



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: April 4, 2022 to April 10, 2022

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1.0 Quality Assurance

1.1 CalSAWS Weekly Status Agenda Topics

Table 1-1 - CalSAWS Quality Assurance Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	<ul style="list-style-type: none"> Preparing teams for SMC Certification Review on May 10. Providing comments for Accenture DDEL 71 C-IV Migration Final Acceptance by April 13.
QA Technical	<ul style="list-style-type: none"> Confirmed progress with Los Angeles County Performance Image testing. Queue times decreased from 4 mins to under 2 seconds, OCR scan from 2+ hours to 30 mins, and barcode scan from 30 mins to 13 mins. CalSAWS Dashboards and Reports continue to impact the Counties with 1 delay last week and 4 the week prior.
QA Functional	<ul style="list-style-type: none"> Met with Deloitte, UAT and CDV to discuss Process Simulation activities and dependencies across projects. The decisions due from Deloitte team next week will help clarify next steps Met with Conversion and Consortium to discuss alternative mitigation strategies for Risk 258 (Cutover Window) Reviewed CDT P2 defects to validate if any have impacts to UAT. QA added a label for "UAT_Impact" so they could be easily identified
QA Test	<ul style="list-style-type: none"> CalSAWS Release 22.05 Independent Test activities are on track with 39% execution rate and 22% pass rate CDT Independent Test activities are behind schedule, per Risk 263, with 63% execution rate and 45% pass rate. BenefitsCal Release 3 Independent Test activities are on track for LA Go-Live Greenlight next week, with 100% execution rate and 95% pass rate. Plan is to resolve remaining 5% this week UAT Script Development activities are on track with 14% of the UAT scripts developed. UAT CIT detailing April - May 2022 activities will be sent this week
QA Implementation	<ul style="list-style-type: none"> Supported mitigations for Risk #270 – Change Discussion Guides <ul style="list-style-type: none"> Planned for and supported working sessions with project teams to refine CDG content. Conducted review strategy session with Consortium deliverable reviewers Participated in planning for BPR-OCM Sessions for Wave 2-4 Supported mitigations for Risk #262 – County Readiness <ul style="list-style-type: none"> Conducted review and refinement sessions on the Go-Live Readiness Meeting Model Participated in County Prep phase planning sessions

1.2 Deliverables Management

Table 1-2 - Overall Summary of CalSAWS DD&I Deliverable Status

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DEL #	DELIVERABLE NAME		STATUS
3.34	QA Monthly Status Report – April 2022		• Submit FDEL by May 5, 2022
4.34	QA Work Plan – April 2022		• Submit FDEL by May 5, 2022
7.34	QA Test Monthly Report – April 2022		• Submit FDEL by May 5, 2022
10.06	Quarterly QA Security Report		• Submitted FDEL on April 7, 2022
12.34	Assessment of CalSAWS Migration Work Plan Update – April 2022		• Submit FDEL by April 12, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		• Submit DDEL by June 6, 2022
46	Assessment of CalACES Migration Final Acceptance Certification		• Submitted FDEL on April 6, 2022 • Submit DDEL by May 16, 2022
48	Assessment of CalSAWS Migration Project Control Document Update		• Submit DDEL by April 15, 2022

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.18	OCAT - QA Monthly Status Report (OCAT) – April 2022		• Submit FDEL by May 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 1-4 – Overall Summary of BenefitsCal Deliverable Status






DEL #	DELIVERABLE NAME		STATUS
WP-26.06	BenefitsCal – CX Monthly Report – March 2022		<ul style="list-style-type: none">• Submit DDEL comments by April 14, 2022
WP-27.02	BenefitsCal – Monthly M&O Report – March 2022		<ul style="list-style-type: none">• Submit DDEL comments by April 14, 2022

Table 1-5 – 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">• Submitted FDEL on April 12, 2022
60	CalWIN Implementation – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan		<ul style="list-style-type: none">• Submit comments for Solano, Santa Cruz, San Mateo, San Diego Wave 4 counties by May 23, 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

