



CalSAWS Quality Assurance Weekly Status Report

Reporting Period: April 25, 2022 to May 1, 2022

Table of Contents

1.0 Quality Assurance	Error! Bookmark not defined.
1.1 CalSAWS Weekly Status Agenda Topics	Error! Bookmark not defined.
1.2 Deliverables Management	Error! Bookmark not defined.
1.3 Highlights for the Reporting Period	Error! Bookmark not defined.
1.4 Activities for the Next Reporting Period.....	Error! Bookmark not defined.
1.5 Deviations from Plan/Adjustments.....	Error! Bookmark not defined.

Table of Tables

Table 1-1 - CalSAWS Quality Assurance Status Agenda Topics.....	Error! Bookmark not defined.
Table 1-2 - Overall Summary of CalSAWS DD&I Deliverable Status.	Error! Bookmark not defined.
Table 1-3 – Overall Summary of OCAT Deliverable Status	Error! Bookmark not defined.
Table 1-4 – Overall Summary of BenefitsCal Deliverable Status	Error! Bookmark not defined.
Table 1-5 – Overall Summary of CalWIN Implementation Deliverable Status	Error! Bookmark not defined.
defined.	
Table 1-6 – Weekly M&O SCR Updates.....	Error! Bookmark not defined.
Table 1-7 –22.05 Independent Test Progress.....	Error! Bookmark not defined.
Table 1-8 –CalWIN CDT Independent Test Progress.....	Error! Bookmark not defined.
Table 1-10 – UAT Test Scenario Development Process	Error! Bookmark not defined.

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"> Updated evidence and conducted dry runs with DHCS, OSI, and CDSS in preparation for the SMC Certification Review on May 10 Continued to facilitate Implementation Readiness for CalWIN Contingency Planning discussion (Risk 268) Continued June JPA Conference Planning
QA Technical	<ul style="list-style-type: none"> Provided onsite support for CalSAWS Imaging and BenefitsCal - Los Angeles County cutover week Continued review of Los Angeles County Contact Center activities Reviewed CalSAWS Release 22.05 Performance results
QA Functional	<ul style="list-style-type: none"> Reviewed UAT Impact of Priority 2 Converted Data Test (CDT) defects with Consortium and Conversion Teams Discussed gaps in the GA/GR functionality to be addressed with SCR CA-244108 and impacts (Risk 267) Reviewed Process Simulation planning gaps and discussed next steps to meet with Wave 1 Counties
QA Test	<ul style="list-style-type: none"> CalSAWS Release 22.05 Independent Test activities are on track with 100% execution and 90% pass rate CDT Independent Test activities are behind schedule with 80% execution and 64% pass rate (Risk 263) BenefitsCal Release 3.0.1 and 3.1 testing activities are in progress UAT Script Development is 33% complete with group 1 scripts trending behind and group 2 scripts on track (Risk 271)
QA Implementation	<ul style="list-style-type: none"> Submitted comments for Deloitte DEL 7.01 - 7.03 County Change Discussion Guides Finalized the Wave 1 Go-Live Readiness Governance Model and Meetings and vetted it with Section Directors Finalized updates for Risk 262 and 270 for RMG meeting and coordinated with Risk Owners

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CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

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		<ul style="list-style-type: none"> Submit FDEL by May 5, 2022
4.34	QA Work Plan – April 2022		<ul style="list-style-type: none"> Submit FDEL by May 5, 2022
7.34	QA Test Monthly Report – April 2022		<ul style="list-style-type: none"> Submit FDEL by May 5, 2022
12.35	Assessment of CalSAWS Migration Work Plan Update – May 2022		<ul style="list-style-type: none"> Submit FDEL by May 20, 2022
42	Assessment of CalSAWS (CalWIN) UAT Readiness Report/Milestone		<ul style="list-style-type: none"> Submit DDEL by May 17, 2022
46	Assessment of CalACES Migration Final Acceptance Certification		<ul style="list-style-type: none"> Submit DDEL by May 16, 2022
48	Assessment of CalSAWS Migration Project Control Document Update		<ul style="list-style-type: none"> Submitted DDEL on April 26, 2022 Submit FDEL by May 6, 2022

