



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: September 19, 2022, to  
September 25, 2022**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

Weekly Status Report Period: September 19, 2022, to September 25, 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
<b>QA PMO</b>	<ul style="list-style-type: none"> <li>• Facilitated Release 22.09 – Green Light Review</li> <li>• Participate in Release 22.09 Checkpoint meetings September 26-28</li> <li>• Participated in Region 5 Management Site Visit Walk Through</li> <li>• Participated in IV&amp;V / PMO &amp; QA Meeting</li> <li>• Consolidated findings from the County Web Portal Focus Group</li> <li>• Drafted Web Portal Quick Win infographic to announce increase in County access licenses</li> </ul>
<b>QA Technical</b>	<ul style="list-style-type: none"> <li>• Provided review and comments for Batch change requests</li> <li>• Continued Accenture CalSAWS M&amp;O deliverable reviews</li> <li>• Participated in Los Angeles County Contact Center Model Office and performance tracking activities</li> <li>• Continued Performance reviews for CalSAWS</li> </ul>
<b>QA Functional</b>	<ul style="list-style-type: none"> <li>• Participated in Wave 1A County Prep Phase cutover and provided a Go recommendation</li> <li>• Reviewed the Risk 258 Conversion Window mitigation with OPAC</li> <li>• Prepared for CalWIN Wave 2 Converted Data Validation execution starting 10/3/22</li> <li>• Review BenefitsCal Release 5 Designs</li> </ul>
<b>QA Test</b>	<ul style="list-style-type: none"> <li>• Continued CalSAWS Release 22.11 Independent Test planning</li> <li>• Continued BenefitsCal Release 4.2 test activities</li> <li>• Completed CalWIN UAT closeout activities</li> </ul>
<b>QA Implementation</b>	<ul style="list-style-type: none"> <li>• Participated in Orange, Santa Barbara, and Ventura County Change Discussion Guide working sessions</li> <li>• Submitted comments for Deloitte DEL 11 – Wave 1 Implementation Complete Report - DDED</li> <li>• Finished confirming comment resolutions for DDEL 7.01 – County Change Guide (CDG) – Contra Costa</li> <li>• Prepared for Change Discussion Prep Sessions with Contra Costa and Tulare Counties</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
3.39	QA Monthly Status Report – September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL by October 5, 2022</li> </ul>
4.39	QA Work Plan – September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL by October 5, 2022</li> </ul>
7.39	QA Test Monthly Report – September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL by October 5, 2022</li> </ul>
10.08	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>• Submit DDEL by September 29, 2022</li> </ul>
12.39	Assessment of CalSAWS Migration Work Plan Update – September 2022		<ul style="list-style-type: none"> <li>• Submitted FDEL on September 20, 2022</li> </ul>
71.10	ClearBest Performance Report - September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL by October 14, 2022</li> </ul>

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.23	<b>OCAT</b> – QA Monthly Status Report (OCAT) – September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL by October 5, 2022</li> </ul>
WP-1.1	<b>OCAT</b> – System Security Plan - 2022 Update		<ul style="list-style-type: none"> <li>• Submit DDEL comments by October 7, 2022</li> </ul>

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

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Table 1-4 – 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 FDEL comments by September 28, 2022</li> </ul>
WP-6.08	<b>BenefitsCal</b> – Portal General Systems Design - Release 5.0 Part II (Support Requests)		<ul style="list-style-type: none"> <li>• Submit DDEL comments by September 30, 2022</li> </ul>
WP-26.11	<b>BenefitsCal</b> – CX Monthly Report – August 2022		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on September 22, 2022</li> </ul>
WP-27.07	<b>BenefitsCal</b> – Monthly M&O Report – August 2022		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on September 22, 2022</li> </ul>
WP-28.06	<b>BenefitsCal</b> – Work Plan Monthly Updates – September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 12, 2022</li> </ul>
WP-29.06	<b>BenefitsCal</b> – Monthly Status Report – September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL comments by October 12, 2022</li> </ul>

