



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: December 5, 2022, to December  
11, 2022**

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

Weekly Status Report Period: December 5, 2022, to December 11, 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>• Participated in Wave 2 Implementation Support Resources review</li> <li>• Participate in OCAT Operations and Release meeting</li> <li>• Provided Requirements Traceability update for BenefitsCal</li> <li>• Facilitate CalSAWS Broadcast Notification retro session</li> <li>• Collaboration Model Quarterly (January) meeting preparation</li> </ul>
<b>QA Technical</b>	<ul style="list-style-type: none"> <li>• Reviewed Los Angeles Contact Center performance testing</li> <li>• Continued participation in Wave 2 Mock Cutover activities</li> <li>• Continued review of CalSAWS Contact Center ServiceNow tickets</li> <li>• Participated in Hyland Imaging Monthly Performance review</li> </ul>
<b>QA Functional</b>	<ul style="list-style-type: none"> <li>• Participated in Mock Conversion 2B starting December 3, 2022</li> <li>• Monitoring resolution of defects in the data validation reports that postponed Stage Gate 3 approval</li> <li>• Reviewed the Conversion “C” and “B” approach and discussed scenarios for Independent Testing</li> <li>• Met with Accenture to discuss defect priority validations</li> <li>• Confirmed BenefitsCal outstanding baseline requirements</li> </ul>
<b>QA Test</b>	<ul style="list-style-type: none"> <li>• CalSAWS Release 23.01 test execution is in progress</li> <li>• BenefitsCal Testing                             <ul style="list-style-type: none"> <li>○ Release 4.5 scope was finalized, and test execution continued</li> <li>○ Release 5.0 test preparation activities continued</li> </ul> </li> </ul>
<b>QA Implementation</b>	<ul style="list-style-type: none"> <li>• Participated in Wave 2 Post Implementation Support Services (ISS) discussions, including the support model, county needs and resources</li> <li>• Refined content on Wave 2 T-3 Month Change Readiness Survey Results</li> <li>• Conducted three Retrospective sessions for Implementation Management, OCM, and Training</li> <li>• Supported the Placer County Retrospective on ISS Workstreams</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
3.42	QA Monthly Status Report – December 2022		• Submit FDEL by January 5, 2022
4.42	QA Work Plan – December 2022		• Submit FDEL by January 5, 2022
7.42	QA Test Monthly Report – December 2022		• Submit FDEL by January 5, 2022
12.42	Assessment of CalSAWS Migration Work Plan Update – December 2022		• Submit FDEL by December 20, 2022
47	Assessment of Deployment Complete Milestone/Report - CalWIN Wave 1		• Submit DDEL by December 27, 2022
71.12	ClearBest Performance Report - November 2022		• Submit FDEL by December 15, 2022

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-5.2	<b>OCAT</b> - General Design - 2022 Annual Update		• Submitted DDEL comments on December 12, 2022
14.26	<b>OCAT</b> – QA Monthly Status Report (OCAT) – December 2022		• Submit FDEL by January 5, 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-26.14	<b>BenefitsCal</b> – CX Monthly Report – November 2022		<ul style="list-style-type: none"> <li>• Submit DDEL comments by December 19, 2022</li> </ul>
WP-27.10	<b>BenefitsCal</b> – Monthly M&O Report – November 2022		<ul style="list-style-type: none"> <li>• Submit DDEL comments by December 14, 2022</li> </ul>
WP-28.08	<b>BenefitsCal</b> – Work Plan Monthly Updates – November 2022		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on December 12, 2022</li> </ul>
WP-29.08	<b>BenefitsCal</b> – Monthly Status Report – November 2022		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on December 12, 2022</li> </ul>
WP-32.03	<b>BenefitsCal</b> – BOM Review and License Renewal		<ul style="list-style-type: none"> <li>• Submit FDEL comments by January 13, 2023</li> </ul>
WP-33.03	<b>BenefitsCal</b> – Certificate Review		<ul style="list-style-type: none"> <li>• Submit FDEL comments by January 13, 2023</li> </ul>