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Continued to facilitate Implementation Readiness for CalWIN (Risk 268) Contingency Planning discussions
- ▶ Continued to support June JPA Conference planning
- ▶ Participated in LA Cutover to BenefitsCal and Imaging Touchpoint on April 5, 2022
- ▶ Participated in CalSAWS Section Directors' meeting on April 5, 2022
- ▶ Facilitated the CalSAWS Communication Strike Team Sponsor session April 5, 2022
- ▶ Facilitated the Web Portal Strike Team Governance sub team meeting April 5, 2022
- ▶ Attended Imaging Migration meetings on April 5 and 7, 2022
- ▶ Participated in CalSAWS Accessibility meeting on April 6, 2022
- ▶ Participated in Batch Performance Checkpoint meeting on April 6, 2022
- ▶ Participated in CalWIN CDT Risk and Mitigation review on April 7, 2022
- ▶ Co-Facilitated the CalSAWS Consortium County Validation (CCCV) Workgroup session April 7, 2022
- ▶ Continued to support Streamlined Modularized Certification (SMC) Certification Review (CR) preparation, including meeting with DHCS on April 8, 2022.
- ▶ Participated in IV&V/PMO and QA Bi-weekly meeting on April 8, 2022

1.3.2 Technical

- ▶ Participated in CalSAWS Technical weekly meeting on April 4, 2022
- ▶ Participated in Consortium FinOps meeting on April 5, 2022
- ▶ Participated in DBCR/CTCR Review meetings on April 5 and 7, 2022
- ▶ Participated in Purge Standup meetings on April 5 and 8, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on April 6, 2022
- ▶ Participated in Environment Management Review meeting on April 7, 2022
- ▶ Analytics
 - Participated in the weekly Analytics Roundup meeting on April 7, 2022
- ▶ BenefitsCal
 - Participated in App/Transfer meetings on April 4 - 8, 2022
 - Participated in daily Operations meeting calls on April 5 and 7, 2022
- ▶ Batch
 - Participated in Batch Performance Checkpoint meeting on April 6, 2022
 - Participated in the Batch Weekly Roundup meeting on April 7, 2022
 - Continued to review and provided input on the Batch Dashboard
- ▶ CalWIN
 - Participated in CalWIN Interface Partner meetings on April 6 and 7, 2022
 - Participated in CalWIN Wave 2 Technical Points of Contact (TPOC) meeting on April 6, 2022
- ▶ Central Print
 - Participated in CalSAWS Central Print meetings on April 4 and 6, 2022
- ▶ Contact Center
 - Participated in CalSAWS and Los Angeles Contact Center Session on April 5 and 6, 2022
 - Participated in San Bernardino CSC Support Meeting on April 5, 2022

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- Participated in CalSAWS and Yolo IVR Contact Center Migration Discussions on April 6, 2022
- Participated in CalSAWS and Contra Costa Weekly Contact Center Discovery Sessions on April 7, 2022
- Participated in Los Angeles County CalSAWS Contact Center Training Discussions on April 7, 2022
- Participated in Los Angeles County CalSAWS Contact Center Solution IT Networking Discussions on April 7, 2022
- ▶ Security
 - Participated in weekly CloudCheckr meetings on April 4, 2022
- ▶ Service Management
 - Participated in CalSAWS Central Print meetings on April 4 and 6, 2022

1.3.3 Imaging

- ▶ Participated in Internal Load Test 4 Prior to Test with Los Angeles on April 4, 2022
- ▶ Reviewed Performance Metrics with Imaging Team on April 4, 2022
- ▶ Participated in Internal Performance Testing Team] Enhanced Performance Test with Los Angeles on April 6, 2022
- ▶ Participated in Imaging Migration Standup meeting on April 5 and 7, 2022
- ▶ Participated in LA Document Migration Weekly Check-in on April 7, 2022
- ▶ Reviewed Imaging Defects (CA-241831 and CA-241832)

1.3.4 Functional

- ▶ M&O
 - Attended Self Service Portal Committee Meeting on April 5, 2022
 - Attended the Usability Committee on April 6, 2022
 - Attended CalSAWS Medi-Cal CMSP Committee Meeting on April 6, 2022
 - Attended CalHEERS CalSAWS Weekly Touchpoint Meeting
 - Reviewed thirty-seven (37) design documents. The QA Team targets Critical and High priority designs for review and other SCR's at the Consortium's direction.

