change Management Meetings
- 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
- Attend the Case Purge overview with LA County executives

1.3.5 BenefitsCal

- Monitor Release 3 language translations
- Review Release 4 Design documents
- Participate in Release API Triage meetings
- Participate in twice weekly Production and M&O meetings
- Participate in BenefitsCal Defects and Activities weekly meeting

1.3.6 Test

- CalSAWS Release 22.03
  - Perform Independent Test Script execution
  - Perform QA Review of System Test scripts
  - Continue Manual Regression test execution
- CalSAWS Converted Data Testing – Functional Testing activities
  - Document Independent Test scripts based on defect findings and functional gaps
  - Participate in daily CDT CalWIN Daily Touchbase meetings
- BenefitsCal Activities
  - Participate in Operations and M&O calls March 8 and March 10, 2022
  - Participate in daily Defects and Activities calls on March 8, 2022
  - Monitor open production defects
  - Document Independent Test scenarios and scripts for release 3.0
  - Execute Monthly Release 2.3 Independent Tests and QA Reviews
  - Execute Priority Release 2.2.5 Independent Tests and QA Reviews
- Other Consortium Support Test Activities
  - Monitor test support for priority releases
  - Participate in daily Release 22.03 County Test Validation meetings
  - Participate in the Release when Ready (RWR) touchpoint on March 7, 2022
  - Participate in bi-weekly GA/GR Daily Test meetings March 8 and 10, 2022
  - Participate in Integrated Test Team meeting on March 8, 2022
  - Participate in the CalWIN Application Security Education Sessions 1 on March 8, 2022
  - Participate in GA/GR Weekly System Test Status Call on March 9, 2022
  - Participate in Weekly Test Touch point meeting March 9, 2022
- CalWIN UAT
  - Reconcile the CalWIN UAT Test Scenario CalWIN county feedback
  - Monitor Test Scenario final updates are completed
  - Finalize Script development training materials for county participants
  - Develop CalSAWS Region 1 Management Site visit UAT slides
  - Continue planning and preparation activities
  - Facilitate CalWIN UAT planning meetings March 7 and March 9, 2022
  - Facilitate daily check points with the UAT team March 8 - 11, 2022
  - Complete WCDS UAT slides by March 18, 2022

1.3.7 Implementation

- 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
  - Participate in LA County Imaging Implementation Readiness Checkpoint
  - Participate in T-3 Imaging Change Readiness Survey Analysis Results Meeting with Los Angeles County
  - Participate in LA County Imaging Change Network Champion (CNC)March Meeting
- CalWIN Implementation Support Services (ISS)
  - Participate in weekly CalWIN ISS Management meeting
  - Participate in weekly CalWIN ISS OCM Leads meeting
  - 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 BPR/OCM Wave 1 County Sessions on To-Be Process Maps and Change Discussion Guides
  - Participate in County Work Plan Tasks and Readiness Checklist Working Session
  - Participate in San Diego To-Be Process Mapping sessions
  - Participate in San Diego To-Be BPR debriefs
  - Participate in CalSAWS Technical Point of Contact Meeting
  - Participate in CalSAWS CNC Meeting for Waves 1 and 2
  - Participate in Monthly Training Advisory Council (TAC) meeting
  - Participate in CalWIN Application Security Education Sessions
  - Conduct CalWIN ISS and Regional Managers Monthly Discussion
  - Participate in CDT Defect Internal Work Group sessions
  - Participate in IPOC/TOSS Weekly Meetings for Contra Costa and Placer counties
  - Participate in Hearings Demonstration Discussion
  - Participate in weekly Technical Point of Contact (TPOC) meeting
  - Participate in CalWIN UAT Planning and Prep - OCM/BPR and Application Training
  - Conduct Hands On SandBox Medi-Cal / MAGI session
- Release Management
  - Finish verification of Training SCR items for Release 22.03
  - Analyze WBT SCR changes and provide feedback
  - Participate in Release 22.03 T-2 Integrated Readiness Status meeting
- Special Projects
  - Conduct AAPI ERG meeting on March 4, 2022
  - Participate in Web Portal Strike Team
  - Provide executive update on Communications Strike Team

1.3.8 OCAT

- Participate as needed in meetings related to QA comments on OCAT Technical Design Document (TDD) Annual Update

1.4 Deviations from Plan/Adjustments

- None for the reporting period