CalSAWS Quality Assurance Weekly Status Report

Reporting Period: February 6, 2023, to February 12, 2023

Table of Tables

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 Dry Run for Pre-Green Light Wave 2 Go Live • Participated in CalWIN Conversion Cutover review • Participated in ForgeRock and OCAT SCR review - user id and email validations • Co-Facilitate Collaboration Model Customer follow up session • Facilitate Web Portal Strike Team Executive Touch Point
QA Technical	• Participated in the Region 5 site visit • Participated in Monthly Data Review for CalSAWS - Hyland • Continued monitoring Production Operations, Batch Operations, Contact Center, Imaging, and Forge Rock activities • Participated in CalWIN Wave 2 and 3 Cutover activities • Reviewed Meridian LMS Performance delivery • Continued review of partner Security Plans
QA Conversion	• Participated in Wave 3B mock conversion review • Participated in Wave 2 Green light readiness activities • Monitored Wave 3 County Data Validation (CDV) findings and participated in open office hours
QA Functional/Test	• CalSAWS Release 23.03 test execution is in progress with a 44% execution rate, 26% pass rate, and 13% fail/block rate • BenefitsCal Release 23.02.16 test execution is in progress • Participated in 23.05 BenefitsCal County Validation preparations
QA Implementation	• Supported Contra Costa County CalSAWS Training Sessions: Foster Care • Confirmed comment resolutions for Deloitte FDEL 11.01 – Wave 1 Implementation Complete Report • Completed updates for Pre-Green Light: Wave 2 Go-Live presentation • Completed updates to the Yellow Banner Guide for Child Welfare • Drafted Risk 285 – Post Implementation Support Volunteer Resources

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
WP-4	CalWIN Migration - Notices Post Implementation Report	🟢	• Submit DDEL comments by February 21, 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 DDEL comments by February 16, 2023
WP-27.12	**BenefitsCal** – Monthly M&O Report - January 2023	🟢	• Submit DDEL comments by February 16, 2023
WP-29.10	**BenefitsCal** - Monthly Status Report – January 2023	🟢	• Submit FDEL comments by 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
59.25	**CalWIN Implementation** – Assessment of CalWIN Implementation Migration Work Plan Update – January 2023	🟢	• Submitted FDEL on February 10, 2023
WP-62.07	**CalWIN Implementation** – CalWIN Implementation Master Training Plan Monthly Update - 07	🟢	• Submit FDEL comments by February 14, 2023
63.04	**CalWIN Implementation** – Assessment of CalWIN Implementation Training Plan for Wave 4 counties	🟢	• Submit FDEL by 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 CalSAWS PMO Status meeting on February 7, 2023
► Participated in CalSAWS Section Directors' meeting on February 7, 2023
► Facilitated JPA Presentation Video review on February 7, 2023
► Participated in ForgeRock and OCAT SCR review - user id and email validations on February 7, 2023
► Participated in Wave 2 Pre-Green Light Prep review on February 7, 2023
► Participated in CalSAWS Leadership Implementation meeting on February 8, 2023
► Presented QA Status at Monthly CalSAWS IT Report meeting on February 8, 2023
► Participated in Monthly Data Review for CalSAWS - Hyland on February 8, 2023
► Participated in Batch Performance Checkpoint review on February 8, 2023
► Participated in Dry Run for Pre-Green Light Wave 2 Go Live on February 9, 2023
► Participated in CalWIN Conversion Cutover review on February 9 and 10, 2023
► Strike Teams, Retrospectives & Collaboration Model
  o Facilitated Collaboration Model review session on February 6, 2023
  o Participated in CEM/RM team meeting on February 8, 2023
  o Facilitated Collaboration Model – State Partner review on February 9, 2023

