

# CalSAWS Quality Assurance Weekly Status Report

Reporting Period: January 9, 2023, to January 15, 2023

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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	<ul style="list-style-type: none"> <li>• Participated in Wave 2 County Prep Phase Green Light</li> <li>• Participated in 23.01 T-2 Integrated Readiness Status</li> <li>• Reviewed OCAT Monthly SLA Results</li> <li>• Prepared Collaboration Model Enhancement prioritization results</li> <li>• Distributed Collaboration Model meeting notes and action items</li> <li>• Initiated Collaboration Model Roadmap draft development</li> </ul>
QA Technical	<ul style="list-style-type: none"> <li>• Participated in Forge Rock Architecture and RCA review</li> <li>• Facilitated CalSAWS review of Hyland's Brainware SLA</li> <li>• Reviewed Release 23.01 Performance</li> <li>• Participated in CalWIN Wave 2 Mock cutover</li> <li>• Reviewed CalWIN Interface Partner testing</li> <li>• Continued review of partner Security Plans</li> </ul>
QA Conversion	<ul style="list-style-type: none"> <li>• Participated in Wave 2 County Go live Activities</li> <li>• Participated in the prioritization of Mock 2C stage gate reports findings</li> <li>• Prepared Wave 3 Converted Data Validation (CDV) Execution script materials and findings log</li> <li>• Participated in UAT 2 Wave 3 CDV data set</li> </ul>
QA Functional/Test	<ul style="list-style-type: none"> <li>• Participated in CalSAWS/BenefitsCal alignment meetings</li> <li>• CalSAWS Release 23.01 test execution is in progress with a 100% execution rate, 99% pass rate and 1% in progress rate</li> <li>• BenefitsCal Release 5.0 test execution is in progress with a 100% execution rate, 91% pass rate, and 9% fail/block rate</li> </ul>
QA Implementation	<ul style="list-style-type: none"> <li>• Participated discussion to prepare Wave 2 CNCs for Go-Live support</li> <li>• Provided feedback in DEL 11 Wave 1 Completion Report</li> <li>• Participated in T+6 Week Change Readiness Survey Results</li> <li>• Refined presentation for Wave 1 Retrospective and Recommendations</li> <li>• Completed Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.01 Release</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
3.43	QA Monthly Status Report – January 2023		<ul style="list-style-type: none"> <li>Submit FDEL by February 3, 2023</li> </ul>
4.43	QA Work Plan – January 2023		<ul style="list-style-type: none"> <li>Submit FDEL by February 3, 2023</li> </ul>
7.43	QA Test Monthly Report – January 2023		<ul style="list-style-type: none"> <li>Submit FDEL by February 3, 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>Submit FDEL by January 18, 2023</li> </ul>
71.13	ClearBest Performance Report - December 2022		<ul style="list-style-type: none"> <li>Submitted FDEL on 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

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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>Submit FDEL comments by January 17, 2023</li> </ul>
WP-26.15	<b>BenefitsCal</b> – CX Monthly Report – December 2022		<ul style="list-style-type: none"> <li>Submit DDEL comments by January 17, 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>Submitted FDEL comments on January 13, 2023</li> </ul>
WP-33.03	<b>BenefitsCal</b> – Certificate Review		<ul style="list-style-type: none"> <li>Submitted FDEL comments on 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>Submitted FDEL comments on January 9, 2023</li> </ul>
WP-3.01	<b>CalWIN Implementation</b> - Implementation Completion Report – Placer and Yolo Counties W1		<ul style="list-style-type: none"> <li>Submit DDEL comments by January 24, 2023</li> </ul>

