



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: January 2, 2023, to January 8,  
2023**

<b>1.0</b>	<b>Quality Assurance.....</b>	<b>3</b>
1.1	CalSAWS Weekly Status Agenda Topics .....	3
1.2	Deliverables Management .....	4
1.3	Highlights for the Reporting Period .....	6
1.4	Activities for the Next Reporting Period.....	12
1.5	Deviations from Plan/Adjustments.....	17

**Table of Tables**

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics .....	3
Table 1-2 – Overall Summary of CalSAWS DD&I Deliverable Status.....	4
Table 1-3 – Overall Summary of OCAT Deliverable Status.....	4
Table 1-4 – Overall Summary of BenefitsCal Deliverable Status .....	5
Table 1-5 – Overall Summary of CalWIN Implementation Deliverable Status .....	5
Table 1-6 – Weekly M&O SCR Updates .....	9
Table 1-7 – 23.01 Independent Test Progress .....	10
Table 1-8 – BenefitsCal 5.0 Independent Test Progress .....	10
Table 1-9 – Priority Release/RWR Issues Planned for QA Review/Test .....	15

# CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

## 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>• Reviewed Wave 2 Open Defects Reporting with Accenture</li> <li>• Participated in OCAT Operations and Release meeting</li> <li>• Participate in Release 23.01 T-2 Readiness Status on January 9</li> <li>• Participate in Wave 2A County Prep Green Light on January 11</li> <li>• Facilitated Contact Center retrospective session</li> <li>• Facilitated Quarterly Collaboration Model meeting</li> <li>• Manage Collaboration Model enhancement prioritization activity</li> <li>• Facilitate Web Portal Strike Team draft Quick Reference Guide review</li> </ul>
<b>QA Technical</b>	<ul style="list-style-type: none"> <li>• Participated in CalWIN Wave 2 Cutover planning activities</li> <li>• Assisted drafting Contact Center Performance Risk</li> <li>• Continued review of ServiceNow and Technical Change requests</li> <li>• Reviewed CalWIN Interface Partner testing</li> <li>• Continued review of partner Security Plans</li> </ul>
<b>QA Conversion</b>	<ul style="list-style-type: none"> <li>• Monitored Conversion defect status and priorities in Jira and related risk 280: Unresolved Go-Live Dependent defects</li> <li>• Monitored resolution of defects from Mock Cutover 2B and related risk 258: CalWIN Conversion Cutover Window</li> <li>• Prepared materials for Wave 3 Converted Data Validation (CDV) Execution</li> <li>• Conducted Wave 3 CDV Application Kick-Off</li> </ul>
<b>QA Functional/Test</b>	<ul style="list-style-type: none"> <li>• Completed QA design reviews for SCRB</li> <li>• Completed review of BenefitsCal Release of Information (ROI) General System Design</li> <li>• CalSAWS Release 23.01 test execution is in progress with a 100% execution rate, 93% pass rate, and 6% fail/block rate</li> <li>• BenefitsCal Release 5.0 test execution is in progress with a 64% execution rate, 54% pass rate, and 3% fail/block rate</li> </ul>
<b>QA Implementation</b>	<ul style="list-style-type: none"> <li>• Conducted Retrospective Wrap-up Sessions for OCM, Training, and Wave 1 TOSS &amp; Support Teams</li> <li>• Formulated Wave 1 Retrospective Summary for Executives</li> <li>• Participated in Wave 2 Support Orientation planning</li> <li>• Continued Web Based Training (WBT) System Change Request (SCR) Reviews for Release 23.01</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

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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		<ul style="list-style-type: none"> <li>Submitted FDEL on January 5, 2023</li> </ul>
4.42	QA Work Plan – December 2022		<ul style="list-style-type: none"> <li>Submitted FDEL on January 5, 2023</li> </ul>
7.42	QA Test Monthly Report – December 2022		<ul style="list-style-type: none"> <li>Submitted FDEL on January 5, 2023</li> </ul>
12.43	Assessment of CalSAWS Migration Work Plan Update – January 2023		<ul style="list-style-type: none"> <li>Submit FDEL by January 23, 2023</li> </ul>
47	Assessment of Deployment Complete Milestone/Report - CalWIN Wave 1		<ul style="list-style-type: none"> <li>Submitted DDEL on January 5, 2023</li> <li>Submit FDEL by January 18, 2023</li> </ul>
71.13	ClearBest Performance Report - December 2022		<ul style="list-style-type: none"> <li>Submit FDEL by January 13, 2023</li> </ul>