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.18	OCAT - QA Monthly Status Report (OCAT) – April 2022		<ul style="list-style-type: none"> Submit FDEL by May 5, 2022
WP-1.1	OCAT - System Security Plan - 2022 Update (Comments Only)		<ul style="list-style-type: none"> Submit DDEL comments by July 12, 2022
WP-11.1	OCAT - System Documentation - 2022 Annual Update (Comments Only)		<ul style="list-style-type: none"> Submit DDEL comments by May 3, 2022

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status








DEL #	DELIVERABLE NAME		STATUS
WP-26.07	BenefitsCal – CX Monthly Report – April 2022		<ul style="list-style-type: none"> • Submit DDEL comments by May 16, 2022
WP-27.03	BenefitsCal – Monthly M&O Report – April 2022		<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • Submit FDEL by May 12, 2022
60	CalWIN Implementation – Assessment of CalWIN Business Processing Re-engineering (BPR) Plan		<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • Submit DDEL by June 13, 2022
63	CalWIN Implementation – Assessment of CalWIN County-Specific Training Plans		<ul style="list-style-type: none"> • Submit DDEL for Placer and Yolo Wave 1 counties by June 13, 2022
WP-2	CalWIN Implementation – Assessment of CalWIN Change Discussion Guides		<ul style="list-style-type: none"> • Submit FDEL comments for Placer and Yolo Wave 1 counties by May 9, 2022

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Continued to support Streamlined Modularized Certification (SMC) Review, including draft presentation and evidence upload to DHCS portal for CMS review
- ▶ Continued to facilitate Implementation Readiness for CalWIN Risk 268 Contingency Planning discussion.
- ▶ Continued June JPA Conference Planning
- ▶ Participated in Daily LA County Imaging/BenefitsCal Post-Deployment Calls
- ▶ Participated in Accessibility Review on April 25, 2022
- ▶ Participated in CalSAWS Section Directors' meeting on April 26, 2022
- ▶ Participated in OCAT Operations and Release Meeting on April 27, 2022.
- ▶ Participated in Batch Performance Checkpoint meeting on April 27, 2022
- ▶ Participated in IV&V/PMO and QA Bi-weekly meeting on April 29, 2022
- ▶ Participated in GA/GR Executive Project Status on April 29, 2022

1.3.2 Technical

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- Participated in weekly CloudCheckr Security meetings on April 25, 2022
- Participated in weekly POA&M State Change Discussion on April 28, 2022
- Participated in CalSAWS Security Operations meeting on April 29, 2022
- ▶ Service Management
 - Participated in ServiceNow Stakeholder meeting on April 28, 2022

1.3.3 Imaging

- ▶ Participated in LA Imaging Go-Live
- ▶ Participated in LA County Imaging/BenefitsCal Post-Deployment Stakeholder Calls
- ▶ Participated in LA Document Migration Weekly Check-in on April 28, 2022
- ▶ Reviewed Imaging Defects:
 - CA-244993 - External Agency - Metadata Mismatch
 - CA-244828 - External Agency - Load Balancing to Conversion Queues

1.3.4 Functional

- ▶ M&O
 - Attended Fiscal Process meeting for payments and valuable requests on April 25, 2022
 - Attended Correspondence User Group on April 27, 2022
 - Attended WDTIP (OSI) Monthly meeting (Interface Partner Testing) on April 27, 2022
 - Attended Management Reports meeting on April 28, 2022
 - Attended Medi-Cal Correspondence Group meeting on April 28, 2022
 - Attended weekly Correspondence Meetings
 - Attended CalHEERS CalSAWS Weekly Touchpoint Meeting
 - Reviewed fifty-three (53) 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	5
21.07	1
22.02	1
22.03	16
22.05	9
22.06	1
22.07	6
22.09	6
22.11	1
Other	4
TBD	3
Grand Total	53

