



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: March 28, 2022 to April 3, 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"> <li>Submitted FDEL on April 5, 2022</li> </ul>
4.33	QA Work Plan - March 2022		<ul style="list-style-type: none"> <li>Submitted FDEL on April 5, 2022</li> </ul>
7.33	QA Test Monthly Report – March 2022		<ul style="list-style-type: none"> <li>Submitted FDEL on April 5, 2022</li> </ul>
10.06	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>Submitted DDEL on March 30, 2022</li> <li>Submit FDEL by April 7, 2022</li> </ul>
12.34	Assessment of CalSAWS Migration Work Plan Update – April 2022		<ul style="list-style-type: none"> <li>Submit FDEL by April 12, 2022</li> </ul>
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> <li>Submitted DDEL comments on April 5, 2022</li> <li>Submit DDEL by June 6, 2022</li> </ul>
46	Assessment of CalACES Migration Final Acceptance Certification		<ul style="list-style-type: none"> <li>Submit FDEL by April 6, 2022</li> <li>Submit DDEL by May 25, 2022</li> </ul>
48	Assessment of CalSAWS Migration Project Control Document Update		<ul style="list-style-type: none"> <li>Submit DDEL by April 15, 2022</li> </ul>

Table 1-2 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.17	<b>OCAT</b> - QA Monthly Status Report (OCAT) – March 2022		<ul style="list-style-type: none"> <li>Submitted FDEL on April 5, 2022</li> </ul>

[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	<b>BenefitsCal</b> - QA Monthly Status Report (Portal Mobile)		<ul style="list-style-type: none"> <li>Submitted FDEL comments on April 5, 2022</li> </ul>

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

DEL #	DELIVERABLE NAME		STATUS
59.15	<b>CalWIN Implementation</b> - Assessment of CalWIN Implementation Migration Work Plan Update - March 2022		<ul style="list-style-type: none"> <li>Submit FDEL by April 12, 2022</li> </ul>
60	<b>CalWIN Implementation</b> – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan		<ul style="list-style-type: none"> <li>Submit comments for Solano, Santa Cruz, San Mateo, San Diego Wave 4 counties by May 23, 2022</li> </ul>
WP-2	<b>CalWIN Implementation</b> - Assessment of CalWIN Change Discussion Guides		<ul style="list-style-type: none"> <li>Submit comments for Contra Costa, Placer, Yolo Wave 1 counties by April 12, 2022</li> </ul>

## **1.2 Highlights for the Reporting Period**

### **1.2.1 Project Management**

- ▶ Continued to support Outcomes Based Certification (OBC) and Certification Review (CR) preparation, including meeting with CMS on March 30, 2022
- ▶ Continued to facilitate Implementation Readiness for CalWIN (Risk 268) Contingency Planning discussions
- ▶ Supporting June JPA Conference planning
- ▶ Facilitated Executive overview of the CalSAWS Communication Strike Team Recommendations on March 28, 2022
- ▶ Participated in CalSAWS Accessibility meeting on March 28, 2022
- ▶ Participated in LA Cutover to BenefitsCal and Imaging Touchpoint on March 29, 2022
- ▶ Participated in CalSAWS Section Directors' meeting on March 29, 2022
- ▶ Attended Imaging Migration meetings on March 29 and 31, 2022
- ▶ Facilitated Web Portal Strike Team Governance meeting on March 29, 2022
- ▶ Participated in CalSAWS Consortium County Validation (CCCV) Security form automation meeting on March 29, 2022
- ▶ Participated in Batch Performance Checkpoint meeting on March 30, 2022
- ▶ Facilitated Web Portal Strike Team status meeting on March 31, 2022
- ▶ Participated in a CCCV Process Automation session on March 31, 2022
- ▶ Participated in CalWIN CDT Risk and Mitigation review on March 31, 2022