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-1.2	<b>OCAT</b> - System Security Plan - 2023 Update		<ul style="list-style-type: none"> <li>Submit DDEL comments by February 23, 2023</li> </ul>
WP-2.2	<b>OCAT</b> - Project Control Document (2023 updates)		<ul style="list-style-type: none"> <li>Submit DDEL comments by January 30, 2023</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

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status











DEL #	DELIVERABLE NAME		STATUS
WP-6.09	<b>BenefitsCal</b> - Portal General Systems Design - Release 23.05.25 (ROI)		<ul style="list-style-type: none"> <li>Submitted DDEL comments on January 6, 2023</li> </ul>
WP-17.01	<b>BenefitsCal</b> - Portal Mobile System Security Plan (SSP) Annual Update		<ul style="list-style-type: none"> <li>Submit FDEL comments by January 12, 2023</li> </ul>
WP-26.14	<b>BenefitsCal</b> – CX Monthly Report – December 2022		<ul style="list-style-type: none"> <li>Submit FDEL comments by January 9, 2023</li> </ul>
WP-27.11	<b>BenefitsCal</b> – Monthly M&O Report – December 2022		<ul style="list-style-type: none"> <li>Submit DDEL comments by January 17, 2023</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-2.09	<b>CalWIN Implementation</b> – County Change Guide – San Diego County W4		<ul style="list-style-type: none"> <li>Submit DDEL comments by February 9, 2023</li> </ul>
WP-2.10	<b>CalWIN Implementation</b> – County Change Guide – San Mateo County W4		<ul style="list-style-type: none"> <li>Submit FDEL comments by January 18, 2023</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 FDEL comments by January 9, 2023</li> </ul>

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

---

DEL #	DELIVERABLE NAME		STATUS
WP-3.01	<b>CalWIN Implementation</b> - Implementation Completion Report - Contra Costa County W1		<ul style="list-style-type: none"><li>• Submit DDEL comments by January 24, 2023</li></ul>
WP-3.02	<b>CalWIN Implementation</b> - Implementation Completion Report – Placer County W1		<ul style="list-style-type: none"><li>• Submit DDEL comments by January 24, 2023</li></ul>
WP-3.03	<b>CalWIN Implementation</b> - Implementation Completion Report - Yolo County W1		<ul style="list-style-type: none"><li>• Submit DDEL comments by January 24, 2023</li></ul>
WP-58.12	<b>CalWIN Implementation</b> – Requirements Traceability Matrix Wave 1 Completion		<ul style="list-style-type: none"><li>• Submit FDEL comments by January 24, 2023</li></ul>
59.24	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – December 2022		<ul style="list-style-type: none"><li>• Submit FDEL by January 13, 2023</li></ul>
WP-62.06	<b>CalWIN Implementation</b> – CalWIN Implementation Master Training Plan Monthly Update - 06		<ul style="list-style-type: none"><li>• Submit FDEL comments by January 12, 2023</li></ul>
63.04	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Training Plan for Wave 4 counties		<ul style="list-style-type: none"><li>• Submit DDEL comments by January 24, 2023</li><li>• Submit DDEL by February 7, 2023</li></ul>

### 1.3 Highlights for the Reporting Period

#### 1.3.1 Project Management

- ▶ Participated in CalSAWS PMO Status meeting on January 3, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on January 3, 2023
- ▶ Participated in CalSAWS Leadership Implementation meeting on January 4, 2023
- ▶ Participated in Wave 2 County Prep Pre-Green Light meeting on January 4, 2023
- ▶ Participated in OCAT Operations and Release meeting on January 4, 2023
- ▶ Participated in Batch Performance Checkpoint review on January 4, 2023
- ▶ Participated in R5 Management Site Visit (MSV) Agenda review on January 4, 2023
- ▶ Participated in R6 MSV Agenda review on January 5, 2023
- ▶ Reviewed Indexing Strategy for Wave 2 Conversion with Accenture DBA team on January 5, 2023
- ▶ Reviewed Wave 2 Open Defects Reporting with Accenture on January 5, 2023
- ▶ Participated on OCAT Performance Data review on January 5, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

---

- ▶ Participated in Review of BenefitsCal Training Environment Operation Aspects with Consortium and Deloitte on January 6, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Facilitated Collaboration Model speaker dry run January 3, 2023
  - Facilitated Contact Center retrospective session January 4, 2023
  - Facilitated Quarterly Collaboration Model meeting January 6, 2023