- ▶ Conversion

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- 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
- Reviewed risk 263 upon passing of the trigger date of 4/29 without concern
- Met with Consortium and Conversion Teams to discuss Priority 2 defects and the impact to UAT, then followed up with a meeting with the UAT Team to provide updates and discuss the Conversion Team's next steps
- Met with Consortium and Conversion Team to discuss Santa Clara Prolonged Access to Converted Data
- Attended CalSAWS Monthly County Conversion Leads Meeting on April 25, 2022
- Attended Ancillary Conversion Meeting for the Mock Cutover on April 26, 2022
- Monitored delivery of detailed exception reports and balancing reports from the Conversion Team to Consortium and QA
- ▶ County Data Validation
 - 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.
 - Tracked County installation of software required to support UAT, and monitored impact to CDV
- ▶ General Assistance/General Relief (GA/GR) and Task Management
 - Met to discuss gaps in the GA/GR functionality that will be addressed with the new SCR CA-244108 and impacts to Risk 267
 - Discussed GA/GR testing outcomes from CDT, 22.05 and future testing in 22.07
- ▶ Task Management
 - Attended scheduled meetings and reviewed 22.05 defects
- ▶ CalSAWS Case Purge
 - Attended Sprint Meetings
 - Discussed GA/GR case management in the purge, and the impact of current timeclock application development

1.3.5 BenefitsCal

- ▶ Attended LA County Go Live activities tracking the issues that came up during cutover
- ▶ Attended daily post Cutover Meetings with LA County
- ▶ Reviewed Release 4 Design and provided comments
- ▶ Attended LA Cutover Touchpoint weekly meetings
- ▶ Participated in Release API Triage meetings
- ▶ Participated in twice weekly Production and M&O meetings
 - Requested clarification from the BenefitsCal team on the configuration management items that were found during cutover related to reference table values

1.3.6 Test

- ▶ CalSAWS Release 22.05 testing activities
 - Continued QA Reviews of System Test's test scripts
 - Completed Independent Test and GA/GR E2E test execution
 - Conducted defect retesting

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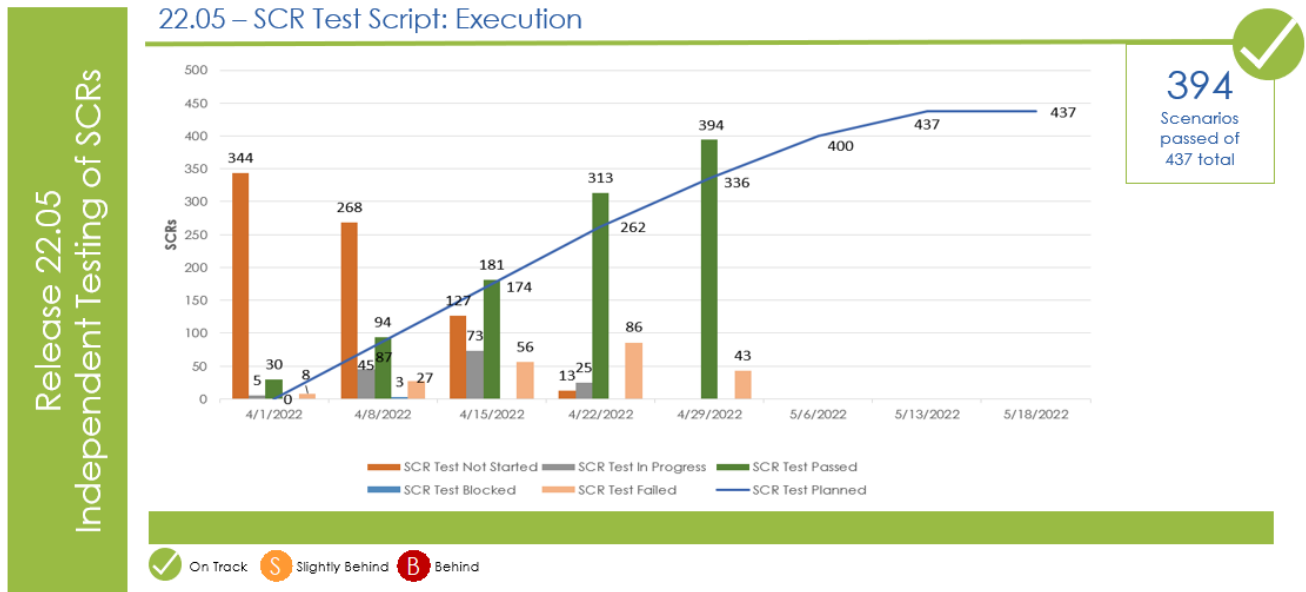
CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- o Began Manual Regression testing

