

# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: August 8, 2022, to August 14,  
2022**

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: August 8, 2022, to August 14, 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<br>SUB-SECTION | STATUS AGENDA TOPIC  |
|------------------------------|--|
| <b>QA PMO</b>                | <ul style="list-style-type: none"> <li>• Participated in CalSAWS 3x Weekly Leadership Meetings for CalWIN Implementation</li> <li>• Participated in OCAT Monthly SLA Review Meeting</li> <li>• Presented QA Status update at Monthly CalSAWS IT meeting</li> <li>• Strike Team/Retrospectives:               <ul style="list-style-type: none"> <li>○ Conducting a CIT/CRFI internal working session to evolve current process documentation and develop supporting infographics</li> <li>○ Facilitating a Reports working session to finalize a county survey to assess current satisfaction levels and to gauge interest in a knowledge sharing session for CalWIN counties</li> </ul> </li> </ul> |
| <b>QA Technical</b>          | <ul style="list-style-type: none"> <li>• Completed updates to the CalSAWS Root Cause Analysis Documents</li> <li>• Continued CalSAWS M&amp;O deliverable reviews</li> <li>• Validated the CalSAWS Purge scripts and backup</li> <li>• Tracking Los Angeles County Contact Center Go-Live activities</li> </ul>   |
| <b>QA Functional</b>         | <ul style="list-style-type: none"> <li>• Reviewed outputs for Wave 1 Mock Cutover #2 – 1B</li> <li>• Reviewed draft Application Security documentation</li> <li>• Reviewed planning materials for the CalWIN Wave 1 Go Live packet</li> <li>• Received the final approvals for Case Purge activities</li> </ul>  |
| <b>QA Test</b>               | <ul style="list-style-type: none"> <li>• CalSAWS Release 22.09 execution is in progress with a 59% execution rate, 28% pass rate, and 31% fail/block rate</li> <li>• BenefitsCal R4.1.5 (ARPA) execution is in progress with 69% execution rate and 69% pass rate</li> <li>• UAT Group 2 execution is in progress with 71% execution rate, 49% pass rate, and 22% fail/block rate</li> </ul>   |
| <b>QA Implementation</b>     | <ul style="list-style-type: none"> <li>• Submitted comments for Deloitte DELs 4.13, 4.14, and 4.15 – BPR Plans for Wave 5 – Alameda, Fresno, and Sonoma</li> <li>• Confirmed Wave 1 Readiness Checkpoint and Green Light meeting dates with CalSAWS leadership</li> <li>• Submitted comments for Deloitte FDEL 10 – CalWIN Implementation Support Plan</li> <li>• Submitted comments for Deloitte FDEL 08.01 – CalWIN ISS Master Training Plan – Monthly Update 1</li> </ul>   |

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## 1.2 Deliverables Management

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











| DEL # | DELIVERABLE NAME   |   | STATUS                             |
|-------|--|---|------------------------------------|
| 3.38  | QA Monthly Status Report – August 2022                         |    | • Submit FDEL by September 7, 2022 |
| 4.38  | QA Work Plan – August 2022                                     |    | • Submit FDEL by September 7, 2022 |
| 7.38  | QA Test Monthly Report – August 2022                           |    | • Submit FDEL by September 7, 2022 |
| 8.18  | UAT Weekly Report (CalWIN) – Week 7                            |    | • Submitted FDEL on August 9, 2022 |
| 8.19  | UAT Weekly Report (CalWIN) – Week 8                            |    | • Submit FDEL by August 16, 2022   |
| 12.38 | Assessment of CalSAWS Migration Work Plan Update – August 2022 |  | • Submit FDEL by August 19, 2022   |
| 71.08 | ClearBest Performance Report - July 2022                       |  | • Submit FDEL by August 15, 2022   |
| 72.05 | QA Monthly Status Report – ARPA – August 2022                  |  | • Submit FDEL by September 2, 2022 |

Table 1-3 – Overall Summary of OCAT Deliverable Status

| DEL #  | DELIVERABLE NAME  |   | STATUS                                    |
|--------|---|---|---|
| 14.22  | <b>OCAT</b> – QA Monthly Status Report (OCAT) – August 2022 |  | • Submit FDEL by September 7, 2022        |
| WP-1.1 | <b>OCAT</b> – System Security Plan - 2022 Update            |  | • Submit DDEL comments by October 7, 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-6.07   | <b>BenefitsCal</b> – Portal General Systems Design - Release 5.0      |    | <ul style="list-style-type: none"><li>• Submit DDEL comments by September 9, 2022</li></ul>  |
| WP-26.10  | <b>BenefitsCal</b> – CX Monthly Report – July 2022                    |    | <ul style="list-style-type: none"><li>• Submitted DDEL comments on August 15, 2022</li><li>• Submit FDEL comments by August 23, 2022</li></ul> |
| WP-27.06  | <b>BenefitsCal</b> – Monthly M&O Report – July 2022                   |    | <ul style="list-style-type: none"><li>• Submitted DDEL comments on August 15, 2022</li><li>• Submit FDEL comments by August 23, 2022</li></ul> |
| WP-28.05  | <b>BenefitsCal</b> – Work Plan Monthly Updates – August 2022          |    | <ul style="list-style-type: none"><li>• Submit FDEL comments by September 15, 2022</li></ul>   |
| WP-29.05  | <b>BenefitsCal</b> – Monthly Status Report – August 2022              |  | <ul style="list-style-type: none"><li>• Submit FDEL comments by September 15, 2022</li></ul>   |
| WP- 31.11 | <b>BenefitsCal</b> – Monthly Security Monitoring Report – August 2022 |  | <ul style="list-style-type: none"><li>• Submit FDEL comments by September 15, 2022</li></ul>   |
| WP-38     | <b>BenefitsCal</b> – CalSAWS Communications and Marketing Materials   |  | <ul style="list-style-type: none"><li>• Submitted DDEL comments on August 12, 2022</li><li>• Submit FDEL comments by August 24, 2022</li></ul> |