### 1.3.2 Technical

- ▶ Participated in the CalSAWS Weekly Technical meeting on January 2, 2023
- ▶ Participated in DBCR/CTCR Review meetings on January 3 and 5, 2023
- ▶ Participated in 2A Cutover - Table Read on January 3, 2023
- ▶ Participated in Yolo Support Call on January 3, 2023
- ▶ Participated in App Dev Meeting on January 3, 2023
- ▶ Participated in Consortium FinOps Meeting on January 3, 2023
- ▶ Participated in Weekly CalSAWS Leadership meeting on January 4, 2023
- ▶ Participated in R5 February MSV - Agenda Review on January 4, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on January 4, 2023
- ▶ Participated in weekly conversion meeting on January 5, 2023
- ▶ BenefitsCal
  - Participated in BenefitsCal Operations meeting on January 3, 2023
  - Participated in Application Transfer meetings
  - Continued reviewing BenefitsCal deliverables and release activities
- ▶ Batch
  - Participated in Batch Performance meeting on January 4, 2023
- ▶ CalWIN
  - Participated in CalWIN Conversion and Change Management on January 3, 2023
  - Participated in Pre-Green Light: Wave 2 County Prep Phase on January 3, 2023
  - Participated in CR 186107 CalWIN Migration Wave 1 Session on January 4, 2023
  - Participated in WAVE 5 - CRFI 22-127 Application Security Staff Template Office Hours on January 4, 2023
  - Participated in Wave 3 CDV Kick-off Meeting on January 4, 2023
  - Participated in CalWIN Wave 3 TPOC meeting on January 4, 2023
  - Participated in Santa Cruz - CalWIN Wave 4 County Test Planning meeting on January 4, 2023
  - Participated in Fresno - CalWIN Wave 5 Test Planning meeting on January 4, 2023
  - Participated in Training - Prep Enablement Sync on January 4, 2023
  - Participated in Wave 4 CalSAWS County Delegated Administrators Training on January 5, 2023
  - Participated in OCAT Smoke Testing on January 5, 2023
  - Participated in CalWIN Wave 6 - TPOC Meeting on January 5, 2023
  - Participated in CalWIN Wave 5 - TPOC Meeting on January 5, 2023
  - Participated in San Diego CalWIN Wave 4 Test Planning on January 5, 2023
  - Participated in Alameda CalWIN Wave 5 Test Planning meeting on January 5, 2023
- ▶ Central Print
  - Participated in CalSAWS Central Print Status meeting on January 2, 2023
  - Continued to review the Gainwell System Security Plan
- ▶ Contact Center

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

---

- Participated in Yolo Support Call and discussed changed to the Contact Center Call Flow on January 3, 2023
- Participated in CalSAWS Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on January 3, 2023
- Participated in CalSAWS Los Angeles - Ongoing Contact Center Discussions on January 3, 2023
- Participated in Contact Center Retrospective Wave 1 meeting on January 4, 2023
- Participated in Overview of Contact Center System Test Process on January 4, 2023
- Participated in CalSAWS Contact Center Standup on January 4, 2023
- Participated in Call Flow Change Review with Ventura County on January 4, 2023
- Participated in AWS/CalSAWS Contact Center meeting on January 5, 2023
- ▶ General Assistance/General Relief (GA/GR)
  - Participated in GA/GR Client Correspondence discussions on January 4, 2023
- ▶ Security
  - Participated in Security Risk Management Group Discussion on January 3, 2023
  - Participated in Security Status Meeting on January 6, 2023
- ▶ Service Management
  - Participated in Incident/Problem - SLA tracking discussion on January 3, 2023
  - Participated in ServiceNow Partner meeting on January 5, 2023
  - Continued to review Partner ServiceNow Problem and Incident tickets
- ▶ Lobby Management
  - No scheduled meetings

### 1.3.3 Imaging

- ▶ Participated in the Imaging Migration Status meeting on January 3, 2023
- ▶ Participated in Monthly Data Review on January 5, 2023
- ▶ Continued reviewing Imaging activity for Los Angeles, including change requests, defects, and configuration updates

### 1.3.4 Conversion

- ▶ Participated in 2A Cutover – Table Read meeting on January 3, 2023
- ▶ Participated in CalWIN and Change Management meeting on January 3, 2023
- ▶ Facilitated Conversion Defect Review meeting with Accenture on January 3 and 5, 2023
- ▶ Participated in CR 186107 CalWIN Wave 1 Focus Group meeting on January 4, 2023
- ▶ Participated in Pre-Green Light: Wave 2 County Prep Phase meeting on January 4, 2023
- ▶ Facilitated Wave 3 County Data Validation Kick-Off meeting on January 4, 2023
- ▶ Participated in Wave 5 – CRFI 22-127 Application Security Staff Template meeting on January 5, 2023
- ▶ Participated in OCAT smoke testing timing meeting on January 5, 2023
- ▶ Participated in W2 GLP Strike team meeting on January 5, 2023
- ▶ Participated in Conversion Management Sync meeting on January 5, 2023
- ▶ Participated in Conversion Stage Gate report 2B/2C split task and production county validation scheduling on January 5, 2023



## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

---

- ▶ Participated in Mock Wave 2 Stage Gate Reports meeting on January 6, 2023
- ▶ Reviewed Mock 2C process and case status results
- ▶ Monitored Wave 1 post cutover county defects and priorities
- ▶ Conduct Wave 3 CDV preparations

### 1.3.4 Functional

- ▶ M&O
  - Participated in the following design meetings:
    - ◆ CR 195946 – Design Change Request (DCR) Pre JAD #1
    - ◆ CR 195947 – Design Change Request (DCR) Pre JAD #3
    - ◆ CR 218014 – RAC mode after plan selection on case with an unsubmitted RRC – JAD 1
    - ◆ CR 202496 - Automatic Eligibility and Enrollment Update for consumers via Reasonable Opportunity Period (ROP) BOT – Design Session 1
    - ◆ CR 218155 – 12 Month Postpartum Batch Run – Pre JAD #2
    - ◆ CR 224268 – AB2530 subsidies for Strike/Lockout workers Pre-JAD 6
    - ◆ CR 225474 – RIDP Security Enhancements – Design Session 3
  - Reviewed forty-eight (48) 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
22.11	12
23.01	8
23.03	12
23.05	6
23.06	1
23.07	3
23.09	2
RWR	4
<b>Grand Total</b>	<b>48</b>

- ▶ General Assistance/General Relief (GA/GR)
  - Monitored GA/GR SCRs
  - Participated in the twice weekly GA/GR Correspondence Web Services discussion
  - Participated in the GA/GR Committee SCR Review meeting on January 5, 2023
- ▶ BenefitsCal
  - Attended the Collaboration Model - Dry Run meeting on January 3, 2023
  - Attended the BenefitsCal Collaboration Model Quarterly Meeting on January 6, 2023
  - Participated in the BenefitsCal Operation Review meeting on January 3, 2023
  - Participated in the combined twice-weekly DD&I and M&O Check-in meetings on January 3 and 5, 2023
  - Attended the Daily Transaction Failure Meetings

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

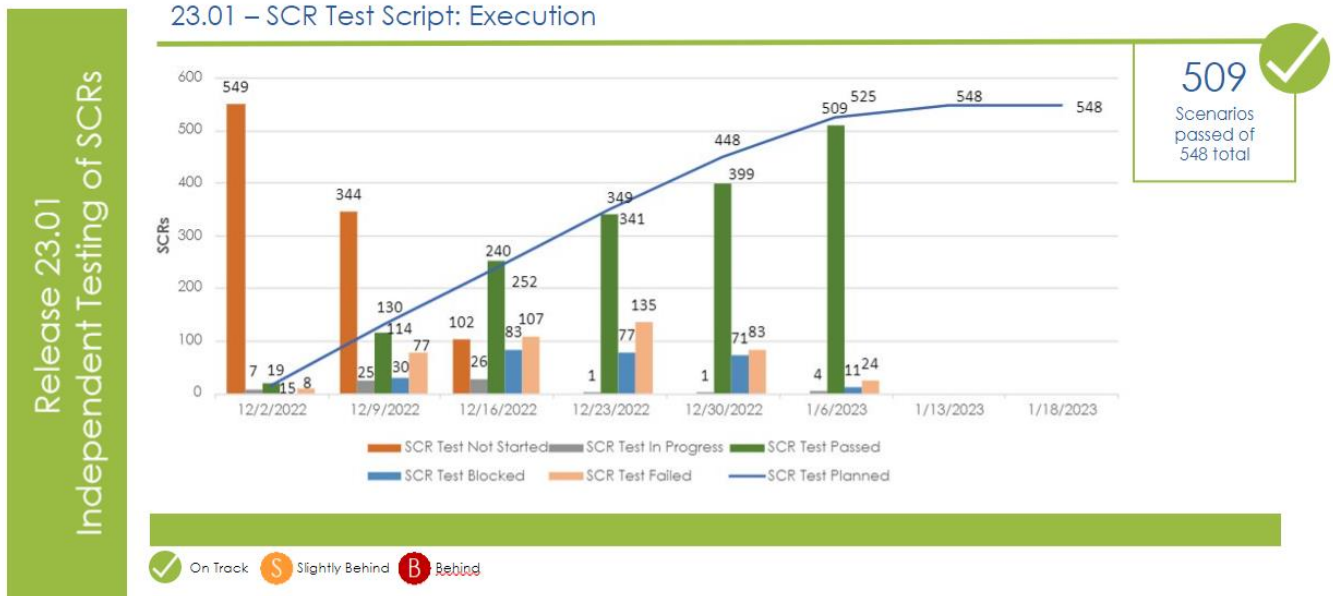
- Monitored QA verification progress for BenefitsCal Major Release 5

