CalSAWS Quality Assurance Weekly Status Report

Reporting Period: February 13, 2023, to February 19, 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	• Participated in Wave 2 Conversion and Green Light Readiness reviews • Participated in IV&V Wave 2 Go Live Readiness Assessment • Reviewed OCAT Monthly SLAs and Release Management Plans • Participated in CalSAWS JPA Board and PSC meetings • Presented at CalSAWS All Staff Meeting
QA Technical	• Monitored the Virtual Assistance changes and release • Continued monitoring of Production Operations, Batch Operations, Contact Center, Imaging, and Forge Rock activities • Participated in CalWIN Wave 2 and 3 Cutover activities • Created SLA Performance slide deck for Consortium Executives • Continued review of partner Security Plans
QA Conversion	• Conducted Wave 3 County Data Validation (CDV) for Ancillary • Monitored and triaged Wave 3 CDV findings • Participated in Wave 2 Strike Team Go-Live packet and defect reviews
QA Functional/Test	• Reviewed 93 System Change Requests in preparation for SCRB/CCB • CalSAWS Release 23.03 test execution is in progress with a 75% execution rate, 51% pass rate, and 22% fail/block rate • Completed BenefitsCal Release 23.02.16 test execution
QA Implementation	• Drafted new Risk 285 – Operationalizing CalSAWS in CalWIN Counties • Provided feedback on the preliminary Wave 3 Post Implementation Resources Gap Analysis • Participated in Wave 4 T-6 Survey Results Review with Santa Cruz, Solano, and San Mateo • Completed Web Based Training (WBT) SCRB Reviews

1.2   Deliverables Management

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

DEL #	DELIVERABLE NAME		STATUS
3.44	QA Monthly Status Report – February 2023	🟢	• Submit FDEL by March 3, 2023
4.44	QA Work Plan – February 2023	🟢	• Submit FDEL by March 3, 2023
7.44	QA Test Monthly Report – February 2023	🟢	• Submit FDEL by March 3, 2023
12.44	Assessment of CalSAWS Migration Work Plan Update – February 2023	🟢	• Submit FDEL by February 22, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-1.2	**OCAT** - System Security Plan - 2023 Annual Update	🟢	• Submit DDEL comments by February 23, 2023
WP-6.2	**OCAT** - Technical Design - 2023 Annual Update	🟢	• Submit DDEL comments by March 6, 2023

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

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.16	**BenefitsCal** – CX Monthly Report - January 2023	🟢	• Submit FDEL comments by February 24, 2023
WP-27.12	**BenefitsCal** – Monthly M&O Report - January 2023	🟢	• Submit FDEL comments by February 24, 2023
WP-29.10	**BenefitsCal** - Monthly Status Report – January 2023	🟢	• Submitted FDEL comments on February 14, 2023

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

DEL #	DELIVERABLE NAME		STATUS
WP-2.09	**CalWIN Implementation** – County Change Guide – San Diego County W4	🟢	• Submit FDEL comments by February 23, 2023
WP-2.11	**CalWIN Implementation** – County Change Guide – Santa Cruz County W4	🟢	• Submit FDEL comments by February 23, 2023
WP-58.08	**CalWIN Implementation** - CalWIN Requirements Traceability Matrix - Q8	🟢	• Submit FDEL comments by March 10, 2023
59.26	**CalWIN Implementation** – Assessment of CalWIN Implementation Migration Work Plan Update – February 2023	🟢	• Submit FDEL by March 10, 2023
WP-62.07	**CalWIN Implementation** – CalWIN Implementation Master Training Plan Monthly Update - 07	🟢	• Submitted FDEL comments on February 14, 2023
63.04	**CalWIN Implementation** – Assessment of CalWIN Implementation Training Plan for Wave 4 counties	🟢	• Submitted FDEL on February 17, 2023