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

| DEL # | DELIVERABLE NAME  |   | STATUS   |
|-------|---|---|--|
| 59.19 | <b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – July 2022 |  | <ul style="list-style-type: none"><li>• Submitted FDEL on August 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>• Submitted DDEL comments for Alameda, Fresno, and Sonoma Wave 5 counties on August 12, 2022</li><li>• Submit FDEL comments by August 24, 2022</li></ul> |

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| DEL #    | DELIVERABLE NAME  |   | STATUS   |
|----------|---|---|--|
| 64       | <b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Support Plan               |  | • Submit DDEL by August 16, 2022   |
| WP-2     | <b>CalWIN Implementation</b> – Assessment of CalWIN Change Discussion Guides                  |  | • Submit FDEL comments for Tulare by August 17, 2022<br>• Submit DDEL comments for Santa Clara and Contra Costa by September 12, 2022. |
| WP-58.06 | <b>CalWIN Implementation</b> – CalWIN Requirements Traceability Matrix - Q6                   |  | • Submit FDEL comments by September 12, 2022   |
| WP-62.01 | <b>CalWIN Implementation</b> – CalWIN Implementation Master Training Plan Monthly Update - 01 |  | • Submitted FDEL comments on August 12, 2022   |

### 1.3 Highlights for the Reporting Period

#### 1.3.1 Project Management

- ▶ Participated in CalSAWS 3X Weekly Meetings on August 8, 10, and 13, 2022
- ▶ Participated in UAT Weekly Project touch-point meeting on August 8, 2022
- ▶ Participated in OCAT Monthly SLA Review Meeting on August 8, 2022
- ▶ Participated in CalSAWS Section Directors meeting on August 9, 2022
- ▶ Presented QA Status update at Monthly CalSAWS IT meeting on August 10, 2022
- ▶ Created Wellness Wednesday Updates for August 10, 2022
- ▶ Submitted Change Order No. 6, Work Orders 14-19 for JPA Board approval on August 12, 2022
- ▶ Prepared materials for and attended CalSAWS JPA Board meeting on August 12, 2022
- ▶ Prepared Streamlined Modular Certification article for CalSAWS Connect and updates for the August 17, 2022 All Staff meeting
- ▶ Strike Teams and Retrospectives
  - Provided Strike Team status at monthly CEM/RM team meeting August 10, 2022
  - Conducted management CIT/CRFI process review session August 11, 2022
  - Finalized CIT & CRFI draft process flows August 12, 2022
  - Managing Web Portal County focus session for CRFI final review cycle

#### 1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Leadership meetings
- ▶ Completed updating the Root Cause Analysis (RCA) Process and Template and provided to the partners
- ▶ Participated in CalSAWS Weekly Technical meeting on August 8, 2022
- ▶ Participated in Consortium FinOps meeting on August 9, 2022
- ▶ Participated in App/Dev meeting on August 9, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on August 10, 2022

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- ▶ Participated in DBCR/CTCR Review meetings on August 11, 2022
- ▶ Participated in Environment Management Review meeting on August 11, 2022
- ▶ Participated in the Amazon Elastic MapReduce (EMR) Proof of Concept meeting on August 11, 2022
- ▶ BenefitsCal
  - Participated in Application Transfer meetings
  - Participated in BenefitsCal Operations Review meeting on August 9, 2022
  - Participated in DD&I and M&O calls on August 9 and 11, 2022
- ▶ Batch
  - Participated in Batch Performance Checkpoint meeting on August 10, 2022
  - Participated in Batch Weekly Roundup meeting on August 11, 2022
- ▶ CalWIN
  - Participated in Network Connectivity meeting for Santa Clara on August 8, 2022
  - Participated in CalWIN Wave 4 - TPOC Meeting on August 9, 2022
  - Participated in CalWIN Wave 2 - TPOC Meeting on August 10, 2022
  - Participated in CalWIN Wave 2 - TPOC Meeting on August 10, 2022
- ▶ Central Print
  - Participated in CalSAWS Central Print Status meeting on August 8 and 10, 2022
- ▶ Contact Center
  - Participated in Sonoma County Center Weekly Design Session on August 9, 2022
  - Participated in Alameda County Contact Center Weekly Design Session on August 9, 2022
  - Participated in Fresno County Contact Center Weekly Design Session on August 9, 2022
  - Participated in San Bernardino CSC Support Meeting on August 9, 2022
  - Participated in Los Angeles discussion on August 9, 2022
  - Participated in Solano Contact Center Design Session on August 10, 2022
  - Participated in Santa Cruz Contact Center Design Session on August 10, 2022
  - Participated in Santa Barbara Contact Center Design Session on August 10, 2022
  - Participated in Los Angeles County Contact Center Training Discussion on August 11, 2022
- ▶ General Assistance/General Relief (GA/GR)
  - Participated in GA/GR Client Correspondence discussions on August 8 and 10, 2022
- ▶ Security
  - Participated in multiple POAM and Deliverable Discussions on August 9, 2022
  - Participated in Go/No-Go Meeting Planning Discussion on August 11, 2022
  - Participated in weekly Security POAM review on August 11, 2022
- ▶ Service Management
  - Participated in Service Management Service Level Agreement discussion on August 12, 2022

