

CalSAWS Quality
Assurance Weekly Status
Report

Reporting Period: March 21, 2022 to March 27, 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
3.33	QA Monthly Status Report – March 2022		<ul style="list-style-type: none"> • Submit FDEL by April 5, 2022
4.33	QA Work Plan - March 2022		<ul style="list-style-type: none"> • Submit FDEL by April 5, 2022
7.33	QA Test Monthly Report – March 2022		<ul style="list-style-type: none"> • Submit FDEL by April 5, 2022
10.06	Quarterly QA Security Report		<ul style="list-style-type: none"> • Submit DDEL by March 30, 2022
12.34	Assessment of CalSAWS Migration Work Plan Update – April 2022		<ul style="list-style-type: none"> • Submit FDEL by April 12, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> • Submit DDEL comments by April 5, 2022 • Submit DDEL by June 6, 2022
46	Assessment of CalACES Migration Final Acceptance Certification		<ul style="list-style-type: none"> • Submitted DDED on March 24, 2022 • Submit FDED by April 6, 2022
48	Assessment of CalSAWS Migration Project Control Document Update		<ul style="list-style-type: none"> • Submit DDEL by April 15, 2022

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.17	OCAT - QA Monthly Status Report (OCAT) – March 2022		<ul style="list-style-type: none"> • Submit FDEL by April 5, 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
WP-1.20	BenefitsCal - QA Monthly Status Report (Portal Mobile)		<ul style="list-style-type: none"> • Submit FDEL comments by April 5, 2022
WP-6.04	BenefitsCal – BenefitsCal Design Release 4		<ul style="list-style-type: none"> • Submitted FDEL comments on March 28, 2022

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

DEL #	DELIVERABLE NAME		STATUS
59.15	CalWIN Implementation - Assessment of CalWIN Implementation Migration Work Plan Update - March 2022		<ul style="list-style-type: none"> • Submit FDEL by April 12, 2022
60	CalWIN Implementation – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan		<ul style="list-style-type: none"> • Submitted comments for Orange, Santa Barbara, and Ventura Wave 3 counties on March 29, 2022
WP-2	CalWIN Implementation - Assessment of CalWIN Change Discussion Guides		<ul style="list-style-type: none"> • 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 to support Outcomes Based Certification (OBC) and Certification Review (CR) preparation
- ▶ Continued to facilitate Implementation Readiness for CalWIN (Risk 268) Contingency Planning discussions
- ▶ Participated in GA/GR Consortium Meeting on March 21, 2022
- ▶ Participated in 22.03 Post-Release Checkpoint meetings on March 21 - 23, 2022
- ▶ Participated in CalSAWS Section Directors' meeting on March 22, 2022
- ▶ Attended Imaging Migration meetings on March 22 and 24, 2022
- ▶ Participated in Region 1 Management Site Visit on March 23, 2022
- ▶ Participated in Batch Performance Checkpoint meeting on March 23, 2022

1.2.2 Technical

- ▶ Participated in CalSAWS Technical weekly meeting on March 21, 2022
- ▶ Participated in Consortium FinOps meeting on March 22, 2022
- ▶ Participated in App Dev meeting on March 22, 2022
- ▶ Participated in DBCR/CTCR Review meetings March 22 and 24, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on March 23, 2022
- ▶ Participated in Purge Standup meetings on March 24 and 25, 2022
- ▶ Participated in Environment Management Review meeting on March 24, 2022
- ▶ Participated in Monthly Over 15 Seconds Report Review meeting on March 24, 2022
- ▶ Analytics
 - Participated in the weekly Analytics Roundup meeting on March 24, 2022
- ▶ BenefitsCal
 - Participated in App/Transfer meetings on March 21 - 25, 2022
 - Participated in BenefitsCal Operation Review on March 22, 2022
 - Participated in daily Operations meeting calls on March 22 and 24, 2022
- ▶ Batch
 - Participated in Batch Operations Dashboard meeting on March 21, 2022
 - Participated in Batch Performance Checkpoint meeting on March 23, 2022
 - Participated in CalSAWS State Interface partner testing meetings on March 22 and 24, 2022
- ▶ Central Print
 - Participated in CalSAWS Central Print meeting on March 21 and 23, 2022
- ▶ Contact Center
 - Participated in CalSAWS Placer Weekly Contact Center Discovery Session on March 22, 2022
 - Participated in CalSAWS and Los Angeles Contact Center Session on March 22 and 23, 2022
 - Participated in San Bernardino CSC Support Meeting on March 22, 2022
 - Participated in IVR/Contact Center Committee Meeting on March 23, 2022
 - Participated in CalSAWS Contact Costa Weekly Contact Center Discovery Sessions on March 24, 2022
 - Discussed Design Changes for CA-226838 – Telephonic Signature on March 24, 2022

