CalSAWS Quality Assurance Weekly Status Report

Reporting Period: April 18, 2022 to April 24, 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	- Updated evidence and conducted dry runs with DHCS, OSI, and CDSS in preparation for the SMC Certification Review on May 10. - Presented QA updates for Project Risks, Contingency Planning, and CalACES Final Acceptance at PSC and JPA. - Facilitated Green Light - 22.04.25 LA Cutover to BenefitsCal and CalSAWS Imaging
QA Technical	- Supported Los Angeles County Imaging and BenefitsCal migration: - Monitored weekend activities on April 23 and 24 - Providing on-site assistance to Los Angeles County cutover week April 25 – 29, 2022 - Facilitated review of County Broadcast Notifications to provide consistent Report notifications with customer friendly language - Reviewed Help Desk tickets and provided suggestions for dashboards to detail ticket type and aging statistics
QA Functional	- Monitored LA Cutover Events for Imaging and BenefitsCal - Discussed gaps in the GA/GR functionality that will be addressed with the new SCR CA-244108 and impacts to Risk 267 - Continued review of P2 CDT defects with focus on UAT Impact
QA Test	- CalSAWS Release 22.05 Independent Test activities are on track with 92% execution rate and 72% pass rate - CDT Independent Test activities are behind schedule, per Risk 263, with 78% execution rate and 59% pass rate. To accommodate the delivery of defects past GDS#7, we have extended our test execution period to conclude on 9/2. - Monitoring UAT Script Development, per Risk 271; Overall, UAT script development is 26% complete with group 1 scripts trending behind and group 2 scripts on track
QA Implementation	- Supported mitigations for Risk 270 – Change Discussion Guides - Continued reviewing Deloitte DEL 07 – County Change Discussion Guides - Supported mitigations for Risk 262 – County Readiness - Prepared updates for PSC and JPA on the ISS Action Plan from C-IV Retrospectives - Planned for County Prep phase approach

1.2   Deliverables Management

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

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
12.34	Assessment of CalSAWS Migration Work Plan Update – April 2022	🟢	• Submitted FDEL on April 19, 2022 • Approval expected by April 27, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone	🟢	• Submit DDEL by May 17, 2022
46	Assessment of CalACES Migration Final Acceptance Certification	🟢	• Submit DDEL by May 16, 2022
48	Assessment of CalSAWS Migration Project Control Document Update	🟢	• Submit DDEL by April 26, 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
WP-1.1	**OCAT -** System Security Plan - 2022 Update	🟢	• Submit DDEL comments by July 12, 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 1-4 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.07	**BenefitsCal –** CX Monthly Report – April 2022	🟢	• Submit DDEL comments by May 16, 2022
WP-27.03	**BenefitsCal –** Monthly M&O Report – April 2022	🟢	• Submit DDEL comments by May 16, 2022

Table 1-5 – Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
59.16	**CalWIN Implementation** - Assessment of CalWIN Implementation Migration Work Plan Update - April 2022	🟢	• Submit FDEL by May 12, 2022
60	**CalWIN Implementation** – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan	🟢	• Submit DDEL comments for Solano, Santa Cruz, San Mateo, San Diego Wave 4 counties by May 23, 2022
62	**CalWIN Implementation** – Assessment of CalWIN Master Training Plan and Monthly Updates	🟢	• Submit DDEL by June 13, 2022
63	**CalWIN Implementation** – Assessment of CalWIN County-Specific Training Plans	🟢	• Submit DDEL for Contra Costa, Placer, Yolo Wave 1 counties by June 13, 2022
WP-2	**CalWIN Implementation** - Assessment of CalWIN Change Discussion Guides	🟢	• Submit DDEL comments for Contra Costa, Placer, Yolo Wave 1 counties by April 25, 2022