Table 1-6 – Weekly M&O SCR Updates

Release	SCRs in QA Review
RWR	5
22.03	5
22.05	10
22.07	6
22.09	1
22.11	2
23.02	2
23.03	2
23.05	2
23.07	2
Grand Total	37

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- ▶ Conversion
 - Met with Deloitte, UAT and CDV to discuss Process Simulation activities and dependencies across projects. The decisions due from Deloitte team next week will help clarify next steps
 - Met with Conversion and Consortium to discuss alternative mitigation strategies for Risk 258 (Cutover Window)
 - Provided updates to the ISS Team for conversion related activities in the County Work Plans.
 - Reviewed P2 defects to validate if any have impacts to UAT. QA added a label for "UAT_Impact" so they could be easily identified
 - Monitored delivery of detailed exception reports and balancing reports from the Conversion Team to Consortium and QA
 - Met with Consortium, Accenture, and Deloitte to discuss the County Prep activities the counties will perform during this project phase
- ▶ County Data Validation
 - Managed updates and review of the Converted Data Validation (CDV) Navigation Script content enhancement. Scheduled meetings with the App Dev Team to get recommendations for additional validation steps
- ▶ General Assistance/General Relief (GA/GR) and Task Management
 - Discussed GA/GR future SCRs and release planning
- ▶ Task Management
 - Attended scheduled meetings and reviewed defects
- ▶ CalSAWS Case Purge
 - Attended Sprint Meetings
 - Data Retention pages were presented at the Usability Committee meeting on April 6, 2022
 - Began sprint validations for CalSAWS Purge

1.3.5 BenefitsCal

- ▶ Monitored Language translations for Release 3 and attended meetings with CDSS to monitor delivery progress
- ▶ Reviewed Monthly deliverables (Monthly Status, work plan and CX Report)
- ▶ Attended LA Cutover Touchpoint weekly meetings
- ▶ Participated in Release API Triage meetings
- ▶ Participated in twice weekly Production and M&O meetings

1.3.6 Test

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

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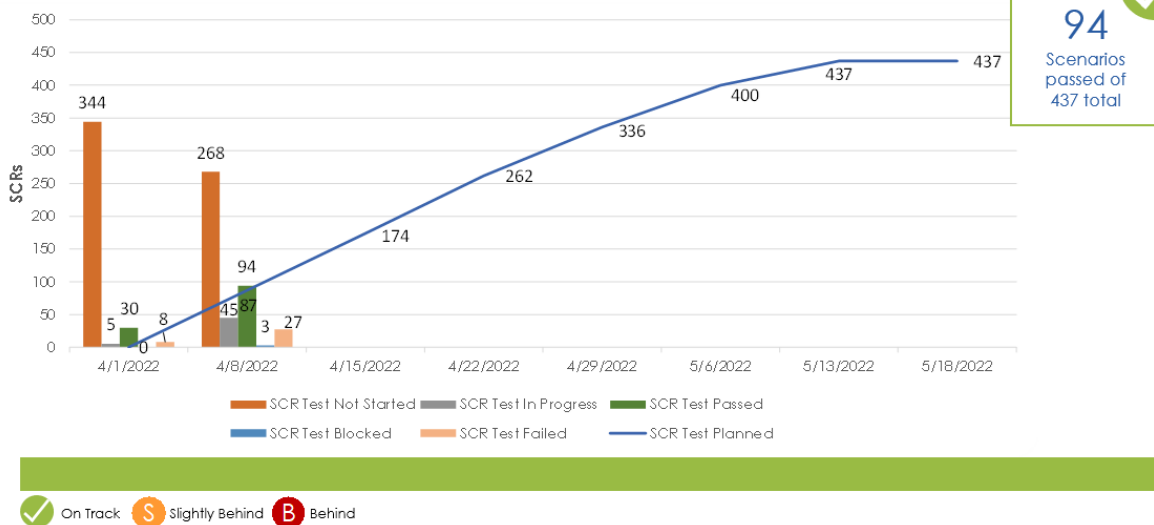
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Table 1-7 –22.05 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
22.05 - ClearBest QA Independent Test Results	437	61% (268)	10% (45)	22% (94)	6% (27)	1% (3)