### 1.3.3 Imaging

- ▶ Participated in Imaging Admin UAT meetings on August 8 – 12, 2022
- ▶ Participated in Imaging Migration Status meeting on August 9, 2022
- ▶ Continued to review Imaging activities for LA with the review of Change requests, defects, and configurations

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#### 1.3.4 Functional

##### ► M&O

- Participated in the CalHEERS Workgroup meeting on August 9, 2022
- Participated in the CW/CF Committee meeting on August 10, 2022
- Attended JAD sessions for:
  - CR 208859 – Apply Soft Pause to beneficiaries that are placed in Pending eligibility status due to pending verifications
  - CA-229852 Update Establishment logic for CalFresh TOP Intercepts during
  - CR 199836 – Periodic Verifications No Response from Consumers – Pre JAD#2, Pre JAD#3
  - CR 195945 – Design Change Request for R23.2 – JAD#2
  - CR 211452 – NOD01 Box Snippet for 2023 - Design Session 1
  - CR 191453 – Verification Caching Phase III – Pre JAD#2
  - CRs 186221/186317 – CalWIN Conversion to CalSAWS (Wave 4 and Wave 5) – Pre JAD #1
  - CR 183206 – 8E Determination Persistence Logic - Pre - JAD 1
  - CR 202401 – Eligibility Changes due to Attestation to AI/AN Tribes - Pre-JAD 1
  - CR 209628 – SB260 Chat Bot Design Session 2
- Reviewed eighty-four (84) design documents, targeting 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                | 24                |
| 21.11              | 2                 |
| 22.03              | 7                 |
| 22.05              | 4                 |
| 22.06              | 7                 |
| 22.07              | 17                |
| 22.09              | 5                 |
| 22.11              | 8                 |
| 23.01              | 3                 |
| 23.03              | 2                 |
| Other              | 5                 |
| <b>Grand Total</b> | <b>84</b>         |

##### ► Conversion

- Participated in Wave 1 Mock 2 Cutover 1B click through activities
- Met with ISS Team to review draft for County Prep phase to augment the County Prep Packet
- Reviewed data validation reports and provided feedback

##### ► General Assistance/General Relief (GA/GR)

- Monitored the GA/GR room in UAT and researched Findings

##### ► Contact Center

- Participated in the weekly Contact Center Test Automation Cross Team call



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- ▶ Case Purge
  - Tracked CalSAWS Purge sprint activities and conduct validations
  - Conducted final validations prior to the commencement of purge activities on August 13, 2022

#### 1.3.5 BenefitsCal

- ▶ Attended the BenefitsCal ROI SAWS Cost Estimation Request for Research and Analysis (SCERFRA) and ROI Form Meeting on August 8, 2022
- ▶ Attended the Support Request Task Plan meeting on August 10, 2022
- ▶ Monitored Release 5.0 CalSAWS dependencies and the prioritization of partner SCRs
- ▶ Attended the Daily Transaction Failures Meetings
- ▶ Participated in the combined twice weekly DD&I and M&O Check-in meetings
- ▶ Participated in the BenefitsCal Operation Review weekly meeting
- ▶ Participated in the weekly scope review and vendor coordination meeting for upcoming BenefitsCal releases
- ▶ Monitored BenefitsCal Monthly Release 4.1 QA verification scope progress
- ▶ Monitored BenefitsCal Major Release 4.1.5 Independent Test Dashboard
- ▶ Conducted resolution confirmation for unresolved comments on FWP 25.05\_BenefitsCal\_Monthly M&O Report - June 2022
- ▶ Conducted review and submitted comments on FWP 28.04 BenefitsCal Work Plan Monthly Updates – July 2022
- ▶ Conducted review and submitted comments on FWP 29.04 BenefitsCal Monthly Status Report – July 2022
- ▶ Conducted review and submitted comments on DWP 33 CalSAWS Communications and Marketing Materials
- ▶ Conducted review on DWP 24.10 CX Monthly Report - July 2022 (Comments Only)
- ▶ Conducted review on DWP 25.06 Monthly M&O Report - July 2022 (Comments Only)

#### 1.3.6 Test

- ▶ CalSAWS Release 22.09 testing activities
  - Continued execution of Independent Test scripts
  - Continued QA Review of System Test scripts
  - Began execution of Manual Regression Test scripts

Table 1-7 – 22.09 Independent Test Progress

| Test Cycle                                    | Total Scenarios | Not Executed | In Progress | Passed      | Failed      | Blocked    |
|---|-----------------|--------------|-------------|-------------|-------------|------------|
| 22.09 - ClearBest QA Independent Test Results | 250             | 38%<br>(96)  | 3%<br>(8)   | 28%<br>(69) | 26%<br>(65) | 5%<br>(12) |