1.3   Highlights for the Reporting Period

1.3.1   Project Management
► Continued to support Streamlined Modularized Certification (SMC) Review preparation. Conducted internal Dry Run on April 18, 2022 and a Dry Run with DHCS, OSI, and CDSS on April 21, 2022
► Participated in Review of CalACES Final Acceptance slides on April 18 and 19, 2022
► Participated in Region 4 - Management Site Visit Planning on April 19, 2022
► Attended Imaging Migration meetings on April 19 and 21, 2022
► Facilitated Green Light - LA Cutover to BenefitsCal and Imaging on April 20, 2022
► Facilitated the Web Portal Strike Team Inventory session on April 20, 2022
► Participated in CalSAWS Section Directors' meeting on April 20, 2022
► Participated in Batch Performance Checkpoint meeting on April 20, 2022
► Met with Contra Costa and project executive team to discuss draft Mitigation plans on April 20, 2022
► Continued to facilitate Implementation Readiness for CalWIN Risk 268 Contingency Planning. Presented draft Mitigation plans and three working models for Contingency Plans at Section Directors, PSC, and JPA on April 20, 21, and 22, 2022, respectively.
► Presented QA updates for June JPA Conference draft agendas, Project Risks and CalACES Final Acceptance at PSC and JPA on April 21 and 22, 2022
► Co-Facilitated CalSAWS Consortium County Validation (CCCV) Workgroup Meeting on April 21, 2022

1.3.2   Technical
► Participated in weekly Tech meeting on April 18, 2022
► Participated in weekly CloudCheckr meetings on April 18, 2022
► Participated in DBCR/CTCR Review meetings on April 18 and 22, 2022
► Participated in Consortium FinOps meeting on April 19, 2022
► Participated in Tech Change Advisory Board (CAB) meeting on April 20, 2022
► Participated in Green Light meeting for 22.04.25 LA Cutover to BenefitsCal and CalSAWS Imaging on April 20, 2022
► Participated in Environment Management Review meeting on April 21, 2022
► Monitored Los Angeles County migration activities to CalSAWS imaging and BenefitsCal on April 21 – 25, 2022
► Analytics
   o Participated in the weekly Analytics Roundup meeting on April 21, 2022
► BenefitsCal
   o Participated in Application Transfer meetings on April 18 – 21, 2022
   o Participated in ARPA Design review sessions on April 19 and 21, 2022
   o Participated in BenefitsCal Operation Review on April 19, 2022
► Batch
   o Participated in Batch Performance Checkpoint meeting on April 20, 2022
   o Participated in the Batch Weekly Roundup meeting on April 21, 2022
► CalWIN
   o Participated in Contra Costa Interface Partner planning on April 19, 2022
   o Participated in Placer Interface Partner planning on April 19, 2022

- o Participated in Yolo Interface Partner planning on April 20, 2022
- ► Central Print
  - o Participated in CalSAWS Central Print meetings on April 18, 2022
- ► Contact Center
  - o Participated in Orange County CalSAWS IVR Contact Center Design Kick-off Meeting on April 18, 2022
  - o Participated in Santa Barbara County CalSAWS IVR Contact Center Design Kick-off Meeting on April 19, 2022
  - o Participated in CalSAWS and Los Angeles Contact Center Session on April 19, 2022
  - o Participated in San Bernardino CSC Support Meeting on April 19, 2022
  - o Participated in CalSAWS Yolo IVR Contact Center Discussion on April 20, 2022
  - o Participated in Contra Costa Contact Center Discovery Sessions on April 21, 2022
  - o Participated in Marin Support Meeting on April 21, 2022
  - o Participated in Los Angeles County CalSAWS Contact Center Training Discussions on April 21, 2022
  - o Participated in Los Angeles County CalSAWS Contact Center Solution IT Networking discussion on April 21, 2022
- ► Security
  - o Participated in weekly CloudCheckr meetings on April 18, 2022
  - o Participated in weekly POA&M State Change Discussion on April 21, 2022
- ► Service Management
  - o Participated in Contra Costa Interface Partner planning on April 19, 2022
  - o Participated in Placer Interface Partner planning on April 19, 2022
  - o Participated in Yolo Interface Partner planning on April 20, 2022

1.3.3 Imaging
- ► Participated in LA Cutover to BenefitsCal and Hyland Imaging Touchpoint on April 19, 2022
- ► Participated in Imaging Migration Standup meeting on April 19 and 21, 2022
- ► Participated in CalSAWS Imaging Committee Meeting on April 21, 2022
- ► Participated in LA Document Migration Weekly Check-in on April 21, 2022
- ► Participated in Validation Test for Telephonic Signatures on April 21 and 22, 2022
- ► Reviewed Imaging Defects:
  - o CA-244672 - External Agency - Changes to ensure Person Handling Route of Portal Documents
  - o CA-243414 - External Agency - OCR Classification as Court Document
  - o CA-244022 - T/O - External Agency - Drawer Contention Additional Changes
  - o CA-234442 - External Agency Defect: Images Stuck in OCR Error Queues

1.3.4 Functional
- ► M&O
  - o Monitored LA Cutover Events for Imaging and BenefitsCal April 21 - 25, 2022
  - o Attended Review SPG Scorecard and Process meeting on April 19, 2022
  - o Attended MEDS Committee on April 21, 2022
  - o Attended CalSAWS Imaging Committee on April 21, 2022

- o Attended weekly Correspondence Meetings
- o Attended CalHEERS CalSAWS Weekly Touchpoint Meeting
- o Reviewed ten (10) design documents. The QA Team targets Critical and High priority designs for review and other SCRs at the Consortium's direction.