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DEL #	DELIVERABLE NAME		STATUS
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>• Submitted FDEL on 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>• Submitted FDEL comments on 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 OCAT Monthly SLA Reporting Review on January 9, 2023
- ▶ Participated in 23.01 T-2 Integrated Readiness Status on January 9, 2023
- ▶ Participated in CalSAWS PMO Status meeting on January 10, 2023
- ▶ Participated in the Imaging Migration Status meeting on January 10, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on January 10, 2023
- ▶ Attended BenefitsCal Training Environment Working Session on January 10, 2023
- ▶ Presented QA Status at Monthly CalSAWS IT Report meeting on January 11, 2023
- ▶ Participated in Brainware SLA Recommendations on January 11 and 12, 2023
- ▶ Participated in Wave 2 County Prep Phase Green Light meeting on January 11, 2023
- ▶ Participated in Batch Performance Checkpoint review on January 11, 2023
- ▶ Participated in Region 6 MSV Agenda Follow Up review on January 11, 2023
- ▶ Participated in IV&V/PMO & QA Biweekly meeting on January 13, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Facilitated Collaboration Model debrief on January 9, 2023
  - Participated in Section Directors meeting on January 10, 2023
  - Facilitated Broadcast Notification retro touch point on January 12, 2023
  - Facilitated Web Portal Strike Team Quick Reference Guide County feedback review on January 13, 2023

#### 1.3.2 Technical

- ▶ Participated in the CalSAWS Weekly Technical meeting on January 9, 2023
- ▶ Participated in ForgeRock, ServiceNow Integration status meeting on January 9, 2023
- ▶ Participated in 23.01 Project Integrated Readiness Areas - T-2 Integrated Readiness Status on January 9, 2023

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

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

### 1.3.3 Imaging

- ▶ Participated in Monthly SLA review on January 10, 2023
- ▶ Participated in the Imaging Migration Status meeting on January 10, 2023
- ▶ Participated in New Brainware SLA review on January 13, 2023
- ▶ Continued reviewing Imaging activity for Los Angeles, including change requests, defects, and configuration updates

### 1.3.4 Conversion

- ▶ Participated in Conversion CalHEERS Smoke Test meeting on January 9, 2023
- ▶ Participated in CalWIN Implementation Support Services – Stand-up meeting on January 9, 2023
- ▶ Participated in Project Status meeting – Collections, Fraud & Task Management meeting on January 9, 2023
- ▶ Participated in the Wave 5- CRFI 22-127 Application Security Staff Template Office Hours w/Fresno on January 9, 2023
- ▶ Participated in county request for Employment Services Activity mapping request with the Consortium and Accenture team on January 10, 2023
- ▶ Participated in W2 GLP Strike team meeting on January 10, 2023
- ▶ Facilitated Conversion Defect Review with Accenture on January 10 and 12, 2023
- ▶ Participated in Production Wave 2-County Prep Clickthrough Kick-off meeting on January 11, 2023
- ▶ Participated in CalSAWS County Prep phase Green Light meeting – Wave 2 on January 11, 2023
- ▶ Participated in Conversion Management Sync meeting on January 12, 2023
- ▶ Participated in a Conversion SCR prioritizing meeting on January 12, 2023
- ▶ Participated in a Conversion – management Sync meeting on January 12, 2023
- ▶ Participated in Mock Wave 2 Stage Gate Reports meeting on January 13, 2023
- ▶ Participated in a Wave 3 CDV data set discussion on January 13, 2023
- ▶ Participated in the Wave 2 Cutover activities January 15 - 16, 2023



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- ▶ Monitored resolution of defects from Mock Cutover 2B and related risk 258: CalWIN Conversion Cutover Window
- ▶ Monitored Mock 2C process, case status result dispositions and defects
- ▶ Monitored Wave 1 post cutover county defects and priorities
- ▶ Monitored Wave 2 pre cutover county defects and priorities
- ▶ Conducted Wave 3 CDV preparations

### 1.3.4 Functional

- ▶ M&O
  - Participated 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 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
  - Reviewed thirteen (13) 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	3
23.01	2
23.02	1
23.03	3
23.07	4
<b>Grand Total</b>	<b>13</b>

- ▶ General Assistance/General Relief (GA/GR)
  - Monitored GA/GR SCRs
  - Participated in the twice weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Participated in the weekly scope review and coordination meeting for upcoming BenefitsCal releases on January 9, 2023
  - Participated in the BenefitsCal Operation Review meeting on January 10, 2023
  - Participated in the combined twice-weekly DD&I and M&O Check-in meetings on January 10 and 12, 2023
  - Attended the Daily Transaction Failure meetings
  - Monitored QA verification progress for BenefitsCal Major Release 5