1.3   Highlights for the Reporting Period

1.3.1   Project Management
- ► Attended Daily Debrief meetings for Wave 2 County Prep
- ► Participated in Wave 2 Green Light Conversion Readiness on February 13, 2023
- ► Participated in OCAT Monthly SLA Review on February 13, 2023
- ► Participated in Conversion Management Sync meeting on February 13, 2023
- ► Participated in CalSAWS PMO Status meeting on February 14, 2023
- ► Participated in the Imaging Migration Status meeting on February 14, 2023
- ► Participated in CalSAWS Section Directors' meeting on February 14, 2023
- ► Presented at CalSAWS All Staff Meeting on February 15, 2023
- ► Participated in OCAT Ops and Release Management meeting on February 15, 2023
- ► Participated in Batch Performance Checkpoint review on February 15, 2023
- ► Participated in Pre-Green Light Wave 2 Go Live on February 15, 2023
- ► Participated in CalSAWS Project Steering Committee meeting on February 16, 2023
- ► Participated in CalSAWS JPA Board meeting on February 17, 2023
- ► Participated in IV&V Wave 2 Go Live Readiness Assessment on February 17, 2023
- ► Strike Teams, Retrospectives & Collaboration Model
  - o Facilitated Collaboration Model Framework session on February 13, 2023
  - o Conducted Web Portal Strike Team Exec Sponsor touch point on February 13, 2023
  - o Co-Facilitated Collaboration Model Customer session on February 15, 2023
  - o Participate in BenefitsCal UCD Monthly Meeting on February 16, 2023

1.3.2   Technical
- ► Participated in CalSAWS Weekly Tech Sync meeting on February 13, 2023
- ► Participated in Scope Review of upcoming Releases on February 13, 2023
- ► Participated in CIS Changes - Impact on Address Validation on February 13, 2023
- ► Participated in ROI CBO Organizations meeting on February 14, 2023
- ► Participated in Monthly SLA Review for CalSAWS meeting on February 14, 2023
- ► Participated in DBCR/CTCR Review meetings on February 14 and 16, 2023
- ► Participated in Section Directors Meeting on February 14, 2023
- ► Participated in Consortium FinOps meeting on February 14, 2023
- ► Participated in Tech Change Advisory Board (CAB) meeting on February 15, 2023
- ► Participated in Weekly CalSAWS Leadership meeting on February 15, 2023
- ► Participated in CalSAWS Performance Report Meeting on February 15, 2023
- ► Participated in Non-Prod Rebuild Change Requests on February 15, 2023
- ► Participated in Accelerate Delphix Process meeting on February 15, 2023
- ► Participated in Environment Integration/Management Review on February 16, 2023
- ► Participated in CalSAWS Project Steering Meeting on February 16, 2023
- ► Participated in JPA Board of Directors Meeting on February 17, 2023
- ► BenefitsCal
  - o Participated in Benefits Cal Workplan review meeting on February 13, 2023
  - o Participated in BenefitsCal DD&I and M&O meetings on February 14 and 16, 2023
  - o Participated in the BenefitsCal Operations meeting on February 14, 2023
  - o Participated in Application Transfer meetings