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

DEL #	DELIVERABLE NAME		STATUS
WP-2.06	<b>CalWIN Implementation</b> – County Change Guides for Orange County W3		<ul style="list-style-type: none"> <li>• Submit FDEL comments by December 14, 2022</li> </ul>
WP-2.07	<b>CalWIN Implementation</b> – County Change Guides for Santa Barbara County W3		<ul style="list-style-type: none"> <li>• Submit FDEL comments by December 14, 2022</li> </ul>
WP-2.08	<b>CalWIN Implementation</b> – County Change Guides for Ventura County W3		<ul style="list-style-type: none"> <li>• Submit FDEL comments by December 14, 2022</li> </ul>
WP-2.09	<b>CalWIN Implementation</b> – County Change Guides for San Diego County W4		<ul style="list-style-type: none"> <li>• Submit DDEL comments by February 9, 2023</li> </ul>

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DEL #	DELIVERABLE NAME		STATUS
WP-2.10	<b>CalWIN Implementation</b> – County Change Guide – San Mateo County W4		<ul style="list-style-type: none"> <li>• Submit DDEL comments by December 22, 2022</li> </ul>
WP-2.11	<b>CalWIN Implementation</b> – County Change Guide – Santa Cruz County W4		<ul style="list-style-type: none"> <li>• Submit DDEL comments by February 9, 2023</li> </ul>
WP-2.12	<b>CalWIN Implementation</b> – County Change Guide - Solano County W4		<ul style="list-style-type: none"> <li>• Submit DDEL comments by December 22, 2022</li> </ul>
WP-58.07	<b>CalWIN Implementation</b> – CalWIN Requirements Traceability Matrix - Q7		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on December 12, 2022</li> </ul>
59.23	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – November 2022		<ul style="list-style-type: none"> <li>• Submitted FDEL on December 12, 2022</li> </ul>
WP-62.05	<b>CalWIN Implementation</b> – CalWIN Implementation Master Training Plan Monthly Update - 05		<ul style="list-style-type: none"> <li>• Submitted FDEL comments on December 12, 2022</li> </ul>
63.03	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation County Training Plans for Wave 3 counties		<ul style="list-style-type: none"> <li>• Submit DDEL by December 14, 2022</li> </ul>

### 1.3 Highlights for the Reporting Period

#### 1.3.1 Project Management

- ▶ Participated in Wave 1 Post-Implementation Calls for Project and County
- ▶ Participated in Wave 2 Implementation Support Resources review on December 5, 2022
- ▶ Participated in CalSAWS PMO Status meeting on December 6, 2022
- ▶ Participated in CalSAWS Section Directors meeting on December 6, 2022
- ▶ Participated in CalSAWS Leadership Implementation meeting on December 7, 2022
- ▶ Participated in Batch Performance Checkpoint meeting on December 7, 2022
- ▶ Participated in OCAT Operations and Release meeting on December 7, 2022
- ▶ Provided Requirements Traceability update for BenefitsCal on December 8, 2022
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Facilitated OCM & Training Retrospectives on December 6, 2022
  - Participated in Stakeholder Meeting session on December 9, 2022
  - Facilitated Implementation Management Retrospective on December 9, 2022