22.05 – SCR Test Script: Execution

Release 22.05
Independent Testing of SCRs



- CalWIN CDT – Functional Testing activities
 - Participated in weekly CDT meeting on April 5, 2022
 - Participated in daily CDT Touchpoint calls
 - GDS 6 Release Execution is In-Progress
 - GDS 6 Defect Retesting is In-Progress

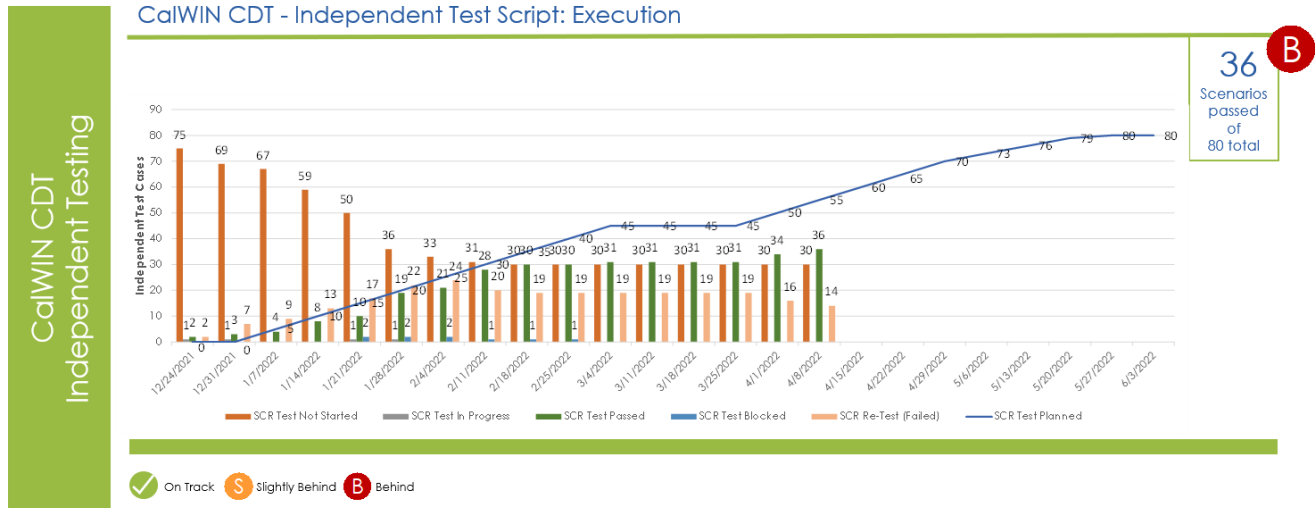
Table 1-8 –CalWIN CDT Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalWIN CDT – ClearBest QA Independent Test Results	80	37% (30)	0% (0)	45% (36)	17% (14)	0% (0)

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- BenefitsCal Activities
 - Continued to monitor open defects
 - Began Independent Test Execution and QA Reviews for BenefitsCal Release 3.0 M&O stream
 - Participated in weekly Defect and Activities call on April 5, 2022
 - Participated in bi-weekly M&O calls on April 5 and 7, 2022

Table 1-9 –CalWIN 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)	95% (55)	5% (3)	0% (0)

