CalSAWS Quality Assurance Weekly Status Report

Reporting Period: October 17, 2022, to October 23, 2022

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1.0 Quality Assurance

1.1 CalSAWS Weekly Status Agenda Topics

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
QA PMO	• Participated in Pre-Green Light for Wave 1 Go-Live • Participated in CalSAWS Deployment Complete Report – CalWIN Walk-Through • Participated in OCAT Monthly SLA Review • Participated in CalSAWS PSC and JPA Board meetings • Facilitated the CalSAWS Broadcast Notifications Retro session • Coordinating Change Management meetings to discuss potential BenefitsCal system enhancements • Working with the tech teams to explore options for automating components of the CRFI process
QA Technical	• Participated in CalWIN Go Live preparation activities • Participated in CalSAWS Contact Center migration activities for CalWIN and Los Angeles County • Continued review of M&O Plan / Security deliverables comments and schedule with Accenture and Consortium PMO/Security
QA Functional	• Continued discussions with the Conversion team to discuss Converted Data Validation (CDV) reports and findings resolutions • Reviewed disposition of Wave 1 open defects with Strike Force team • Met with the BenefitsCal and CalSAWS Teams to discuss alignment with development processes and release management
QA Test	• CalSAWS Release 22.11 Independent Test is in progress with 72% execution rate, 52% pass rate, and a 17% fail/block rate • QA review of CalSAWS Priority Release and Release When Ready (RWR) activities are in progress • CalWIN CDT Independent Test execution completed with 100% execution rate and 100% pass rate • BenefitsCal Release 4.3 Independent Test execution completed
QA Implementation	• Confirmed completed activities and added QA seals in Green Light presentation for Wave 1 Go-Live Event • Submitted comments for Orange, Santa Barbara, and Ventura Change Discussion Guide (CDG) Draft Work Products (DWPs) comments • Participated in Wave-1 Go-Live Packet Orientations • Participated in Post-Implementation Orientation Sessions for Virtual, County, and Extended Support

1.2   Deliverables Management

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

DEL #	DELIVERABLE NAME		STATUS
3.40	QA Monthly Status Report – October 2022	🟢	• Submit FDEL by November 4, 2022
4.40	QA Work Plan – October 2022	🟢	• Submit FDEL by November 4, 2022
7.40	QA Test Monthly Report – October 2022	🟢	• Submit FDEL by November 4, 2022
12.40	Assessment of CalSAWS Migration Work Plan Update – October 2022	🟢	• Submitted FDEL on October 19, 2022
47	Assessment of Deployment Complete Milestone/Report - CalWIN Wave 1	🟢	• Submit DDED comments by October 25, 2022 • Submit DDED by November 2, 2022
71.11	ClearBest Performance Report - October 2022	🟢	• Submit FDEL by November 15, 2022

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.24	**OCAT** – QA Monthly Status Report (OCAT) – October 2022	🟢	• Submit FDEL by November 4, 2022

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

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-6.08	**BenefitsCal** – Portal General Systems Design - Release 5.0 Part II (Support Requests)	●	• Submitted FDEL comments on October 19, 2022
WP-26.12	**BenefitsCal** – CX Monthly Report – September 2022	●	• Submitted FDEL comments on October 25, 2022
WP-27.08	**BenefitsCal** – Monthly M&O Report – September 2022	●	• Submitted FDEL comments on October 24, 2022
WP-28.07	**BenefitsCal** – Work Plan Monthly Updates – October 2022	●	• Submit FDEL comments by November 14, 2022
WP-29.07	**BenefitsCal** – Monthly Status Report – October 2022	●	• Submit FDEL comments by November 14, 2022

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

DEL #	DELIVERABLE NAME		STATUS
59.22	**CalWIN Implementation** – Assessment of CalWIN Implementation Migration Work Plan Update – October 2022	●	• Submit FDEL by November 14, 2022
WP-62.04	**CalWIN Implementation** – CalWIN Implementation Master Training Plan Monthly Update - 04	●	• Submit FDEL comments by November 14, 2022
63.02	**CalWIN Implementation** – Assessment of CalWIN Implementation County Training Plan - Santa Clara and Tulare W2	●	• Submit FDEL by October 26, 2022

1.3   Highlights for the Reporting Period

1.3.1   Project Management
► Participated in CalSAWS Deployment Complete Report – CalWIN Walk-Through on October 17, 2022
► Participated in OCAT Monthly SLA Review on October 17, 2022
► Participated in Imaging Migration Standup Call on October 18, 2022