- o Continued reviewing BenefitsCal deliverables and release activities
- ► Batch
  - o Participated in Batch Perf/Conversion meeting on February 14, 2023
  - o Participated in UAT2 batch run delay: PS risk on February 15, 2023
  - o Participated in Batch Performance meeting on February 15, 2023
  - o Participated in CalSAWS Batch Weekly Round Up meeting on February 16, 2023
  - o Participated in Wave 2 Batch Operations Overview and Communications Discussion on February 16, 2023
- ► CalWIN
  - o Participated in Wave 2 County Prep Office Hours
  - o Participated in Wave 3 CDV Office Hours
  - o Participated in Daily Debrief Wave 2 County Prep Phase meetings
  - o Participated in Wave 3 County Data Validation Daily Triage meeting
  - o Participated in 2B Cutover Table Reed meeting on February 13, 2023
  - o Participated in CalWIN Conversion Look Ahead meeting on February 13, 2023
  - o Participated in Santa Cruz CalWIN Wave 4 Test Plan meeting on February 13, 2023
  - o Participated in Fresno CalWIN Wave 5 Test Plan meeting on February 13, 2023
  - o Participated in CalWIN Implementation Support meeting on February 13, 2023
  - o Participated in review of Contra Costa's observations/concerns of conversion of Mock Data (GDS 9.5) on February 13, 2023
  - o Participated in CR 186216 CalWIN Conversion to CalSAWS Wave 2 Focused Group meeting on February 14, 2023
  - o Participated in Wave 2 Pre-Green light Go-Live on February 15, 2023
  - o Participated in CalWIN Wave 3 TPOC meeting on February 15, 2023
  - o Participated in Santa Barbara County CalWIN Wave 3 Functional File Processing review on February 15, 2023
  - o Participated in Orange County CalWIN Wave 3 Functional File Processing Working Session on February 15, 2023
  - o Participated in CalWIN Document Migration meeting on February 15, 2023
  - o Participated in Ventura County CalWIN Wave 3 Functional File Processing Working Session on February 16, 2023
  - o Participated in CDV W3 findings & defects status meeting on February 16, 2023
  - o Participated in Strike Team for W2-6 GLP meeting on February 16, 2023
  - o Participated in CalWIN Wave 5 TPOC meeting on February 16, 2023
  - o Participated in Stage Gate Review Preparation and Priorities on February 17, 2023
  - o Participated in IV&V Wave 2 Readiness Assessment review on February 17, 2023
- ► Central Print
  - o Participated in CalSAWS Central Print Status meeting on February 13, 2023
  - o Participated in Central Print SCR CA-229043 meeting on February 14, 2023
  - o Continued to review the Gainwell System Security Plan
- ► Contact Center
  - o Participated in daily Tulare County Model Office meetings
  - o Participated in daily Contra Costa Model Office meetings
  - o Participated in daily Santa Clara Model Office meetings
  - o Participated in Fresno County CalSAWS IVR Contact Center Design Sessions on February 14, 2023

- o Participated in Alameda County CalSAWS IVR Contact Center Design Sessions on February 14, 2023
- o Participated in CalSAWS/Los Angeles ongoing Contact Center Discussion on February 14, 2023
- o Participated in Worker Facing VA Design Sessions on February 14 and 16, 2023
- o Participated in Santa Barbara County CalSAWS IVR Contact Center Design Sessions on February 15, 2023
- o Participated in CalSAWS Contact Center Discussion on February 15, 2023
- o Participated in San Diego County CalSAWS IVR Contact Center Design Sessions on February 16, 2023
- o Participated in AWS / CalSAWS - Contact Center review on February 16, 2023
- o Participated in Contact Center Team meeting on February 17, 2023
- ► General Assistance/General Relief (GA/GR)
- o Participated in meetings as scheduled
- ► Security
- o Participated in Application Security Findings meeting on February 15, 2023
- o Participated in Security Status Meeting on February 17, 2023
- ► Service Management
- o Participated in ServiceNow Process Improvement Stakeholders meeting on February 16, 2023
- o Participated in Helpdesk SLA reporting for monthly performance meeting on February 17, 2023
- o Participated in ForgeRock Auditing meeting on February 17, 2023
- ► Lobby Management
- o Participated in Integrated Lobby Management meeting on February 14, 2023

1.3.3 Imaging
- ► Participated in the Imaging Migration Status meeting on February 14, 2023
- ► Participated in San Diego Document Migration review on February 14, 2023

1.3.4 Conversion
- ► Monitored, Triaged, and dispositioned Wave 3 CDV findings
- ► Participated in Production Wave 2 - County Daily Debriefs
- ► Participated in W2 Green Light Deck: Conversion and Readiness updates meeting on February 13, 2023
- ► Participated in the 2B Cutover – Table read on February 13, 2023
- ► Participated in the CalWIN Conversion Week Look Ahead on February 13, 2023
- ► Participated in the CDV/Conversion Retro Prep session February 13, 2023
- ► Participated in Conversion Management Sync meeting on February 13, 2023
- ► Co-Facilitated Wave 3 Ancillary open office hours February 14 and 16, 2023
- ► Participated in CalWIN Conversion and Change Mgt. meeting on February 14, 2023
- ► Participated in Strike Team for W2 GLP meeting on February 14, 2023
- ► Facilitated a W3 CDV Findings Triage Status meeting on February 14 and 15, 2023
- ► Participated in a Pre-Green Light Wave 2 Go-Live on February 15, 2023
- ► Participated in the Stage Gate Review preparation meeting on February 17, 2023