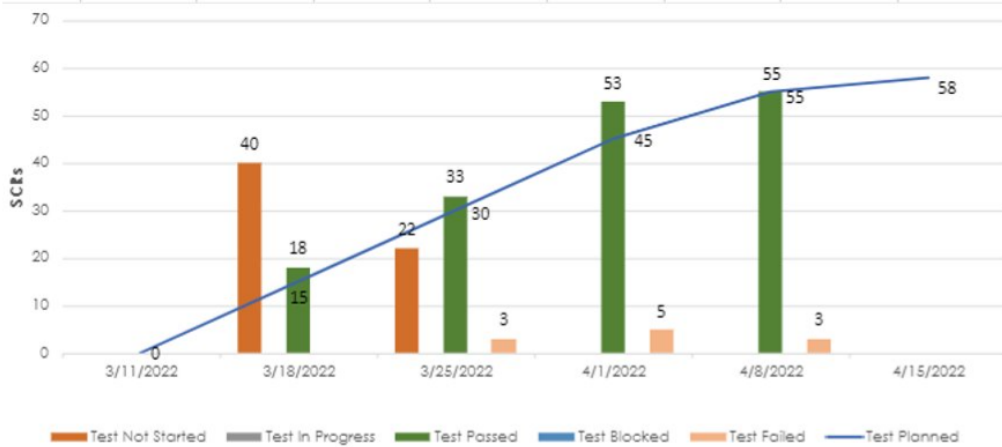
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BenefitsCal Release 3 Independent Testing

BenefitsCal Release 3 – Test Script: Execution



55
Scenarios
passed of 58
total

On Track S Slightly Behind B Behind

- Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in the Release when Ready (RWR) touchpoint on April 4, 2022
 - Participated in Integrated Test Team meeting on April 5, 2022
 - Participated in bi-weekly GA/GR Daily Test meetings April 5 and 7, 2022
 - Participated in GA/GR Weekly System Test Status Call on April 6, 2022
 - Participated in Weekly Test Touch point meeting on April 6, 2022
 - Participated in the CalWIN CDT Risk and Mitigation meeting on April 7, 2022
- CalWIN UAT
 - Facilitated CalWIN UAT Execution engagement discussion with Deloitte ISS, Consortium ISS, and Consortium UAT teams on April 4, 2022
 - Facilitated CalWIN UAT planning meetings April 4 and 6, 2022
 - Facilitated CalWIN UAT Activities with Consortium Tech support discussion on April 5, 2022
 - Facilitated UAT Script Development Open Zoom calls April 5 and 7, 2022
 - Facilitated daily check points with the UAT team April 5 - 8, 2022
 - Facilitated UAT weekly script development touch point with Consortium and County script writers on April 6, 2022
 - Participated in the Wave 1 Check In Meeting with UAT updated on March 6, 2022
 - Facilitated CalSAWS CalWIN UAT Prep Activities – Installation of Software with the Consortium Tech, Tech Support, and the conversion team on April 7, 2022
 - Facilitated CalSAWS UAT Security Access Form-Manager signature approach with the RMs, Consortium Customer Engagement and Consortium Tech Support team on April 7, 2022
 - Continued to manage and monitor UAT Script development
 - Continued to monitor the UAT CalSAWS mailbox
 - Continued planning and preparation activities