► Participated in CalSAWS Section Directors meeting on October 18, 2022
► Participated in CalSAWS Leadership Alignment Norwalk Session on October 19, 2022
► Participated in Pre-Green Light for Wave 1 Go-Live on October 19, 2022
► Participated in CalSAWS Project Steering Committee on October 20, 2022
► Participated in CalSAWS JPA Board of Directors Meeting on October 21, 2022
► Strike Teams, Retrospectives & Collaboration Model
   o Participated in BenefitsCal Strike team meeting October 17, 2022
   o Conducted Section Director presentation prep session October 17, 2022
   o Presented on Web Portal Strike Team and State & Fiscal Reports survey results at Section Directors meeting October 18, 2022
   o Participated in retrospective planning session October 20, 2022
   o Facilitated the CalSAWS Broadcast Notifications Retro session October 21, 2022

1.3.2 Technical
► Participated in CalSAWS Weekly Leadership meetings
► Participated in CalSAWS Weekly Technical meeting on October 17, 2022
► Participated in Wave 1 County Prep Phase Office Hours on October 17 – 21, 2022
► Participated in Consortium FinOps meeting on October 18, 2022
► Participated in September Performance Report Follow Up with Consortium and QA on October 18, 2022
► Participated in DBCR/CTCR Review meetings on October 18 and 20, 2022
► Participated in Tech Change Advisory Board (CAB) meeting on October 19, 2022
► Participated in Wave 1 Pre-Green Light Go-Live meeting on October 19, 2022
► Participated in CalSAWS Project Steering Committee (PSC) Meeting on October 20, 2022
► Participated in CalSAWS JPA Board of Directors Meeting on October 21, 2022
► BenefitsCal
   o Participated in Application Transfer meetings
   o Participated in BenefitsCal Operations Review meeting on October 18, 2022
   o Participated in DD&I and M&O calls on October 18 and 20, 2022
► Batch
   o Participated in Batch Performance Checkpoint meeting on October 19, 2022
   o Participated in Batch Weekly Roundup meeting on October 20, 2022
► CalWIN
   o Participated in Wave 1B Cutover Table Read meeting on October 17, 2022
   o Participated in CalWIN Wave 4 - TPOC Meeting on October 18, 2022
   o Participated in CalWIN Wave 2 - TPOC Meeting on October 19, 2022
   o Participated in Contra Costa - CalWIN Wave 2 Session on October 20, 2022
   o Participated in Tulare - CalWIN Wave 2 Working Session on October 20, 2022
   o Participated in Santa Clara - CalWIN Wave 2 Working Session on October 20, 2022
► Central Print
   o Participated in CalSAWS Central Print – Status Meeting on October 17, 2022
► Contact Center
   o Participated in Yolo and Placer Model Office on October 17 – 21, 2022
   o Participated in LA County EBT Bot discussion on October 17, 2022
   o Participated in Sacramento County CalSAWS IVR Contact Center Weekly Design Sessions on October 17, 2022

- o Participate in Sonoma County CalSAWS IVR Contact Center Weekly Design Sessions on October 18, 2022
- o Participated in Alameda County CalSAWS IVR Contact Center Weekly Design Sessions on October 18, 2022
- o Participated in Fresno County CalSAWS IVR Contact Center Weekly Design Sessions on October 18, 2022
- o Participate in San Bernardino CSC Support Meeting on October 18, 2022
- o Participated in Contact Center Internal Standup Discussion on October 18, 2022
- o Participated in Solano County CalSAWS IVR Contact Center Weekly Design Sessions on October 19, 2022
- o Participated in Santa Cruz CalSAWS IVR Contact Center Design Sessions on October 19, 2022
- o Participated in Santa Barbara County CalSAWS IVR Contact Center Weekly Design Sessions on October 19, 2022
- o Participated in Alameda Additional Working Session on October 19, 2022
- o Participated in AWS / CalSAWS - Contact Center collaboration meeting on October 20, 2022
- ► General Assistance/General Relief (GA/GR)
  - o Participated in GA/GR Correspondence discussions on October 19, 2022
- ► Security
  - o Participated in deliverable and POAM comment related discussions with Consortium and Accenture Security
- ► Service Management
  - o Participated in County Submitter Training Planning Session on October 20, 2022
  - o Participated in Operational Process – Updating Impact/Urgency on Incidents on October 20, 202
- ► Lobby Management
  - o Participated in San Bernardino Lobby Management Call on October 20, 2022
  - o Participated in Lobby Management meetings as scheduled