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	0% (0)	0% (0)	90% (394)	10% (43)	0% (0)



- ▶ CalWIN CDT – Functional Testing activities
 - o Participated in weekly CDT meeting on April 26, 2022
 - o Participated in daily CDT Touchpoint calls
 - o Continued CalWIN CDT Test Execution

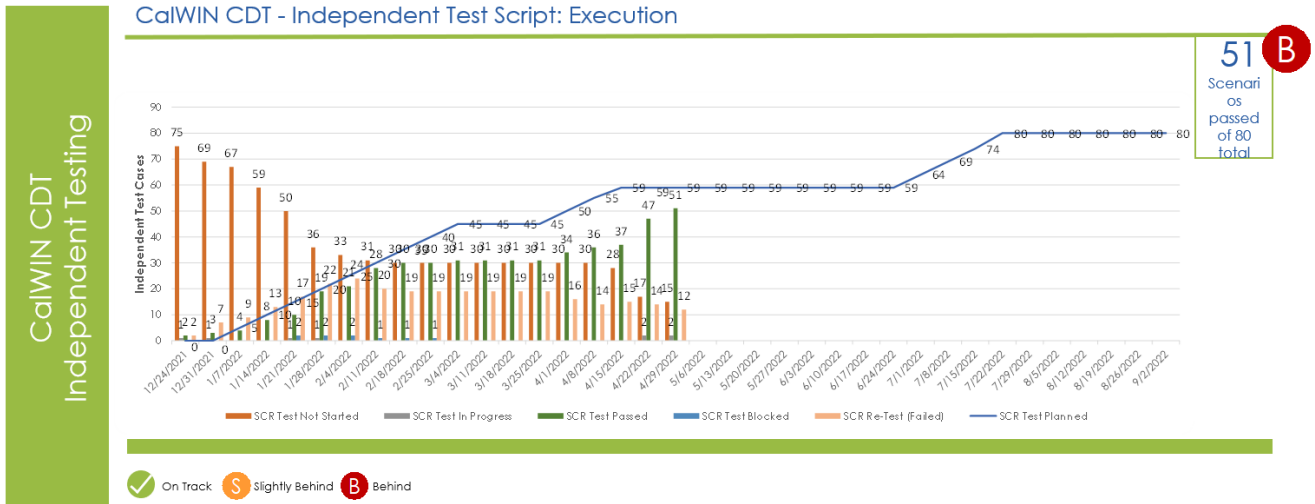
CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

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	19% (15)	1% (2)	64% (51)	15% (12)	0% (0)



- ▶ **BenefitsCal Activities**
 - Continued to monitor open defects
 - Completed Independent Test Execution for BenefitsCal Emergency Release 3.0.0.2
 - Began Independent Test Executions for BenefitsCal Priority Release 3.0.1
 - Participated in weekly Defect and Activities call on April 26, 2022
 - Participated in bi-weekly M&O calls on April 26 and 28, 2022
 - Attended BenefitsCal Release of Information - Joint Design Session on April 27, 2022
- ▶ **Other Consortium Support Test Activities**
 - Monitored test support for priority releases
 - Participated in the Release when Ready (RWR) touchpoint on April 25, 2022
 - Participated in Integrated Test Team meeting on April 26, 2022
 - Participated in bi-weekly GA/GR Daily Test meetings April 26 and 28, 2022
 - Participated in Weekly Test Touch point meeting on April 27, 2022
 - Participated in GA/GR Weekly System Test Status Call on April 27, 2022
 - Participated in Weekly Test Touch point meeting on April 27, 2022
 - Participated in the CalSAWS State and Fiscal reports meeting on April 28, 2022
 - Participated in a Process Simulation discussion with Deloitte team, Consortium ISS, Accenture development on April 29, 2022
- ▶ **CalWIN UAT**
 - Participated in GDS#7 Release notes review
 - Facilitated a CalSAWS CalWIN UAT Script developers' session on April 25, 2022
 - Participated in GA/GR batch working session with Accenture on April 25, 2022
 - Facilitated UAT software Installation working sessions with Accenture tech on April 25, 27 and 29, 2022
 - Facilitated CalWIN UAT planning meetings April 25 and 27, 2022