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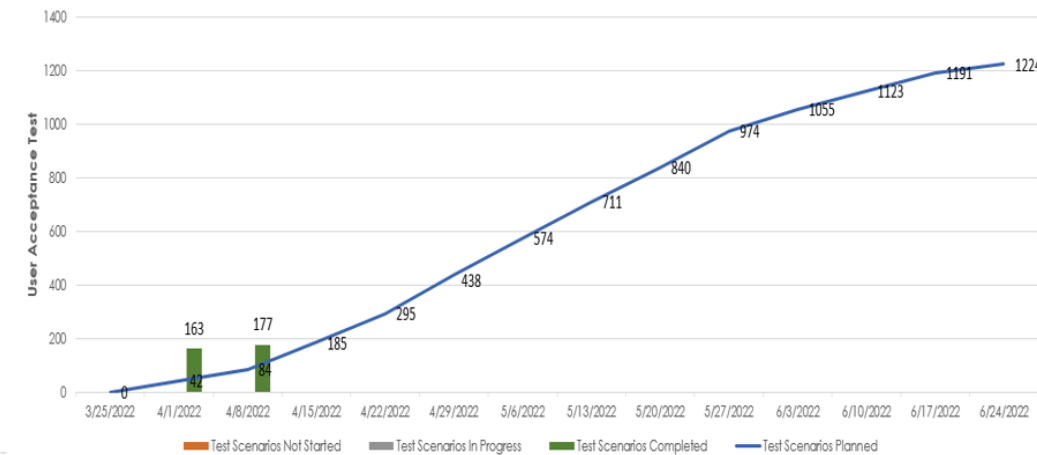
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Table 1-10 – UAT Test Scenario Development Process

Test Cycle	Total	Not Started	In Progress	Completed
CalSAWS CalWIN UAT	1,224	86% (1,047)	0% (0)	14% (177)

UAT – Test Scenario: Development

UAT Scenario Development



177
Scenarios
developed of
1224 total

On Track S Slightly Behind B Behind

1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in weekly Training Touchpoint meeting
 - Participated in LA County Imaging Implementation Readiness Checkpoints
- ▶ CalWIN Implementation Support Services (ISS)
 - Participated in weekly CalWIN ISS Management meeting
 - Participated in weekly CalWIN ISS OCM Leads meeting
 - Participated in Customer Engagement/ISS Weekly Touchbase
 - Participated in weekly Implementation Management 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 weekly IPOC/TOSS Meetings for Contra Costa and Placer Counties
 - Participated in IPOC/TOSS Monthly Meetings for Yolo County
 - Participated in weekly Technical Point of Contact (TPOC) meeting
 - Participated in CDT Defect Internal Work Group sessions
 - Participated in Contact Center Training Planning meetings
 - Participated in Wave 2 Technical Point of Contact (TPOC) meeting
 - Participated in Alameda and Fresno BPR Sessions
 - Participated in Alameda and Fresno Daily Debriefs
 - Participated in Wave 5 Q&A sessions

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- Participated in Targeted Topics Prioritization session
- Participated in Risk 268 Contingency Planning discussions
- Conducted Change Discussion Guide working session with Deloitte, Accenture, and Consortium
- Planned for Change Discussion Guides working sessions
- Participated in Change Discussion Guide working sessions with the internal project teams
- Prepared approach for ISS Training Material reviews
- Prepared approach for Contact Center Training Material reviews
- Completed review of 2 Contact Center Training Materials
- Conducted Change Discussion Guide Review Strategy session with Consortium Deliverable Reviewers
- Participated in CDG
- Participated in planning for BPR-OCM Sessions for Waves 2-4
- Participated in Tulare T-12M Change Readiness Survey Review
- Participated in Yolo T-9M Change Readiness Survey Results meeting
- Participated in CRFI Opt-In/Out Revalidation planning meeting
- Prepared for Wave 1 Check-In Meeting
- Prepared for Monthly Global IPOC meeting
- Participated in Placer T-9M Change Readiness Survey Review
- Participated in Santa Clara T-12M Change Readiness Survey Results
- Participated in Contra Costa T-9M Change Readiness Survey Results
- Prepared for County Prep Phase
- Conducted team review and refinement of for the Go-Live Readiness Meeting Model
- ▶ 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

1.3.8 OCAT

- ▶ Provided review and support of ongoing M&O and M&E activities.