### **1.2.2 Technical**

- ▶ Participated in CalSAWS Technical weekly meeting on March 28, 2022
- ▶ Participated in Purge Standup meetings on March 28 and April 1, 2022
- ▶ Participated in Consortium FinOps meeting on March 29, 2022
- ▶ Participated in DBCR/CTCR Review meetings March 29 and 31, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on March 30, 2022
- ▶ Participated in CalSAWS Architecture Standards Review meeting on March 31, 2022
- ▶ Analytics
  - Participated in the weekly Analytics Roundup meeting on March 31, 2022
- ▶ BenefitsCal
  - Participated in App/Transfer meetings on March 28 – April 1, 2022
  - Participated in BenefitsCal Operation Review on March 29, 2022
  - Participated in daily Operations meeting calls on March 29 and 31, 2022
  - Participated in BenefitsCal ARPA Requirements Clarification for Student-Based Application and CBO Referral Code on March 30, 2022
- ▶ Batch
  - Participated in Batch Performance Checkpoint meeting on March 30, 2022
  - Continued to review and provided input on the Batch Dashboard
- ▶ CalWin
  - Participated in CalWIN Interface Partner meeting on March 30, 2022
  - Participated in CalWIN Wave 1 Technical Points of Contact (TPOC) meeting on March 30, 2022
- ▶ Central Print

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- Provided Gainwell with the CalSAWS Disaster Recovery Plans. Gainwell will use this to create their plan, processes and procedures document.
- Continued participating in discussions about potential solutions to the iText defect
- Continued monitoring the potential paper shortage.
- Worked with Gainwell and Consortium on a solution for placing the bar code on the forms (PDF) rather than on the envelope
- ▶ Contact Center
  - Discussed Design Changes for CA-226838 – Telephonic Signature on March 28 and 30, 2022
  - Participated in CalSAWS and Los Angeles Contact Center Session on March 29 and 30, 2022
  - Participated in Call Log Functionality Discussion on March 30, 2022
- ▶ Security
  - Participated in weekly CloudCheckr meetings on March 28, 2022
  - Participated in the Security Operations Discussion meeting on April 1, 2022
- ▶ Service Management
  - Participated in ServiceNow meeting on March 31, 2022

#### 1.2.3 Imaging

- ▶ Participated in LA Cutover to BenefitsCal and Imaging Touchpoint on March 29, 2022
- ▶ Participated in Preparations for Next Performance Test on March 29, 2022
- ▶ Participated in Imaging Migration Standup meeting on March 29 and 31, 2022
- ▶ Visited San Bernadino Offices to observe and assist Workers on March 29 – 31, 2022
- ▶ Participated in Performance Test/Internal Load Test with Los Angeles on March 30, 2022

#### 1.2.4 Functional

- ▶ M&O
  - Attended CW/CF Status Meeting on March 30, 2022
  - Attended CalHEERS CalSAWS Weekly Touchpoint Meeting
  - Reviewed sixty-four (64) 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	4
22.02	5
22.03	17
22.05	18
22.07	9
22.09	2
22.11	1
23.02	1
23.03	1
Other	4
TBD	2

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<b>Grand Total</b>	<b>64</b>
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- ▶ Conversion
  - Met with Consortium and Accenture to update conversion related activities in the Deloitte ISS County Work Plan.
  - Monitored delivery of detailed exception reports and balancing reports from the Conversion Team to Consortium and QA
  - Discussed Auto Case Review for County Post-Cutover Planning on April 1, 2022
  - Managed updates and review of the Converted Data Validation (CDV) Navigation Script content enhancement
  - Reviewed Eligibility elements associated with "Do not Map" transformation type in the Mapping Transformation Report
- ▶ General Assistance/General Relief (GA/GR) and Task Management
  - Completed mapping GA/GR functionality to end-to-end scripts for release 22.05
  - Discussed GA/GR future SCRs and release planning
- ▶ Task Management
  - Attended scheduled meetings and reviewed defects
- ▶ CalSAWS Case Purge
  - Attended Sprint Meetings
  - Worked on follow up items from the Data Management/Retention Call