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- Participated in Los Angeles County CalSAWS Contact Center Training Discussions on March 24, 2022
- Continued to monitor the CalSAWS Los Angeles Contact Center Implementation
- ▶ Security
 - Participated in weekly CloudCheckr meetings on March 21, 2022
- ▶ Service Management
 - Participated in ServiceNow meeting on March 22, 2022

1.2.3 Imaging

- ▶ Participated in Performance Test/Internal Test to confirm BenefitsCal Timing to View Documents on March 21, 2022
- ▶ Participated in Los Angeles Imaging Business Processes for Performance Testing on March 21, 2022
- ▶ Participated in Imaging Migration Standup meetings on March 22 and 24, 2022
- ▶ Participated in LA Document Migration Weekly Check-in on March 24, 2022

1.2.4 Functional

- ▶ M&O
 - Participated in the API User Group on March 23, 2022
 - Participated in the GA/GR Committee on March 23, 2022
 - Participated in the IVR/Contact Center Committee on March 23, 2022
 - Participated in the Lobby Management Committee on March 24, 2022
 - Participated in the Medi-Cal Correspondence Committee on March 24, 2022
 - Participated in the Task Management Committee on March 24, 2022
 - Participated in the WDTIP Monthly Meeting on March 24, 2022
 - Reviewed thirty-one (31) 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	11
22.02	2
22.03	7
22.05	2
22.07	3
22.09	4
22.11	1
23.05	1
Grand Total	31

- ▶ Conversion
 - Discussed Auto Case Review related to County Post-Cutover Review Planning on March 25, 2022
 - Established a weekly workgroup for Converted Data Validation (CDV) Navigation Script content enhancement

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- Met with Accenture to discuss inclusion of UAT, Interface Partner, and other testing efforts in defect projections
- Reviewed GDS 6 Release Notes
- Reviewed conversion related activities in the Deloitte ISS County Work Plan. Provided recommendations to align task dates with overall project work plans
- Reviewed Eligibility elements associated with "Do not Map" transformation type in the Mapping Transformation Report
- ▶ General Assistance/General Relief (GA/GR) and Task Management
 - Reviewed Release 22.05 design documents
 - Attended discussion for future GA/GR work and priorities
 - Conducted traceability of GA/GR requirements to SCRs
 - Discussed GA/GR future SCRs and planning
- ▶ Task Management
 - Reviewed Design documents and attend scheduled meetings
- ▶ CalSAWS Case Purge
 - Attended the Data Management/Retention call with LA County executives on March 21, 2022
 - Attended Sprint Meetings
 - Worked on follow up items from the Data Management/Retention Call
- ▶ Lobby Management
 - Participated in CalSAWS Lobby Management Committee Meeting on March 24, 2022

1.2.5 BenefitsCal

- ▶ Monitored Language translations for Release 3 and attended meetings with CDSS to monitor delivery progress
- ▶ Reviewed Release 4 Design documentation
- ▶ Planned for American Rescue Plan Act (ARPA) staffing coverage
- ▶ Attended Chatbot Voice to Text Follow Up meeting on Wednesday March 23, 2022
- ▶ 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 22.05 testing activities
 - Received approval of 22.05 Release Scorecard for Consortium approval on March 23, 2022
 - Continued test preparation activities
 - Monitored the status of System Test's test scripts for QA Review
 - Continued development of GA/GR E2E scenarios
- ▶ CalWIN CDT – Functional Testing activities
 - Participated in weekly CDT meeting on March 22, 2022
 - Participated in daily CDT Touchpoint calls