### 1.3.6 Test

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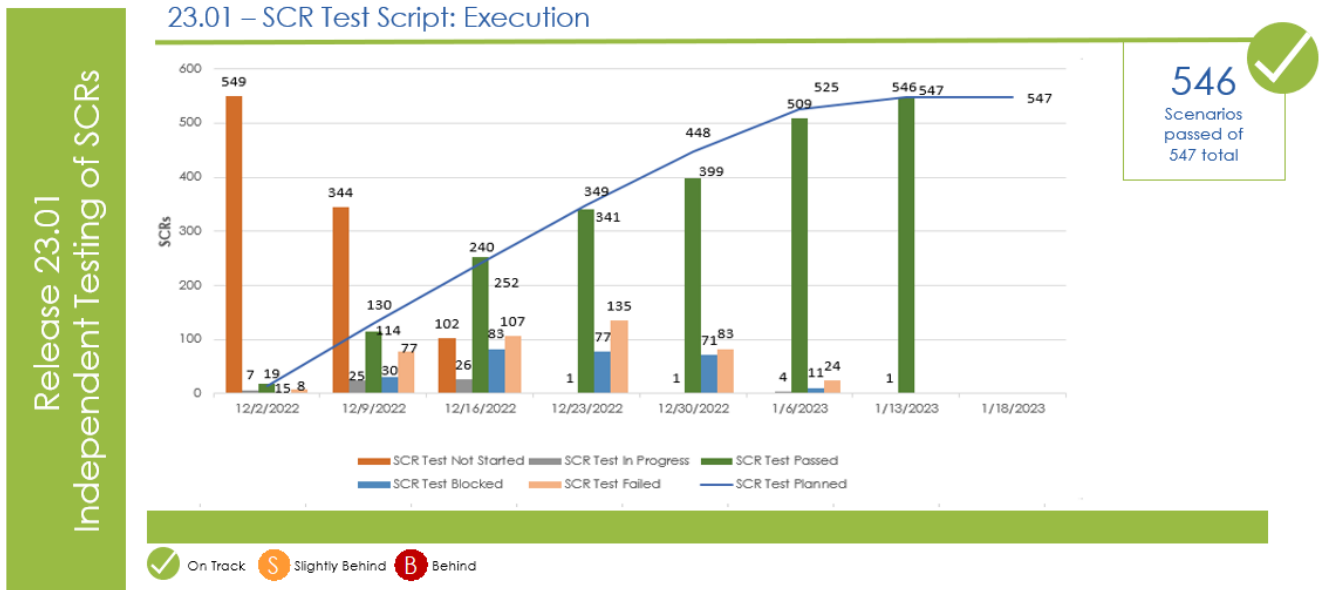
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- ▶ CalSAWS Release 23.03
  - Scorecard was approved by the Consortium January 9, 2023
  - Began test preparation activities
- ▶ CalSAWS Release 23.01 testing activities
  - Completed defect retesting
  - One test case is in process for monitoring Interface Partner Testing for confirmation that Los Angeles and Riverside counties have successfully completed testing for SCR CA-236222 CalFresh Benefit Replacement due to Electronic Theft
  - Completed ad-hoc testing to verify defect CA-253529 for the removal of SCR CA-213759 from the 23.01 code stream.
  - Participated in 23.01 Project Integrated Readiness Areas – T-2 Integrated Readiness Status meeting on January 9, 2023

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	547	0% (0)	1% (1)	99% (546)	0% (0)	0% (0)



- ▶ BenefitsCal Activities
  - Continued to monitor open defects and priority release activities
  - Participated in DD&I and M&O calls on January 10 and January 12, 2023
  - Completed Release 5.0 Test Execution activities
  - Continued 5.0 Regression Test Execution activities