### 1.2.5 BenefitsCal

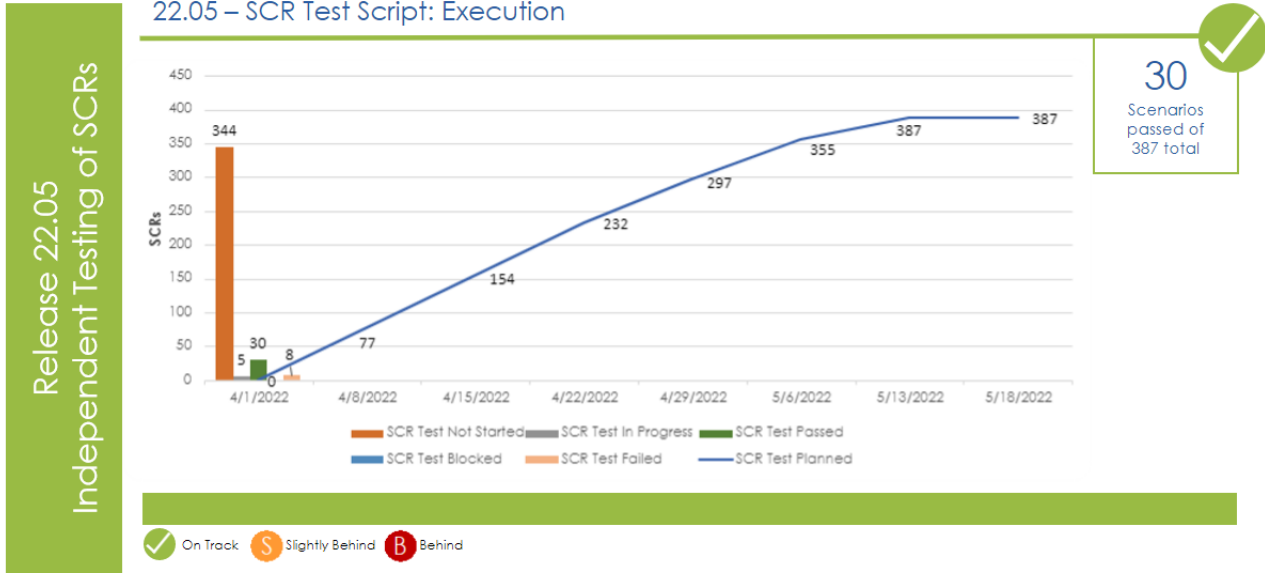
- ▶ Monitored Language translations for Release 3 and attended meetings with CDSS to monitor delivery progress
- ▶ Attended LA Cutover Touchpoint weekly meetings
- ▶ Attended BenefitsCal ARPA Requirements Clarification meeting about Student-Based Application and CBO Referral Code on Wednesday March 30, 2022
- ▶ Participated in Release API Triage meetings
- ▶ Participated in twice weekly Production and M&O meetings

### 1.2.6 Test

- ▶ CalSAWS Release 22.05 testing activities
  - Completed test preparation activities
  - Began QA Reviews of System Test's test scripts
  - Began Independent Test execution
  - Continued development of GA/GR E2E scenarios