**1.3.6 Test**

- ▶ CalSAWS Release 23.03
  - Scorecard was submitted to Consortium for approval on January 6, 2023
- ▶ CalSAWS Release 23.01 testing activities
  - Continued with defect retesting

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	548	0% (0)	1% (4)	93% (509)	4% (24)	2% (11)



- ▶ BenefitsCal Activities
  - Continued to monitor open defects and priority release activities
  - Participated in DD&I and M&O calls on January 3 and January 5
  - Release 5.0 Test Execution activities completed
  - Release 5.0 Regression Test Execution activities are In Progress

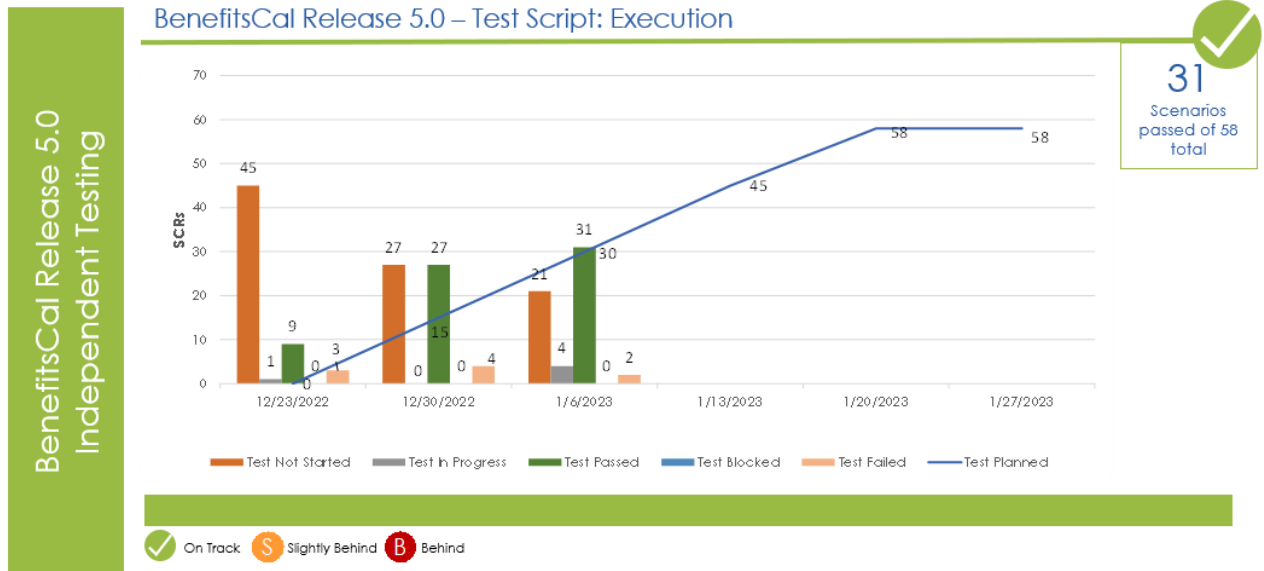
Table 1-8 – BenefitsCal 5.0 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
BenefitsCal 5.0 - ClearBest QA Independent Test Results	58	36% (21)	7% (4)	54% (31)	3% (2)	0% (0)

# CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023



- ▶ Priority Release / RWR Activities
  - Monitored defects selected for future QA Review or Independent Test
  - Attended CalSAWS – State and Fiscal Reports meeting on January 5, 2023
  - Attended WAVE 1 – State/Fiscal Reports on January 5, 2023
- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in Test Touchpoint meeting on January 4, 2023