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### 1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Technical meeting on December 5, 2022
- ▶ Participated in DBCR/CTCR Review meetings on December 6 and 8, 2022
- ▶ Participated in Consortium FinOps meeting on December 6, 2022
- ▶ Participated in App/Dev meeting on December 6, 2022
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on December 7, 2022
- ▶ Participated in CalWIN OPAC Meeting on December 8, 2022
- ▶ Participated in Environment Integration/Management Review on December 8, 2022
- ▶ BenefitsCal
  - Participated in Application Transfer meetings
  - Continued reviewing BenefitsCal deliverables and release activities
  - Participated in BenefitsCal Operations Review meeting on December 6, 2022
  - Participated in DD&I and M&O calls on December 6 and 8, 2022
- ▶ Batch
  - Participated in Batch Performance Checkpoint meeting on December 7, 2022
  - Participated in Batch – Weekly Round Up meeting on December 8, 2022
- ▶ CalWIN
  - Participated in Wave 1 Post-Implementation Ops Call on December 5 - 9, 2022
  - Participated in San Diego CalWIN Wave 4 Test Planning on December 5, 2022
  - Participated in Yolo Support Call on December 6, 2022
  - Participated in Alameda CalWIN Wave 5 Test Planning on December 6, 2022
  - Participated in CalWIN Wave 3 TPOC meeting on December 7, 2022
  - Participated in Fresno CalWIN Wave 5 County Test Planning on December 7, 2022
  - Participated in Solano CalWIN Wave 4 County Test Planning on December 8, 2022
  - Participated in CalWIN Wave 5 TPOC meeting on December 8, 2022
- ▶ Central Print
  - Participated in CalSAWS Central Print Status meeting on December 5, 2022
  - Continued to review the Gainwell System Security Plan
- ▶ Contact Center
  - Continued to monitor the CalSAWS Contact Center eCCP tickets and defects
  - Participated in LA Performance Testing activities December 5 – 9, 2022
  - Participated in CalSAWS: Contact Center Management Call on December 5, 2022
  - Participated in Yolo Contact Center Support Call on December 6, 2022
  - Participated in Los Angeles Contact Center Discussions on December 6, 2022
  - Participated in CalSAWS Contact Center Internal Discussion on December 7, 2022
  - Participated in Stanislaus County Questions Regarding AWS and IVR Functionality on December 8, 2022
  - Participated in AWS CalSAWS Contact Center collaboration on December 8, 2022
- ▶ General Assistance/General Relief (GA/GR)
  - Participated in GA/GR Client Correspondence discussions on December 7, 2022
- ▶ Security
  - Participated in deliverable and POAM comment reviews with members of the Accenture Security Team
- ▶ Service Management
  - Participated in Closing Incidents when an SCR is created on December 6, 2022
  - Participated in ServiceNow Process Improvement Meeting on December 8, 2022
- ▶ Lobby Management
  - Participated in Lobby Management meetings as scheduled

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### 1.3.3 Imaging

- ▶ Continued reviewing Imaging activity for Los Angeles, including change requests, defects, and configuration updates

### 1.3.4 Functional

- ▶ M&O
  - Participated in the weekly CalHEERS SAWS Integration Meeting
  - Participated in the CalSAWS Self Service Portal Meeting December 6, 2022
  - Participated in the CalSAWS Medi-Cal CMSP Meeting December 6, 2022
  - Participated in the CW/CF Eligibility Committee Meeting on December 7, 2022
  - Participated in the Task Management Check in on December 8, 2022
  - Participated in the design reviews:
    - CR 195947 - Design Change Request (DCR) Pre JAD # 1
    - CR 218151 - Hiding Sensitive Contact Information - Design Session 9, 10 & 11
    - CR 224268 - AB2530 subsidies for Strike/Lockout workers Pre-JAD 2
    - CR 182284 - SSA Composite upgrade from SOAP to JSON - JAD 1 & 2
    - CR 40149 - Automation of the Application Missing Information Notice (NOD16)
    - CR 199836 - Periodic Verifications No Response from Consumers
    - CR 217094 - SAWS Renewals Verification Caching Enhancements
    - CR 195947 - Design Change Request (DCR) Pre JAD # 2
  - Reviewed forty-seven (47) 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	13
22.09	2
22.11	5
23.01	7
23.03	9
23.05	11
<b>Grand Total</b>	<b>47</b>

- ▶ Conversion
  - Participated in the 2B Mock Conversion beginning December 3, 2022
    - Monitoring resolution of defects in the data validation reports that postponed Stage Gate 3 approval
  - Participated in the CalHEERS Wave 1 Lessons Learned on December 6, 2022
  - Reviewed DDEL #72 and attended deliverable walk through on December 7, 2022
  - Participated in the 2B Mock Click Through on December 9, 2022
  - Met with Accenture to discuss Conversion defect priority validations
  - Prepared for converted data testing post Mock B mock cutover
  - Monitored Wave 1 post cutover county defects and priorities
  - Planned for Wave 3 CDV
  - Continued to address Wave 2 CDV Findings



- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in the twice weekly GA/GR Correspondence Web Services discussion

**1.3.5 BenefitsCal**

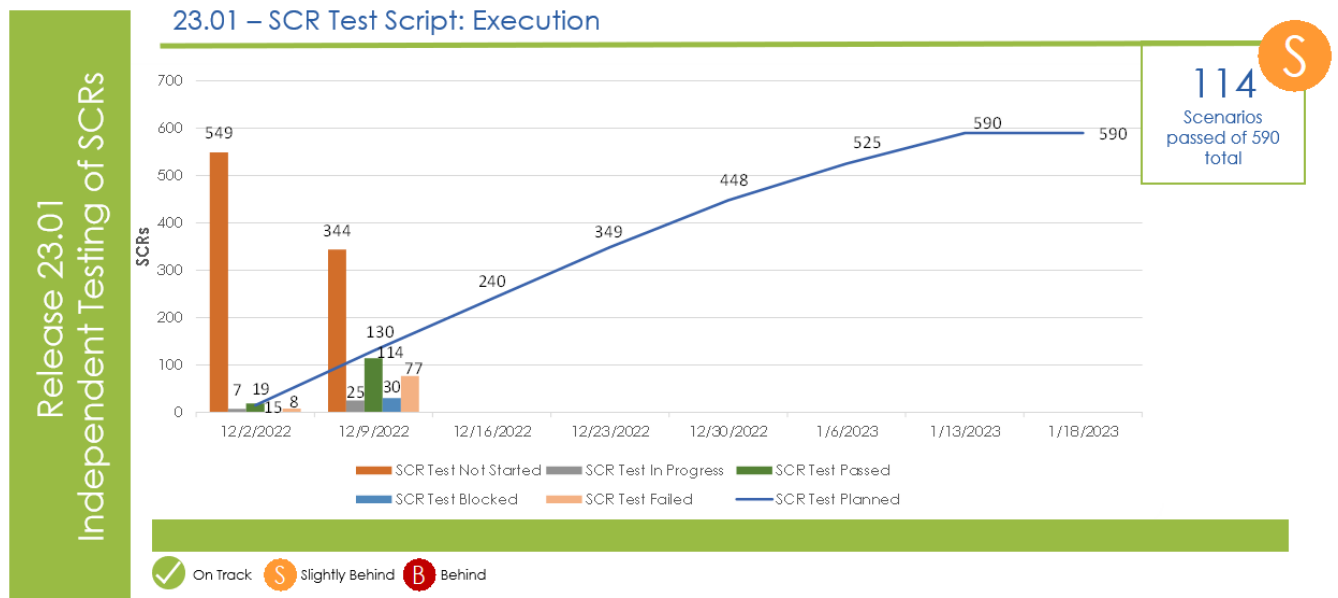
- ▶ Attended the BenefitsCal Open Original Requirements meeting on December 5, 2022
- ▶ Attended the Self-Service Portal Committee Meeting on December 6, 2022
- ▶ Attended the BenefitsCal Release of Information (ROI) Design Review - Advocate and CBO Community Engagement meeting on December 7, 2022
- ▶ Participated in the QA M&E testing check-in meeting on December 7, 2022
- ▶ Monitored Release 5.0 Support Request design changes
- ▶ 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
- ▶ Reviewed and submitted comments for BenefitsCal Monthly Release 4.5 release notes
- ▶ Monitored QA verification progress for BenefitsCal Monthly Release 4.5

**1.3.6 Test**

- ▶ CalSAWS Release 23.01 testing activities
  - Completed QA Review of System Test scripts for selected high impact SCRs
  - Continued test execution

Table 1-7 – 23.01 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
23.01 - ClearBest QA Independent Test Results	590	58% (344)	4% (25)	20% (114)	13% (77)	5% (30)



- ▶ BenefitsCal Activities
  - Continued to monitor open defects and priority release activities