1.3.3 Imaging
- ► Participated in Imaging Migration Standup Call on October 18, 2022
- ► Continued to review Imaging activities for LA with the review of Change requests, defects, and configurations

1.3.4 Functional
- ► M&O
  - o Participated in the CalWORKs/CalFresh Committee meeting on October 19, 2022
  - o Participated in the weekly CalHEERS SAWS Integration Meeting
    - CR 213355 - Manual Trigger of APS Pre-JAD 2
    - CR 190310 - Supplemental Notices Insert and Notices Hold Release Pre-JAD 3
    - CR 200859 - Upgrade Google Captcha JAD 3
    - CR 218725 - New Ad-hoc Print Vendor OSP Pre-JAD 2
    - CR 191453 - Verification Caching Phase III Pre-JAD 3 (Milestone 2)
    - CR 218151 - Hiding Sensitive Contact Information - Design Session 2
    - CR 216713 - Apply Soft Pause for Pending Medi-Cal Eligibility (Ph. II) – Design 2
    - CR 218714 - Medi-Cal Renewal and Redetermination Verification Service

- CR 217645 - Banner Message on Other Health Coverage (ESI Affordability changes) Design Session 2
- CR 210202 - Expansion of full scope Medi-Cal for eligible adults from 26 through 49 years of age, inclusive, regardless of citizenship or immigration status
- CR 209261 - Technology Refresh - Replace Partner Integrations (OSB)
- CR 216717 - BREfS Initiative #7 - Carry Forward Enhancements – Pre-JAD 1
- CR 200350 - Notices Updates for R23.6 - Pre-JAD Session 1
- CR 209261 - Technology Refresh - Replace Partner Integrations (OSB)
- CR 218151 - Hiding Sensitive Contact Information - Design Session 3
  - Reviewed twenty-four (24) 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	9
22.09	5
22.11	3
23.01	5
23.03	1
TBD	1
Grand Total	**24**

► Conversion
  - Reviewed Data Validation Reports with Conversion Team, GainWell, and Consortium
  - Reviewed CDV County Findings to provide resolution to the counties
  - Met with counties to discuss Discrepant Case Reports
  - Planned a Kick-off meeting for Cutover Click-through participants
► General Assistance/General Relief (GA/GR)
  - Monitored GA/GR work and priorities, focused on coordination of CA-248751 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 1)

1.3.5 BenefitsCal
► Attended the OPAC September Action Item – Retro EDBC Presentation meeting on October 17, 2022
► Participated in the Strike Team – SCR Process meeting on October 17, 2022
► Participated in the Support Request Comment Review on October 18, 2022
► Attended the BenefitsCal ROI Assumptions & Clarification - State Engagement meeting on October 19, 2022
► Participated in the Release 4.3 Release Notes Review on October 19, 2022
► Monitored BenefitsCal 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
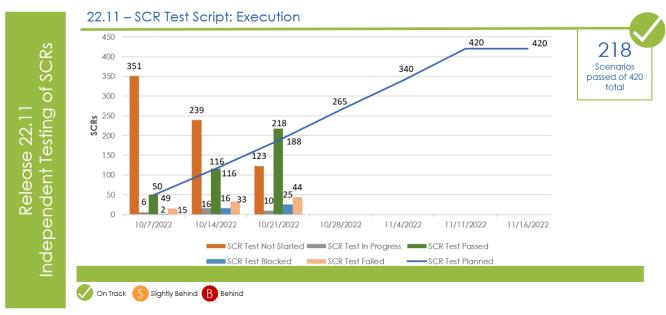► Participated in the BenefitsCal Operation Review weekly meeting

► Monitored BenefitsCal Monthly BenefitsCal Release 4.3 QA verification progress and provided QA final verification status
► Submitted comments on the BenefitsCal Monthly Release 4.3 Release Notes