1.3.2   Technical
► Participated in CalSAWS Weekly Tech Sync meeting on February 6, 2023
► Participated in R5 CalSAWS Management Site Visit on February 6, 2023
► Participated in Scope Review of upcoming Releases on February 6, 2023
► Participated in ISS County Training - CalSAWS Laptops Discussion on February 7, 2023
► Participated in DBCR/CTCR Review meetings on February 7 and 9, 2023
► Participated in Section Directors Meeting on February 7, 2023
► Participated in Consortium FinOps meeting on February 7, 2023
► Participated in the discussion on OCAT User and ForgeRock Profile on February 7, 2023
► Participated in Tech Change Advisory Board (CAB) meeting on February 8, 2023
► Participated in Weekly CalSAWS Leadership meeting on February 8, 2023
► Participated in Monthly CalSAWS IT Report Meeting Series on February 8, 2023
► Participated in Humboldt County Site Changes (CA-256164) on February 8, 2023
► Participated in Environment Integration/Management Review on February 9, 2023
► Participated in Weekly meeting for Architecture discussion on February 10, 2023
► BenefitsCal
  o Participated in BenefitsCal CalWORKs Timeclock Design Session on February 6, 2023
  o Participated in BenefitsCal DD&I and M&O meetings on February 7, 2023
  o Participated in the BenefitsCal Operations meeting on February 7, 2023
  o Participated in Application Transfer meetings
  o Continued reviewing BenefitsCal deliverables and release activities
► Batch
  o Participated in Batch Performance meeting on February 8, 2023
  o Participated in CalSAWS Batch Weekly Round Up meeting on February 9, 2023

► CalWIN
  o Participated in 2B Cutover Rollback Plan meeting on February 6, 2023
  o Participated in CalWIN Conversion Week Look Ahead meeting on February 6, 2023
  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 Solano CalWIN Wave 4 Test Plan meeting on February 6, 2023
  o Participated in Sonoma CalWIN Wave 5 Test Plan meeting on February 6, 2023
  o Participated in Yolo Support Call on February 7, 2023
  o Participated in Wave 2 Dry run for Pre-Green light Conversion slides review on February 7, 2023
  o Participated in San Mateo CalWIN Wave 5 Test Plan meeting on February 7, 2023
  o Participated in CalWIN Wave 4 TPOC meeting on February 7, 2023
  o Participated in CalWIN Wave 6 TPOC meeting on February 8, 2023
  o Participated in Santa Barbara County CalWIN Wave 3 Functional File Processing Working Session on February 8, 2023
  o Participated in Orange County CalWIN Wave 3 Functional File Processing Working Session on February 8, 2023
  o Participated in Wave 6 Interface Partner Test (IPT) review on February 8 and 9, 2023
  o Participated in CalWIN Document Migration meeting on February 8, 2023
  o Participated in Wave 3B Mock Cutover Review meeting on February 8, 2023
  o Participated in Wave 2 Greenlight Requirements Table updates meeting on February 8, 2023
  o Participated in Contact Center Uptime During Wave 2 Cutover meeting on February 9, 2023
  o Participated in Ventura County CalWIN Wave 3 Functional File Processing Working Session on February 9, 2023
  o Participated in CalWIN Conversion meeting on February 9, 2023
  o Participated in Mock Cutover Review, Go/No-Go Criteria and Assess for 3B Go-Live Preparation on February 9, 2023
  o Participated in Stage Gate Review Preparation and Priorities on February 10, 2023
► Central Print
  o Participated in CalSAWS Central Print Status meeting on February 6, 2023
  o Continued to review the Gainwell System Security Plan
► Contact Center
  o Participated in Sacramento County CalSAWS IVR Contact Center Design Sessions on February 6, 2023
  o Participated in Orange CalSAWS Contact Center Discussion on February 6, 2023
  o Participated in Santa Clara Model Office meeting on February 6 - 10, 2023
  o Participated in San Bernardino County CSC Support Meeting on February 7, 2023
  o Participated in Santa Cruz County CalSAWS IVR Contact Center Design Sessions on February 8, 2023
  o Participated in Solano County CalSAWS IVR Contact Center Design Sessions on February 8, 2023

- o Participated in Improving Contact Center County Experience in Future State Definition & Action Plan meeting on February 8, 2023
- o Participated in AWS / CalSAWS - Contact Center collaboration on February 9, 2023
- o Participated in CalSAWS VA Team Weekly Check-In meeting on February 9, 2023
- ► General Assistance/General Relief (GA/GR)
  - o Participated in meetings as scheduled
- ► Security
  - o Participated in AWS CloudCheckr Infrastructure Security review on February 6, 2023
  - o Participated in CalSAWS 23.03 Release Security Committee on February 9, 2023
- ► Service Management
  - o Participated in meetings as scheduled
- ► Lobby Management
  - o Participated in Integrated Lobby Management meeting on February 7, 2023
  - o Participated in Contact Center & Lobby Management Current State Analysis and Improving County Experience meeting on February 7, 2023
  - o Participated in Lobby Support Management Updates meeting on February 9, 2023