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- Participated in DD&I and M&O calls on December 6 and 8
- Completed testing activities for Monthly Release 4.4
- Scoped coverage for Monthly Release 4.5
- Continued testing activities for Monthly Release 4.5
- Continued test script writing for Release 5.0
- ▶ Priority Release / RWR Activities
  - Monitored defects selected for future QA Review or Independent Test
  - Participated in CalSAWS – State and Fiscal Reports meeting on December 8, 2022
  - Completed testing activities for the following:

Table 1-8 – Priority Release/RWR Issues QA Reviewed/Tested

Defect/SCR #	Scheduled Release	Type of Testing
CA-251300 CA-812 and FNS 209 Jul-Sep 2022 Report's Discrepancies Recovery account analysis	22.12.06	QA Review
CA-242753 Batch EDBC to apply 2023 SSA Cost of Living Adjustments (COLA)	22.12.10	QA Review

- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in Integrated Test Team meeting on December 6, 2022
  - Participated in Wave 1 State/Fiscal Reports meeting on December 8, 2022
  - Participated in 23.01 Release Security Committee Meeting – pre meet on December 8, 2022

### 1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participated in weekly Training Touchpoint meeting on December 6, 2022
- ▶ CalWIN Implementation Support Services (ISS)
  - Provided daily remote support to Placer and Yolo TOSS
  - Provided daily Foster Care extended support to Wave 1 counties
  - Participate in daily Post Implementation Internal Status Calls
  - Participate in Wave 1 Post-Implementation Project and County Stakeholder Calls
  - Participate in San Diego, Santa Cruz, and Orange County Change Discussion Guide Working Sessions from December 5 - 8, 2022
  - Participated in Orange County Change Discussion Prep Office Hours on December 5, 7, and 9, 2022
  - Participated in Wave 2 Post Implementation Support: Project Resources discussion on December 5, 2022
  - Participated in Orange County - CalSAWS Configuration Support - Kickoff Meeting on December 5, 2022
  - Refined content on Wave 2 T-3 Month Change Readiness Survey Results prior to county meetings on December 5, 2022
  - Participated in Tulare T-3 Change Readiness Survey Review on December 5, 2022
  - Participated in ISS Implementation Manager Touchpoint on December 5, 2022
  - Participated in Weekly Implementation Team meeting on December 5, 2022
  - Participated in ISS Leads Tuesday stand up meeting on December 6, 2022

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- Participated in Ventura County Change Discussion Prep Makeup Session on December 6, 2022
- Conducted Retrospective for ISS OCM Leads on December 6, 2022
- Conducted Retrospective for ISS Training Leads on December 6, 2022
- Participated in Contra Costa T-3 Month Change Readiness Survey Results Review on December 6, 2022
- Participated in Wave 6 IPOC/TOSS Work Plan and Checklist Kickoff Meeting on December 6, 2022
- Participated in Santa Barbara County Change Discussion Office Hours on December 6 - 8, 2022
- Continued review of potential Fact Sheets list on December 6 and 8, 2022
- Participated in Weekly CalSAWS Leadership Implementation meeting on December 7, 2022
- Supported the Placer Retrospective on ISS Workstreams on December 7, 2022
- Participated in Santa Barbara - CalSAWS Configuration Support - Kickoff Meeting on December 7, 2022
- Participated in Placer Retrospective on ISS Workstreams on December 7, 2022
- Participated in Global IPOC meeting on December 7, 2022
- Participated in TOSS & IPOC Meeting: Ventura County on December 7, 2022
- Participated in OCM Meeting on Communications, Surveys, and Change Network on December 7, 2022
- Participated in ISS Team Leads Thursday Standup Meeting on December 8, 2022
- Participated in CalWIN OPAC Meeting on December 8, 2022
- Participated in Weekly Wrap-Up - San Diego County Change Discussion Guide Working Session on December 8, 2022
- Participated in Weekly Wrap-Up – Santa Cruz County Change Discussion Guide Working Session on December 8, 2022
- Conducted Retrospective for ISS Management on December 9, 2022
- Participated in Weekly Risk Review on December 9, 2022
- Conducted weekly QA Implementation Team meeting on December 9, 2022
- Conducted AAPI ERG Meeting on December 9, 2022
- ▶ Release Management
  - Conducted WBT SCR reviews from December 5 - 9, 2022