CalSAWS – California Statewide Automated Welfare System

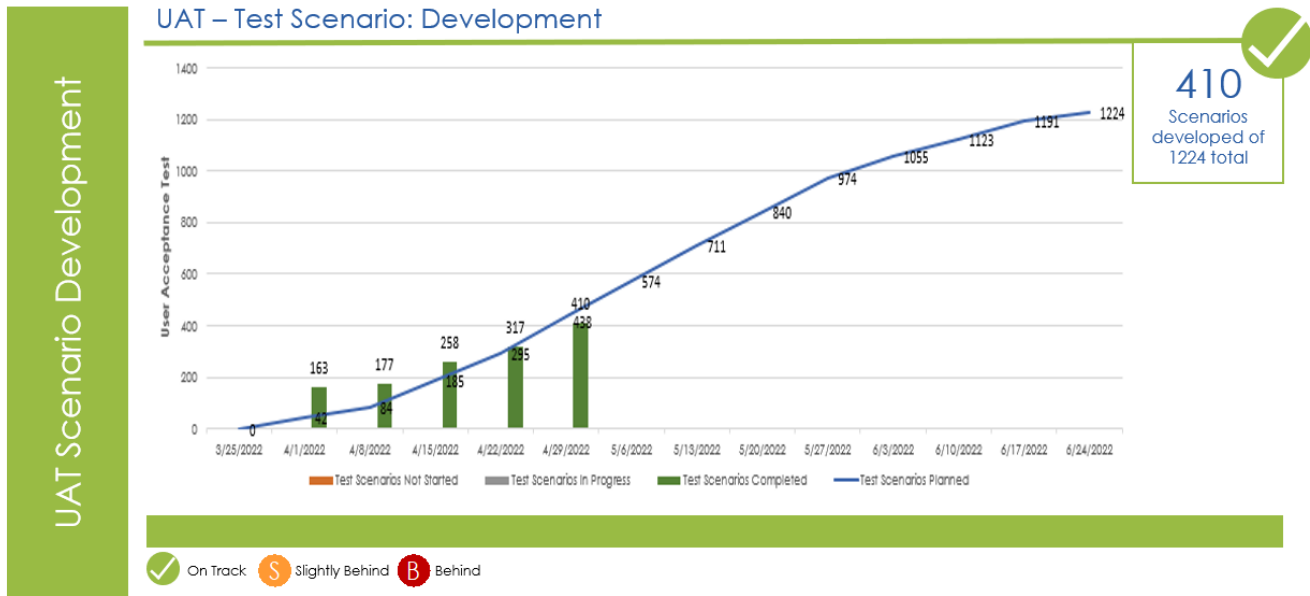
CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- o Facilitated daily check points with the UAT team April 26 - 29, 2022
- o Facilitated UAT weekly script development touch point with Consortium and County script writers on April 27, 2022
- o Facilitated the CalWIN UAT LMS open call session on April 27, 2022
- o Participated in the OPAC meeting on April 28, 2022
- o Facilitated the CalWIN UAT Planning and Prep- OCM/BPR and Application Training on April 28, 2022
- o Participated in GDS#7 – UAT Impact Analysis Planning meeting with the Accenture Conversion team and UAT team on April 29,2022
- o facilitated a ForgeRock and LMS working session on April 29, 2022
- o Drafted security, office, and configuration training materials
- o Drafted maintenance process for UAT participants onboarding and off boarding
- 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	67% (814)	0% (0)	33% (410)



1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - o Participated in weekly Training Touchpoint meeting
 - o Prepared for T+3W LA County Imaging Change Readiness Survey
- ▶ CalWIN Implementation Support Services (ISS)
 - o Participated in weekly CalWIN ISS Management meetings