Table 1-6 – Weekly M&O SCR Updates

Release	SCRs in QA Review
RWR	4
22.03	2
22.05	3
22.07	1
Grand Total	**10**

► Conversion
- o Met with Deloitte, UAT and Converted Data Validation (CDV) to discuss Process Simulation activities and dependencies across projects.
  - Wave 1 approach will leverage UAT discussions that are in process.
  - Wave 2 - 6 approach requires further discussion to confirm strategy and environment needs.
- o Met with Conversion and Consortium to discuss the impact of new P1 defects and continued review of P2 defects to validate if any have impacts to UAT.
- o Reviewed GDS 7 Release Notes with Consortium and Conversion Teams on Friday April 22, 2022
- o Monitored delivery of detailed exception reports and balancing reports from the Conversion Team to Consortium and QA
- o Met with Consortium, Accenture, and Deloitte to discuss the County Prep activities the counties will perform during this project phase
► County Data Validation
- o Managed updates and review of the CDV Navigation Script content enhancement. Scheduled meetings with the App Dev Team to get recommendations for additional validation steps.
- o Worked with Security and Training Teams to get ForgeRock accounts created for CDV participants and coordinate with the training team to get them enrolled in the LMS
► General Assistance/General Relief (GA/GR) and Task Management
- o Met to discuss gaps in the GA/GR functionality that will be addressed with the new SCR CA-244108 and impacts to Risk 267
- o Discussed GA/GR testing outcomes from CDT, 22.05 and future testing in 22.07
► Task Management
- o Attended scheduled meetings and reviewed 22.05 defects
► CalSAWS Case Purge
- o Attended Sprint Meetings
- o Continued sprint validations for CalSAWS Purge
► Lobby Management
- o Participated in San Bernardino County Lobby Management Call on April 21, 2022

1.3.5 BenefitsCal
► Monitored LA County Go Live activities
► Attended Collaboration Model Kickoff Session on Monday April 18, 2022
► Attended BenefitsCal Design Sessions for CBO Referral Code (ARPA Release 4.1.5) on April 19 and 21, 2022
► 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
  o Continued QA Reviews of System Test's test scripts
  o Continued Independent Test execution
  o Continued GA/GR E2E test execution

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	3% (13)	5% (25)	72% (313)	20% (86)	0% (0)
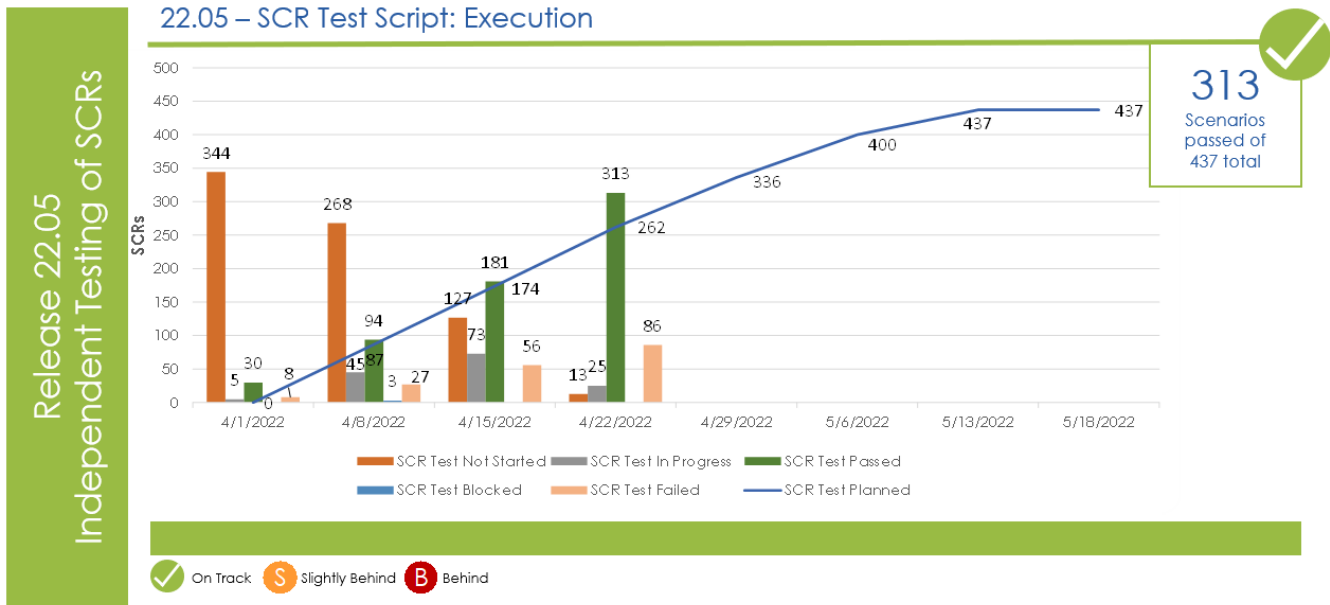
► CalWIN CDT – Functional Testing activities
  o Participated in weekly CDT meeting on April 19, 2022
  o Participated in daily CDT Touchpoint calls
  o Continued CalWIN CDT Test Execution