1.3.3 Imaging
- ► Participated in the Imaging Migration Status meeting on February 7, 2023
- ► Participated in Monthly Data Review for CalSAWS - Hyland on February 8, 2023

1.3.4 Conversion
- ► Co-Facilitated daily Wave 3 – CDV office hours and Validation Triage
- ► Participated in Production Wave 2 - County Daily Debriefs
- ► Participated in "Use the 'Use Office Address', Correspondence suppression meeting on February 6, 2023
- ► Participated in the Cutover 2B-Rollback plan on February 6, 2023
- ► Participated in the CalWIN Conversion Week Look Ahead on February 6, 2023
- ► Participated in Project Status meeting – Collections, Fraud & Task Management meeting on February 6, 2023
- ► Participated in Wave 3 – CDV daily debrief February 7 – February 9, 2023
- ► Participated in the Mock Wave 3B Cutover Clickthrough on February 7, 2023
- ► Participated in the CalWIN Conversion and Change Management meeting on February 7, 2023
- ► Participated in the Dry Run for Pre-Green Light Wave 2 Go-Live on February 9,2023
- ► Participated in the Mock Cutover: Review Go/No-Go Criteria and Assess for 3B Go-Live Preparation on February 9,2023
- ► Participated in Wave 4-6 GDS delivery date meeting on February 10, 2023
- ► Participated in Sacramento Child Care Data Migration meeting on February 10, 2023
- ► Participated in Conversion Management Sync meeting on February 10, 2023
- ► Prepared the Wave 6 County Data validation inputs for the CRFI to recruit resources
- ► 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 Execution

► Plan for Wave 4 CDV Execution

1.3.4 Functional

► M&O
- o Participated in App Dev meeting on February 7, 2023
- o Participated in MC SCR Touchpoint meeting on February 8, 2023
- o Participated in CalSAWS Medi-Cal CMSP Committee meeting on February 8, 2023
- o Participated in the following design meetings:
  - ✦ CR 171877 - Inbound EDI 834 Processing Failure Notifications - Pre-JAD #1
  - ✦ CR 180738 - 834 Enrollment and Delegation Data Alignment Feed
  - ✦ CR 190310 - Supplemental Notices Insert and Notices Hold Release - JAD 6
  - ✦ CR 200352 - 2024 Renewals - Pre-JAD 3
  - ✦ CR 200353 - Notices Updates for R23.9 - pre-JAD 4
  - ✦ CR 210202 - Expansion of full scope Medi-Cal for eligible adults from 26 - 49 years of age, regardless of citizenship or immigration status - JAD 3
  - ✦ CR 216717 - BREfS Initiative 7 - Carry Forward Enhancements - JAD 3
  - ✦ CR 223157 - Negative Actions updates to Exchange eligibility - Pre-JAD 2
  - ✦ CR 223819 - Consider prior months for annual subsidy determination
  - ✦ CR 228291 - Access to Historical Enrollment Snapshot Data – JAD 1
- o Reviewed Twenty-nine (29) 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	7
23.01	5
23.02	6
23.03	2
23.05	2
23.07	1
23.09	2
RWR	4
Grand Total	**29**

► General Assistance/General Relief (GA/GR)
- o Monitored GA/GR SCRs
- o Participated in the GA/GR Correspondence Web Services discussion
► BenefitsCal
- o Reviewed the BenefitsCal CalWORKs Timeclock Design on February 6, 2023
- o Participated in the weekly scope review and coordination meeting for upcoming BenefitsCal releases meeting on February 6, 2023
- o Participated in the Self-Service Portal Committee meeting on February 7, 2023
- o Participated in the DD&I and M&O reviews on February 7 and 9, 2023
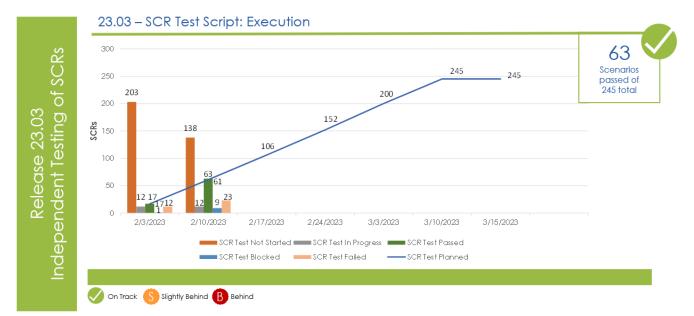- o Participated in the BenefitsCal Weekly PM Standup meeting on February 8, 2023