### 1.3.8 OCAT

- ▶ Confirmed resolution to comments for OCAT General Design Annual Update
- ▶ Participate in OCAT Operations and Release meeting on December 7, 2022
- ▶ Participate in OCAT SSP Review and Discussion on December 8, 2022

## 1.4 Activities for the Next Reporting Period

### 1.4.1 Project Management

- ▶ Participate in Wave 1 Post-Implementation Calls for Project and County
- ▶ Participate in OCAT Monthly SLA Review on December 12, 2022
- ▶ Participate in CalSAWS PMO Status meeting on December 13, 2022
- ▶ Participate in Imaging Migration Standup Call on December 13, 2022

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- ▶ Participate in CalSAWS Section Directors meeting on December 13, 2022
- ▶ Participate in CalSAWS Leadership Implementation meeting on December 14, 2022
- ▶ Present QA Status update at Monthly CalSAWS IT Meeting on December 14, 2022
- ▶ Participate in Batch Performance Checkpoint meeting on December 14, 2022
- ▶ Participate in CalSAWS Project Steering Committee meeting on December 15, 2022
- ▶ Participate in CalSAWS JPA Board meeting on December 16, 2022
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Facilitate CalSAWS Broadcast Notification retro session on December 12, 2022
  - Participate in Public Facing Enhancement Request (PFER) and Collaboration Model Plan session on December 12, 2022
  - Participate in CalSAWS Quarterly Stakeholder meeting on December 14, 2022
  - Participate in BenefitsCal Strike Team meeting December 15, 2022

#### 1.4.2 Technical

- ▶ Continue participating in Wave 1 Post-Implementation Calls
- ▶ Participate in CalSAWS Weekly Technical meeting on December 12, 2022
- ▶ Participate in CalSAWS Broadcast Notification Retrospective on December 12, 2022
- ▶ Participate in Executive Communications Review meeting on December 12, 2022
- ▶ Participate in DBCR/CTCR Review meetings on December 13 and 15, 2022
- ▶ Participate in Consortium FinOps meeting on December 13, 2022
- ▶ Participate in App/Dev meeting on December 13, 2022
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on December 14, 2022
- ▶ Participate in Environment Integration/Management Review on December 15, 2022
- ▶ Participate in weekly conversion meeting on December 15, 2022
- ▶ BenefitsCal
  - Participate in Application Transfer meetings
  - Continue reviewing BenefitsCal deliverables and release activities
  - Participate in BenefitsCal Operations Review meeting on December 13, 2022
  - Participate in DD&I and M&O calls on December 13 and 15, 2022
- ▶ Batch
  - Participate in Batch Performance Checkpoint meeting on December 14, 2022
  - Participate in Batch – Weekly Round Up meeting on December 15, 2022
- ▶ CalWIN
  - Participate in CalWIN ISS meeting on December 12, 2022
  - Participate in Wave 1 Post-Implementation Ops Call on December 12 - 16, 2022
  - Participate in Santa Barbara CalWIN Wave 3 meeting on December 12, 2022
  - Participate in Solano CalWIN Wave 4 County meeting on December 12, 2022
  - Participate in CalWIN Wave 5 TPOC meeting on December 13, 2022
  - Participate in Orange CalWIN Wave 3 County meeting on December 13, 2022
  - Participate in San Mateo CalWIN Wave 5 Planning meeting on December 14, 2022
  - Participate in Ventura CalWIN Wave 3 Planning meeting on December 14, 2022
- ▶ Central Print
  - Participate in CalSAWS Central Print Status meeting on December 12, 2022
  - Continue to review the Gainwell System Security Plan
- ▶ Contact Center
  - Continue to monitor the CalSAWS Contact Center eCCP tickets and defects