## 1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participated in weekly Training Touchpoint meeting on January 3, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Participated in ISS Team Leads Tuesday Standup meeting on January 3, 2023
  - Conducted Retrospective Wrap-up session for OCM leads on January 3, 2023
  - Conducted Weekly ISS Implementation Manager Touchpoint on January 3, 2023
  - Participated in Weekly Implementation Team meeting on January 3, 2023
  - Participated in dry run for Wave 2 IPOC meeting on January 3, 2023
  - Participated in Wave 4 CDG Prep Session dry-run on January 3, 2023
  - Conducted Retrospective Wrap-up session for Training leads on January 3, 2023
  - Participated in Wave 2 Orientations Alignment meeting on January 4, 2023
  - Participated in TOSS & IPOC Meeting: Contra Costa County on January 4, 2023
  - Participated in Pre-Green Light: Wave 2 County Prep Phase on January 4, 2023
  - Participated in San Diego Change Discussion Guide Review on January 4, 2023
  - Participated in Wave 2 Monthly IPOC meeting on January 4, 2023
  - Participated in TOSS & IPOC Meeting: Ventura County on January 4, 2023
  - Participated in CalWIN ISS Weekly OCM Meeting for Communications and Surveys
  - Participated in TOSS & IPOC Meeting: Contra Costa County on January 4, 2023
  - Participated in Region 5 February Management Site Visit – Agenda Review on January 4, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

---

- Participated in Orange - CalSAWS Configuration Verification Sessions on January 4-5, 2023
- Conducted Retrospective Wrap-up session for Wave 1 TOSS and Support Teams on January 5, 2023
- Participated in ISS OCM Leads meeting on January 5, 2023
- Participated in Wave 3 Weekly PPOC Touchpoint on January 5, 2023
- Participated in Wave 1 T+6 Week Survey Results Review on January 5, 2023
- Participated in OCM Team Roles and Responsibilities meeting on January 6, 2023
- Formulated Wave 1 Retrospective Summary for Executives on January 6, 2023
- ▶ Release Management
  - Continued Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.01 Release

### 1.3.8 OCAT

- ▶ Participated in OCAT SSP Plan update working sessions
- ▶ Participated in OCAT Operations and Release meeting on January 4, 2023
- ▶ Participated on OCAT Performance Data review on January 5, 2023

## 1.4 Activities for the Next Reporting Period

### 1.4.1 Project Management

- ▶ Participate in OCAT Monthly SLA Reporting Review on January 9, 2023
- ▶ Participate in 23.01 T-2 Integrated Readiness Status on January 9, 2023
- ▶ Participate in CalSAWS PMO Status meeting on January 10, 2023
- ▶ Participate in the Imaging Migration Status meeting on January 10, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on January 10, 2023
- ▶ Participate in CalSAWS Leadership Implementation meeting on January 11, 2023
- ▶ Participate in Wave 2 County Prep Phase Green Light meeting on January 11, 2023
- ▶ Participate in Batch Performance Checkpoint review on January 11, 2023
- ▶ Participate in Region 6 MSV Agenda Follow Up review on January 11, 2023
- ▶ Participate in IV&V/PMO & QA Biweekly meeting on January 13, 2023
- ▶ Participate in Reviews of Brainware SLA Recommendations on January 13, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Participate in Collaboration Model debrief session on January 9, 2023
  - Participate in CEM/RM Team meeting on January 11, 2023
  - Facilitate Broadcast Notification retro next steps meeting on January 12, 2023
  - Facilitate Web Portal - Quick Reference Guide review on January 13, 2023

### 1.4.2 Technical

- ▶ Participate in the CalSAWS Weekly Technical meeting on January 9, 2023
- ▶ Participate in ForgeRock, ServiceNow Integration status meeting on January 9, 2023
- ▶ Participate in 23.01 Project Integrated Readiness Areas - T-2 Integrated Readiness Status on January 9, 2023
- ▶ Participate in CalSAWS Weekly Technical meeting on January 9, 2023
- ▶ Participate in DBCR/CTCR Review meetings on January 10 and 12, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