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- Participated in weekly CalWIN ISS OCM Leads meeting
- Participated in weekly Customer Engagement/ISS Weekly Touchbase
- Participated in weekly Implementation Management meeting
- Participated in weekly CalWIN ISS Training Touchpoint
- Participated in weekly CalWIN Conversion and Change Management meeting
- Conducted weekly Implementation Team Meeting
- Conducted weekly Implementation QA Team Meeting
- Participated in weekly IPOC/TOSS Meetings for Contra Costa
- 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 Alameda and Fresno BPR Sessions
- Participated in Alameda and Fresno Daily Debriefs
- Participated in Santa Clara BPR/OCM Closeout sessions
- Participated in Santa Clara BPR/OCM Closeout Debrief sessions
- Reviewed Contact Center Training Materials and ISS Training Materials
- Submitted comments for Deloitte DEL 7.01 - 7.03 County Change Discussion Guides
- Participated in Wave 1 and 2 Monthly Change Network Champion Meeting
- Participated in County Prep Phase Planning working sessions
- Finalized Wave 1 Go-Live Readiness Governance Model and Meetings
- Planned for Post Deployment Support Structure
- Planned for May Global IPOC meeting
- Participated in Yolo meeting on Change Discussion Guides
- Participated in ISS 30/60/90 Day Plan Discussion
- Participated in Process Simulation planning meetings
- Participated in Tulare TOSS/IPOC meeting
- Participated in CalWIN Wave 1 and Wave 2 TPOC meeting
- Finalized updates for Risks 262 and 270 for RMG meeting and coordinated with Risk Owners
- ▶ 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

- ▶ Continued reviewing and preparing comments on OCAT System Documentation Deliverable (SDD) Annual Update.
- ▶ Participated in the bi-weekly OCAT Operations and Release Meeting on April 27, 2022.

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- ▶ 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 GA/GR M&O Process review on May 2, 2022
- ▶ Participate in CalSAWS Section Directors' meeting on May 3, 2022
- ▶ Participate in Region 4 Management Site Visit Planning meeting on May 4, 2022
- ▶ Participate in Batch Performance Checkpoint meeting on May 4, 2022
- ▶ Participate in June JPA Planning Meeting on May 5, 2022
- ▶ Participate in IV&V/PMO and QA Bi-weekly meeting on May 6, 2022

1.4.2 Technical

- ▶ Participate in ZScaler touch point meeting on May 2, 2022
- ▶ Participate in CalSAWS weekly Tech meeting on May 2, 2022
- ▶ Participate in Consortium FinOps meeting on May 2, 2022
- ▶ Participate in App Dev meeting on May 2, 2022
- ▶ Participate in DBCR/CTCR Review meetings on May 2 and 5, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on May 4, 2022
- ▶ Participate in Environment Management Review meeting on May 4, 2022
- ▶ Analytics
 - Participate in the weekly Analytics Roundup meeting on May 5, 2022
- ▶ BenefitsCal
 - Participate in Application Transfer meetings on May 2 - 6, 2022
 - Participate in BenefitsCal Operation Review on May 3, 2022
- ▶ Batch
 - Participate in Batch Performance Checkpoint meeting on May 4, 2022
 - Participate in Batch Weekly Roundup meeting on May 5, 2022
- ▶ CalWIN
 - Participate in EBT (FIS) Monthly State Interface Partner meeting on May 3, 2022
 - Participate in Wave 2 Technical Meeting on May 4, 2022
 - Participate in CDSS Bi-Weekly Test Planning meeting on May 5, 2022
- ▶ Central Print
 - Participate in CalSAWS Central Print meeting on May 2, 2022
 - Participate in Touch Point Meeting on May 4, 2022
- ▶ Contact Center
 - Participate in CalSAWS and Orange County Contact Center Session on May 2, 2022
 - Participate in CalSAWS Ventura IVR Contact Center Migration Discussion on May 2, 2022
 - Participate in Santa Barbara County CalSAWS Contact Center Session May 4, 2022
 - Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking discussion on May 5, 2022
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR M&O discussion on May 2, 2022
 - Participate in GA/GR CalWIN Correspondence Discussion on May 5, 2022
- ▶ Security
 - Participate in weekly CloudCheckr Security meetings on May 2, 2022

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- Participate in weekly POA&M State Change Discussion on May 5, 2022

1.4.3 Imaging

- ▶ Participate in Imaging Support Center Meetings on May 2 – 6, 2022
- ▶ Participate in LA County Imaging/BenefitsCal Post-Deployment Stakeholder Calls on May 2 – 6, 2022
- ▶ Participate in Monthly Performance Data Review on May 3, 2022
- ▶ Participate in LA Document Migration Weekly Check-in on May 5, 2022