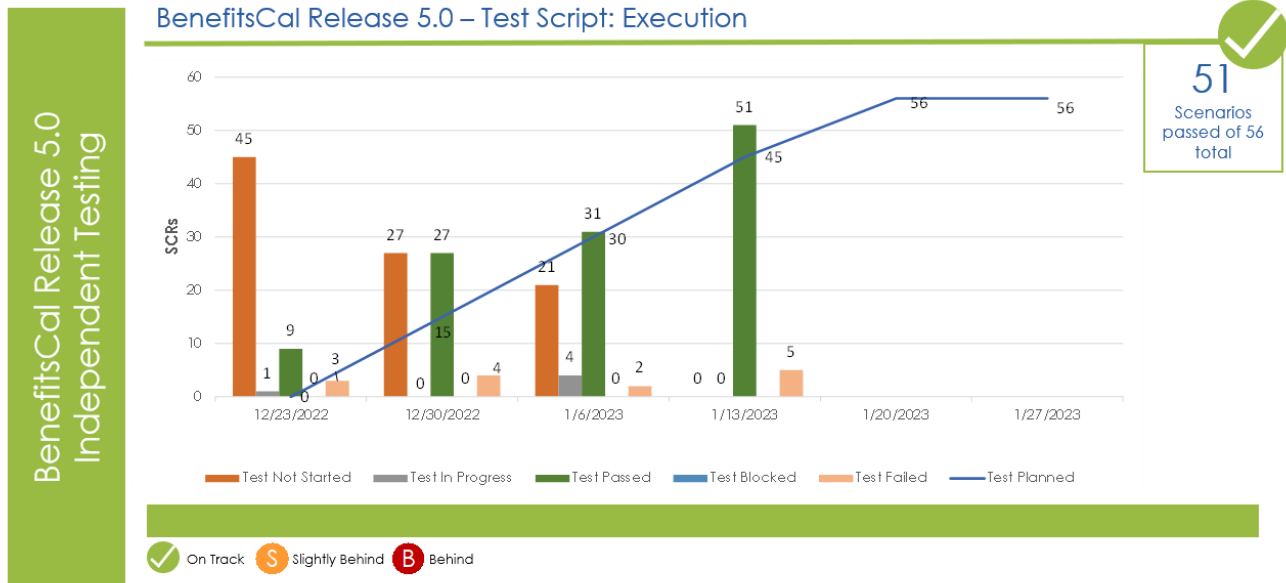
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Table 1-8 – BenefitsCal 5.0 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
BenefitsCal 5.0 - ClearBest QA Independent Test Results	56	0% (0)	0% (0)	91% (51)	9% (5)	0% (0)



- ▶ Priority Release / RWR Activities
  - Monitored defects selected for future QA Review or Independent Test
  - Attended WAVE 1 – State/Fiscal Reports on January 12, 2023
- ▶ Other Consortium Support Test Activities
  - Monitored test support for priority releases
  - Participated in Integrated Test Team meeting on January 10, 2023
  - Participated in CalSAWS/BenefitsCal Release meeting on January 10, 2023
  - Participated in Test Touchpoint meeting on January 11, 2023
  - Participated in CA-236332: CalFresh Benefits Replacement CCCV meeting on January 11, 2023
  - Participated in CCCV Reflect and Evolve internal meeting on January 11, 2023
  - Participated in 23.01 CCCV Reflect and Evolve meeting on January 12, 2023

### 1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participated in weekly Training Touchpoint meeting on January 10, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Prepared for Wave 5/6 CNC meeting on January 9, 2023
  - Participated in Weekly ISS Implementation Manager Touchpoint on January 9, 2023
  - Participated in TOSS & IPOC meeting: San Francisco County on January 9, 2023
  - Participated in Orange County Configuration Review on January 9-13, 2023
  - Participated in Weekly Implementation Team meeting on January 9, 2023
  - Participated in ISS Team Leads Tuesday Standup meeting on January 9, 2023