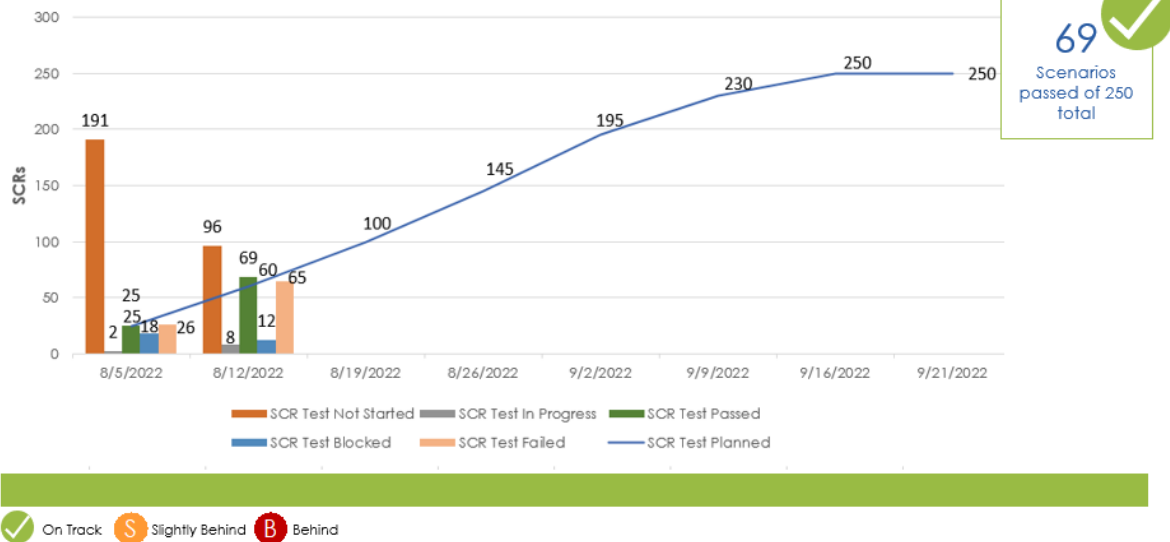
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### Release 22.09 Independent Testing of SCRs

#### 22.09 – SCR Test Script: Execution



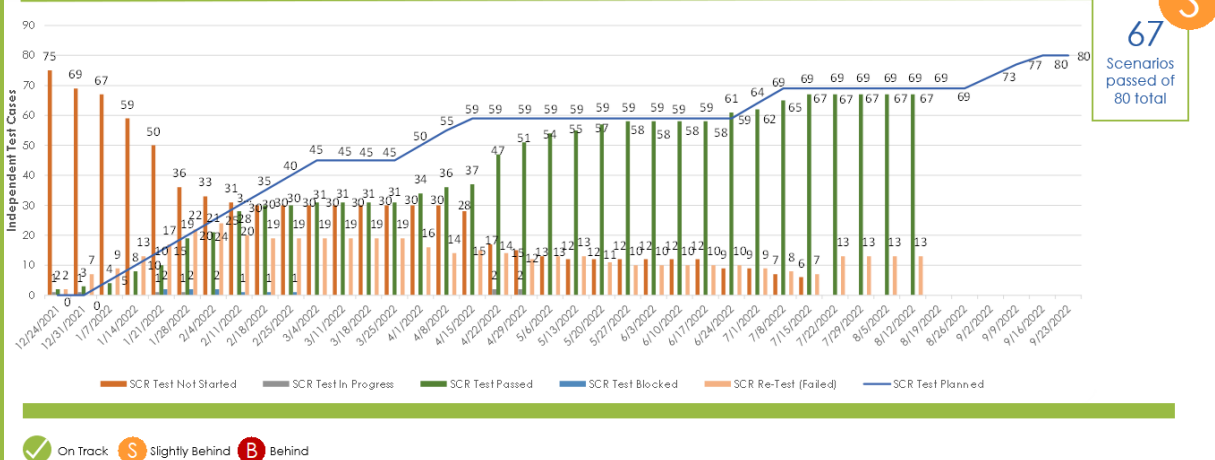
- CalWIN CDT – Functional Testing activities
  - CDT testing activities are paused until delivery of Golden Data Set (GDS) #9 in early September

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              | 0% (0)       | 0% (0)      | 84% (67) | 16% (13) | 0% (0)  |

### CalWIN CDT Independent Testing

#### CalWIN CDT - Independent Test Script: Execution



- BenefitsCal Activities
  - Continued to monitor open defects
  - Participated in BenefitsCal DD&I and M&O calls on August 9 and 11, 2022