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



DEL #	DELIVERABLE NAME		STATUS
59.21	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – September 2022		<ul style="list-style-type: none"> <li>• Submit FDEL by October 12, 2022</li> </ul>
60	<b>CalWIN Implementation</b> – Assessment of CalWIN Business Process Re-engineering (BPR) Plan		<ul style="list-style-type: none"> <li>• Submit DDEL for Wave 6 counties by October 3, 2022</li> </ul>
WP-2	<b>CalWIN Implementation</b> – CalWIN Change Discussion Guides		<ul style="list-style-type: none"> <li>• Submitted DDEL comments for Santa Clara and Contra Costa on September 26, 2022</li> </ul>
WP-3	<b>CalWIN Implementation</b> - CalWIN County Implementation Complete Report		<ul style="list-style-type: none"> <li>• Submitted DDED comments on September 22, 2022</li> </ul>

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DEL #	DELIVERABLE NAME		STATUS
WP-62.03	CalWIN Implementation – CalWIN Implementation Master Training Plan Monthly Update - 03		• Submit FDEL comments by October 12, 2022
WP-63.02	CalWIN Implementation – Assessment of CalWIN Implementation County Training Plan - Santa Clara and Tulare W2		• Submit FDEL comments by October 12, 2022

### 1.3 Highlights for the Reporting Period

#### 1.3.1 Project Management

- ▶ Participated in Release 22.09 - T-1 Integrated Readiness Status on September 19, 2022
- ▶ Participated in Release 22.09 – Pre-Green Light Review on September 19, 2022
- ▶ Participated in Sharing Source Code Discussion on September 20, 2022
- ▶ Participated in CalSAWS Section Directors meeting on September 20, 2022
- ▶ Participated in CalSAWS Leadership Alignment Session on September 21, 2022
- ▶ Facilitated Release 22.09 – Green Light Review on September 21, 2022
- ▶ Participated in Region 5 Management Site Visit Walk Through on September 22, 2022
- ▶ Participated in IV&V / PMO & QA Meeting on September 23, 2022
- ▶ Strike Teams and Retrospectives
  - Consolidated findings from the County Web Portal Focus Group post session survey September 20, 2022
  - Drafted Web Portal Quick Win infographic to announce increase in County access licenses September 22, 2022
  - Facilitated the Web Portal Strike Team approach options brainstorm session September 23, 2022.

#### 1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Leadership meetings
- ▶ Participated in ForgeRock API Dashboards meeting on September 19, 2022
- ▶ Participated in Wave 1 County Prep Phase Office Hours on September 19 – 23, 2022
- ▶ Participated in Consortium FinOps meeting on September 20, 2022
- ▶ Participated in DBCR/CTCR Review meetings on September 20 and 22, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on September 21, 2022
- ▶ Participated in CalSAWS Performance Report August meeting on September 22, 2022
- ▶ Participated in August Performance Report Reconciliation on September 23, 2022
- ▶ BenefitsCal
  - Participated in Application Transfer meetings
  - Discussed BenefitsCal Disaster Recovery on September 20, 2022
  - Participated in BenefitsCal Operations Review meeting on September 20, 2022
  - Participated in DD&I and M&O calls on September 20 and 22, 2022
- ▶ Batch
  - Participated in Batch Performance Checkpoint meeting on September 21, 2022
  - Participated in Batch Weekly Roundup meeting on September 22, 2022
- ▶ CalWIN