Table 1-6 –22.05 Independent Test Progress

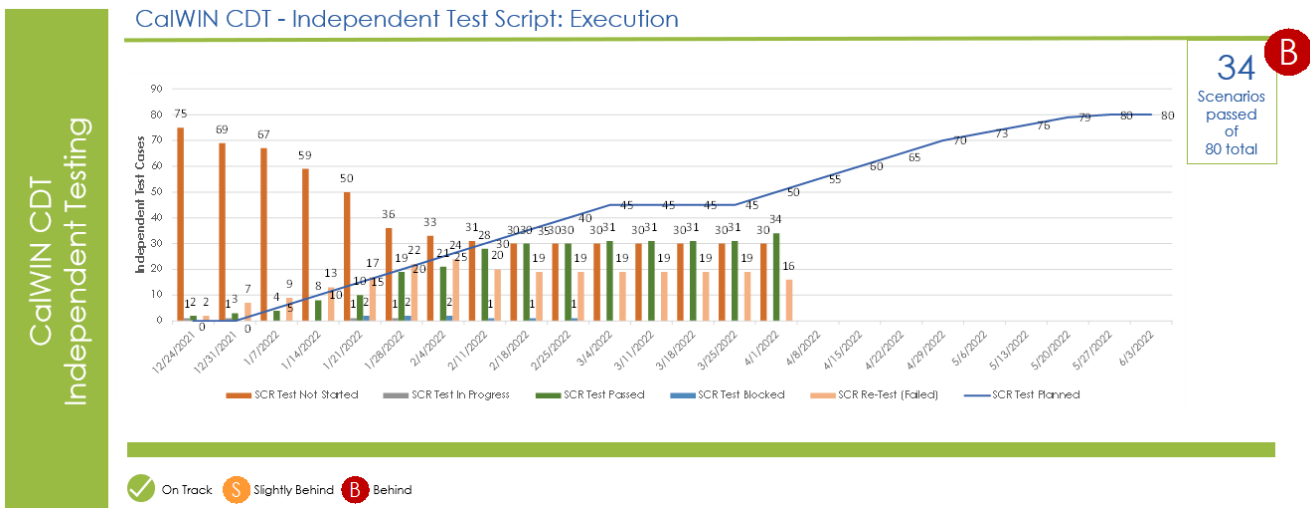
Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
22.05 - ClearBest QA Independent Test Results	387	89% (344)	1% (5)	8% (30)	2% (8)	0% (0)



- ▶ CalWIN CDT – Functional Testing activities
  - Participated in weekly CDT meeting on March 29, 2022
  - Participated in daily CDT Touchpoint calls
  - GDS 6 Release Execution is In-Progress
  - GDS 6 Defect Retesting is In-Progress

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)	43% (34)	20% (16)	0% (0)



- ▶ BenefitsCal Activities
  - Continued to monitor open defects
  - Completed Independent Test execution and QA Reviews for Monthly Release 2.3.1
  - Completed first pass Independent Test execution for BenefitsCal Release 3.0



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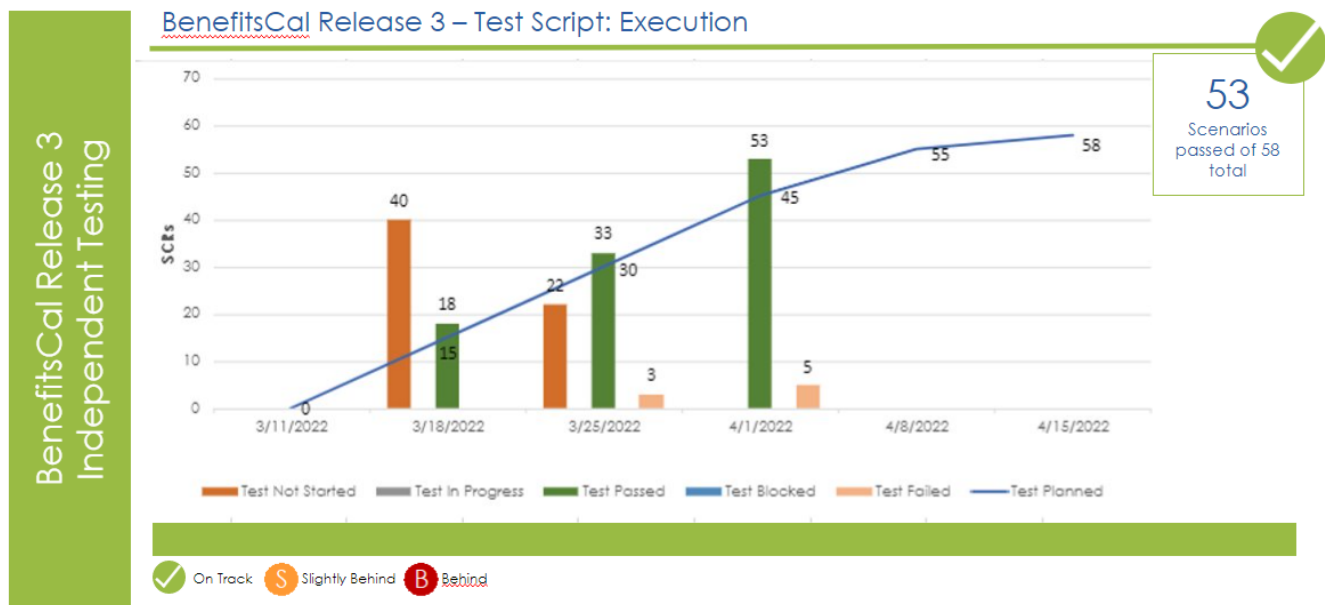
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- o Participated in weekly Defect and Activities call on March 29, 2022
- o Participated in bi-weekly M&O calls on March 29 and 31, 2022