Table 1-6 –CalWIN CDT Independent Test Progress

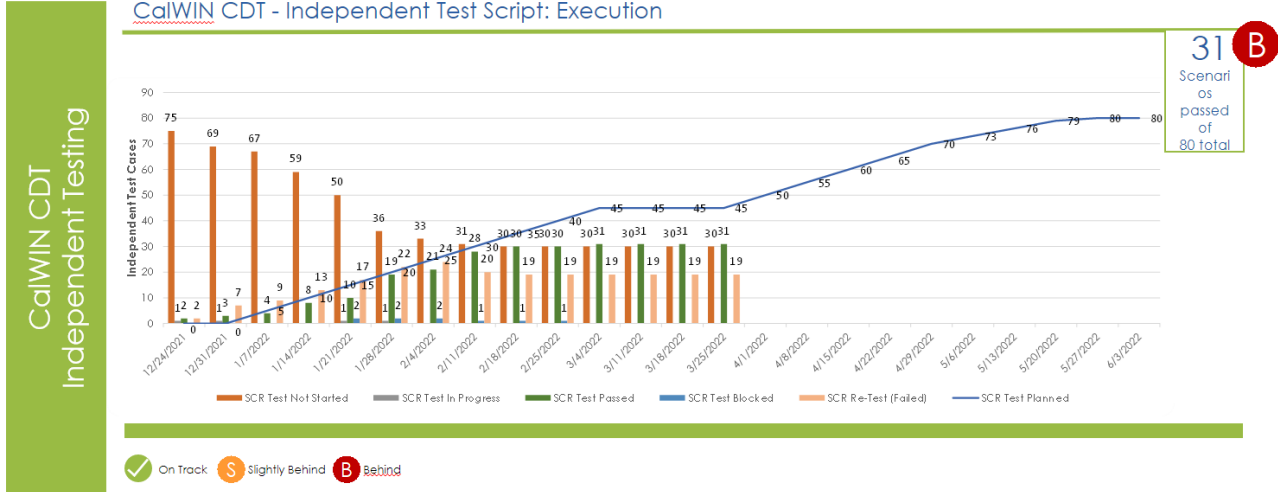
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
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CalWIN CDT – ClearBest QA Independent Test Results	80	37% (30)	0% (0)	38% (31)	25% (19)	0% (0)
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► **BenefitsCal Activities**

- Continued to monitor open defects
- Completed Independent Test execution and QA Reviews for Monthly Release 2.3
- Continued Independent Test execution for Release 3.0
- Participated in weekly Defect and Activities call on March 22, 2022
- Participated in bi-weekly M&O calls on March 22 and 24, 2022