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- Participated in CalWIN Wave 4 - TPOC Meeting on September 20, 2022
- Participated in Orange - Initial CalWIN Wave 3 County Test Planning on September 20, 2022
- Participated in Santa Barbara - Initial CalWIN Wave 3 County Test Planning on September 20, 2022
- Participated in CalWIN Conversion and Change Management on September 20, 2022
- Participated in CalWIN Wave 2 - TPOC Meeting on September 21, 2022
- Participated in Tulare - Initial CalWIN Wave 3 County Test Planning on September 21, 2022
- Participated in Ventura - Initial CalWIN Wave 3 County Test Planning on September 22, 2022
- Participated in Santa Clara - Initial CalWIN Wave 2 County Test Planning on September 22, 2022
- ▶ Central Print
  - Participated in CalSAWS Central Print Status meeting on September 19, 2022
  - CalSAWS Central Print - Status Meeting on September 19, 2022
- ▶ Contact Center
  - Participated in Model Office Support Call on September 19 - 23, 2022
  - Participated in CCP Validation September 19 – 23, 2022
  - Participated in Orange County CalSAWS Contact Center Discussions on September 19, 2022
  - Participated in San Bernardino CSC Support Meeting on September 20, 2022
  - Participated in Los Angeles Business Operational Readiness discussion on September 20, 2022
  - Participated in San Bernardino CSC Support Meeting on September 20, 2022
  - Participated in CCP Not Loading for all Contact Center sites on September 21, 2022
  - Participated in Santa Cruz Contact Center Design Session on September 21, 2022
  - Participated in Contact Center Internal Standup discussion on September 21, 2022
  - Participated in San Mateo Contact Center Design Session on September 22, 2022
  - Participated in CalSAWS: Los Angeles County CalSAWS Contact Center Solution IT Networking Discussions on September 22, 2022
- ▶ General Assistance/General Relief (GA/GR)
  - Participated in GA/GR Correspondence discussions on September 19 and 21, 2022
- ▶ Security
  - Participated in deliverable and POAM comment related conversations with members of the Accenture Security Team
- ▶ Service Management
  - Participated in Wave 1 Support Line for CalSAWS ServiceNow on September 19 - 23, 2022
- ▶ Lobby Management
  - Participate in Lobby Management meetings as scheduled

### 1.3.3 Imaging

- Participated in Imaging Migration Status meeting on September 20, 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 twice weekly GA/GR Correspondence Web Services discussion
- Participated in the CalHEERS SAWS Integration Weekly meeting
- Participated in the CalWIN UAT State reports defect reviews
- Participated in the Correspondence Committee Monthly Meeting on September 22, 2022
- Participated in the Medi-Cal Correspondence Meeting on September 22, 2022
  - CR 82920 - BREfs 9 verifications Only Service and Separation of Verifications by Source - Discovery Session 3
  - CA 245221 - Create a CMS Unwinding Eligibility and Enrollment Data Monthly Report
  - CR 186587 - FDSH Connectivity Test Service upgrade from SOAP to JSON Pre-JAD Session 3
  - CR 96957 - Update CalHEERS to include downstream processing when an Individual is removed from a case: Discovery 2
  - CR 213355 - Manual Trigger of APS Pre-JAD 1
  - CR 200859 - Upgrade Google Captcha JAD 1
  - CR 190310 - Supplemental Notices Insert and Notices Hold Release Pre-JAD 1
- Reviewed forty-five (45) 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	19
21.03	1
21.07	1
22.03	1
22.07	3
22.09	3
22.11	3
23.01	7
23.02	1
23.05	1
23.09	1
Other	4
<b>Grand Total</b>	<b>45</b>

#### ► Conversion

- Participated in the County Prep cutover activities over the weekend including Stage Gate reviews, County Click through and Go/No-Go recommendation
- Attended the OPAC discussion for Risk 258 and review of the mitigation strategies on September 22, 2022



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- Reviewed Data Validation Reports with Conversion Team, GainWell, and Consortium
- Conducted Wave 2 CDV preparation activities
- ▶ General Assistance/General Relief (GA/GR)
  - Monitored GA/GR work and priorities
- ▶ Contact Center
  - Participated in the weekly Contact Center Test Automation Cross Team call
- ▶ Case Purge
  - Monitored the purge activities and the increase in the volume of cases per night