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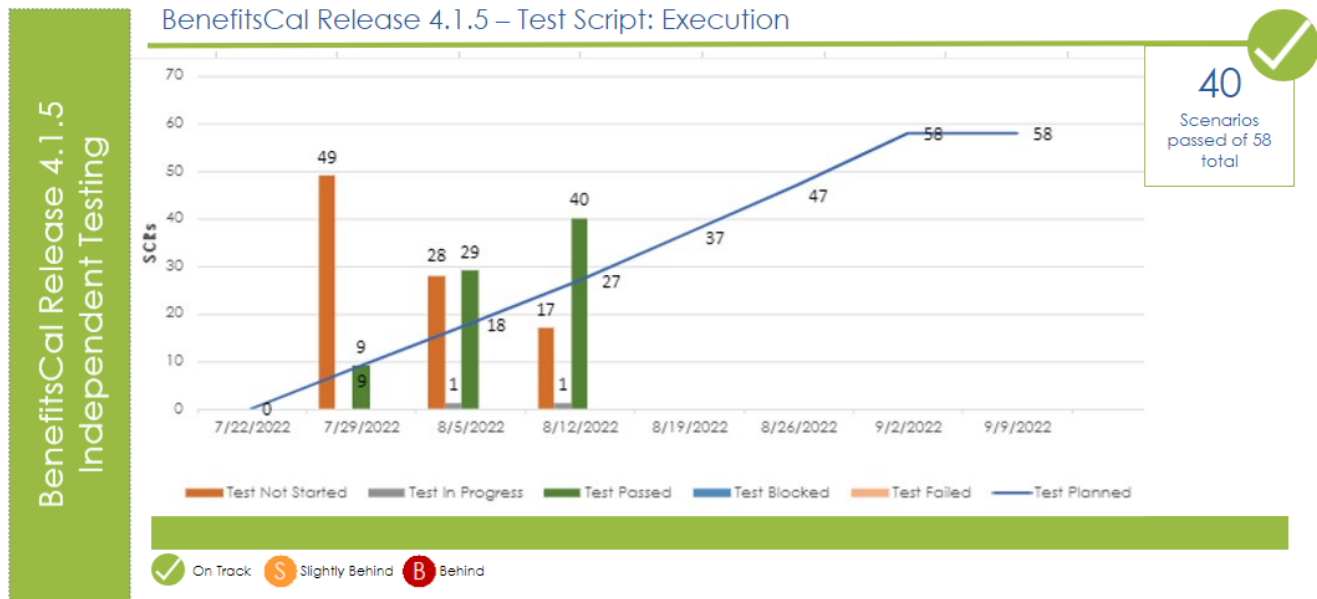
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- Continue script execution for R4.1.5 ARPA Manual Regression
- Begin validations for BenefitsCal Monthly Release R4.1

Table 1-9 - BenefitsCal Release 4.1.5 Independent Test Progress

| Test Cycle                                     | Total Scenarios | Not Executed | In Progress | Passed   | Failed | Blocked |
|--|-----------------|--------------|-------------|----------|--------|---------|
| R4.1.5 - ClearBest QA Independent Test Results | 58              | 30% (17)     | 1% (1)      | 69% (40) | 0% (0) | 0% (0)  |



#### ► Priority Release / RWR Activities

- Monitored Fiscal Reports defects and Priority Release issues selected for future QA Review or Independent Test
- Completed QA Review of the following Priority Release defect

Table 1-10 - Fiscal Reports Issues QA Reviewed or Tested

| Defect/SCR #   | Scheduled Release | Type of Testing |
|--|-------------------|-----------------|
| CA-246977 [Fiscal] The CalFresh EBT Production Reconciliation Report Cancelled Summary and Cancelled Details tabs not matching | 22.08.11          | QA Review       |

- Continued QA Review of System Test scripts and execution for the following RWR SCR

Table 1-11 - RWR Issues QA Reviewed or Tested

| Defect/SCR #                                    | Scheduled Release | Type of Testing |
|---|-------------------|-----------------|
| CA-246406 Office Schedule Accessibility Updates | RWR 22.07.x1      | QA Review       |

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- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in Integrated Test Team meeting on August 9, 2022
  - Participated in GA/GR Testing Check-In meetings on August 9 and 11, 2022
  - Participated in Weekly Test Touch point meeting on August 10, 2022
  - Participated in GA/GR Weekly System Test Status Call on August 10, 2022
- ▶ CalWIN UAT
  - Facilitate UAT Group 1 Retest and Group 2 execution meetings on August 8 -12, 2022
  - Facilitated Weekly UAT management touchpoint meeting on August 8, 2022
  - Facilitated State Report Panel Discussion with CalSAWS Report SMEs with UAT Testers on August 11, 2022
  - Managed and monitored UAT Group 2 execution Group 1 and 2 findings and defect progress
  - Monitored the UAT CalSAWS mailbox

Table 1-12 – UAT Group 2 Test Scenario Execution Progress

| Test Cycle                           | Total Scenarios | Not Executed | In Progress | Passed       | Failed       | Blocked    |
|--------------------------------------|-----------------|--------------|-------------|--------------|--------------|------------|
| CalSAWS CalWIN UAT Group 2 Execution | 593             | 23%<br>(135) | 6%<br>(33)  | 49%<br>(293) | 20%<br>(120) | 2%<br>(12) |



Fiscal/State UAT Reports execution is behind schedule; Reports have been rerun over the weekend for validation this week

### 1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participated in weekly Training Touchpoint meeting on August 9, 2022
- ▶ CalWIN Implementation Support Services (ISS)