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- Participated in Implementation & OCM Coordination meeting on how to prepare Wave 2 CNCs on supporting their Go-Live on January 9, 2023
- Provided feedback in DEL-11 Wave 1 Completion Report - Draft Walk Through on January 10, 2023
- Participated in Solano Change Discussion Guide Prep Session on January 10, 2023
- Participated in Wave 5 and 6 Change Network Champion monthly meeting on January 10, 2023
- Participated in CalSAWS Webcast on Release 23.01 on January 10, 2023
- Participated in T+6 Week Change Readiness Survey Results working session on January 10, 2023
- Refined Wave 1 Retrospective, Changes, and Recommendations presentation for January JPA Membership meeting on January 11, 2023
- Participated in San Mateo Change Discussion Guide Prep on January 11 - 12, 2023
- Participated in Sacramento T-12M Survey Results Review on January 11, 2023
- Participated in TOSS & IPOC meeting: Santa Cruz County on January 11, 2023
- Participated in TOSS & IPOC meeting: Santa Clara County on January 11, 2023
- Participated in CalWIN ISS Weekly COM meeting for Communications and Surveys on January 11, 2023
- Participated in OCM Leads meeting on January 11, 2023
- Participated in TOSS & IPOC meeting: Contra Costa County on January 11, 2023
- Participated in County Prep Green Light meeting – Wave 2 on January 11, 2023
- Participated in Wave 4 Monthly IPOC meeting on January 11, 2023
- Participated in Wave 6 Monthly IPOC meeting on January 12, 2023
- Participated in Los Angeles County Model Office session on January 12, 2023
- Participated in TOSS & IPOC meeting: Solano County on January 12, 2023
- Participated in Wave 3 Touchpoint on Change Discussions on January 12, 2023
- Conducted Implementation QA Team meeting on January 13, 2023
- ▶ Release Management
  - Participated in 23.01 Project Integrated Readiness Areas - T-2 Integrated Readiness Status on January 10, 2023
  - Completed Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.01 Release

#### 1.3.8 OCAT

- ▶ Participated in ongoing reviews of OCAT SSP Plan annual update
- ▶ Participated in ongoing reviews for OCAT Project Control Document annual update
- ▶ Participated in OCAT Monthly SLA Reporting Review on January 9, 2023

## 1.4 Activities for the Next Reporting Period

### 1.4.1 Project Management

- ▶ Attend Daily Debrief meetings for Wave 2 County Prep
- ▶ Participate in CalSAWS M&O / M&E Review on January 16, 2023
- ▶ Participate in Release 23.01 T-1 Integrated Readiness Status and Pre-Greenlight meetings on January 17, 2023
- ▶ Participate in CalSAWS PMO Status meeting on January 17, 2023

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- ▶ Participate in the Imaging Migration Status meeting on January 17, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on January 17, 2023
- ▶ Participate in CalSAWS Leadership Implementation meeting on January 18, 2023
- ▶ Participate in Batch Performance Checkpoint review on January 18, 2023
- ▶ Participated in Release 23.01 Green Light on January 18, 2023
- ▶ Participate in OCAT Ops and Release Management meeting on January 18, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Prepare Collaboration Model Enhancement prioritization results January 16, 2023
  - Incorporate County input into Web Portal Quick Ref. Guide draft January 16, 2023
  - Finalize and distribute Collaboration Model meeting notes January 18, 2023
  - Facilitate Collaboration Model Roadmap draft discussion January 19, 2023

### 1.4.2 Technical

- ▶ Participate in 23.01 Project Integrated Readiness Areas - T-2 Integrated Readiness Status on January 9, 2023
- ▶ Participate in DBCR/CTCR Review meetings on January 17, 2023
- ▶ Participate in App/Dev meeting on January 17, 2023
- ▶ Participate in CalSAWS / FIS H2H troubleshooting on January 17, 2023
- ▶ Participate in 23.01 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on January 17, 2023
- ▶ Participate in 23.01 Pre-Green Light Review on January 17, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on January 17, 2023
- ▶ Participate in Weekly CalSAWS Leadership meeting on January 18, 2023
- ▶ Participate in Region 6 Management Site Visit on January 18, 2023
- ▶ Participate in VIRTUAL - Green Light - Release 23.01 on January 18, 2023
- ▶ Participate in Consortium FinOps meeting on January 18, 2023
- ▶ Participate in Environment Integration/Management Review on January 18, 2023
- ▶ Participate in CalSAWS Architectural Standards Review Series on January 19, 2023
- ▶ BenefitsCal
  - Participate in BenefitsCal DD&I and M&O meetings on January 17 and 19, 2023
  - Participate in the BenefitsCal Operations meeting on January 17, 2023
  - Participate in Application Transfer meetings
  - Continue reviewing BenefitsCal deliverables and release activities
- ▶ Batch
  - Participate in Batch Performance meeting on January 18, 2023
- ▶ CalWIN
  - Participate in Wave 2 County Prep Office Hours on January 17 - 19, 2023
  - Participate in Review SSP with Consortium / QA on January 17, 2023
  - Participate in Daily Debrief: Wave 2 County Prep Phase on January 17, 2023
  - Participate in Santa Barbara County Status -IPT Wave 3 on January 17, 2023
  - Participate in CalWIN Wave3 - TPOC meeting on January 18, 2023
  - Participate in Management of UAT2 - Follow-Up on January 19, 2023
  - Participate in CalWIN Wave 5 - TPOC meeting on January 19, 2023
- ▶ Central Print
  - Participate in CalSAWS Central Print Status meeting on January 16, 2023
  - Continue to review the Gainwell System Security Plan