---

- ▶ Participate in App/Dev meeting on January 10, 2023
- ▶ Participate in CalSAWS Webcast on CalSAWS Release 23.01 on January 10, 2023
- ▶ Participate in Consortium FinOps Meeting on January 10, 2023
- ▶ Participate in Weekly CalSAWS Leadership meeting on January 11, 2023
- ▶ Participate in CalSAWS County Prep Phase Green Light Meeting - Wave 2 on January 11, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on January 11, 2023
- ▶ Participate in Environment Integration/Management Review on January 12, 2023
- ▶ Participate in IV&V / PMO & QA Bi-Weekly Meeting on January 13, 2023
- ▶ BenefitsCal
  - Participate in BenefitsCal DD&I and M&O meetings on January 10 and 12, 2023
  - Participate in the BenefitsCal Operations meeting on January 10, 2023
  - Participate in Application Transfer meetings
  - Continue reviewing BenefitsCal deliverables and release activities
- ▶ Batch
  - Participate in Batch Performance meeting on January 11, 2023
- ▶ CalWIN
  - Participation CalWIN Implementation Support Services meeting on January 9, 2023
  - Participate in Sacramento County CalSAWS IVR-Contact Center Weekly Design Sessions January 9, 2023
  - Participate in Solano County CalWIN Wave 4 County Test Planning meeting on January 9, 2023
  - Participate in Sonoma CalWIN Wave 5 County Test Planning meeting on January 9, 2023
  - Participate in CalWIN Wave 4 - TPOC Meeting on January 10, 2023
  - Participate in San Mateo CalWIN Wave 4 County Test Planning meeting on January 10, 2023
  - Participate in Monthly CalSAWS IT Report Meeting on January 11, 2023
  - Participation in CalWIN Wave 2 - TPOC Meeting on January 11, 2023
  - Participate in Venture County IPT Wave 3 Working Session 2 on January 12, 2023
  - Participate in Orange County IPT Wave 3 Working Session 2 on January 12, 2023
  - Participate in Santa Barbara County IPT Wave 3 Working Session 2 on January 12, 2023
- ▶ Central Print
  - Participate in CalSAWS Central Print Status meeting on January 9, 2023
  - Continue to review the Gainwell System Security Plan
- ▶ Contact Center
  - Participate in Sacramento County CalSAWS IVR-Contact Center Weekly Design Session on January 9, 2023
  - Participate in Tulare County Contact Center Weekly Discussion on January 10, 2023
  - Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Session on January 10, 2023
  - Participate in Fresno County CalSAWS IVR-Contact Center Weekly Design Session on January 10, 2023
  - Participate in San Bernardino Contact Center Support Meeting on January 10, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

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- Participate in Solano County CalSAWS IVR-Contact Center Design Session on January 11, 2023
- Participate in Santa Cruz IVR-Contact Center Design Sessions on January 11, 2023
- Participate in CalSAWS Contact Center Standup on January 11, 2023
- Participate in Los Angeles County Model Office meeting on January 12, 2023
- Participate in AWS/CalSAWS Contact Center meeting on January 12, 2023
- Participate in Contra Costa County Contact Center Readiness meeting on January 12, 2023
- ▶ General Assistance/General Relief (GA/GR)
  - Participate in meetings as scheduled
- ▶ Security
  - Participate in CloudCheckr meetings on January 9, 2023
  - Participate in Security Risk Management Group Discussion on January 10, 2023
- ▶ Service Management
  - Participate in County Help Desk Integration discussion on January 9, 2023
  - Participate in Environment Access Request Form on January 10, 2023
  - Participate in Q & A Session for CalSAWS Help Desk/CalSAWS ServiceNow - Wave 2 on January 10, 2023
- ▶ Lobby Management
  - No scheduled meetings

### 1.4.3 Imaging

- ▶ Participate in Monthly SLA review on January 10, 2023
- ▶ Participate in the Imaging Migration Status meeting on January 10, 2023
- ▶ Participate in New Brainware SLA review on January 13, 2023

### 1.4.4 Conversion

- ▶ Participate in Conversion CalHEERS Smoke Test Approach meeting on January 9, 2023
- ▶ Participate in CalWIN Implementation Support Services – Stand-up meeting on January 9, 2023
- ▶ Participate in Project Status Meeting – Collections, Fraud & Task Management meeting on January 9, 2023
- ▶ Participate in W2 GLP Strike team meeting on January 9, 2023
- ▶ Facilitate Conversion Defect Review meeting with Accenture on January 10 and 12, 2023
- ▶ Participate in Production Wave 2-County Prep Clickthrough Kick-off meeting on January 11, 2023
- ▶ Participate in CalSAWS County Prep phase Green Light Meeting – Wave 2 on January 11, 2023
- ▶ Participate in Conversion Management Sync meeting on January 12, 2023
- ▶ Participate in Mock Wave 2 Stage Gate Reports meeting on January 13, 2023
- ▶ Monitor Mock 2C process and case status results
- ▶ Monitor Wave 1 post cutover county defects and priorities
- ▶ Conduct Wave 3 CDV preparations