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Continue to support Streamlined Modularized Certification (SMC) Review preparation.
- ▶ Continue to facilitate Implementation Readiness for CalWIN (Risk 268) Contingency Planning discussions
- ▶ Continue June JPA Conference Planning
- ▶ Participate in CalSAWS Accessibility meeting on April 11, 2022
- ▶ Participate in DDEL 71 C-IV Migration Final Acceptance Walkthrough on April 12, 2022.
- ▶ Participate in LA Cutover to BenefitsCal and Imaging Touchpoint on April 12, 2022
- ▶ Participate in CalSAWS Section Directors' meeting on April 12, 2022
- ▶ Attend Imaging Migration meetings on April 12 and 14, 2022
- ▶ Present QA Status at CalSAWS IT Monthly Report meeting on April 13, 2022

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- ▶ Participate in Batch Performance Checkpoint meeting on April 13, 2022
- ▶ Participate in CalWIN CDT Risk and Mitigation review on April 14, 2022

1.4.2 Technical

- ▶ Participate in weekly Tech meeting on April 11, 2022
- ▶ Participate in weekly CloudCheckr meetings on April 11, 2022
- ▶ Participate in Consortium FinOps meeting on April 12, 2022
- ▶ Participate in App Dev meeting on April 12, 2022
- ▶ Participate in DBCR/CTCR Review meetings on April 12 and 14, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on April 13, 2022
- ▶ Participate in Environment Management Review meeting on April 14, 2022
- ▶ Analytics
 - Participate in the weekly Analytics Roundup meeting on April 7, 2022
- ▶ BenefitsCal
 - Participate in ARPA Design review sessions on April 12 and 14, 2022
- ▶ Batch
 - Participate in Batch Performance Checkpoint meeting on April 13, 2022
 - Participate in Batch Weekly Roundup meeting on April 14, 2022
- ▶ CalWIN
 - Participate in CalWIN Wave 2 Technical Points of Contact (TPOC) meeting on April 13, 2022
- ▶ Contact Center
 - Participate in Contact Center Management Conference Call on April 11, 2022
 - Participate in CalSAWS and Los Angeles Contact Center Session on April 12 and 13, 2022
 - Participate in Ventura County CalSAWS IVR-Contact Center Design Kick-off meeting on April 13, 2022
 - Participate in CalSAWS Yolo IVR Contact Center Migration Discussion on April 13, 2022
 - Participate in Contra Costa Weekly Contact Center Discovery Sessions on April 14, 2022
 - Participate in Los Angeles County CalSAWS Contact Center Training discussion on April 14, 2022
 - Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking discussion on April 14, 2022
- ▶ Security
 - Participate in Weekly Security meeting on April 11, 2022
 - Participate in CalSAWS Security Committee Meeting Release 22.05 on April 14, 2022
 - Participate in Bi-Weekly Operations meeting on April 15, 2022
- ▶ Service Management
 - Participate in ServiceNow meetings on April 11, 12, and 14, 2022

1.4.3 Imaging

- ▶ Participate in LA Cutover to BenefitsCal and Hyland Imaging Touchpoint on April 12, 2022

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- ▶ Participate in Imaging Migration Standup meeting on April 12 and 14, 2022
- ▶ Participate in LA Document Migration Weekly Check-in on April 14, 2022

1.4.4 Functional

- ▶ M&O
 - Review SCR Design Documents
 - Attend the CW/CF Committee Meeting on April 13, 2022
 - Attend the Correspondence User Group on April 13, 2022
 - Attend Security Meeting on April 14, 2022
 - Attend Task Management Check In on April 14, 2022
 - Attend weekly Correspondence Meetings
 - Attend Review SPG Scorecard and Process meeting on April 14, 2022
- ▶ Conversion
 - Review the Mock Conversion final slide deck on Monday April 11, 2022
 - Attend CalWIN CDT Risk and Mitigation weekly reviews
 - Attend weekly CalWIN Conversion and Change Management Meetings
 - Review mockups for Case Review List on April 13, 2022
 - Attend CalWIN Username in ForgeRock and CalSAWS meeting on April 15, 2022
- ▶ County Data Validation
 - Attend the CDV Navigation script workgroup meeting
 - Attend App Dev sessions for CDV Script enhancement
- ▶ 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
 - Review 22.07 SCRs
- ▶ Contact Center
 - Participate in weekly Contact Center Test Automation Cross Team call
- ▶ Case Purge
 - Track CalSAWS Purge sprint activities and conduct validations