1.3.6 Test
► CalSAWS Release 22.11 testing activities
  ○ Continued test execution

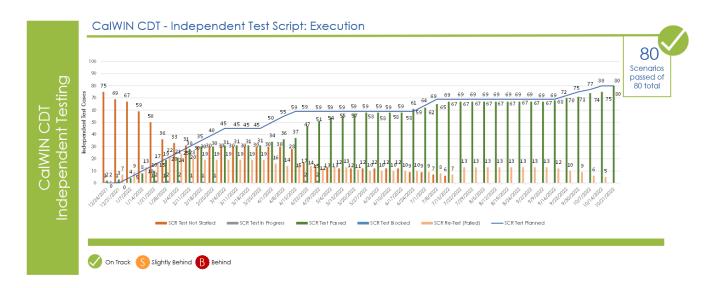Table 1-7 – 22.11 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
22.11 - ClearBest QA Independent Test Results	420	29% (123)	2% (10)	52% (218)	11% (44)	6% (25)

► CalWIN CDT – Functional Testing activities
  ○ Conducted Independent Test activities

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)	100% (80)	0% (0)	0% (0)

► BenefitsCal Activities
  ○ Continued to monitor open defects and priority release activities
  ○ Participated in BenefitsCal DD&I and M&O calls on October 18 and 20, 2022
  o Completed test activities for Monthly Release 4.3
► Priority Release / RWR Activities
  ○ Monitored Production and Priority Release defects selected for future QA Review or Independent Test
  ○ Participated in Wave 1 – State/Fiscal Reports meeting on October 20, 2022
  ○ Performed Priority Release/RWR QA test activities

Table 1-9 – Priority Release/RWR QA Test Activities

Defect/SCR #	Scheduled Release	Type of Testing
CA-248159 [Fiscal] Unposted Receipts Monthly Activity Report Total Count Issue	22.10.20	QA Review
CA-233690 Update Reports for Customer Non-Benefit Issuance Category	22.10.20	QA Review
CA-248827 [Fiscal] Daily Claiming Adjustment Report CW Summary and CW Details Sheets not reconciling	22.10.20	QA Review
CA-248751 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 1)	22.10.20	QA Review

► Other Consortium Support Test Activities
  ○ Monitored test support for priority releases
  ○ Participated in Integrated Test Team meeting on October 18, 2022
  ○ Participated in GA/GR Testing Check-In meeting on October 18, 2022
  ○ Participated in Wave 1 Open Defect Strike Team – Meetings October 18 - 21, 2022
  ○ Participated in Weekly Test Touch point meeting on October 19, 2022

1.3.7 Implementation

► CalSAWS Maintenance and Operations (M&O)
  o Participated in weekly Training Touchpoint meeting on October 18, 2022
► CalWIN Implementation Support Services (ISS)
  o Participated in Contra Costa - CalSAWS Configuration Review on October 17 - 20, 2022
  o Participated in Wave 1 County Office Hours meetings on October 17 - 21, 2022
  o Participated in Wave 1 County Prep Phase meetings on October 17 - 21, 2022
  o Participated in Tulare County CDG Office Hours on October 17 - 21, 2022
  o Participated in Contra Costa County Change Discussion Guide (CDG) Office Hours from October 17 - 21, 2022
  o Reviewed DED #72 – CalSAWS Deployment Complete Milestone/Report – CalWIN Wave(s) from October 17 - 21, 2022
  o Participated in Sacramento BPR Closeout sessions on October 17 - 21, 2022
  o Participated in ISS Implementation Manager Touchpoint on October 17, 2022
  o Participated in Weekly Implementation Team meeting on October 17, 2022
  o Participated in OPAC September Action Item - Retro EDBC Presentation on October 17, 2022
  o Participated in DED #72 – CalSAWS Deployment Complete Milestone/Report – CalWIN Wave(s) Walk-Through on October 17, 2022
  o Confirmed completed activities and added QA seals in Green Light presentation for Wave 1 Go-Live Event on October 17 – 18, 2022
  o Confirmed requirements for Wave 1 Go-Live on October 17 - 18, 2022
  o Participated in Wave-1 Go-Live Packet Orientation on October 18, 2022
  o Participated in Post-Implementation Virtual Orientation Session on October 18, 2022
  o Participated in CalWIN Conversion Change Management meeting on October 18, 2022
  o Participated in ISS Team Leads Tuesday Standup Meeting on October 18, 2022
  o Participated in Post-Implementation Orientation Session on October 18, 2022
  o Participated in Dry Run for CalSAWS Change Network Champion (CNC) Meeting – Waves 3 and 4 on October 18, 2022
  o Participated in CalSAWS Leadership Alignment Session on October 19, 2022
  o Participated in Post-Implementation Orientation Session on October 19, 2022
  o Participated in Pre-Green Light: Wave 1 Go-Live on October 19, 2022
  o Participated in Weekly OCM Meeting for CNCs, Communications, and Surveys on October 19, 2022
  o Participated in IPOC/TOSS and San Mateo County meeting on October 20, 2022
  o Participated in San Mateo CDG Guide working session on October 20, 2022
  o Participated in IPOC/TOSS and Placer County meeting on October 20, 2022
  o Participated in CalSAWS CNC Meeting - Waves 3 & 4 on October 20, 2022
  o Participated in Contra Costa and Tulare PPOC CDG Weekly Touchpoint on October 20, 2022
  o Participated in Wave 5 T-12 Survey Results Review on October 20, 2022
  o Participated in Weekly Risk Review meeting on October 21, 2022
  o Submitted comments Wave 3 – Orange, Santa Barbara, and Ventura CDG Draft Work Products (DWPs) comments on October 21, 2022
  o Conducted weekly QA Implementation Team Meeting on October 21, 2022