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	22% (17)	1% (2)	59% (47)	18% (14)	0% (0)

CalWIN CDT - Independent Test Script: Execution
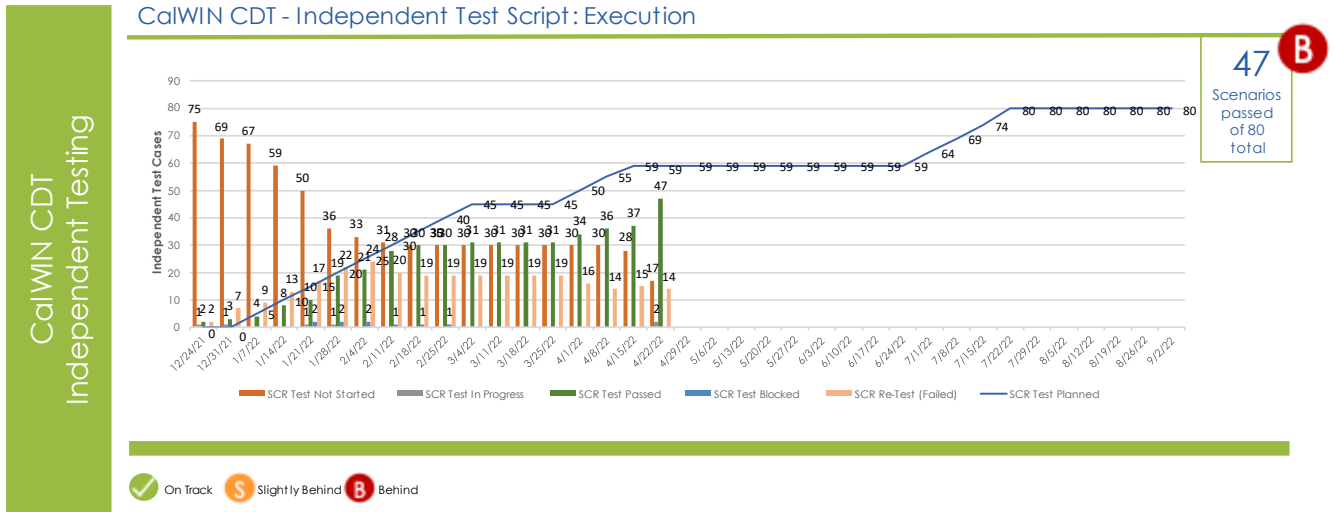
► BenefitsCal Activities
- o Continued to monitor open defects
- o Completed Manual Regression Test execution for BenefitsCal Release 3.0
- o Completed Independent Test Execution and QA Reviews for BenefitsCal Release 3.0 M&O stream
- o Participated in weekly Defect and Activities call on April 19, 2022
- o Participated in bi-weekly M&O calls on April 19 and 21, 2022
- o Attended BenefitsCal Design Session 1: CBO Referral Code (Release 4.1.5 - ARPA) on April 19, 2022
- o Attended BenefitsCal Design Session RECAP: CBO Referral Code and Student Based Applications (Release 4.1.5 - ARPA) on April 21, 2022
► Other Consortium Support Test Activities
- o Monitored test support for priority releases
- o Participated in the Release when Ready (RWR) touchpoint on April 18, 2022
- o Participated in a Process Simulation planning discussion with Deloitte on April 18, 21 and 22, 2022
- o Participated in Integrated Test Team meeting on April 19, 2022
- o Participated in bi-weekly GA/GR Daily Test meetings April 19 and 21, 2022
- o Participated in GA/GR Weekly System Test Status Call on April 20, 2022
- o Participated in Weekly Test Touch point meeting on April 20, 2022
- o Participated in GA/GR New SCR CA-244108 Risk with Accenture Development, Consortium Test manger and test team, and UAT team on April 20,2022
- o Participated in the CalWIN CDT Risk and Mitigation meeting on April 21, 2022
► CalWIN UAT