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- Participated in 3X Weekly leadership meetings for the CalWIN Implementation on August 8, 10 and 12, 2022
- Participated in weekly Implementation Management meeting on August 8, 2022
- Participated in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager on August 8, 2022
- Conducted weekly Implementation Team Meeting on August 8, 2022
- Participated in UAT weekly project touchpoint on August 8, 2022
- Provided feedback OCM communication for Contra Costa All Staff on August 8, 2022
- Support Change Discussion Office Hours for Yolo on August 8 - 12, 2022
- Participated in Ventura BPR Closeout Sessions on August 8 and 10, 2022
- Participated in Process Simulation debriefs for Placer and Yolo on August 8 - 9, 2022
- Participated in CalWIN Implementation Support Services - Stand-up Meeting on August 8, 2022
- Participated in weekly CalWIN ISS Training Touchpoint on August 9, 2022
- Participated in weekly CalWIN Conversion and Change Management meeting on August 9, 2022
- Participated in weekly CalWIN ISS Management meetings on August 9 and 11, 2022
- Participated in Santa Cruz BPR Closeout Sessions on August 9 – 12, 2022
- Formulated QA findings presentation on Deloitte DELs 4.13, 4.14, and 4.15 – BPR Plans for Wave 5 and shared with the Consortium deliverable reviewers on August 9, 2022
- Formulated QA findings presentation on Deloitte DELs 4.13, 4.14, and 4.15 – BPR Plans for Wave 5 and shared with the Consortium deliverable reviewers on August 9, 2022
- Participated in Work Plan and Implementation TOSS Meeting Agenda Creation meeting on August 9, 2022
- Participated in County Sharing Program Kickoff on August 9, 2022
- Prepared for Employment Services Q&A Session on August 9, 2022
- Prepared for County Prep Education Session/Office Hours on August 9, 2022
- Participated in Inter-County Transfer Plan discussion on August 9, 2022
- Participated in ISS OCM Leads Meeting on August 10, 2022
- Participated in Wave 4 T-12 Survey Results Review on August 10, 2022
- Participated in Contra Costa IPOC/TOSS meeting on August 10, 2022
- Participated in Leadership Portal Implementation and Training Presentation on August 10, 2022
- Participated in County Prep Orientation presentation refinement session on August 11, 2022
- Participated in Wave 1 County Profile Check-In on August 11, 2022
- Participated in Contra Costa CDG Comment Review session on August 11, 2022
- Participated in Change Discussion Weekly Touchpoint with County Primary Points of Contact on August 11, 2022
- Participated in CalSAWS Change Discussion Guide Comment Review with Contra Costa on August 12, 2022
- Participated in Wave 4 T-12 Results Final Review on August 12, 2022
- Conducted weekly QA Implementation Team meeting on August 12, 2022
- Confirmed Wave 1 Readiness Checkpoint and Green Light meeting dates with CalSAWS leadership on August 12, 2022

- Confirmed comment resolutions for Deloitte DDEL 10 – CalWIN Implementation Support Plan on August 13, 2022
- Submitted comments for Deloitte FDEL 10 – CalWIN Implementation Support Plan on August 13, 2022
- Submitted comments for Deloitte FDEL 08.01 – CalWIN ISS Master Training Plan – Monthly Update #1 on August 13, 2022
- Submitted comments for Deloitte DELs 4.13, 4.14, and 4.15 – BPR Plans for Wave 5 – Alameda, Fresno, and Sonoma
- ▶ Release Management
  - Analyze WBT SCR changes and provide feedback on August 8 – 12, 2022
- ▶ Special Projects
  - Plan for next ERG AAPI Meeting on August 12, 2022

### **1.3.8 OCAT**

- ▶ Continued reviewing interim draft submissions of the OCAT System Security Plan (SSP)
- ▶ Participated in OCAT Monthly SLA Review Meeting on August 8, 2022

## **1.4 Activities for the Next Reporting Period**

### **1.4.1 Project Management**

- ▶ Participate in CalSAWS Leadership meetings for CalWIN Implementation on August 15, 17 and 19, 2022
- ▶ Participate in UAT Weekly Project touch-point meeting on August 15, 2022
- ▶ Participate in CalSAWS Section Directors meeting on August 16, 2022
- ▶ Participate in OCAT Release Management meeting on August 17, 2022
- ▶ Attend CalSAWS Project Steering Committee meeting on August 18, 2022
- ▶ Create Wellness Wednesday Updates
- ▶ Co-present on Streamlined Modular Certification update at All Staff Meeting on August 17, 2022
- ▶ Strike Teams and Retrospectives
  - Facilitate reports survey session August 16, 2022
  - Facilitate CIT/CRFI internal working session August 17, 2022

### **1.4.2 Technical**

- ▶ Participate in CalSAWS Weekly Leadership meetings
- ▶ Participate in CalSAWS Weekly Technical meeting on August 15, 2022
- ▶ Participate in Consortium FinOps meeting on August 16, 2022
- ▶ Participate in App/Dev meeting on August 16, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on August 17, 2022
- ▶ Participate in DBCR/CTCR Review meetings on August 18, 2022
- ▶ Participate in Environment Management Review meeting on August 18, 2022
- ▶ BenefitsCal
  - Participate in Application Transfer meetings
  - Participate in BenefitsCal Operations Review meeting on August 16, 2022
  - Participate in DD&I and M&O calls on August 16 and 19, 2022