#### 1.4.4 Functional

- ▶ M&O
  - Participate in MC SCR Touchpoint Meeting on January 11, 2023
  - Participate in the following design meetings:
    - ◆ CR 147420 Administrator Search Enhancements – JAD 1 and 2
    - ◆ CR 202496 Automatic Eligibility and Enrollment Update for Consumers via ROP Bot – Design Session 2 and 3
    - ◆ CR 191453 Verification Caching Phase III – JAD 1 and 2
    - ◆ CR 218014 RAC mode after Plan Selection with an unsubmitted RRC - JAD 2
    - ◆ CR 228555 Income Update in Effective Dating – Design Session 2
    - ◆ CR 224426 – AB2530 Subsidies for Strike/Lockout Workers – JAD 7
    - ◆ CR 195946 Design Change Request for R23.06 – JAD 2
    - ◆ CR 200353 Notice Updates for 23.09 – Pre-JAD 1
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Monitor development progress for the CalWORKs Time Clocks function, due to partner (CalSAWS and ForgeRock) dependencies
  - Monitor GROW / WTW Collaborator requirement 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 Major Release 5.0

#### 1.4.6 Test

- ▶ CalSAWS Release 23.01
  - Continue defect retesting
  - Monitor defect CA-253529 for the removal of SCR CA-213759 from the 23.01 code stream. QA will review System Test regression testing results upon removal of SCR from release.
  - Participate in 23.01 Project Integrated Readiness Areas – T-2 Integrated Readiness Status meeting on January 9, 2023
- ▶ BenefitsCal Activities
  - Monitor open defects and priority release activities
  - Participate in DD&I and M&O calls on January 10 and January 12
  - Continue Release 5.0 test execution activities
  - 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: January 2, 2023, to January 8, 2023

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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 January 11, 2023
  - Participate in the Weekly CalSAWS Leadership Implementation meeting on January 11, 2023
  - Participate in Test Touchpoint meeting on January 11, 2023
  - Participate in WAVE 1 – State/Fiscal Reports meeting on January 12, 2023

### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in weekly Training Touchpoint meeting on January 10, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Prepare for Wave 5/6 CNC Meeting on January 9, 2023
  - Participate in Weekly ISS Implementation Manager Touchpoint on January 9, 2023
  - Participate in TOSS & IPOC Meeting: San Francisco County on January 9, 2023
  - Participate in Orange County Configuration Review on January 9 - 13, 2023
  - Participate in CalWIN ISS Standup Meeting on January 9, 2023
  - Participate in Weekly Implementation Team meeting on January 9, 2023
  - Participate in ISS Team Leads Tuesday Standup meeting on January 9, 2023
  - Participate in DEL-11 W1 Completion Report - Draft Review on January 10, 2023
  - Participate in Solano County Change Discussion Guide Prep on January 10, 2023
  - Participate in Wave 5 Change Network Champion meeting on January 10, 2023
  - Participate in CalSAWS Webcast on Release 23.01 on January 10, 2023
  - Participate in CalSAWS Placer T+6 Week Change Readiness Survey Results on January 10, 2023
  - Participate in Weekly Leadership Implementation Meeting on January 11, 2023
  - Participate in San Mateo Change Discussion Guide Prep on January 11 - 12, 2023
  - Participate in Sacramento County T-12M Survey Results Review on January 11, 2023
  - Participate in TOSS & IPOC Meeting: Santa Cruz County on January 11, 2023
  - Participate in TOSS & IPOC Meeting: Santa Clara County on January 11, 2023
  - Participate in CalWIN ISS Weekly COM Meeting for Communications and Surveys on January 11, 2023
  - Participate in OCM Leads Meeting on January 11, 2023
  - Participate in TOSS & IPOC Meeting: Contra Costa County on January 11, 2023
  - Participate in County Prep Green Light Meeting – Wave 2 on January 11, 2023
  - Participate in Wave 4 Monthly IPOC meeting on January 11, 2023
  - Participate in Wave 6 Monthly IPOC meeting on January 12, 2023
  - Participate in Los Angeles County Model Office session on January 12, 2023
  - Participate in TOSS & IPOC Meeting: Solano County on January 12, 2023
  - Participate in Wave 3 Touchpoint on Change Discussions on January 12, 2023
  - Participate in Yolo T+6 Week Change Readiness Survey Review on January 12, 2023



## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: January 2, 2023, to January 8, 2023

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- Conduct Implementation QA Team Meeting on January 13, 2023
- ▶ Release Management
  - Participate in 23.01 Project Integrated Readiness Areas - T-2 Integrated Readiness Status on January 10, 2023
  - Complete Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.01 Release

### 1.4.8 OCAT

- ▶ Participate in ongoing reviews for OCAT SSP and support activities
- ▶ Participate in ongoing reviews for OCAT Project Control Document annual update
- ▶ Participate in OCAT Monthly SLA Reporting Review on January 9, 2023

## 1.5 Deviations from Plan/Adjustments

- ▶ None