► Conducted Wave 3 CDV Ancillary Validation
► Monitored Mock conversion 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
► Planned for Wave 4 CDV Execution

1.3.4 Functional

► M&O
  o Participated in the SAWS Test Daily Connect on February 13, 2023
  o Participated in App Dev meeting on February 14, 2023
  o Participated in the MC SCR Touchpoint Meeting on February 15, 2023
  o Participated in the following design meetings:
    ✦ CR 190310 - Supplemental Notices Insert and Notices Hold Release - JAD 7
    ✦ CR 200352 - 2024 Renewals - Pre-JAD 5
    ✦ CR 216717 - BREfS Initiative #7 - Carry Forward Enhancements - JAD
    ✦ CR 218725 - New Ad-hoc Print Vendor OSP JAD 2
    ✦ CR 223157 - Negative Actions - Updates to Exchange eligibility - Pre-JAD 3
    ✦ CR 223819 - Consider prior months for annual subsidy determination
    ✦ CR 224879 - MEC MEDS Check for Exchange Eligibility Programs - Pre-JAD 1
    ✦ CR 230777 - Consumers with No SSN Accelerated Enrollment Review
  o Reviewed Ninety-three (93) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction

Table 1-6 – Weekly M&O System Change Request (SCR) Updates

Release	SCRs in QA Review
22.11	2
23.01	21
23.02	14
23.03	12
23.05	16
23.06	3
23.07	8
23.09	3
RWR	10
TBD	4
Grand Total	**93**

► General Assistance/General Relief (GA/GR)
  o Monitored GA/GR SCRs
  o Participated in the GA/GR Correspondence Web Services discussion
► BenefitsCal
  o Participated in the weekly scope review and coordination meeting for upcoming BenefitsCal releases meeting on February 13, 2023
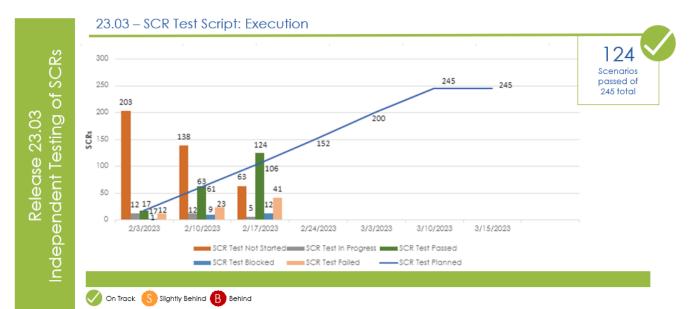
- o Participated in the BenefitsCal Operation Review meeting on February 14, 2023
- o Participated in the DD&I and M&O reviews on February 14 and 16, 2023
- o Participated in the CX Measurement Monthly on February 15, 2023
- o Participated in the CalSAWS/BenefitsCal Release meeting on February 15, 2023
- o Participated in the Daily Transaction Failure meeting

1.3.6 Test
► CalSAWS Release 23.03
- o Continued QA Review of System Test execution
- o Continued test execution

Table 1-7 – 23.03 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
23.03 - ClearBest QA Independent Test Results	245	25% (63)	2% (5)	51% (124)	17% (41)	5% (12)

► BenefitsCal Activities
- o Completed open defects and priority release activities
- o Participated in the ROI E2E testing coordination meeting on February 13, 2023
- o Submitted comments on BenefitsCal Monthly Release 23.02.16 Release Notes
- o Monitored QA verification progress for BenefitsCal Monthly Release 23.02.16 and Priority Release 23.02.26
- o Participated in DD&I and M&O calls on February 14 and February 16, 2023
- o Submitted comments on System Test's functional test scenarios for BenefitsCal Major Release 23.05 (ROI)
► Priority Release / RWR Activities
- o Monitored defects selected for future QA Review or Independent Test