► Release Management
  o Analyzed WBT SCR changes and provided feedback

1.3.8 OCAT
► Participated in reviews and discussions
► Participated in OCAT Monthly SLA Review on October 17, 2022

1.4 Activities for the Next Reporting Period

1.4.1 Project Management
► Participate in CalSAWS 2x Weekly Leadership meetings on October 24 and 26, 2022
► Participate in Central Print - Return Mail meeting on October 24, 2022
► Participate in CalSAWS PMO Status meeting on October 25, 2022
► Participate in Region 4 Management Site Visit Planning meeting on October 25, 2022
► Participate in Imaging Migration Standup Call on October 25, 2022
► Participate in CalSAWS Section Directors meeting on October 25, 2022
► Participate in OCAT Operations and Release meeting on October 25, 2022
► Participate in CalSAWS Green Light for Wave 1 Go-Live on October 25, 2022
► Participate in IV&V / PMO & QA Bi-Weekly Meeting on October 27, 2022
► Strike Teams, Retrospectives & Collaboration Model
► Coordinate County, CWDA and SEIU small group CM retro session
  o Conduct prep session for delivering survey results at bi-weekly State & Fiscal reports meeting October 26, 2022
  o Present State & Fiscal Reports survey results October 27, 2022
  o Participate in BenefitsCal Strike Team meeting October 27, 2022
  o Facilitate a CIT/CRFI automation brainstorm session October 28, 2022

1.4.2 Technical
► Participate in CalSAWS Weekly Technical meeting on October 24, 2022
► Participate in Wave 1 County Prep Phase Office Hours on October 24 - 28, 2022
► Participate in Consortium FinOps meeting on October 25, 2022
► Participate in App/Dev meeting on October 25, 2022
► Participate in DBCR/CTCR Review meetings on October 25 and 27, 2022
► Participate in Tech Change Advisory Board (CAB) meeting on October 26, 2022
► Participate in Environment Management Review meeting on October 27, 2022
► BenefitsCal
  o Participate in Application Transfer meetings
  o Continue reviewing BenefitsCal deliverables and release activities
  o Participate in DD&I and M&O calls on October 25 and 27, 2022
  o Participate in BenefitsCal Operations Review meeting on October 25, 2022
► Batch
  o Participate in Batch Performance Checkpoint meeting on October 26, 2022
  o Participate in Batch Weekly Roundup meeting on October 27, 2022
► CalWIN