- o Participated in UAT Test Script development risk discussion with the UAT Consortium manager on April 18, 2022
- o Facilitated CalWIN UAT W1-6 User Load meeting with Consortium tech, Conversion, Training, and Implementation teams on April 18, 2022
- o Participated in UAT and Process Sim Review meeting on April 18, 2022
- o Participated in a UAT Communications Tester Experience discussion with the consortium UAT Management team and Deloitte ISS on April 19,2022
- o Participated in a LMS support for CalSAWS UAT Inbound Email to ServiceNow with Consortium Tech and Accenture Tech on April 19,2022
- o Onboard new CalSAWS CalWIN UAT consortium Script developers April 19 and 20, 2022
- o Facilitated UAT Script Development Open Zoom calls April 19, 2022
- o Facilitated CalWIN UAT planning meetings April 19 and 21, 2022
- o Facilitated daily check points with the UAT team April 19 - 22, 2022
- o Facilitated the CalWIN UAT Planning and Prep- OCM/BPR and Application Training on April 19, 2022
- o Facilitated UAT weekly script development touch point with Consortium and County script writers on April 20, 2022
- o Participated in UAT/UCDV batch inventory discussion with the Accenture Batch team, Accenture Test manager, and UAT team on April 21, 2022
- o Developed LMS issue submission template
- o Developed and posted Access issue log
- o Continued to manage and monitor UAT Script development
- o Continued to monitor the UAT CalSAWS mailbox
- o Continued planning and preparation activities

Table 1-9 – UAT Test Scenario Development Process

Test Cycle	Total	Not Started	In Progress	Completed
CalSAWS CalWIN UAT	1,224	74% (907)	0% (0)	26% (317)
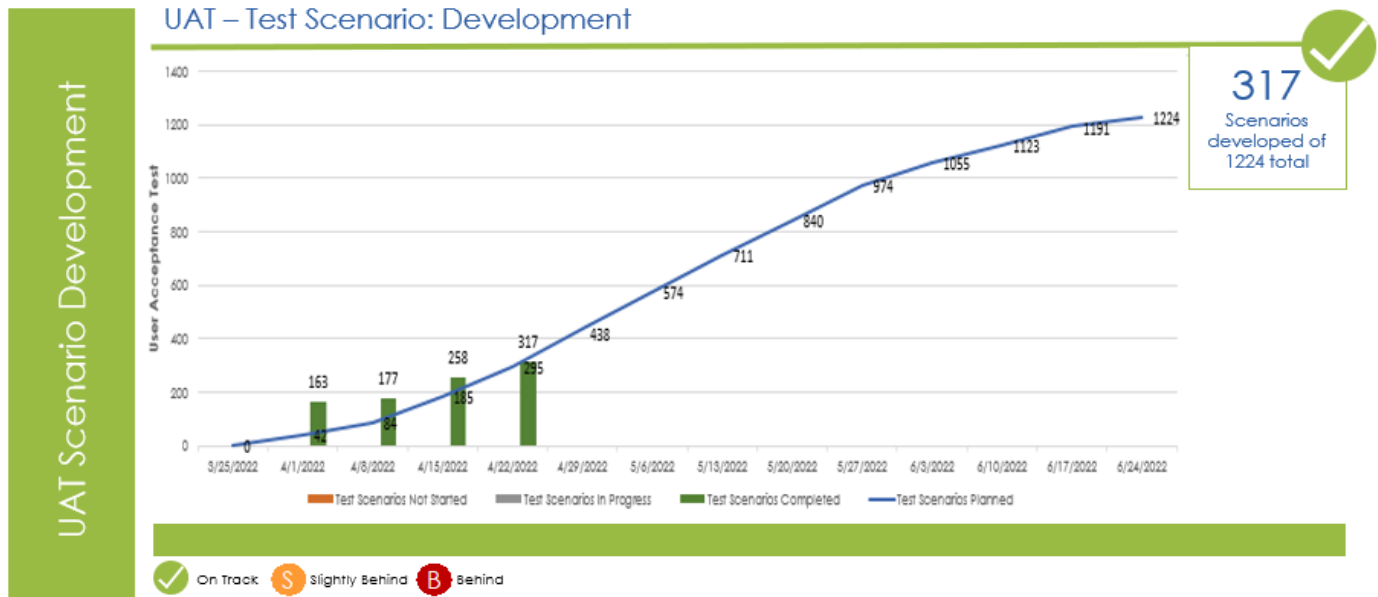
1.3.7 Implementation