Table 1-8 – Completed Priority Release/RWR Issues for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-254474 [Fiscal] Valuable Inventory On-request Report is not pulling correct information	23.02.14	QA Review
CA-254612 [Fiscal]Discrepancies in Integrated Totals*	23.02.14	QA Review

* This defect had multiple issues, one was moved to a new defect and the remaining issues were rejected

- ► Other Consortium Support Test Activities
  - o Monitored test support for priority releases
  - o Participated in Integrated Test Team meeting on February 14, 2023
  - o Participated in County Validation RACI meeting on February 15, 2023
  - o Participated in Test Touchpoint meeting on February 15, 2023
  - o Participated in CalSAWS – State and Fiscal Reports meeting on February 16, 2023
  - o Participated in Wave 2 – State/Fiscal Reports meeting on February 16, 2023

1.3.7 Implementation
- ► CalSAWS Maintenance and Operations (M&O)
  - o Participated in weekly Training Touchpoint meeting on February 13, 2023
- ► CalWIN Implementation Support Services (ISS)
  - o Participated in daily Wave 2 County Prep Office Hours
  - o Participated in Daily Debriefs for Wave 2 County Prep Phase
  - o Participated in Weekly Implementation Team meeting on February 13, 2023
  - o Participated in TOSS & IPOC Meeting: Santa Clara County on February 13, 2023
  - o Conducted review with risk owners and Customer Engagement leadership on new Risk 285 – Operationalizing CalSAWS in CalWIN Counties on February 13, 2023
  - o Participated in CalWIN ISS Standup Meeting on February 13, 2023
  - o Updated Pre-Green Light presentation content to prepare for Pre-Green Light on February 13 - 15, 2023
  - o Participated in Virtual Support Orientation Session on February 14, 2023
  - o Submitted new Risk 285 – Operationalizing CalSAWS in CalWIN Counties to the Risk Management Group on February 14, 2023
  - o Prepared for Wave 3 and 4 Change Network meeting on February 14, 2023
  - o Participated in Wave 4 Change Discussion Guide Lesson Learned session on February 14, 2023
  - o Participated in ISS Team Leads Tuesday Standup meeting on February 14, 2023
  - o Reviewed Wave 3 Post Implementation Gap Analysis on February 14, 2023
  - o Participated in Santa Cruz Change Discussion office hours on February 14 and 16, 2023
  - o Participated in Wave 3 County Prep Kickoff meeting on February 14, 2023
  - o Participated in Wave 2 Go-Live Packet Orientations on February 14 - 16, 2023
  - o Provided feedback on Wave 4 T-6 Survey Results on February 14, 2023
  - o Participated in ISS Implementation Manager Touchpoint on February 14, 2023
  - o Participated in Wave 4 T-6 Survey Review with Santa Cruz on February 14, 2023
  - o Participated in Waves 5 and 6 Change Network meeting on February 14, 2023
  - o Supported the Wave 3 IPOC Meeting on February 15, 2023
  - o Participated in Full Support Orientation for County Staff on February 15, 2023

- o Prepared for Pre-Green Light: Wave 2 Go-Live on February 15, 2023
- o Participated in TOSS & IPOC Meeting: Contra Costa County on February 15, 2023
- o Participated in TOSS & IPOC Meeting: Ventura County on February 15, 2023
- o Participated in OCM Leads Meeting on February 15, 2023
- o Participated in Wave 4 T-6 Survey Results Review with Solano on February 15, 2023
- o Participated in TOSS & IPOC Meeting: San Mateo County on February 16, 2023
- o Participated in Onsite Support Orientation Session on February 16, 2023
- o Participated in OCM Executive Team Leads meeting on February 16, 2023
- o Participated in Waves 3 and 4 Change Network meeting on February 16, 2023
- o Participated in Wave 4 T-6 Survey Review with San Mateo on February 16, 2023
- o Participated in Wave 4 Weekly PPOC Touchpoint on Change Discussion progress on February 16, 2023
- o Participated in OCM Team Roles and Responsibilities meeting on February 17, 2023
- o Conducted Weekly QA Implementation team meeting on February 17, 2023
- ► Release Management
  - o Completed Web Based Training (WBT) System Change Request Board (SCRB) review
- ► Special Projects
  - o Supported the IDEA Buddy Program Round 4 Surveys that ran between February 13 and 17, 2023
  - o Prepared for AAPI Update for All Staff meeting on February 15, 2023