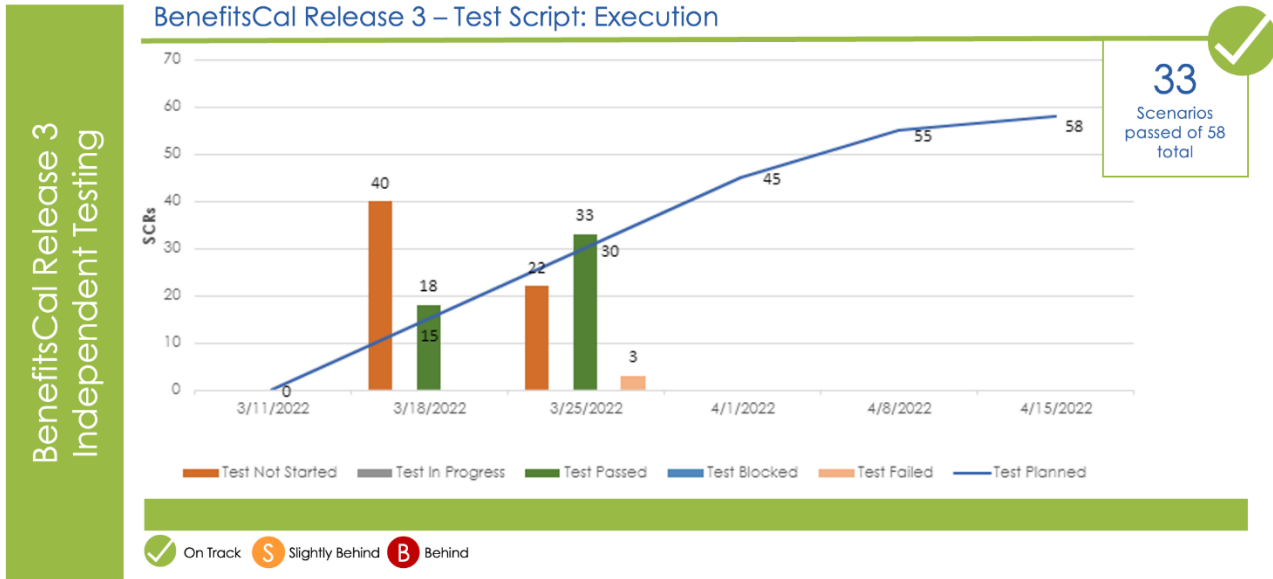
Table 19 – BenefitsCal Independent Test Progress

Test Cycle	Total	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal R3.0 – ClearBest QA Independent Test Results	58	38% (22)	0% (0)	57% (33)	5% (3)	0% (0)

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- ▶ Other Consortium Support Test Activities
 - Monitor test support for priority releases
 - Participated in the Release when Ready (RWR) touchpoint on March 21, 2022
 - Participated in 22.03 Post release checkpoints on March 21 - 23, 2022
 - Participated in Integrated Test Team meeting on March 22, 2022
 - Participated in bi-weekly GA/GR Daily Test meetings on March 22 and 24, 2022
 - Participated in GA/GR Weekly System Test Status Call on March 23, 2022
 - Participated in Weekly Test Touch point meeting on March 23, 2022
 - Participated in the CalSAWS Region 1 Management site visit on March 23, 2022
- ▶ CalWIN UAT
 - Participated in an ISS Wave 1 Contra Costa - UAT/Validation schedule review discussion with Deloitte on March 21, 2022
 - Facilitated CalWIN UAT planning meetings March 21 - 23, 2022
 - Facilitated a UAT script development hands-on training on March 22, 2022
 - Facilitated daily check points with the UAT team March 22 - 25, 2022
 - Facilitated user setup meetings for CalWIN UAT Participants on March 23, 2022
 - Facilitated Test Script development Open Zoom calls March 23 and 24, 2022
 - Participated in the CalWIN OPAC meeting on March 24, 2022
 - Distributed final test scenario baseline to CalWIN counties on March 25, 2022
 - Continued to monitor the UAT CalSAWS mailbox
 - Continued planning and preparation activities