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	0% (0)	0% (0)	91% (53)	9% (5)	0% (0)



- ▶ Other Consortium Support Test Activities
  - o Monitored test support for priority releases
  - o Participated in Integrated Test Team meeting on March 29, 2022
  - o Participated in bi-weekly GA/GR Daily Test meetings on March 29 and 31, 2022
  - o Participated in GA/GR Weekly System Test Status Call on March 30, 2022
  - o Participated in Weekly Test Touch point meeting on March 30, 2022
  - o Participated in Jira configuration changes in support of CalSAWS Consortium County Validation (CCCV) Template walk through on March 31, 2022
- ▶ CalWIN UAT
  - o Facilitated UAT script development hands-on training on March 28, 2022
  - o Participated in UAT Environment Access support approach meeting with Accenture on March 28, 2022
  - o Facilitated CalWIN UAT planning meetings March 28 and March 30, 2022
  - o Participated in UAT environment access support approach discussion with Accenture on March 28, 2022
  - o Facilitated daily check points with the UAT team March 29 - April 1, 2022
  - o Facilitated UAT weekly script development touch point with Consortium and County script writers on March 30, 2022

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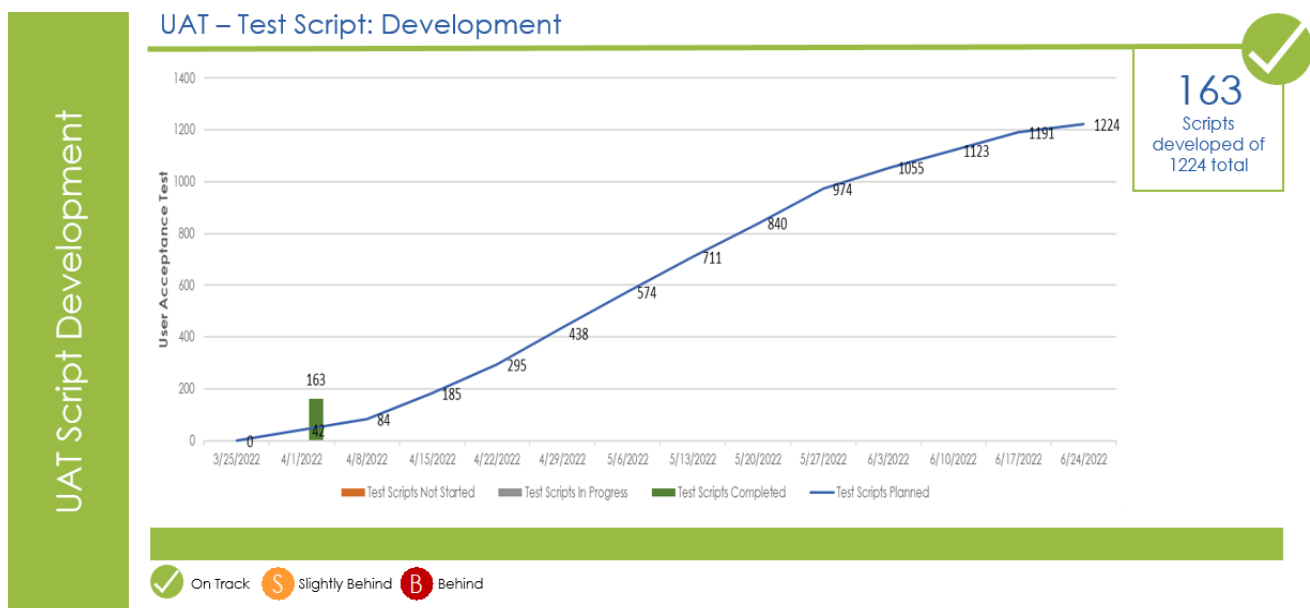
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- o Facilitated a UAT Environment support meeting with Gainwell on March 30, 2022
- o Facilitated a UAT Admin Imaging LMS course discussion with Accenture on March 30, 2022
- o Facilitated UAT Script writing session with participating counties on March 29, 2022
- o Facilitated a Fiscal and Report discussion with Consortium on March 31, 2022
- o Facilitated the CalWIN UAT Planning and training on March 31, 2022
- o Distributed final test script sample to CalWIN counties on April 1, 2022
- o Continued to monitor the UAT CalSAWS mailbox
- o Continued planning and preparation activities