1.3.8 OCAT
- ► Participated in ongoing reviews of OCAT System Security Plan annual update
- ► Participated in OCAT Monthly SLA Review on February 13, 2023
- ► Participated in OCAT Ops and Release Management meeting on February 15, 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 PMO Status meeting on February 21, 2023
- ► Participate in Wave 2 Post Go-Live Defect Delivery review on February 21, 2023
- ► Participate in the Imaging Migration Status meeting on February 21, 2023
- ► Participate in CalSAWS Section Directors' meeting on February 21, 2023
- ► Participate in CalSAWS Leadership Implementation meeting on February 22, 2023
- ► Participate in CalSAWS Go-Live Green Light: Wave 2 meeting on February 22, 2023
- ► Participate in CalSAWS Go-Live Green Light: Wave 3 Dry Run on February 22, 2023
- ► Participate in Batch Performance Checkpoint review on February 22, 2023
- ► Participate in IV&V / PMO & QA Bi-weekly meetings on February 24, 2023
- ► Strike Teams, Retrospectives & Collaboration Model
  - o Facilitate CDV/Conversion retro preparation session on February 21, 2023

1.4.2 Technical
- ► Participate in App/Dev meeting on February 21, 2023

► Participate in Section Directors Meeting on February 21, 2023
► Participate in Consortium FinOps meeting on February 21, 2023
► Participate in DBCR/CTCR Review meetings on February 21 and 23, 2023
► Participate in Worker Facing VA Design Sessions on February 21 and 23, 2023
► Participate in SCRB meeting on February 21, 2023
► Participate in Weekly CalSAWS Leadership meeting on February 22, 2023
► Participate in Tech Change Advisory Board (CAB) meeting on February 22, 2023
► Participate in Screenshare Focus Group Session on February 22, 2023
► Participate in CalSAWS / ForgeRock CSOM Sync meeting on February 22, 2023
► Participate in CalWIN OCAT meeting on February 23, 2023
► Participate in Review Monthly Over 15 seconds report meeting on February 23, 2023
► Participate in Environment Integration/Management Review on February 23, 2023
► Participate in Weekly meeting for Architecture discussion on February 23, 2023
► Participate in Stage Gate Review Preparation meeting on February 24, 2023
► Participate in IV&V /PMO & QA Bi-Weekly meeting on February 24, 2023
► BenefitsCal
  o Participate in the BenefitsCal Operations meeting on February 21, 2023
  o Participate in BenefitsCal DD&I and M&O meetings on February 21 and 23, 2023
  o Participate in Application Transfer meetings
  o Continue reviewing BenefitsCal deliverables and release activities
► Batch
  o Participate in Batch Performance meeting on February 22, 2023
  o Participate in Batch Weekly Roundup on February 23, 2023
► CalWIN
  o Participate in Wave 2 County Prep Office Hours
  o Participate in Wave 3 County Data Validation Office Hours and Triage
  o Participate in Wave 2 CalWIN Go Live Cutover meetings
  o Participate in Daily Debrief: Wave 2 County Prep Phase
  o Participate in CalWIN Wave 4 - TPOC meetings on February 21, 2023
  o Participate in Dry Run for Pre-Green Light Wave 3 County Prep Phase meeting on February 22, 2023
  o Participate in CalWIN Document Migration meeting on February 22, 2023
  o Participate in CalWIN Wave 6 – TPOC meeting on February 22, 2023
  o Participate in Wave 2 CalSAWS Go-Live Green Light Meeting on February 22, 2023
  o Participate in Orange and Santa Barbara IPT reviews on February 23, 2023
  o Participate in Wave 2 CalWIN Ancillary Cutover meeting on February 23, 2023
► Central Print
  o Continue to review the Gainwell System Security Plan
► Contact Center
  o Participate in Tulare CalSAWS Contact Center Discussions on February 21, 2023
  o Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on February 21, 2023
  o Participate in San Bernardino CSC Support meeting on February 21, 2023
  o Participate in Santa Clara Contact Center Go Live Readiness on February 21, 2023
  o Participate in Worker Facing VA Design Sessions on February 21 and 23, 2023