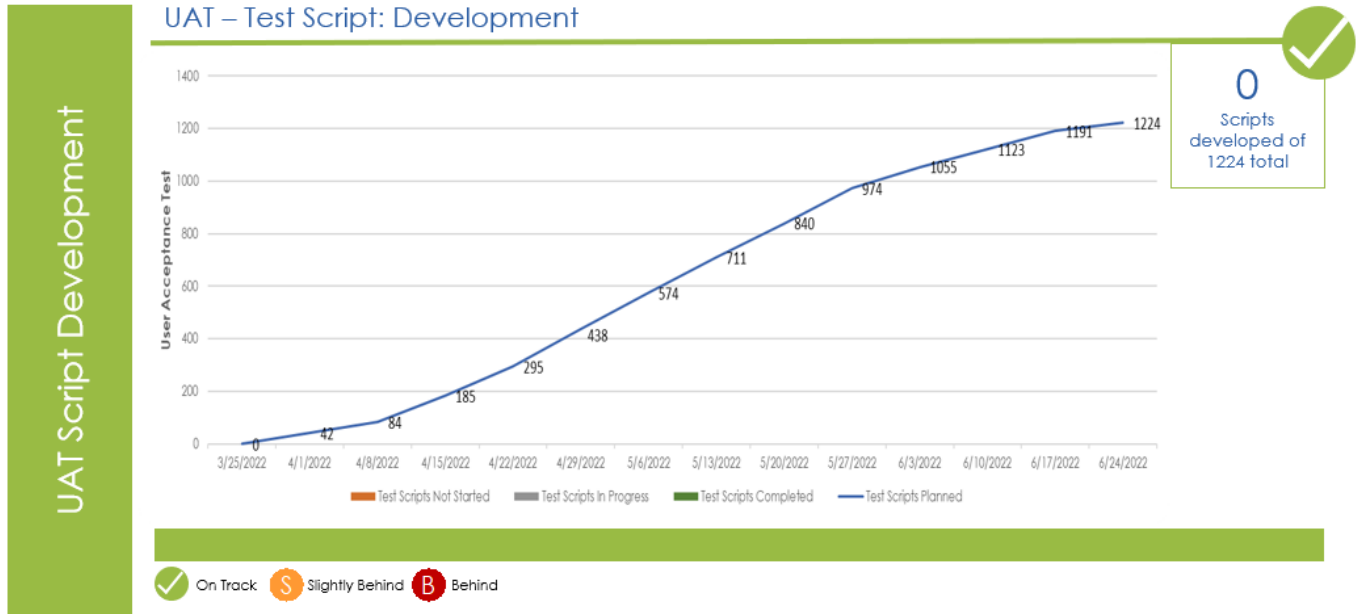
Table 20 UAT Test Script Development Progress

Test Cycle	Total	Not Completed	In Progress	Completed
CalSAWS CalWIN UAT	1224	0% (0)	0% (0)	0% (0)

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1.2.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in weekly Training Touchpoint meeting
 - Participated in LA County Imaging Implementation Readiness Checkpoint
- ▶ 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
 - Conducted Weekly Implementation QA Team Meeting
 - Participated in Weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
 - Participated in IPOC/TOSS Weekly Meetings for Contra Costa and Placer counties
 - Participated in weekly Technical Point of Contact (TPOC) meeting
 - Participated in CDT Defect Internal Work Group sessions
 - Participated in Contra Costa and Yolo BPR To-Be Refactoring Sessions with County and Project staff
 - Participated in Contra Costa and Yolo BPR/OCM Session Daily Debriefs
 - Tracked session metrics in Contra Costa and Yolo BPR To-Be Refactoring Sessions
 - Reviewed and commented on Change Network Champion (CNC) meeting presentation
 - Participated in CalSAWS Change Network Champion (CNC) Meeting - Waves 1 and 2
 - Participated in DED 71 - CalACES Final Acceptance Certification discussions
 - Verified comment resolutions from DDED 71 - CalACES Final Acceptance Certification discussions
 - Participated in Region 1 Management Site Visit
 - Participated in CalWIN Waves 3, 4, 5, 6 TPOC Kick-off Meeting

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- Participated in monthly Training Advisory Council
- Presented ISS Action Plans from C-IV Retrospectives at Section Director's meeting
- Participated in LA County Imaging CNC March Meeting
- Participated in Monthly CalWIN OPAC meeting
- Participated in Los Angeles County CalSAWS Contact Center Training Discussions
- Participated in IPOC/TOSS Weekly Meetings for Contra Costa and Placer counties
- Planned for County Prep Phase with Consortium and Deloitte Implementation Management
- Planned for Go-Live Readiness Meetings
- Participated in Los Angeles County CalSAWS Contact Center Training Discussions
- Participated in CalWIN UAT Planning and Prep - OCM/BPR and Application Training
- ▶ Release Management
 - Analyzed WBT SCR changes and provide feedback
- ▶ Special Projects
 - Participated in Web Portal Strike Team