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- ▶ Contact Center
  - Participate in Sacramento County CalSAWS IVR-Contact Center Weekly Design Session on January 16, 2023
  - Participate in Sonoma County Contact Center Monthly Design Session on January 17, 2023
  - Participate in Tulare County CalSAWS IVR-Contact Center Weekly Discussion on January 17, 2023
  - Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Session on January 17, 2023
  - Participate in Los Angeles – Contact Center Discussion on January 17, 2023
  - Participate in Santa Barbara IVR Contact Center Review on January 18, 2023
  - Participate in CalSAWS Contact Center Standup on January 18, 2023
  - Participate in Los Angeles County Model Office meeting on January 19, 2023
  - Participate in San Diego Contact Center IVR Review on January 19, 2023
  - Participate in AWS/CalSAWS Contact Center meeting on January 19, 2023
  - Participate in Marin Contact Center Support meeting on January 19, 2023
  - Participate in San Mateo Contact Center Design Sessions on January 19, 2023
- ▶ General Assistance/General Relief (GA/GR)
  - Participate in meetings as scheduled
- ▶ Security
  - Participate in Security operations meeting on January 20, 2023
- ▶ Service Management
  - Participate in Wave 2 Support Line for CalSAWS ServiceNow on January 17, 2023
  - Participate CMDB Requirements meeting on January 18, 2023
  - Participate in ServiceNow Process Improvement meeting on January 19, 2023
- ▶ Lobby Management
  - No scheduled meetings

### 1.4.3 Imaging

- ▶ Participate in the Imaging Migration Status meeting on January 17, 2023
- ▶ Participate in CalSAWS Imaging Committee meeting on January 19, 2023

### 1.4.4 Conversion

- ▶ Participate in the 3A/2C Mock Cutover – Table Read on January 17, 2023
- ▶ Participate in Project Status meeting – Collections, Fraud & Task Management meeting on January 16, 2023
- ▶ Participate in W2 GLP Strike team meeting on January 17 and 19, 2023
- ▶ Facilitate Conversion Defect Review meeting with Accenture on January 17 and 19, 2023
- ▶ Participate in Production Wave 2-County Daily Debriefs January 17 through 20, 2023
- ▶ Participate in Conversion Management Sync meeting on January 19, 2023
- ▶ Participate in the Management of UAT2 environment meeting on January 19, 2023
- ▶ Participate in Mock Wave 2 Stage Gate Reports meeting on January 20, 2023
- ▶ Monitor Mock 2C process, case status result dispositions and defects
- ▶ Monitor Wave 1 post cutover county defects and priorities

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- ▶ Monitor Wave 2 pre cutover county defects and priorities
- ▶ Conduct Wave 3 CDV preparation activities with support teams and refine CDV Execution presentation materials