- o Participate in Los Angeles County CalSAWS IVR-Contact Center Weekly Discussion on February 21, 2023
- o Participate in Sonoma County CalSAWS IVR-Contact Center Weekly Discussion on February 21, 2023
- o Participate in Contra Costa Contact Center review on February 22, 2023
- o Participate in Santa Barbara County CalSAWS IVR-Contact Center Design sessions on February 22, 2023
- o Participate in CalSAWS Contact Center Discussion on February 22, 2023
- o Participate in AWS/CalSAWS Contact Center meeting on February 23, 2023
- o Participate in CalSAWS VA Team Weekly Check-In meeting on February 23, 2023
- o Participate in Ventura Contact Center IVR Discovery Sessions on February 23, 2023
- o Participate in Santa Clara County's Imaging Migration Cutover Bridge on February 23 and 24, 2023
- o Participate in Tulare County's Imaging Migration Cutover Bridge on February 23 and 24, 2023
- o Participate in Contact Center Team meeting on February 24, 2023
- o Participate in Contra Costa County's Imaging Migration Cutover Bridge on February 24 and 25, 2023
- ► General Assistance/General Relief (GA/GR)
- o Participate in Wave 2 County Clickthrough, CalHEERs and GAGR Smoke Testing for Go-Live- Kick-off Meeting on February 21, 2023
- ► Security
- o Participate in meetings as scheduled.
- ► Service Management
- o Participate in February Helpdesk Operations meeting on February 22, 2023
- o Participate in Revisiting SLA Definitions for Pause conditions and Retroactive start time configuration meeting on February 22, 2023
- o Participate in Monthly Helpdesk Trends Meeting on February 23, 2023
- ► Lobby Management
- o Participate in Integrated Lobby Management Touchpoint on February 21, 2023

1.4.3 Imaging
- ► Participate in the Imaging Migration Status meeting on February 21, 2023
- ► Participate in San Diego Document Migration check-in on February 21, 2023

1.4.4 Conversion
- ► Monitor, Triage, and disposition Wave 3 CDV findings
- ► Participate in Production Wave 2 - County Daily Debriefs
- ► Facilitate Wave 2 Post Go-live Defect Delivery review on February 21, 2023
- ► Participate in Conversion SCRs-Requirements meeting on February 21, 2023
- ► Facilitate W3 CDV Findings Triage Status February 21 and 23, 2023
- ► Participate in the CDV/Conversion Retro Prep session February 21, 2023
- ► Participate in Wave 2 County Clickthrough, CalHEERs, and GAGR Smoke Test for Go-live meeting February 21,2023
- ► Co-Facilitate Wave 3 Ancillary open office hours February 21, 2023

► Participate in Sacramento NoHo Child Care Migration to CalWIN Meeting on February 21, 2023
► Participate in Strike Team for W2 GLP meeting on February 21, 2023
► Participate in the CalWIN Document Migration meeting on February 22, 2023
► Participate in the CalSAWS Go-Live Event Green Light meeting on February 22, 2023
► Participate in CalWIN Conversion and Change Mgt. meeting on February 23, 2023
► Participate in for Wave 2B Go-live starting February 23, 2023, at 5 p.m.
► Participate in the Stage Gate Review preparation meeting on February 24, 2023
► Monitor Mock conversion 2C process, case status result dispositions and defects
► Monitor Wave 1 post-cutover county defects and priorities
► Monitor Wave 2 pre-cutover county defects and priorities
► Plan for Wave 4 CDV Execution