#### 1.3.5 BenefitsCal

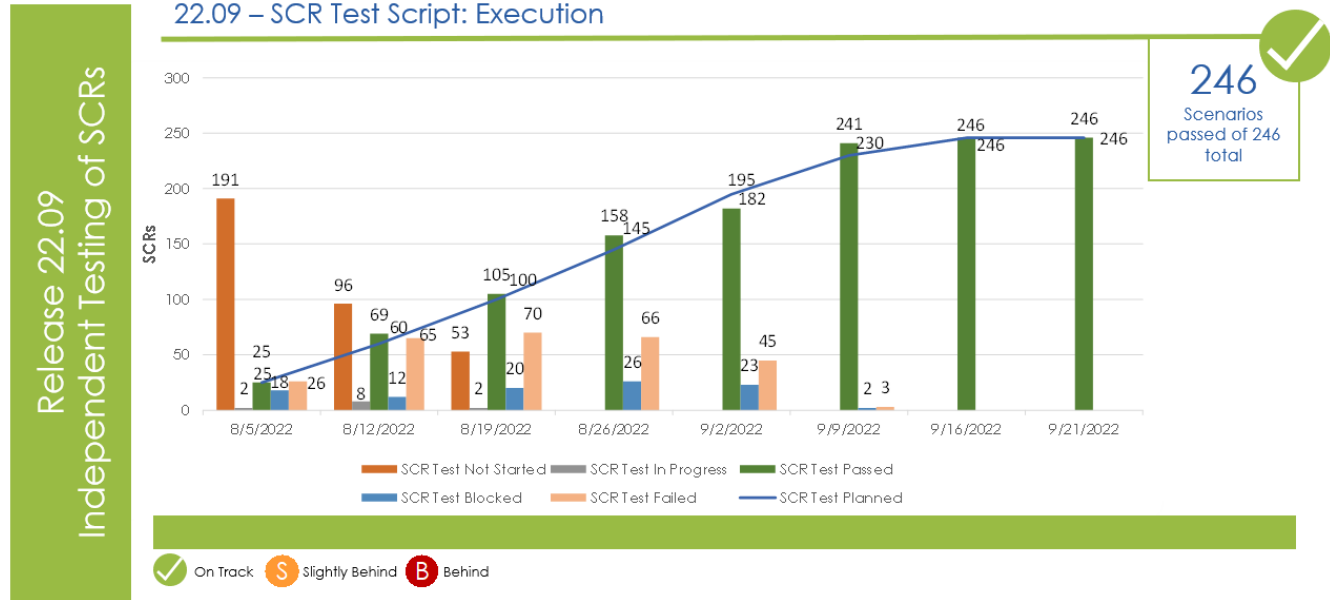
- ▶ Attended the SAR 7 Task Continuation meeting on September 20, 2022
- ▶ Attended the BenefitsCal Collaboration Model Quarterly Meeting on September 23, 2022
- ▶ Monitored Release 5.0 Support Request functionality and dependencies on the CalSAWS design
- ▶ Attended the Daily Transaction Failures Meetings
- ▶ Participated in the combined twice-weekly DD&I and M&O Check-in meetings
- ▶ Participated in the BenefitsCal Operation Review weekly meeting
- ▶ Monitored BenefitsCal Monthly Release 4.2 QA verification progress

#### 1.3.6 Test

- ▶ CalSAWS Release 22.11 testing activities
  - Continued test preparation activities
- ▶ CalSAWS Release 22.09 testing activities
  - Participated in 22.09 Project Integrated Readiness Areas T-1 Integrated Readiness Status meeting on September 19, 2022
  - Participated in 22.09 Pre-Green Light Review meeting on September 19, 2022
  - Participated in VIRTUAL – Green Light – Release 22.09 on September 21, 2022

Table 1-7 – 22.09 Independent Test Progress

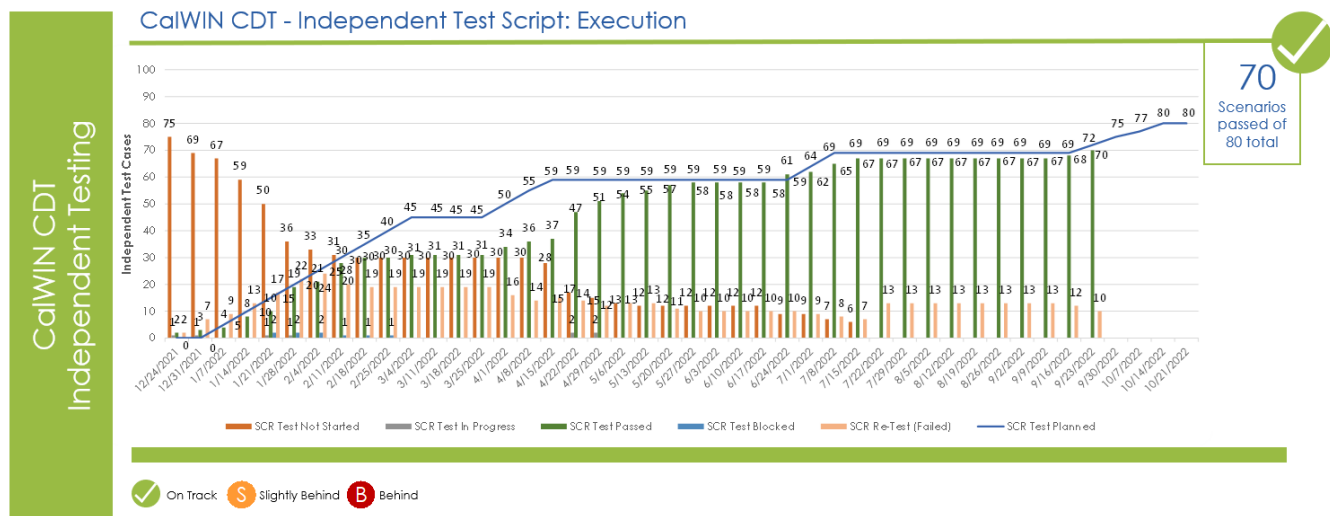
Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
22.09 - ClearBest QA Independent Test Results	246	0% (0)	0% (0)	100% (246)	0% (0)	0% (0)