1.2.8 OCAT

- ▶ Participated in discussions related to QA comments on OCAT 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 Central Print meeting on March 28, 2022
- ▶ Participate in CalSAWS Accessibility meeting on March 28, 2022
- ▶ Participate in LA Cutover to BenefitsCal and Imaging Touchpoint on March 29, 2022
- ▶ Participate in CalSAWS Section Directors' meeting on March 29, 2022
- ▶ Attend Imaging Migration meetings on March 29 and 31, 2022
- ▶ Participate in Batch Performance Checkpoint meeting on March 30, 2022
- ▶ Participate in CalWIN CDT Risk and Mitigation review on March 31, 2022

1.3.2 Technical

- ▶ Participate in weekly Tech meeting on March 28, 2022
- ▶ Participate in weekly CloudCheckr meetings on March 28, 2022
- ▶ Participate in Consortium FinOps meeting on March 29, 2022
- ▶ Participate in App Dev meeting on March 29, 2022
- ▶ Participate in DBCR/CTCR Review meetings March 29 and 31, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on March 30, 2022
- ▶ Participate in Environment Management Review meeting on March 31, 2022
- ▶ Analytics
 - Participate in the weekly Analytics Roundup meeting on March 31, 2022
 - Participate in Ad-Hoc (CalWIN) reporting meeting on March 31, 2022
- ▶ BenefitsCal

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- Participate in App/Transfer meetings on March 28 – April 1, 2022
- Participate in daily Operations meeting calls on March 28 and 31, 2022
- Participate in ARAP requirements session on March 30, 2022
- ▶ Batch
 - Participate in Batch Performance Checkpoint meeting on March 30, 2022
- ▶ CalWIN
 - Participate in CalWIN Interface Partner meetings on March 30, 2022
 - Participate in CalWIN Wave 1 Technical Points of Contact (TPOC) meeting on March 30, 2022
 - Participate in CalWIN Wave 2 Technical Points of Contact (TPOC) meeting on March 30, 2022
- ▶ Central Print
 - Participate in CalSAWS Central Print meeting on March 28, 2022
- ▶ Contact Center
 - Participate in Discussion regarding Telephonic Signature Design Changes on March 28, 2022
 - Participate in CalSAWS and Los Angeles Contact Center Session on March 29, 2022
 - Participate in CalSAWS and Los Angeles Contact Center Working Session on March 30, 2022
 - Participate in CalSAWS Call Log Functionality Discussion on March 30, 2022
 - Participate in CalSAWS and Contra Costa Weekly Contact Center Discovery Session on March 31, 2022
 - Participate in Los Angeles County CalSAWS Contact Center Training discussion on March 31, 2022
 - Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking discussion on March 31, 2022
- ▶ Security
 - Participate in Security Operations discussion on April 1, 2022
- ▶ Service Management
 - Participate in ServiceNow meeting on March 31, 2022

1.3.3 Imaging

- ▶ Participate in LA Cutover to BenefitsCal and Imaging Touchpoint on March 29, 2022
- ▶ Participate in Preparations for Next Performance Test on March 29, 2022
- ▶ Participate in Imaging Migration Standup meeting on March 29 and 31, 2022
- ▶ Performance Test/Internal Load Test with Los Angeles on March 30, 2022
- ▶ Participate in LA Document Migration Weekly Check-in on March 31, 2022

1.3.4 Functional

- ▶ M&O
 - Attend CW/CF Status Meeting on March 30, 2022
 - Attend CalHEERS CalSAWS Weekly Touchpoint Meeting
 - Review SCR Design Documents
- ▶ Conversion
 - Review Final Mock Cutover deck on Monday March 28, 2022

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- Meet with Deloitte ISS to discuss alignment of their workplan to existing Conversion schedules
- Attend CalWIN CDT Risk and Mitigation weekly reviews
- Continue to review elements associated with "Do not Map" in the Mapping Transformation Report
- Attend weekly CalWIN Conversion and Change Management Meetings
- Attend the CDV Navigation script workgroup meeting
- ▶ General Assistance/General Relief (GA/GR)
 - Review SCR designs in progress
 - Monitor testing activities for Accenture and Gainwell for Release 22.05
- ▶ 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