Table 20 UAT Test Script Development Progress

Test Cycle	Total	Not Completed	In Progress	Completed
CalSAWS CalWIN UAT	1224	86% (1061)	0% (0)	14% (163)



### 1.2.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - o Participated in weekly Training Touchpoint meeting
- ▶ CalWIN Implementation Support Services (ISS)
  - o Participated in weekly CalWIN ISS Management meeting
  - o Participated in weekly CalWIN ISS OCM Leads meeting
  - o Participated in CalWIN ISS Training Weekly Touchpoint
  - o Participated in weekly CalWIN Conversion and Change Management meeting
  - o Conducted Weekly Implementation Team Meeting
  - o Conducted Weekly Implementation QA Team Meeting
  - o Participated in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
  - o Participated in IPOC/TOSS Weekly Meetings for Contra Costa and Placer Counties
  - o Participated in Weekly Technical Point of Contact (TPOC) meeting

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- Participated in CDT Defect Internal Work Group sessions
- Participated in Contra Costa and Yolo BPR To-Be Refactoring Sessions with County and Project staff
- Tracked session metrics in Contra Costa and Yolo BPR To-Be Refactoring Sessions
- Participated in Contra Costa and Yolo BPR/OCM Session Daily Debriefs
- Participated in IPOC/TOSS Weekly Meetings for Contra Costa and Placer Counties
- Participated in Wave 5 To-Be Prep Sessions with Counties
- Participated in Wave 2 Technical Point of Contact (TPOC) meeting
- Participated in CalWIN UAT Planning and Prep - OCM/BPR and Application Training
- Participated in Risk 268 Contingency Plan Dry Run and Prep sessions
- Participated in Contact Center Training and QA introduction meeting
- Participated in Change Discussion Guide (CDG) progress meeting
- Participated in Conversion Work Plan reviews
- Prepared for ISS Training Material reviews
- Prepared for Contact Center Training Material reviews
- Submitted comments for Deloitte DEL 04.06 – County BPR Plan – Santa Barbara
- Submitted comments for Deloitte DEL 04.07 – County BPR Plan – Orange
- Submitted comments for Deloitte DEL 04.08 – County BPR Plan – Ventura
- Conducted Change Discussion Guide Review and Requirements discussion
- Completed presentation on Change Discussion Guide Deliverable Dates, Requirements, Review Process, and Content Evaluation
- Completed Findings, Observations, and Recommendations to Deloitte's approach to conducting BPR-OCM sessions for Waves 2-4 counties
- Conducted Hands On Sandbox Practice Session for Add Person and SAR 7
- Participated in County Prep Phase planning session
- Conducted Go-Live Readiness Model planning session
- Participated in CalWIN Sunset Planning Discussion
- Participated in brainstorming session for Change Discussion Guide potential restructure
- Planned for CDG Review Sessions
- ▶ Release Management
  - Analyzed WBT SCR changes and provide feedback
  - Prepared for verification of Training SCRs for CalSAWS 22.05 Release
- ▶ Special Projects
  - Participated in Web Portal Strike Team
  - Participated in Communications Strike Team