► CalSAWS Maintenance and Operations (M&O)
  o Participated in weekly Training Touchpoint meeting
  o Participated in LA County Imaging Implementation Readiness Checkpoints
  o Participated in T+3W LA County Imaging Change Readiness Survey Planning
  o Participated in LA County Imaging Change Network April Meeting
► CalWIN Implementation Support Services (ISS)
  o Participated in weekly CalWIN ISS Management meetings
  o Participated in weekly CalWIN ISS OCM Leads meeting
  o Participated in weekly Customer Engagement/ISS Weekly Touchbase
  o Participated in weekly Implementation Management meeting
  o Participated in weekly CalWIN ISS Training 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 weekly IPOC/TOSS Meetings for Contra Costa
  o Participated in weekly Technical Point of Contact (TPOC) meeting
  o Participated in CDT Defect Internal Work Group sessions
  o Participated in Contact Center Training Planning meetings
  o Participated in Wave 2 Technical Point of Contact (TPOC) meeting
  o Participated in Alameda and Fresno BPR Sessions and Daily Debriefs
  o Participated in Wave 5 Q&A sessions
  o Participated in CalWIN UAT Planning and Prep - OCM/BPR and Application Training
  o Participated in Tulare County Work Plan Discussion
  o Participated in UAT and Process Simulation Discussion
  o Participated in BPR and OCM Next Steps with Tulare meeting
  o Reviewed Contact Center Training Materials and ISS Training Materials

- o Participated in Change Discussion Guide working sessions
- o Participated in Placer Walk Through of DDEL 9.01 County Training Plan
- o Conducted DEL 07 County Change Discussion Guides Check-In with Consortium
- o Participated in Training Advisory Council meeting
- o Conducted Follow Up Session with Yolo Targeted Onsite Support (TOSS) team
- o Participated in County Prep Phase Planning working session
- o Participated in CalWIN UAT Planning - OCM/BPR and Application Training meeting
- o Facilitated discussions between ISS Training and Consortium/Accenture Tech Team on laptop specifications and laptop imaging efforts
- o Prepared updates for PSC and JPA on ISS Action Plan from C-IV Retrospectives
- o Continued review of Deloitte DEL 07 - County Change Discussion Guides
- o Participated in Change Discussion Guide Screen Shot planning meeting
- o Participated in County Readiness activities for Contact Center discussion
- o Participated in CalWIN E2Lite Demonstration planning session
- ► Release Management
  - o Analyzed WBT SCR changes and provide feedback
  - o Prepared for verification of Training SCRs for CalSAWS 22.05 Release
- ► Special Projects
  - o Participated in Web Portal Strike Team
  - o Participated in Communications Strike Team

1.3.8 OCAT

- ► Began reviewing and preparing comments on OCAT System Documentation Deliverable (SDD) Annual Update.

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ► Continue to support SMC Review preparation, including finalizing presentation and uploading final evidence to DHCS portal for CMS review
- ► Continue to facilitate Implementation Readiness for CalWIN Risk 268 Contingency Planning discussions
- ► Continue June JPA Conference Planning
- ► Participate in Daily LA County Imaging/BenefitsCal Post-Deployment Calls
- ► Participate in Accessibility Review on April 25, 2022
- ► Participate in CalSAWS Section Directors' meeting on April 26, 2022
- ► Participate in Batch Performance Checkpoint meeting on April 27, 2022
- ► Participate in CalWIN Converted Data Test Risk Mitigation review on April 28, 2022
- ► Participate in IV&V/PMO & QA Bi-weekly meeting on April 29, 2022
- ► Participate in GA/GR Executive Project Status on April 29, 2022

1.4.2 Technical

- ► Participate in Los Angeles County migration activities to CalSAWS imaging and BenefitsCal on April 25 – 29, 2022
- ► Participate in CalSAWS weekly Tech meeting on April 25, 2022
- ► Participate in weekly CloudCheckr meetings on April 25, 2022