- ▶ CalWIN CDT – Functional Testing activities
  - CDT testing activities are in progress with the delivery of GDS#9.

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)	88% (70)	12% (10)	0% (0)



- ▶ BenefitsCal Activities
  - Continued to monitor open defects
  - Participated in BenefitsCal DD&I and M&O calls on September 20 and 22, 2022
  - Continued test activities for BenefitsCal Release 4.2
- ▶ Priority Release / RWR Activities

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

Table 1-9 – RWR Issues QA Reviewed or Tested

Defect/SCR #	Scheduled Release	Type of Testing
CA-247125 Accessibility - Updates Pages in CalSAWS Application (Tier 2)	RWR 22.09.x1	QA Review

- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in the 3X Weekly Leadership meetings
  - Participated in Readiness Status meeting on September 19, 2022
  - Participated in Integrated Test Team meeting on September 20, 2022
  - Participated in GA/GR Testing Check-In meeting on September 20, 2022
  - Participated in Weekly Test Touch point meeting on September 21, 2022
- ▶ CalWIN UAT
  - Participated in the follow-up to CalSAWS Potential Migration Issues Discussion and provided UAT status on September 19, 2022
  - Participated in the OPAC meeting and provided a final UAT status on September 22, 2022
  - Participated in the October MSV Walk through with the Executive team and Presenters on September 22, 2022
  - Monitored the UAT CalSAWS mailbox

### 1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participated in weekly Training Touchpoint meeting on September 20, 2022
- ▶ CalWIN Implementation Support Services (ISS)
  - Participated in 3X Weekly leadership meetings for the CalWIN Implementation on September 19 and 23, 2022
  - Participated in Orange County Change Discussion Guide working sessions September 19 - 23, 2022
  - Participated in Santa Barbara County Change Discussion Guide working sessions September 19 - 23, 2022
  - Participated in Ventura County Change Discussion Guide working sessions September 19 - 23, 2022
  - Participated in four Fresno BPR Closeout sessions the week of September 19, 2022
  - Participated in Alameda BPR Closeout sessions on September 20, 2022
  - Participated in Wave 1 County Prep Phase Office Hours meetings September 19 – 23, 2022
  - Participated in Daily Debrief: Wave 1 County Prep Phase meetings September 19 – 23, 2022
  - Participated in ISS Team Leads Tuesday Standup meeting on September 20, 2022
  - Participated in Leadership Alignment Working Session on September 21, 2022
  - Submitted comments for Deloitte DEL 11 – Wave 1 Implementation Complete Report - DDED on September 21, 2022

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- Finished confirming comment resolutions for DDEL 07.01 – County Change Guide – Contra Costa on September 21, 2022
- Prepared for Change Discussion Prep Sessions with Contra Costa and Tulare Counties on September 21, 2022
- Participated in TOSS & IPOC Meeting: Yolo County on September 21, 2022
- Participated in Santa Clara CDG Next Steps Follow-up on September 21, 2022
- Participated in CalWIN OPAC meeting on September 22, 2022
- Participated in CalWIN Wave 1 Requirements Traceability - Working Session on September 22, 2022
- Participated in ISS Team Leads Thursday Standup meeting on September 22, 2022
- Participated in Readiness Packet and Dashboard Review on September 22, 2022
- Conducted weekly QA Implementation Team meeting on September 23, 2022
- Participated in IV&V, PMO, and QA Biweekly meeting on September 23, 2022
- ▶ Release Management
  - Analyzed WBT SCR changes and provide feedback on September 12 - 16, 2022
  - Participated in 22.09 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on September 19, 2022
  - Participated in CalSAWS Webcast on CalSAWS Release 22.09 on September 20, 2022
  - Participated in Green Light - Release 22.09 on September 21, 2022
- ▶ Special Projects
  - Prepared for AAPI Monthly Meeting on September 20, 2022
  - Conducted AAPI ERG Meeting on September 23, 2022