- ▶ Monitor Release 3 language translations
- ▶ Attend LA Cutover Touchpoint twice weekly meetings
- ▶ Attend BenefitsCal ARPA Requirements Clarification meeting about Student-Based Application and CBO Referral Code on Wednesday March 30, 2022
- ▶ Resolve outstanding Release 4 Design review comments
- ▶ 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 22.05
 - Conduct QA Review of System Test's test scripts
 - Begin Independent Test Execution
 - Begin GA/GR E2E scenario test execution
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Continue test execution activities
 - Participate in daily CDT CalWIN Daily Touchbase meetings
- ▶ BenefitsCal Activities
 - Participate in daily Defects and Activities calls on March 29, 2022
 - Participate in Operations and M&O calls March 29 and March 31, 2022
 - Monitor open production defects
 - Continue Independent Test execution for Release 3.0
 - Begin Independent Test execution and QA Reviews for Priority Release 2.3.1
- ▶ Other Consortium Support Test Activities
 - Monitor test support for priority releases
 - Participate in the Release when Ready (RWR) touchpoint on March 28, 2022
 - Participate in Integrated Test Team meeting on March 29, 2022
 - Participate in bi-weekly GA/GR Daily Test meetings March 29 and 31, 2022

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- Participate in GA/GR Weekly System Test Status Call on March 30, 2022
- Participate in Weekly Test Touch point meeting March 30, 2022
- Participate in the CalWIN CDT Risk and Mitigation meeting on March 31, 2022
- Participate in Jira configuration changes in support of CalSAWS Consortium County Validation (CCCV) Template walk through on March 31, 2022
- ▶ CalWIN UAT
 - Facilitate a UAT script development hands-on training on March 28, 2022
 - Participate in UAT Environment Access support approach meeting with Accenture on March 28, 2022
 - Facilitate CalWIN UAT planning meetings March 28 and March 30, 2022
 - Facilitate daily check points with the UAT team March 29 - April 1, 2022
 - Facilitate a UAT Environment support approach meeting with Gainwell on March 30, 2022
 - Distribute final test script sample to CalWIN counties on March 31, 2022
 - Facilitate a Fiscal and Report status discussion with Consortium on March 31, 2022
 - Facilitate the CalWIN UAT Planning and Prep-OCM/BPR and Application training on March 31, 2022
 - Continue to monitor the UAT CalSAWS mailbox
 - Continue planning and preparation activities

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
- ▶ 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
 - Conduct Weekly Implementation Team Meeting
 - Conduct Weekly Implementation QA Team Meeting
 - Participate in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
 - Participate in IPOC/TOSS Weekly Meetings for Contra Costa and Placer Counties
 - Participate in Weekly Technical Point of Contact (TPOC) meeting
 - Participate in CDT Defect Internal Work Group sessions
 - Participate in Contra Costa and Yolo BPR To-Be Refactoring Sessions with County and Project staff
 - Participate in Contra Costa and Yolo BPR/OCM Session Daily Debriefs
 - Participate in IPOC/TOSS Weekly Meetings for Contra Costa and Placer Counties
 - Participate in Wave 5 To-Be Prep Sessions with Counties
 - Track session metrics in Contra Costa and Yolo BPR To-Be Refactoring Sessions
 - Participate in Wave 2 Technical Point of Contact (TPOC) meeting
 - Participate in CalWIN UAT Planning and Prep - OCM/BPR and Application Training
 - Conduct Hands On Sandbox practice session

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- ▶ Release Management
 - Analyze WBT SCR changes and provide feedback
 - Prepare for verification of Training SCRs for CalSAWS 22.05 Release
- ▶ Special Projects
 - Participate in Web Portal Strike Team

1.3.8 OCAT

- ▶ Participate in OCAT Operations and Release meeting on March 30, 2022
- ▶ Participate in OCAT Backlog Review and Prioritization on March 31, 2022

1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period