► Participate in Consortium FinOps meeting on April 26, 2022
► Participate in App Dev meeting on April 26, 2022
► Participate in DBCR/CTCR Review meetings on April 26 and 27, 2022
► Participate in Tech Change Advisory Board (CAB) meeting on April 27, 2022
► Participate in Environment Management Review meeting on April 28, 2022
► Analytics
  o Participate in the weekly Analytics Roundup meeting on April 28, 2022
► BenefitsCal
  o Participate in Application Transfer meetings on April 25 – 29, 2022
  o Participate in BenefitsCal Operation Review on April 26, 2022
► Batch
  o Participate in Batch Performance Checkpoint meeting on April 27, 2022
  o Participate in Batch Weekly Roundup meeting on April 28, 2022
► CalWIN
  o Participate in Interface Partner meetings on April 27 and 28, 2022
► Central Print – Participated in CalSAWS Central Print meeting on April 25, 2022
► Contact Center
  o Participate in CalSAWS and Los Angeles Contact Center Session on April 26, 2022
  o Participate in CalSAWS Yolo IVR Contact Center Migration Discussion on April 27, 2022
  o Participate in Contra Costa Weekly Contact Center Discovery Sessions on April 28, 2022
  o Participate in Los Angeles County CalSAWS Contact Center Training Discussions on April 28, 2022
  o Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking discussion on April 28, 2022
► Security
  o Participate in weekly CloudCheckr Security meetings on April 25, 2022
  o Participate in weekly POA&M State Change Discussion on April 28, 2022
  o Participate in CalSAWS Security Operations meeting on April 29, 2022
► Service Management
  o Participate in ServiceNow Stakeholder meeting on April 28, 2022

1.4.3 Imaging
► Participate in LA Imaging Go-Live April 24 - 29, 2022
► Participate in LA County Imaging/BenefitsCal Post-Deployment Stakeholder Call April 25 – 29, 2022
► Participate in LA Document Migration Weekly Check-in on April 28, 2022

1.4.4 Functional
► M&O
  o Review SCR Design Documents
  o Attend weekly Correspondence Meetings
  o Attend Fiscal Process for payments and valuable requests (cont) on April 25, 2022
  o Attend Correspondence User Group on April 27, 2022

- o Attend WDTIP (OSI) Monthly meeting (Interface Partner Testing) on April 27, 2022
  - o Attend Management Reports meeting on April 28, 2022
  - o Attend Medi-Cal Correspondence Group meeting on April 28, 2022
  - o Monitor LA County Cutover activities
- ► Conversion
  - o Monitor new CDT Defects
  - o Attend Santa Clara access to converted data on April 25, 2022
  - o Attend the Ancillary Conversion Mock Cutover overview on April 26, 2022
  - o Attend GDS 7 UAT Implementation Planning on April 29, 2022
  - o Attend CalWIN CDT Risk and Mitigation weekly reviews
  - o Attend weekly CalWIN Conversion and Change Management Meetings
- ► County Data Validation
  - o Attend the CDV Navigation script workgroup meeting
  - o Attend App Dev sessions for CDV Script enhancement
- ► General Assistance/General Relief (GA/GR)
  - o Review SCR designs in progress
  - o Monitor testing activities for Accenture and Gainwell for Release 22.05
  - o Participate in Risk 267 GA/GR Update Meeting on April 25, 2022
  - o Participate in GA/GR Executive Project Status on April 29, 2022
- ► Task Management
  - o Monitor Release 22.05 testing outcomes and attend scheduled meetings
  - o Review 22.07 SCRs
- ► Contact Center
  - o Participate in weekly Contact Center Test Automation Cross Team call
- ► Case Purge
  - o Track CalSAWS Purge sprint activities and conduct validations

1.4.5 BenefitsCal
- ► Monitor post cutover activities for LA County
- ► Discuss No Change SAR7 API on April 26, 2022
- ► Attend Release 5 Scope discussion on April 28, 2022
- ► 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
  - o Continue QA Review of System Test scripts
  - o Continue Independent Test execution
  - o Continue GA/GR E2E scenario test execution
- ► CalSAWS Converted Data Testing – Functional Testing activities
  - o Continue test execution activities
  - o Participate in daily CDT CalWIN Daily Touchbase meetings
- ► BenefitsCal Activities
  - o Participate in Weekly Defects and Activities meeting on April 26, 2022
  - o Participate in Operations and M&O meeting on April 26 and April 28, 2022