1.4.4 Functional

- ▶ M&O
 - Review SCR Design Documents
 - Attend Task Management Check In Meetings
 - Attend weekly Correspondence Meetings
- ▶ Conversion
 - Monitor new CDT Defects
 - Attend CalWIN CDT Risk and Mitigation weekly reviews
 - Attend weekly CalWIN Conversion and Change Management Meetings
 - Discuss Independent Test CDT resolution post GDS 7 strategy with Conversion Team
- ▶ County Data Validation (CDV)
 - 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 post cutover activities for LA County
- ▶ Attend Release 5 Scope discussion on May 5, 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 22.07
 - Identify scope and create initial release scorecard
- ▶ CalSAWS Release 22.05
 - Continue QA Review of System Test scripts
 - Continue defect retesting

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- Continue Manual Regression testing
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
 - Continue test execution activities
 - Participate in daily CDT CalWIN Daily Touchbase meetings
- ▶ BenefitsCal Activities
 - Complete Independent Test Executions and Reviews for BenefitsCal Priority Release 3.0.1
 - Begin Independent Test Executions and Reviews for BenefitsCal Monthly Release 3.1
 - Participate in Weekly Defects and Activities meeting on May 3, 2022
 - Participate in Operations and M&O meeting on May 3 and 5, 2022
 - Monitor open production defects
- ▶ Other Consortium Support Test Activities
 - Monitor test support for priority releases
 - Participate in the Release when Ready (RWR) touchpoint on May 2, 2022
 - Participate in Integrated Test Team meeting on May 3, 2022
 - Participate in bi-weekly GA/GR Daily Test meetings May 3 and 5, 2022
 - Participate in GA/GR Weekly System Test Status Call on May 4, 2022
 - Participate in Weekly Test Touch point meeting on May 4, 2022
- ▶ CalWIN UAT
 - Facilitate UAT Application Training Kick-off on May 2, 2022
 - Facilitate UAT Planning and Prep- OCM/BPR and Application Training on May 2, 2022
 - Facilitate UAT planning meetings May 2 and 4, 2022
 - Facilitate daily check points with the UAT team May 3 - 6, 2022
 - Facilitate UAT weekly script development touch point with Consortium and County script writers on May 4, 2022
 - Facilitate a Security, position, and environment configuration meeting with the consortium SME on May 5, 2022
 - Facilitate UAT GA/GR Script development Kick-off
 - Continue to develop the security, office, and configuration training materials
 - Continue to develop maintenance process for UAT participants onboarding and off boarding
 - 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
 - Prepare for T+3W LA County Imaging Change Readiness Survey
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in weekly CalWIN ISS Management meetings
 - 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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: April 25, 2022 to May 1, 2022

- 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 weekly IPOC/TOSS Meetings for Contra Costa
- 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 Alameda BPR Sessions
- Participate in Alameda Daily Debriefs
- Participate in Santa Clara and Tulare BPR/OCM Closeout sessions
- Participate in Santa Clara and Tulare BPR/OCM Closeout Debrief sessions
- Review Contact Center Training Materials and ISS Training Materials
- Review Deloitte FDEL 7.01 - 7.03 County Change Discussion Guides
- Participate in Wave 1 and 2 Change Network Champion Meeting
- Conduct DEL #7 County Change Discussion Guides Check-In with Consortium Reviewers
- Participate in County Prep Phase Planning working sessions
- Participate in Process Simulation touchpoint
- Participate in Placer and Yolo County Wave 1 meetings
- Participate in June JPA planning session
- Participate in reviewing the Max Case Load approach for Conversion
- Participate in Placer IPOC/TOSS meeting
- Conduct Monthly Global IPOC meeting
- Participate in CalWIN Wave 1 and Wave 2 TPOC meeting
- Participate in CalWIN County Contact Center Training planning
- ▶ Release Management
 - Analyze WBT SCR changes and provide feedback
 - Prepare for verification of Training SCRs for CalSAWS 22.05 Release
 - Participate in monthly Training Committee meeting
- ▶ Special Projects
 - Participate in Web Portal Strike Team
 - Participate in Communications Strike Team

1.4.8 OCAT

- ▶ Continue reviewing and submitting comments on OCAT System Documentation Deliverable (SDD) Annual Update.

1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period