### 1.3.8 OCAT

- ▶ Participated in reviews and discussions

## 1.4 Activities for the Next Reporting Period

### 1.4.1 Project Management

- ▶ Participate in Release 22.09 Checkpoint meetings on September 26 – 28, 2022
- ▶ Participate in CalSAWS 3x Weekly Leadership meetings for CalWIN Implementation September 26, 28, and 30, 2022
- ▶ Participate in UAT Summary Project Touch Point on September 26, 2022
- ▶ Participate in CalSAWS Section Directors meeting on September 27, 2022
- ▶ Participate in Region 6 Management Site Visit on September 29, 2022
- ▶ Strike Teams and Retrospectives
  - Participate in Region 1 Management Site visit September 26, 2022
  - Participate in Region 3 Management Site visit September 27, 2022
  - Facilitate State and Fiscal Reports survey results and next steps discussion September 27, 2022
  - Facilitate CIT/CRFI Internal Working Session #5 September 29, 2022

### 1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Leadership meetings
- ▶ Participate in CalSAWS Weekly Technical meeting on September 26, 2022
- ▶ Participate in Wave 1 County Prep Phase Office Hours on September 26 – 30, 2022

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- ▶ Participate in Consortium FinOps meeting on September 27, 2022
- ▶ Participate in App/Dev meeting on September 27, 2022
- ▶ Participate in DBCR/CTCR Review meetings on September 27 and 29, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on September 28, 2022
- ▶ Participate in Environment Management Review meeting on September 29, 2022
- ▶ BenefitsCal
  - Participate in Application Transfer meetings
  - Participate in DD&I and M&O calls on September 27 and 29, 2022
  - Participate in BenefitsCal Operations Review meeting on September 27, 2022
- ▶ Batch
  - Participate in Batch Performance Checkpoint meeting on September 28, 2022
  - Participate in Batch Weekly Roundup meeting on September 29, 2022
- ▶ CalWIN
  - Participate in CalWIN Wave 3 - TPOC Meeting on September 28, 2022
  - Participate in CalWIN Wave 1 - TPOC Meeting on September 29, 2022
  - Participate in Contra Costa - Initial CalWIN Wave 2 County Test Planning on September 28, 2022
- ▶ Central Print
  - Participate in CalSAWS Central Print Status meeting on September 26, 2022
- ▶ Contact Center
  - Participate in Model Office Support Call on September 26 - 30, 2022
  - Participate in CCP Validation September 26 – 30, 2022
  - Participate in Orange County CalSAWS Contact Center Discussions on September 26, 2022
  - Participate in Sacramento County CalSAWS IVR Contact Center Weekly Design Sessions on September 26, 2022
  - Participate in Alameda County CalSAWS IVR Contact Center Weekly Design Sessions on September 27, 2022
  - Participate in Fresno County CalSAWS IVR Contact Center Weekly Design Sessions on September 27, 2022
  - Participate in Los Angeles County Business Operational Readiness Meetings on September 27, 2022
  - Participate in Sonoma County CalSAWS IVR Contact Center Weekly Design Sessions on September 27, 2022
  - Participate in IVR Contact Center Committee Meeting on September 28, 2022
  - Participate in Santa Cruz County CalSAWS IVR Contact Center Design Sessions on September 28, 2022
  - Participate in Solano County CalSAWS IVR Contact Center Design Sessions on September 28, 2022
  - Participate in Contact Center Internal Standup Discussion on September 28, 2022
  - Participate in San Diego Contact Center IVR review on September 29, 2022
  - Participate in San Mateo Contact Center Design Sessions on September 29, 2022
  - Participate in AWS / CalSAWS - Contact Center review on September 29, 2022
  - Participate in Los Angeles County CalSAWS Contact Center Solution IT Networking Discussions on September 29, 2022
- ▶ General Assistance/General Relief (GA/GR)