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- Participate in Orange County CalSAWS IVR/Contact Center Call Flow Monthly Design Sessions on December 12, 2022
- Participate in Sacramento County CalSAWS IVR-Contact Center Weekly Design Sessions on December 12, 2022
- Participate in Tulare CalSAWS Contact Center Discussions on December 13, 2022
- Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on December 13, 2022
- Participate in Fresno County CalSAWS IVR-Contact Center Weekly Design Sessions on December 13, 2022
- Participate San Bernardino CSC Support meeting December 13, 2022
- Participate in On-Site Los Angeles office visit on December 13 and 14, 2022
- Participate in LA Performance Testing activities on December 14, 2022
- Participate in Solano County CalSAWS IVR-Contact Center Design Sessions on December 14, 2022
- Participate in Santa Cruz County CalSAWS IVR-Contact Center Design Sessions on December 14, 2022
- Participate in CalSAWS Contact Center Standup Discussion on December 14, 2022
- Participate in San Mateo Contact Center Design meeting on December 15, 2022
- Participate in AWS/CalSAWS Contact Center meeting on December 15, 2022
- Participate in San Diego Contact Center IVR Session on December 15, 2022
- Participate in Contra Costa County Contact Center Readiness Meeting on December 15, 2022
- ▶ General Assistance/General Relief (GA/GR)
  - Participate in GA/GR Client Correspondence discussions on December 14, 2022
- ▶ Security
  - Participate in CalSAWS Partner AWS compliance meetings
  - Participate in security plan conversations with CalSAWS and Partner Security Teams
- ▶ Service Management
  - Participate in ServiceNow Forge Rock integration meeting on December 15, 2022, 2022
  - Continue to review Partner ServiceNow Problem and Incident tickets
- ▶ Lobby Management
  - Participate in Lobby Management meetings as scheduled

#### 1.4.3 Imaging

- ▶ Participate in the Imaging Migration Status meeting on December 13, 2022
- ▶ Participate in CalSAWS Monthly SLA - CalSAWS Performance Standards Meeting on December 13, 2022
- ▶ Participate in CalSAWS Imaging Committee meeting on December 15, 2022
- ▶ Continue reviewing Imaging activity for Los Angeles, including change requests, defects, and configuration updates

#### 1.4.4 Functional

- ▶ M&O
  - Participate in the weekly CalHEERS SAWS Integration Meeting

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- Participate in the CW/CF Eligibility Status Meeting on December 14, 2022
- Participate in the Task Management Check in on December 15, 2022
- Participate in the design reviews:
  - CR 224268 - AB2530 subsidies for Strike/Lockout workers Pre-JAD 3 & 4
  - CR 182284 - SSA Composite upgrade from SOAP to JSON - JAD 3 & 4
  - CR 40149 - Automation of the Application Missing Information Notice (NOD16)
  - CR 199836 - Periodic Verifications No Response from Consumers
  - CR 217094 - SAWS Renewals Verification Caching Enhancements
  - CR 195947 Design Change Request (DCR) Pre JAD # 2
- ▶ Conversion
  - Attend CBO Bulk Load Exception Report meeting on December 12, 2022
  - Meet to discuss Data Validation report defects on December 16, 2022
  - Review the 2B Mock Conversion results
  - Execute converted data testing post Mock B mock cutover
  - Monitor Wave 1 post cutover county defects and priorities
  - Plan for Wave 3 CDV
  - Continue to address Wave 2 CDV Findings
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in the twice weekly GA/GR Correspondence Web Services discussion

#### 1.4.5 BenefitsCal

- ▶ Review Release 5.0 Support Request Advocate requested changes
- ▶ Monitor development progress for the CalWORKs Time Clocks function, due to partner (CalSAWS and ForgeRock) dependencies
- ▶ Monitor the GROW / WTW Collaborator de-scoping status
- ▶ 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
- ▶ Monitor QA verification progress for BenefitsCal Monthly Release 4.5