### 1.2.8 OCAT

- ▶ Participated in OCAT Operations and Release meeting on March 30, 2022
- ▶ Participated in OCAT Technical Backlog Review and Prioritization on March 31, 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, including meeting with DHCS on April 8, 2022

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- ▶ Continue to facilitate Implementation Readiness for CalWIN (Risk 268) Contingency Planning discussions
- ▶ Participate in LA Cutover to BenefitsCal and Imaging Touchpoint on April 5, 2022
- ▶ Participate in CalSAWS Section Directors' meeting on April 5, 2022
- ▶ Facilitate the CalSAWS Communication Strike Team Sponsor session April 5, 2022
- ▶ Facilitate the Web Portal Strike Team Governance sub team meeting April 5, 2022
- ▶ Attend Imaging Migration meetings on April 5 and 7, 2022
- ▶ Participate in CalSAWS Accessibility meeting on April 6, 2022
- ▶ Participate in Batch Performance Checkpoint meeting on April 6, 2022
- ▶ Participate in CalWIN CDT Risk and Mitigation review on April 7, 2022
- ▶ Co-Facilitate the CCCV Workgroup session April 7, 2022
- ▶ Participate in IV&V / PMO & QA Bi-weekly meeting on April 8, 2022
- ▶ Participate in GA/GR Executive Project Status on April 8, 2022

### 1.3.2 Technical

- ▶ Participate in weekly Tech meeting on April 4, 2022
- ▶ Participate in weekly CloudCheckr meetings on April 4, 2022
- ▶ Participate in Consortium FinOps meeting on April 5, 2022
- ▶ Participate in App Dev meeting on April 5, 2022
- ▶ Participate in DBCR/CTCR Review meetings April 5 and 7, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on April 6, 2022
- ▶ Participate in Environment Management Review meeting on April 7, 2022
- ▶ Analytics
  - Participate in the weekly Analytics Roundup meeting on April 7, 2022
- ▶ BenefitsCal
  - Participate in App/Transfer meetings on April 4 - 8, 2022
  - Participate in daily Operations meeting calls on April 5 and 7, 2022
- ▶ Batch
  - Participate in Batch Performance Checkpoint meeting on April 6, 2022
  - Participate in Batch Weekly Roundup meeting on April 7, 2022
- ▶ CalWIN
  - Participate in CalWIN Interface Partner meetings on April 6 and 7, 2022
  - Participate in CalWIN Wave 2 Technical Points of Contact (TPOC) meeting on April 6, 2022
- ▶ Central Print
  - Participate in CalSAWS Central Print meetings on April 4 and 6, 2022
- ▶ Contact Center
  - Participate in CalSAWS Contact Center Management Conference Call on April 4, 2022
  - Participate in CalSAWS and Los Angeles Contact Center Session on April 5, 2022
  - Participate in San Bernardino CSC Support Meeting on April 5, 2022
  - Participate in CalSAWS and Los Angeles Contact Center Working Session on April 6, 2022
  - Participate in CalSAWS Yolo IVR Contact Center Migration Discussion on April 6, 2022

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- Participate in Los Angeles County CalSAWS Contact Center Training discussion on April 7, 2022
- Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking discussion on April 7, 2022
- ▶ Security
  - Participate in Weekly Security meeting on April 7, 2022
- ▶ Service Management
  - Participate in LMS Users Support in ServiceNow meeting on April 7, 2022

#### 1.3.3 Imaging

- ▶ Participate in Round 2 of Internal Load Test Prior to Test with Los Angeles on April 4, 2022
- ▶ Participate in LA Cutover to BenefitsCAL and Hyland Imaging Touchpoint on April 5, 2022
- ▶ Participate in Imaging Migration Standup meeting on April 5 and 7, 2022
- ▶ Participate in Enhanced Performance Test with Los Angeles County Team on April 6, 2022