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- Participate in GA/GR Client Correspondence discussions on September 26 and 28, 2022
- ▶ Security
  - Participate in deliverable and POAM comment related conversations with members of the Accenture Security Team
- ▶ Service Management
  - Participate in Wave 1 Support Line for CalSAWS ServiceNow
  - Participate in Monthly Helpdesk Trends on September 29, 2022
  - Participate in ServiceNow Process Improvement Stakeholders Meeting on September 29, 2022
- ▶ Lobby Management
  - Participate in Lobby Management meetings as scheduled

#### 1.4.3 Imaging

- Participate in Imaging Migration Status meeting on September 27, 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 CalHEERS SAWS Integration Weekly meeting
  - Participate in the CalWIN UAT State reports defect reviews
  - Participate in the Foster Care Committee Monthly Meeting on September 27, 2022
  - Participate in the Correspondence User Group on September 28, 2022
  - Participate in the IVR/Contact Center Meeting on September 28, 2022
    - BREfS #5 High Impact Business Validations - Discovery Session #1
    - CR 213355 - Manual Trigger of APS Pre-JAD 2
    - CR 200859 - Upgrade Google Captcha JAD #1
    - CR 190310 - Supplemental Notices Insert and Notices Hold Release Pre-JAD 3
    - CA 231228 -1099 Interface and Reconciliation
    - CR 218714 - Medi-Cal Renewal and Redetermination Verification Service - Discovery Session -1
    - CR 182284 - SSA Composite upgrade from SOAP to JSON - Pre-JAD Session 1
    - CR 219941 - Configurable Renewal Due Date from NOD12 Generation - Design Session 2
    - CR 182284 - SSA Composite upgrade from SOAP to JSON - Pre-JAD Session 2
    - CR 114946 - Consumer Document Upload Functionality - Pre-JAD 4
    - CR 189273 - Family PACT - Pre-JAD Session #4
    - CA 249247 - CRPC 2321: Excluding Individuals from TCF
- ▶ Conversion
  - Continue to monitor County Prep phase activities
  - Conduct Wave 2 CDV Kickoff Meeting on September 27, 2022
  - Prepare for Wave 2 CDV execution on October 3, 2022
  - Monitor Risk 258 discussions with CalWIN counties at OPAC
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in the twice weekly GA/GR Correspondence Web Services discussion

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- ▶ 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 CX Measurement Monthly Meeting on September 28, 2022
- ▶ Monitor Release 5.0 Support Request functionality dependency on the CalSAWS design approval
- ▶ Monitor Release assignment for the CalWORKs Time Clocks function, due to partner (CalSAWS and ForgeRock) dependencies
- ▶ 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 4.2 QA verification progress
- ▶ Review and submit comments on BenefitsCal Monthly Release 4.2 Release Notes

#### 1.4.6 Test

- ▶ CalSAWS Release 22.11
  - Continue test preparation
- ▶ CalSAWS CalWIN CDT
  - Continue Independent Test activities
- ▶ BenefitsCal Activities
  - Participate in BenefitsCal DD&I and M&O calls on September 27 and 29, 2022
  - Monitor open defects
  - Complete validations for Monthly Release R4.2
- ▶ Priority Release / RWR Activities
  - Participate in CalSAWS State and Fiscal Reports meeting on September 29, 2022
  - Perform QA activities for the following Priority Release issues upon delivery to System Test

Table 1-10 –Priority Release Issues Planned for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-248751 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 1)	22.10.xx	Independent Test
CA-242903 ACIN I-XX-22 2023 CAPI COLA	22.12.03	QA Review
CA-242752 2023 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA)	22.12.03	QA Review
CA-242753 Batch EDBC to apply 2023 SSA Cost of Living Adjustments (COLA)	22.12.10	QA Review

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

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: September 19, 2022, to September 25, 2022