#### 1.4.6 Test

- ▶ CalSAWS Release 23.01
  - Continue test execution and defect retesting
- ▶ BenefitsCal Activities
  - Monitor open defects and priority release activities
  - Participate in DD&I and M&O calls on December 13 and 15
  - Continue test activities for Monthly Release 4.5
  - Continue test script writing for Release 5.0
  - Review updated Release 5.0 GSDs
- ▶ Priority Release / RWR Activities
  - Perform Priority Release/RWR QA test activities when the following issues are ready:

Table 1-9 – Priority Release/RWR Issues Planned for QA Review/Test



## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: December 5, 2022, to December 11, 2022

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Defect/SCR #	Scheduled Release	Type of Testing
CA-237907 CALWIN CDT: Send ICT details missing on the ICT Summary Page when the ICT is in "In Process" status in the sending county	Wave 2B	QA Review
CA-243208 CalWIN - CON 02 - Identity Verification Type not populated	Wave 2B	QA Review

- ▶ Other Consortium Support Test Activities
  - Participate in Integrated Test Team meeting on December 13, 2022
  - Participate in Test Touchpoint meeting on December 14, 2022
  - Participate in Wave 1 – State/Fiscal Reports meeting on December 15, 2022

### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in weekly Training Touchpoint meeting on December 13, 2022
- ▶ CalWIN Implementation Support Services (ISS)
  - Provide daily remote support to Placer and Yolo TOSS
  - Provide daily Foster Care extended support to Wave 1 counties
  - Participate in daily Post Implementation Internal Status Calls
  - Participate in Wave 1 Post-Implementation Project and County Stakeholder Calls
  - Participate in San Diego, Santa Cruz, and Orange County Change Discussion Guide Working Sessions from December 12 - 16, 2022
  - Participate in ISS Implementation Manager Touchpoint on December 12, 2022
  - Participate in CalWIN ISS Meeting on December 12, 2022
  - Participate in Requirement OCM-04 discussion on path forward with Consortium leadership on December 12, 2022
  - Participate in Weekly Implementation Team meeting on December 12, 2022
  - Participate in Lessons Learned: Wave 3 CDG Prep Sessions on December 12, 2022
  - Participate in Ventura County Change Discussion Prep Office Hours on December 12, 13, and 15, 2022
  - Participate in ISS Leads Tuesday stand up meeting on December 13, 2022
  - Continue review of potential Fact Sheets list on December 13 and 15, 2022
  - Participate in CalSAWS Leadership Implementation meeting on December 14, 2022
  - Participate in TOSS & IPOC Meeting: Santa Clara County on December 14, 2022
  - Participate in Customer Engagement/Regional Manager Team Meeting on December 14, 2022
  - Participate in Training Advisory Council Meeting on December 14, 2022
  - Participate in TOSS & IPOC Meeting: Santa Cruz County on December 14, 2022
  - Participate in TOSS & IPOC Meeting: Contra Costa County on December 14, 2022
  - Participate in OCM Meeting on Communications, Surveys, and Change Network on December 14, 2022
  - Participate in ISS Team Leads Thursday Standup Meeting on December 15, 2022
  - Participate in TOSS & IPOC Meeting: San Mateo County on December 15, 2022
  - Participate in Santa Clara County Training Concerns on December 15, 2022
  - Participate in Change Network – Waves 3&4 meeting on December 15, 2022
  - Participate in Weekly Wrap-Up - San Diego County Change Discussion Guide Working Session on December 15, 2022

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

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- Participate in Weekly Wrap-Up – Santa Cruz County Change Discussion Guide Working Session on December 15, 2022
- Participate in Weekly Risk Review on December 16, 2022
- Participate in Santa Clara T-3 Survey Results Review on December 16, 2022
- Conduct weekly QA Implementation Team meeting on December 16, 2022
- ▶ Release Management
  - Plan for WBT SCR reviews from December 12 - 16, 2022

### 1.4.8 OCAT

- ▶ Participate in ongoing reviews for OCAT SSP and support activities
- ▶ Participate in OCAT Monthly SLA Review on December 12, 2022

## 1.5 Deviations from Plan/Adjustments

- ▶ None