1.4.4 Functional

► M&O
  o Participate in the MC SCR Touchpoint Meeting on February 22, 2023
  o Participate in the SAWS Test Daily Connect meeting on February 23, 2023
  o Participate in the following design meetings:
    ✦ CR 200352 - 2024 Renewals - Pre-JAD 6
    ✦ CR 223157 - Negative Actions - Updates to Exchange eligibility - Pre-JAD 3
    ✦ CR 223819 - Consider prior months for annual subsidy determination – Pre-JAD
    ✦ CR 224879 - MEC MEDS Check for Exchange Eligibility Programs - Pre-JAD 2
    ✦ CR 230777 - Consumers with No SSN Accelerated Enrollment Review: Pre-JAD 2
► General Assistance/General Relief (GA/GR)
  o Monitor GA/GR SCRs
  o Participate in weekly GA/GR Correspondence Web Services discussion
► BenefitsCal
  o Participate in the BenefitsCal Weekly PM Standup meeting on February 22, 2023
  o Monitor development progress for the CalWORKs Time Clocks function, due to partner (CalSAWS and ForgeRock) dependencies
  o Monitor GROW / WTW Collaborator requirement status
  o Participate in the Daily Transaction Failures meeting
  o Participate in the combined twice-weekly DD&I and M&O Check-in meetings
  o Participate in the BenefitsCal Operation Review weekly meeting
  o Monitor QA verification progress for BenefitsCal Priority Release 23.02.26
  o Identify QA Verification scope for BenefitsCal Monthly Release 23.03.30

1.4.6 Test

► CalSAWS Release 23.03
  o Continue QA Review of System Test execution
  o Continue Independent Test activities
► BenefitsCal Activities
  o Monitor open defects and priority release activities

► Priority Release / RWR Activities
  o Monitor priority releases/RWR defects and SCR test activities
► Other Consortium Support Test Activities
  o Participate in Integrated Test Team meeting on February 21, 2023
  o Participate in County Validation RACI Working Session on February 21, 2023
  o Participate in Test Touchpoint meeting on February 22, 2023
  o Participate in Wave 2 – State/Fiscal Reports meeting on February 23, 2023

1.4.7 Implementation
► CalSAWS Maintenance and Operations (M&O)
  o Participate in weekly Training Touchpoint meeting on February 20, 2023
► CalWIN Implementation Support Services (ISS)
  o Participate in daily Wave 2 County Prep Office Hours
  o Participate in Daily Debriefs for Wave 2 County Prep Phase
  o Participate in TOSS & IPOC Meeting: Santa Clara County on February 20, 2023
  o Participate in ISS Implementation Manager Touchpoint on February 21, 2023
  o Update presentation for Wave 2 Green Light Go-Live Event on February 21 - 22, 2023
  o Participate in Wave 4 Change Discussion Guide Lessons Learned session on February 21, 2023
  o Participate in Santa Cruz Change Discussion office hours on February 21 and 23, 2023
  o Participate in TOSS & IPOC Meeting: Alameda County on February 21, 2023
  o Participate in Weekly Implementation Team meeting on February 22, 2023
  o Participate in CalSAWS Leadership Implementation meeting on February 22, 2023
  o Participate in TOSS & IPOC Meeting: Contra Costa County on February 22, 2023
  o Participate in Dry Run for Pre-Green Light: Wave 3 Prep on February 22, 2023
  o Participate in OCM Leads Meeting on February 22, 2023
  o Participate in Wave 5 IPOC Meeting on February 22, 2023
  o Participate in TOSS & IPOC Meeting: San Francisco County on February 22, 2023
  o Participate in Training Advisory Council meeting on February 22, 2023
  o Participate in CalSAWS Go-Live Event Green Light Meeting - Wave 2 on February 22, 2023
  o Participate in CalWIN OPAC meeting on February 23, 2023
  o Participate in OCM Executive Team Leads meeting on February 23, 2023
  o Participate in Wave 4 Weekly PPOC Touchpoint on Change Discussion progress on February 23, 2023
  o Participate in Weekly Risk Review meeting on February 24, 2023
  o Conduct Weekly QA Implementation team meeting on February 24, 2023
► Release Management
  o Continue Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.03 Release

1.4.8 OCAT
► Participate in ongoing reviews of OCAT System Security Plan annual update
► Participate in ongoing reviews of OCAT Technical Design Document annual update

1.5   Deviations from Plan/Adjustments

► None