1.4.5 BenefitsCal

- ▶ Monitor Release 3 language translations
- ▶ Attend BenefitsCal Design Sessions for Student-Based Application (Release 4.1.5 - ARPA) on April 12 and 14, 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

1.4.6 Test

- ▶ CalSAWS Release 22.05
 - Continue QA Review of System Test scripts
 - Continue Independent Test execution
 - Continue GA/GR E2E scenario test execution

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- ▶ 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 12, 2022
 - Participate in Operations and M&O meeting on April 12 and April 14, 2022
 - Monitor open production defects
 - Continue Manual Regression Test execution for BenefitsCal Release 3.0
 - Continue 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 11, 2022
 - Participate in Integrated Test Team meeting on April 12, 2022
 - Participate in bi-weekly GA/GR Daily Test meetings April 12 and 14, 2022
 - Participate in GA/GR Weekly System Test Status Call on April 13, 2022
 - Participate in Weekly Test Touch point meeting April 13, 2022
 - Participate in the CalWIN CDT Risk and Mitigation meeting on April 14, 2022
- ▶ CalWIN UAT
 - Facilitate CalWIN UAT planning meetings April 11 and 13, 2022
 - Participate in the CalWIN Implementation Support Services -Stand up meeting on April 11, 2022
 - Facilitate daily check points with the UAT team April 12 - 15, 2022
 - Facilitate UAT weekly script development touch point with Consortium and County script writers on April 13, 2022
 - Facilitate UAT Script Development Open Zoom calls April 12 and 14, 2022
 - Complete and Distribute UAT CIT with upcoming UAT activities for April and May 2022
 - Facilitate the CalWIN UAT Planning and Prep- OCM/BPR and Application Training on April 14, 2022
 - Continue to manage and monitor UAT Script development
 - Continue to monitor the UAT CalSAWS mailbox
 - Continue planning and preparation activities

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in weekly Training Touchpoint meeting
 - Participate in LA County Imaging Implementation Readiness Checkpoints
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in weekly CalWIN ISS Management meeting
 - Participate in weekly CalWIN ISS OCM Leads meeting
 - Participate in weekly Customer Engagement/ISS Weekly Touchbase
 - Participate in weekly Implementation Management meeting
 - Participate in weekly CalWIN ISS Training Touchpoint
 - Participate in weekly CalWIN Conversion and Change Management meeting
 - Conduct weekly Implementation Team Meeting
 - Conduct weekly Implementation QA Team Meeting

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- Participate in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
- Participate in weekly IPOC/TOSS 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 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 Wave 5 Q&A sessions
- Participate in CalWIN UAT Planning and Prep - OCM/BPR and Application Training
- Participate in Risk 268 Contingency Planning discussions
- Review Contact Center Training Materials and ISS Training Materials
- Participate in Change Discussion Guide working sessions with Deloitte, Accenture, and Consortium
- Conduct DEL 07 – County Change Discussion Guide Deliverable Review Planning session with Deliverable Reviewers
- Plan for BPR-OCM Sessions for Wave 2-4
- Conduct team review and refinement of for the Go-Live Readiness Meeting Model
- Participate in VPN for CalWIN County Classroom Training discussion
- Participate in CalSAWS Wave 1 Kickoff/Orientation Meeting
- Participate in Wave 1 - Nightly Batch Q&A Session
- Participate in Contra Costa Walk Through of DDEL 9.01 - County Training Plan
- Review updates to Santa Clara Workplan and Checklist
- Participate in Yolo Walk Through of DDEL 9.03 - County-Specific Training Plan
- Participate in Approach Brainstorm on Communications County Focus Session
- ▶ 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

1.4.8 OCAT

- ▶ Participate in OCAT Operations and Release meetings as needed
- ▶ Participate in OCAT Monthly SLA Review on April 11, 2022

1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period