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Table 1-11 – Fiscal Reports Issues Planned for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-249160 [Fiscal] Daily Excess Recoupment Report does the Recovery Account Transaction Summary page balance	22.09.xx	QA Review
CA-247747 [Fiscal] CalFresh Supplemental Issuance Register, EBT Details and CalFresh EBT Production Reconciliation Report, EBT Details Tab reconciliation issue	22.09.29	QA Review
CA-247922 [Fiscal] Retroactive Aid Code Adjustments Detail Report	22.09.29	QA Review
CA-235413 [Fiscal] Valuable Inventory Report and Issued Valuable Inventory Report show incorrect information	22.10.06	QA Review
CA-248827[Fiscal] Daily Claiming Adjustment Report CW Summary and CW Details Sheets not reconciling	22.10.13	QA Review
CA-248373 [Fiscal] Unposted Receipts Monthly Activity Report (and daily) issues with Summary pages	22.10.13	QA Review
CA-248830 [Fiscal] Missing Issuances in the Monthly Integrated Payroll Summary Reports	22.10.13	QA Review
CA-245594 Add General Assistance Program Code converted from CalWIN to Generate reports	22.10.20	QA Review

- ▶ Other Consortium Support Test Activities
  - Monitor test support for priority releases
  - Participate in Wave 1 Open Defect Strike team
  - Participate in the October All-Staff Wave-1 Go-Live Video Kickoff readiness on September 26, 2022
  - Participate in Integrated Test Team meeting on September 27, 2022
  - Participate in GA/GR Testing Check-In meeting on September 27, 2022
  - Participate in Weekly Test Touch point meeting on September 28, 2022
  - Participate in the CalSAWS 22.09 Post-Release Checkpoint September 27 - 29, 2022
- ▶ CalWIN UAT
  - Facilitate a UAT Close Out Summary Project Touch point on September 26, 2022
  - Facilitate a UAT Close Out of Jira and UAT Environment access inactivation of UAT users on September 28, 2022
  - Develop CalSAWS CalWIN UAT Close Out PSC follow up for UAT Defects flow
  - Monitor CalSAWS UAT mailbox

### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in weekly Training Touchpoint meeting on September 27, 2022
- ▶ CalWIN Implementation Support Services (ISS)



## CalSAWS – California Statewide Automated Welfare System

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- Participate in 3X Weekly leadership meetings for the CalWIN Implementation on September 26, 28, and 30, 2022
- Participate in Orange County Change Discussion Guide working sessions on September 26 - 30, 2022
- Participate in Santa Barbara County Change Discussion Guide working sessions on September 26 - 30, 2022
- Participate in Ventura County Change Discussion Guide working sessions on September 26 - 30, 2022
- Conduct Contra Costa Change Discussion Prep from September 26 – 30, 2022
- Participate in Wave 1 County Prep Phase Office Hours meetings on September 26 - 30, 2022
- Participate in Wave 1 County Prep Phase meetings on September 26 - 30, 2022
- Participate in ISS Team Leads Tuesday Standup meeting on September 27, 2022
- Participate in TOSS & IPOC Meeting: Contra Costa County on September 27, 2022
- Participate in TOSS & IPOC Meeting: Santa Barbara County on September 27, 2022
- Participate in Weekly OCM Meeting for Communications on September 27, 2022
- Participate in TOSS & IPOC Meeting: Santa Clara County on September 28, 2022
- Participate in CalWIN W1 Requirements Traceability meeting on September 28, 2022
- Participate in CalSAWS Targeted Topic Session: Self-Service Portal e-Application Overview on September 28, 2022
- Participate in Santa Clara T-6 Change Readiness Survey Results Review meeting on September 29, 2022
- Conduct weekly QA Implementation Team meeting on September 30, 2022
- Participate in Tulare T-6 Change Readiness Survey Review on September 30, 2022
- Participate in Orange County - CDG Working Sessions on September 30, 2022
- Participate in Santa Barbara County - CDG Working Sessions on September 30, 2022
- Participate in Ventura County - CDG Working Sessions on September 30, 2022
- ▶ Release Management
  - Analyze WBT SCR changes and provide feedback on September 26 - 30, 2022
  - Participate in CalSAWS 22.09 Post-Release Checkpoints on September 26 - 28, 2022

#### 1.4.8 OCAT

- ▶ Participate in the OCAT Operations and Release Meeting on September 28, 2022
- ▶ Participate in OCAT ForgeRock User Profiles Review on September 28, 2022

#### 1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period