#### 1.3.4 Functional

- ▶ M&O
  - Attend Self Service Portal Committee Meeting on April 5, 2022
  - Attend the Usability Committee on April 6, 2022
  - Attend CalSAWS Medi-Cal CMSP Committee Meeting on April 6, 2022
  - Attend CalHEERS CalSAWS Weekly Touchpoint Meeting
  - Review SCR Design Documents
- ▶ Conversion
  - Attend Service Request CalWIN User Conversion Information meeting on April 4, 2022
  - Attend the weekly Conversion Implementation Readiness Weekly Sync meeting
  - Conduct final review of Deloitte ISS work plan to confirm conversion tasks
  - 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
  - Monitor Release 22.05 testing outcomes 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

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- ▶ Attend Amazon Connect and Chime Integration for Help Desk Screenshare Touchpoint on April 6, 2022
- ▶ Attend LA Cutover Touchpoint weekly meetings
- ▶ 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
  - Continue QA Review of System Test's test scripts
  - Continue Independent Test execution
  - Continue 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 Weekly Defects and Activities meeting on April 5, 2022
  - Participate in Operations and M&O meeting on April 5 and April 7, 2022
  - Monitor open production defects
  - Begin Manual Regression Test execution for BenefitsCal Release 3.0
  - Begin Independent Test execution and QA Reviews for BenefitsCal Release 3.0
- ▶ Other Consortium Support Test Activities
  - Monitor test support for priority releases
  - Participate in the Release when Ready (RWR) touchpoint on April 4, 2022
  - Participate in Integrated Test Team meeting on April 5, 2022
  - Participate in bi-weekly GA/GR Daily Test meetings April 5 and 7, 2022
  - Participate in GA/GR Weekly System Test Status Call on April 6, 2022
  - Participate in Weekly Test Touch point meeting April 6, 2022
  - Participate in the CalWIN CDT Risk and Mitigation meeting on April 7, 2022
- ▶ CalWIN UAT
  - Facilitate CalWIN UAT planning meetings April 4 and 6, 2022
  - Facilitate daily check points with the UAT team April 5 - 8, 2022
  - Facilitate a CalWIN UAT Execution engagement discussion with the ISS Deloitte, ISS Consortium and UAT Consortium team on April 4, 2022
  - Facilitate a CalWIN UAT Activities with Consortium Tech support discussion on April 5, 2022
  - Facilitate UAT weekly script development touch point with Consortium and County script writers on April 6, 2022
  - Facilitate UAT Script Development Open Zoom calls April 5 and 7, 2022
  - Continue to manage and monitor UAT Script development
  - 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



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- 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 Customer Engagement/ISS Weekly Touchbase
  - Participate in weekly Implementation Management 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 IPOC/TOSS Weekly Meetings for Contra Costa and Placer Counties
  - Participate in Contact Center Training Planning meetings
  - Participate in Wave 2 Technical Point of Contact (TPOC) meeting
  - Participate in Alameda and Fresno BPR Sessions
  - Participate in Alameda and Fresno Daily Debriefs
  - Participate in Targeted Topics Prioritization session
  - Prepare for ISS Training Material reviews
  - Prepare for Contact Center Training Material reviews
  - Conduct CDG Review sessions
  - Participate in Tulare T-12M Change Readiness Survey Review
  - Participate in Yolo T-9M Change Readiness Survey Results meeting
  - Participate in CRFI Opt In/Out Revalidation planning meeting
  - Participate in Wave 1 Check-In Meeting
  - Participate in Placer T-9M Change Readiness Survey Review
  - Participate in Santa Clara T-12M Change Readiness Survey Results
  - Participate in Contra Costa T-9M Change Readiness Survey Results
  - Prepare for County Prep Phase
  - Participate in Wave 5 Q&A sessions
- ▶ 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
  - Participate in Communications Strike Team

### 1.3.8 OCAT

- ▶ Participate in meetings as needed.

## 1.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period