- ○ Participate in San Mateo - CalWIN Wave 4 County Test Planning on October 25, 2022
- ○ Participate in Santa Barbara - CalWIN Wave 3 County Test Planning on October 26, 2022
- ○ Participate in Orange - CalWIN Wave 3 County Test Planning on October 26, 2022
- ○ Participate in CalWIN Wave 3 - TPOC Meeting on October 26, 2022
- ○ Participate in CalWIN Wave 5 - TPOC Meeting on October 27, 2022
- ○ Participate in Santa Cruz - CalWIN Wave 4 County Test Planning on October 27, 2022
- ○ Participate in Contra Costa - CalWIN Wave 2 Functional File processing Working Session on October 27, 2022
- ○ Participate in Santa Clara - CalWIN Wave 2 Functional File processing Working Session on October 27, 2022
- ○ Participate in Tulare - CalWIN Wave 2 Functional File processing Working Session on October 27, 2022
- ► Central Print
  - ○ Participate in CalSAWS Central Print Status meeting on October 24, 2022
- ► Contact Center
  - ○ Participate in Yolo and Placer Model Office and Readiness on October 24 – 27, 2022
  - ○ Participate in Orange County Contact Center discussion on October 24, 2022
  - ○ Participate in Sonoma County CalSAWS IVR Contact Center Weekly Design Sessions on October 25, 2022
  - ○ Participate in Fresno County CalSAWS IVR Contact Center Weekly Design Sessions on October 25, 2022
  - ○ Participate in Los Angeles County Business Operational Readiness Meetings on October 25, 2022
  - ○ Participate in Solano County CalSAWS IVR Contact Center Design Sessions on October 26, 2022
  - ○ Participate in Santa Cruz IVR Contact Center Design Session on October 26, 2022
  - ○ Participate in Contact Center Internal Standup Discussion on October 26, 2022
  - ○ Participate in AWS / CalSAWS - Contact Center Collaboration on October 27, 2022
  - ○ Participate in Ventura Contact Center IVR Discovery Sessions on October 27, 2022
- ► General Assistance/General Relief (GA/GR)
  - ○ Participate in GA/GR Client Correspondence discussions on October 26, 2022
- ► Security
  - ○ Participate in deliverable and POAM comment related conversations with members of the Accenture Security Team
  - ○ Participate in bi-weekly Security Status meeting on October 28, 2022
- ► Service Management
  - ○ Participate in Wave 3 Counties CalSAWS Delegated Administrators Training on October 26, 2022
  - ○ Participate in October Helpdesk Operations Meeting on October 27, 2022
  - ○ Participate in ServiceNow Process Improvement Stakeholders Meeting on October 27, 2022
- ► Lobby Management
  - ○ Participate in Lobby Management meetings as scheduled

1.4.3 Imaging
► Participate in Imaging Migration Status meeting on October 25, 2022
► Continue to review Imaging activities for LA with the review of Change requests, defects, and configurations

1.4.4 Functional
► M&O
  o Participate in the Correspondence Committee Meeting on October 27, 2022
  o MediCal Correspondence Committee October 27, 2022
  o Participate in the 4th Quarter 2022 Management Reports Committee Meeting
  o Discuss testing for CA – 220579
  o Participate in the weekly CalHEERS SAWS Integration Meeting
  o Participate in the design review for the 2023 COLA
    • CR 213355 - Manual Trigger of APS Pre-JAD 3
    • CR 191453 - Verification Caching Phase III (Milestone 1) - JAD 1
    • CR 218151 - Hiding Sensitive Contact Information - Design Session 4
    • CR 216713 - Apply Soft Pause for Pending Medi-Cal Eligibility (Ph. II) – Design 3
    • CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
    • CR 210202 - Expansion of full scope Medi-Cal for eligible adults from 26 through 49 years of age, inclusive, regardless of citizenship or immigration status
    • CR 216717 - BREfS Initiative #7 - Carry Forward Enhancements - Pre JAD 2
    • CR 200350 - Notices Updates for R23.6 - Pre-JAD Session 2
    • CR 189273 - Family PACT - Pre-JAD Session #7
    • BREfS 8 eHIT Enhancement of Data Overlay - Discovery Session #1
    • CR 216356 - Accelerated Enrollment for SAWS - Pre-JAD#2
    • CR 219790 - Removal of Soft Pause indicator when a MAGI Medi-Cal beneficiary moves from non-premium MAGI Medi-Cal to premium MAGI Medi-Cal - Design Session 2
► Conversion
  o Participate in Wave 1 Cutover 1B Go Live activities
  o Facilitate a Kick-off for Cutover Click Through participants
  o Continue to address Wave 2 CDV Findings
  o Participate in Wave 1 Open Defects strike team
► General Assistance/General Relief (GA/GR)
  o Monitor GA/GR SCRs
  o Participate in the twice weekly GA/GR Correspondence Web Services discussion

1.4.5 BenefitsCal
► Attend the CX Measurement Monthly Meeting on October 24, 2022
► Attend the BenefitsCal ROI Assumptions & Clarification - State Engagement Part 2 meeting on October 25, 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 coordination meeting for upcoming BenefitsCal releases
► Identify QA verification scope for the following BenefitsCal Releases:
  ○ Priority Release 4.3.1 (CalWIN Wave 1 Go-Live)
  ○ Priority Release 4.3.2 (Change LA Default Office Mapping)
  ○ Monthly Release 4.4
► Monitor Priority Release 4.3.1 QA verification progress