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- ▶ Batch
  - Participate in Batch Performance Checkpoint meeting on August 17, 2022
  - Participate in Batch Weekly Roundup meeting on August 18, 2022
- ▶ CalWIN
  - Participate in Command Center meeting on August 15, 2022
  - Participate in CalWIN Wave 3 County Test Planning meeting on August 16, 2022
  - Participate in CalWIN Wave 3 - TPOC Meeting on August 17, 2022
  - Participate in CalWIN Wave 1 - TPOC Meeting on August 18, 2022
- ▶ Central Print
  - Participate in CalSAWS Central Print Status meeting on August 15 and 17, 2022
- ▶ Contact Center
  - Participate in Orange County CalSAWS Contact Center Discussions on August 15, 2022
  - Participate in Sonoma County Contact Center Weekly Design Session on August 16, 2022
  - Participate in Alameda County Contact Center Weekly Design Session on August 16, 2022
  - Participate in Los Angeles discussion on August 16, 2022
  - Participate in Fresno County Contact Center Weekly Design Session on August 16, 2022
  - Participate in Santa Cruz Contact Center Design Session on August 16, 2022
  - Participate in Santa Barbara Contact Center Design Session on August 17, 2022
  - Participate in San Mateo Contact Center Design Session on August 18, 2022
  - Participate in Los Angeles County Routing Profile Discussion on August 18, 2022
- ▶ General Assistance/General Relief (GA/GR)
  - Participate in GA/GR Client Correspondence discussions on August 15 and 17, 2022
- ▶ Security
  - Participate in CalSAWS CloudCheckr Compliance meetings on August 15, 2022
  - Participate in weekly Security POAM review on August 18, 2022
- ▶ Service Management
  - Participate in meeting on August 18, 2022
  - Participate in Helpdesk discussion on August 19, 2022

#### 1.4.3 Imaging

- ▶ Participate in Imaging Migration Status meeting on August 16, 2022
- ▶ Participate in CalSAWS Imaging Committee meeting on August 18, 2022
- ▶ Continue to review Imaging activities for LA with the review of Change requests, defects, and configurations

#### 1.4.4 Functional

- ▶ M&O
  - Participate in the twice weekly GA/GR Correspondence Web Services discussion
  - Participate in the CalHEERS SAWS Integration Weekly meeting
  - Participate in the Correspondence User Group on Wednesday August 17, 2022
  - Participate in the Task Management Check-in meeting on August 18, 2022
  - Attend JAD sessions for:



- CR 195945 – Design Change Request for R23.2 – JAD#3
- CR 191453 – Verification Caching Phase III Pre-JAD#3
- CR 183206 – 8E Determination Persistence Logic Pre-JAD 2
- CA 245792 and CA 245789 – Design reviews
- CA 227569 – DHCS CMS PI Updates Design Review
- CR 198901 – 2022 1095/ 3895 Interface Changes - Design Sessions 4 & 5
- CR 195946 – Design Change Request (DCR) for R23.6 : Pre-JAD#1
- BREfS #7 Carry Forward - Discovery Session #1
- ▶ Conversion
  - Review outputs Mock Cutover
  - Conduct planning for Wave 2 CDV
  - Provide inputs for risk updates
  - Continue discussions on the Go-Live packet content
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor design completion for GA/GR SCRs
- ▶ Contact Center
  - Participate in weekly Contact Center Test Automation Cross Team call
- ▶ Case Purge
  - Track CalSAWS Purge execution activities

#### **1.4.5 BenefitsCal**

- ▶ Attend the Review Session - BenefitsCal Marketing and Communications Draft Work Product meeting on August 15, 2022
- ▶ Attend the BenefitsCal and Get CalFresh Monthly Touchpoint meeting on August 16, 2022
- ▶ Attend the CX Measurement Monthly meeting on August 17, 2022
- ▶ Monitor Release 5.0 CalSAWS dependencies and the prioritization of partner SCRs
- ▶ Attend the Daily Transaction Failures Meetings
- ▶ Participate in the combined twice weekly DD&I and M&O Check-in meetings
- ▶ Participate in the BenefitsCal Operation Review weekly meeting
- ▶ Participate in the weekly scope review and vendor coordination meeting for upcoming BenefitsCal releases
- ▶ Monitor BenefitsCal Monthly Release 4.1 QA verification scope progress
- ▶ Monitor BenefitsCal Major Release 4.1.5 Independent Test Dashboard
- ▶ Conduct resolution confirmation for unresolved comments on FDEL 09.01 Maintenance and Operations (M&O) Plan – L.A. County
- ▶ Conduct review and submit comments on DWP 24.10 CX Monthly Report - July 2022 (Comments Only)
- ▶ Conduct review and submit comments on DWP 25.06 Monthly M&O Report - July 2022 (Comments Only)
- ▶ Conduct review on FWP 24.10 CX Monthly Report - July 2022 (Comments Only)
- ▶ Conduct review on FWP 25.06 Monthly M&O Report - July 2022 (Comments Only)
- ▶ Conduct review on FWP 33 CalSAWS Communications and Marketing Materials

#### **1.4.6 Test**

- ▶ CalSAWS Release 22.09
  - Continue QA Review of System Test scripts



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- Continue execution of Independent Test scripts
- Continue execution of Manual Regression Test scripts
- ▶ CalSAWS Converted Data Testing – Functional Testing activities
  - Monitor open conversion defects
- ▶ BenefitsCal Activities
  - Continue Test Execution for ARPA Release 4.1.5 Manual Regression
  - Participate in BenefitsCal DD&I and M&O calls on August 16 and 18, 2022
  - Monitor open defects
  - Continue QA validations for BenefitsCal Monthly Release 4.1
- ▶ Priority Release / RWR Activities
  - Participate in bi-weekly CalSAWS State and Fiscal Reports meeting on August 18, 2022
  - Perform QA activities for the following RWR issues upon delivery to System Test