### 1.4.4 Functional

- ▶ M&O
  - Participate in the following design meetings:
    - ◆ CR 147420 - Administrator Search Enhancements – JAD 3 and 4
    - ◆ CR 185068 - IFSV Non-ESI and ESI Upgrade from SOAP to JSON - Pre-JAD Session #1
    - ◆ CR 185084 – RIDP/FARS Upgrade from SOAP to JSON – Pre-JAD 1
    - ◆ CR 200353 - Notices Updates for R23.9 - pre-JAD 1
    - ◆ CR 202496 Automatic Eligibility and Enrollment Update for Consumers via ROP Bot – Design Session 3 and 4
    - ◆ CR 191453 - Verification Caching Phase III - JAD 3
    - ◆ CR 203445 - Tax Credit Eligibility Assessment - Design Session -2
    - ◆ CR 228555 - Income Update in Effective Dating – Design Session 3
    - ◆ CR 224268 - AB2530 subsidies for Strike/Lockout workers Pre-JAD 7
    - ◆ CR 227621 - Staging cases for ROP - Pre-JAD#2
    - ◆ CR 195946 - Design Change Request for R23.06 – JAD 3
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Attend the CX Measurement Monthly meeting on January 18, 2023
  - 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 23.03
  - Continue test preparation activities
  - Participate in 23.01 Project Integrated Readiness Areas – T-1 Integrate meeting on January 17, 2023
- ▶ CalSAWS Release 23.01
  - Complete verification for test case monitoring Interface Partner Testing for confirmation that Los Angeles and Riverside counties have successfully completed testing for SCR CA-236222 CalFresh Benefit Replacement due to Electronic Theft
- ▶ BenefitsCal Activities

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- Monitor open defects and priority release activities
- Participate in DD&I and M&O calls on January 17 and January 19, 2023
- Continue Release 5.0 Defect Re-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

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	TBD	QA Review
CA-243208 CalWIN - CON 02 - Identity Verification Type not populated	23.01.XX	QA Review

- ▶ Other Consortium Support Test Activities
  - Participate in Integrated Test Team meeting on January 17, 2023
  - Participate in Test Touchpoint meeting on January 18, 2023
  - Participate in CalSAWS – State and Fiscal Reports meeting on January 19, 2023
  - Participate in WAVE 1 – State/Fiscal Reports meeting on January 19, 2023
  - Participate in the Management of UAT2 environment meeting on January 19, 2023

### 1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
  - Participate in weekly Training Touchpoint meeting on January 17, 2023
- ▶ CalWIN Implementation Support Services (ISS)
  - Participate in Daily Wave 2 County Prep Office Hours
  - Participate in Daily Debriefs for Wave 2 County Prep Phase
  - Participate in ISS Team Leads Tuesday Standup meeting on January 17, 2023
  - Participate in TOSS & IPOC meeting: Ventura County on January 17, 2023
  - Participate in Weekly ISS Implementation Manager Touchpoint on January 17, 2023
  - Participate in Weekly Implementation Team meeting on January 17, 2023
  - Participate in Wave 3 and 4 Change Network Prep meeting on January 17, 2023
  - Participate in Sacramento County T-12M Survey Results Review on January 17, 2023
  - Participate in TOSS & IPOC meeting: Alameda County on January 17, 2023
  - Refine content with Section Director feedback on Wave 1 Retrospective, Changes, and Recommendations presentation for January JPA Membership meeting on January 17 - 19, 2023
  - Participate in Weekly Leadership Implementation meeting on January 18, 2023
  - Participate in Ventura Configuration Working Sessions on January 18 - 19, 2023
  - Participate in Solano Change Discussion Guide Prep Session on January 18, 2023
  - Participate in TOSS & IPOC meeting: Contra Costa County on January 18, 2023
  - Participate in Wave 3 Monthly IPOC meeting on January 18, 2023
  - Participate in OCM Leads meeting on January 18, 2023
  - Participate in CalWIN ISS Weekly COM meeting for Communications and Surveys on January 18, 2023
  - Participate in TOSS & IPOC meeting: San Mateo County on January 19, 2023



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- Participate in CalWIN OPAC meeting on January 19, 2023
- Participate in Wave 3 and 4 Change Network meeting on January 19, 2023
- Participate in OCM Team Roles and Responsibilities Check In on January 20, 2023
- Participate in WCDS Subcommittee meeting on January 20, 2023
- Conduct Implementation QA Team meeting on January 20, 2023
- ▶ Release Management
  - Participate in 23.01 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on January 17, 2023
  - Participate in Green Light - Release 23.01 meeting on January 18, 2023
  - Plan for Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.03 Release

### 1.4.8 OCAT

- ▶ Participated in ongoing reviews for OCAT Project Control Document annual update
- ▶ Participate in ongoing reviews for OCAT Project Control Document annual update
- ▶ Participate in OCAT Ops and Release Management meeting on January 18, 2023

## 1.5 Deviations from Plan/Adjustments

- ▶ None