1.4.6 Test
► CalSAWS Release 22.11
  ○ Continue test execution
► BenefitsCal Activities
  ○ Monitor open defects and priority release activities
  o Participate in BenefitsCal DD&I and M&O calls on October 25 and 27, 2022
► Priority Release / RWR Activities
  ○ Participate in WAVE 1 – State/Fiscal Reports meeting on October 27, 2022
  ○ Participate in CalSAWS – State and Fiscal Reports meeting on October 27, 2022
  ○ Perform Priority Release/RWR QA test activities:

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

Defect/SCR #	Scheduled Release	Type of Testing
CA-248373 [Fiscal] Unposted Receipts Monthly Activity Report (and daily) issues with Summary pages	22.10.26	QA Review
CA-245594 Add General Assistance Program Code converted from CalWIN to Generate reports	22.10.26	QA Review
CA-247922 [Fiscal] Retroactive Aid Code Adjustments Detail Report	22.10.26	QA Review
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
CA-231228 1099 Interface and Reconciliation Reports	22.12.15	QA Review

► Other Consortium Support Test Activities
  ○ Participate in Integrated Test Team meeting on October 25, 2022
  ○ Participate in GA/GR Combined Testing Check-In meeting on October 25, 2022
  ○ Participate in Weekly Test Touch point meeting on October 26, 2022

1.4.7 Implementation
► CalSAWS Maintenance and Operations (M&O)

- o Participate in weekly Training Touchpoint meeting on October 25, 2022
- ► CalWIN Implementation Support Services (ISS)
  - o Participate in San Francisco BPR Closeout sessions on October 24 – 28, 2022
  - o Participate in San Mateo CDG working sessions on October 24 - 28, 2022
  - o Participate in T-3 Updated Survey Questions meeting on October 24, 2022
  - o Participate in ISS Implementation Manager Touchpoint on October 24, 2022
  - o Participate in Weekly Implementation Team meeting on October 24, 2022
  - o Participate in Alameda T-12 Change Readiness Survey Review on October 24, 2022
  - o Participate in Wave 1 County Office Hours meetings on October 24 - 28, 2022
  - o Participate in Wave 1 County Prep Phase meetings on October 24 - 28, 2022
  - o Participate in CalSAWS 2x Weekly Leadership Meeting: CalWIN Implementation on October 24 and 26, 2022
  - o Participate in ISS Team Leads Tuesday Standup Meeting on October 25, 2022
  - o Participate in Weekly OCM Meeting for CNCs, Communications, and Surveys on October 25, 2022
  - o Participate in CalWIN Conversion Change Management meeting on October 25, 2022
  - o Participate in CalSAWS CNC Meeting - Waves 1 & 2 on October 25, 2022
  - o Conduct Monthly Santa Barbara TOSS/IPOC meeting on October 25, 2022
  - o Participate in Sonoma T-12 Change Readiness Survey Results on October 25, 2022
  - o Participate in IPOC/TOSS and Placer County meeting on October 26, 2022
  - o Participate in IPOC/TOSS and Yolo County meeting on October 26, 2022
  - o Participate in IPOC/TOSS and Santa Clara County meeting on October 26, 2022
  - o Participate in Change/Scout Review on October 26, 2022
  - o Participate in weekly OCM Team Check-In on October 26, 2022
  - o Participate in Green Light: Wave 1 Go-Live on October 26, 2022
  - o Participate in monthly Training Advisory Council meeting on October 26, 2022
  - o Participate in Tulare - Configuration Support meeting on October 26, 2022
  - o Participate in IPOC/TOSS and Contra Costa County meeting on October 26, 2022
  - o Participate in monthly OPAC meeting on October 27, 2022
  - o Participate in IPOC/TOSS and Placer County meeting on October 27, 2022
  - o Participate in Solano County CDG Weekly Wrap-Up on October 27, 2022
  - o Participate in October Helpdesk Operations Meeting on October 27, 2022
  - o Participate in Weekly Risk Review meeting on October 28, 2022
  - o Conduct weekly QA Implementation Team Meeting on October 28, 2022
- ► Release Management
  - o Analyze WBT SCR changes and provide feedback on October 24 - 28, 2022

1.4.8 OCAT
- ► Participate in reviews and discussions
- ► Participate in bi-weekly OCAT Operations and Release Meeting

1.5 Deviations from Plan/Adjustments
- ► None