Table 1-13 – RWR Issues Planned for QA Review/Test

| Defect/SCR #   | Scheduled Release | Type of Testing |
|--|-------------------|-----------------|
| CA-247125 Accessibility - Updates Pages in CalSAWS Application (Tier 2)          | RWR               | QA Review       |
| CA-246406 Office Schedule Accessibility Updates                                  | RWR 22.07.x1      | QA Review       |
| CA-247124 Accessibility - Updates Pages in CalSAWS Application (Tier 1 & Tier 2) | RWR 22.07.x2      | QA Review       |
| CA-246221 Accessibility - Perform Accessibility on Pages updated with CA-227842  | RWR 22.07.x2      | QA Review       |
| CA-246220 Accessibility - Perform Accessibility on Pages updated with CA-232151  | RWR 22.07.x2      | QA Review       |

- Perform QA activities for the following Fiscal Reports issue upon delivery to System Test

Table 1-14 – Fiscal Reports Issues Planned for QA Review/Test

| Defect/SCR #   | Scheduled Release | Type of Testing |
|--|-------------------|-----------------|
| CA-235413 [Fiscal] Valuable Inventory Report and Issued Valuable Inventory Report show incorrect information | RWR               | QA Review       |
| CA-246813 [Fiscal] Summary does not reconcile with detail on Supplemental Benefit Issuance EBT Register      | 22.08.25          | QA Review       |
| CA-245594 Add General Assistance Program Code converted from CalWIN to Generate reports                      | 22.08.XX          | QA Review       |
| CA-247922 [Fiscal] Retroactive Aid Code Adjustments Detail Report  | 22.08.xx          | QA Review       |
| CA-247747 [Fiscal] CalFresh Supplemental Issuance Register, EBT Details and CalFresh EBT                     | 22.08.xx          | QA Review       |

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| Defect/SCR #   | Scheduled Release | Type of Testing |
|--|-------------------|-----------------|
| Production Reconciliation Report, EBT Details Tab reconciliation issue |                   |                 |
| CA-241840 Report Changes for CalWIN Cutover                            | 22.08.xx          | QA Review       |

- ▶ Other Consortium Support Test Activities
  - Monitor test support for priority releases
  - Participate in Integrated Test Team meeting on August 16, 2022
  - Participate in GA/GR Testing Check-In meetings on August 16, 2022
  - Participate in Weekly Test Touch point meeting on August 17, 2022
- ▶ CalWIN UAT
  - Facilitate UAT Group 1 Retest and Group 2 execution meetings on August 15-19, 2022
  - Facilitate Weekly UAT management touchpoint on August 15, 2022
  - Manage and monitor UAT Group 2 execution Group 1 and 2 findings and defect progress
  - Monitor the UAT CalSAWS mailbox

#### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in weekly Training Touchpoint meeting on August 16, 2022
- ▶ CalWIN Implementation Support Services (ISS)
  - Participate in 3X Weekly leadership meetings for the CalWIN Implementation on August 15, 17 and 19, 2022
  - Participate in weekly Implementation Management meeting on August 15, 2022
  - Participate in weekly touchpoint with Accenture Delivery Manager and Consortium ISS Project Manager on August 15, 2022
  - Conduct weekly Implementation Team Meeting on August 15, 2022
  - Participate in weekly UAT project touchpoint on August 15, 2022
  - Participate in Tulare County IPOC/TOSS meeting on August 15, 2022
  - Participate in Santa Cruz BPR Closeout Sessions on August 15 and 16, 2022
  - Participate in San Diego BPR Closeout Sessions on August 15 – 19, 2022
  - Participate in T-12 Change Readiness Survey Results Review with Solano County on August 15, 2022
  - Participate in County Prep Orientation presentation refinement session on August 16, 2022
  - Participate in OCM Q&A Session for Employment Services on August 16, 2022
  - Participate in Weekly OCM Meeting for CNCs, Comms, and Surveys on August 16, 2022
  - Participate in weekly CalWIN ISS Management meetings on August 16 and 18, 2022
  - Participate in Process Simulation debriefs for Placer and Yolo on August 16 and 17, 2022
  - Participate in weekly CalWIN Conversion and Change Management meeting on August 16, 2022
  - Participate in weekly CalWIN ISS Training Touchpoint on August 16, 2022
  - Participate in weekly CalWIN ISS Management meetings on August 16 and 18, 2022

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- Participate in weekly ISS OCM Leads Meeting on August 17, 2022
- Participate in CNC Dry Run - Change Network #2 (Waves 3 and 4) on August 17, 2022
- Participate in Monthly Leadership Alignment meeting on August 17, 2022
- Participate in Placer TOSS/IPOC meeting on August 18, 2022
- Support Wave 1 County Prep Phase Kickoff on August 18, 2022
- Participate in Monthly Change Network Champion Wave 3 and 4 on August 18, 2022
- Participate in PPOC Change Discussion Weekly Touchpoint on August 18, 2022
- Conducted weekly QA Implementation Team meeting on August 19, 2022
- ▶ Release Management
  - Analyze WBT SCR changes and provide feedback on August 15 – 19, 2022
- ▶ Special Projects
  - Plan for next ERG AAPI Meeting on August 19, 2022

#### 1.4.8 OCAT

- ▶ Continue reviewing interim draft submissions of the OCAT System Security Plan (SSP)
- ▶ Participate in bi-weekly OCAT Operations and Release Meeting on August 17, 2022

#### 1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period