- o Monitor open production defects
- o Attend BenefitsCal Release of Information Form - Joint Design on April 27, 2022
- ► Other Consortium Support Test Activities
  - o Monitor test support for priority releases
  - o Participate in the Release when Ready (RWR) touchpoint on April 25, 2022
  - o Participate in risk 267 updates discussion with Consortium Test manager, Accenture Conversion team, Gainwell and UAT team and April 25,2022
  - o Participate in Integrated Test Team meeting on April 26, 2022
  - o Participate in bi-weekly GA/GR Daily Test meetings April 26 and 28, 2022
  - o Participate in GA/GR Weekly System Test Status Call on April 27, 2022
  - o Participate in Weekly Test Touch point meeting on April 27, 2022
  - o Participate in the CalWIN CDT Risk and Mitigation meeting on April 28, 2022
  - o Participate in the CalSAWS State and Fiscal reports meeting on April 28,2022
- ► CalWIN UAT
  - o Facilitate a CalSAWS CalWIN UAT focus Script developers April 25, 2022
  - o Facilitate CalWIN UAT planning meetings April 25 and 27, 2022
  - o Facilitate daily check points with the UAT team April 26 - 29, 2022
  - o Facilitate UAT weekly script development touch point with Consortium and County script writers on April 27, 2022
  - o Facilitate the CalWIN UAT LMS open call session on April 27, 2022
  - o Participate in the OPAC meeting on April 28,2022
  - o Facilitate the CalWIN UAT Planning and Prep- OCM/BPR and Application Training on April 28, 2022
  - o Participate in GDS#7 – UAT Impact Analysis Planning meeting with the Accenture Conversion team and UAT team on April 29,2022
  - o Drafting security, office, and configuration training materials
  - o Drafting maintenance process for UAT participants onboarding and off boarding
  - o Continue to manage and monitor UAT Script development
  - o Continue to monitor the UAT CalSAWS mailbox
  - o Continue planning and preparation activities

1.4.7 Implementation
- ► CalSAWS Maintenance and Operations (M&O)
  - o Participate in weekly Training Touchpoint meeting
  - o Participate in LA County Imaging Implementation Readiness Checkpoints
  - o Participate in T+3W LA County Imaging Change Readiness Survey Planning
  - o Participate in LA County Imaging Change Network April Meeting
- ► CalWIN Implementation Support Services (ISS)
  - o Participate in weekly CalWIN ISS Management meetings
  - o Participate in weekly CalWIN ISS OCM Leads meeting
  - o Participate in weekly Customer Engagement/ISS Weekly Touchbase
  - o Participate in weekly Implementation Management meeting
  - o Participate in weekly CalWIN ISS Training Touchpoint
  - o Participate in weekly CalWIN Conversion and Change Management meeting
  - o Conduct weekly Implementation Team Meeting
  - o Conduct weekly Implementation QA Team Meeting

- o Participate in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager
- o Participate in weekly IPOC/TOSS Meetings for Contra Costa
- o Participate in weekly Technical Point of Contact (TPOC) meeting
- o Participate in CDT Defect Internal Work Group sessions
- o Participate in Contact Center Training Planning meetings
- o Participate in Alameda and Fresno BPR Sessions
- o Participate in Alameda and Fresno Daily Debriefs
- o Review Contact Center Training Materials and ISS Training Materials
- o Submit comments for Deloitte DEL 07.01-07.03 - County Change Discussion Guides
- o Participate in Wave 1 and 2 Change Network Champion Meeting
- o Conduct DEL 07 County Change Discussion Guides Check-In with Consortium Reviewers
- o Participate in Training Advisory Council meeting
- o Conduct ISS Action Plan Update in Monthly OPAC meeting
- o Participate in County Prep Phase Planning working sessions
- o Participate in Tulare TOSS/IPOC meeting
- o Participate in CalWIN Wave 1 and Wave 2 TPOC meeting
- o Participate in CalWIN UAT Planning and Prep - OCM/BPR and Application Training discussion
- ► Release Management
  - o Analyze WBT SCR changes and provide feedback
  - o Prepare for verification of Training SCRs for CalSAWS 22.05 Release
- ► Special Projects
  - o Participate in Web Portal Strike Team
  - o Participate in Communications Strike Team

1.4.8 OCAT
- ► Participate in OCAT Operations and Release Meeting on April 27, 2022
- ► Continue reviewing and preparing comments on OCAT System Documentation Deliverable (SDD) Annual Update.

1.5 Deviations from Plan/Adjustments
- ► None for the reporting period