- o Participated in the Daily Transaction Failure meetings
- o Submitted comments on BenefitsCal Priority Release 23.02.08 Release Notes
- o Monitored QA verification progress for BenefitsCal Monthly Release 23.02.16 and Priority Release 23.02.26

1.3.6 Test
► CalSAWS Release 23.03
- o Continued test execution
- o Completed QA Review of System Test scripts for high impact SCRs
- o Began QA Review of System Test execution for one SCR

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	56% (138)	5% (12)	26% (63)	9% (23)	4% (9)

► BenefitsCal Activities
- o Completed open defects and priority release activities
- o Participated in DD&I and M&O calls on February 7 and February 9, 2023
► 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-243208 Wave 1 - CalWIN - CON 02 - Identity Verification Type not populated	23.02.07	QA Review

► Other Consortium Support Test Activities

- o Monitored test support for priority releases
- o Participated in Integrated Test Team meeting on February 7, 2023
- o Participated in County Validation RACI review on February 7, 2023
- o Participated in Test Touchpoint meeting on February 8, 2023
- o Participated in the Weekly CalSAWS Leadership Implementation Meeting on February 8, 2023
- o Participated in the Intro to CalSAWS County Validation Process meeting with BenefitsCal team on February 8, 2023
- o Participated in Security Committee Meeting 23.03 Release on February 9, 2023
- o Participated in Wave 1 – State/Fiscal Reports meeting on February 9, 2023
- o Monitored the UAT2 environment readiness and supported user set up.

1.3.7 Implementation

- ► CalSAWS Maintenance and Operations (M&O)
- o Participated in weekly Training Touchpoint meeting on February 6, 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 ISS Implementation Manager Touchpoint on February 6, 2023
- o Participated in Weekly Implementation Team meeting on February 6, 2023
- o Participated in ISS Team Leads Tuesday Standup meeting on February 6, 2023
- o Performed Implementation QA transition activities to new team member John Pope on February 6 - 10, 2023
- o Updated Pre-Green Light presentation content to prepare for Pre-Green Light Dry-Run on February 6 - 8, 2023
- o Participated in Sandbox Demo for Change Network review on February 6, 2023
- o Participated in Wave 5 Change Discussion Guide working sessions for Alameda, Fresno, and Sonoma from February 6 - 9, 2023
- o Participated in CalSAWS Wave 5 T-9 Survey Reviews for Fresno, Alameda, and Sonoma on February 6, 2023
- o Participated in Santa Barbara Configuration reviews on February 6 - 10, 2023
- o Participated in TOSS & IPOC Meeting: Santa Clara County on February 6, 2023
- o Participated in Solano Change Discussion Office Hours on February 6 and 8, 2023
- o Participated in CalSAWS CNC County Sharing - Ventura on February 6, 2023
- o Participated in Santa Cruz County Change Discussion Guide Prep Session on February 7, 2023
- o Participated in Wave 2 Change Network Meeting on February 7, 2023
- o Participated in Extended Support Orientation on February 7, 2023
- o Participated in Wave 4 T-6 Month Survey Results Review on February 7, 2023
- o Supported Contra Costa County CalSAWS Training Sessions: Foster Care on February 7 - 8, 2023
- o Participated in Wave 5 Change Discussion Guide review on February 8, 2023
- o Participated in Weekly Leadership Implementation Meeting on February 8, 2023
- o Participated in Post-Implementation Full Orientation Session on February 8, 2023
- o Participated in Wave 4 IPOC Meeting on February 8, 2023
- o Participated in TOSS & IPOC Meeting: Contra Costa County on February 8, 2023
- o Confirmed comment resolutions for Deloitte FDEL 11.01 – Wave 1 Implementation Complete Report on February 8, 2023

- o Participated in CalWIN ISS Weekly Meeting for Communications and Surveys on February 8, 2023
- o Completed updates for Pre-Green Light: Wave 2 Go-Live on February 8, 2023
- o Participated in Change Network County Sharing - Spotlight on Alameda on February 9, 2023
- o Participated in Wave 5 and 6 Change Network Dry-Run on February 9, 2023
- o Participated in TOSS & IPOC Meeting: Solano County on February 9, 2023
- o Participated in Wave 6 IPOC Meeting on February 9, 2023
- o Participated in Change Discussion Guide Working Session Wrapup for Alameda County on February 9, 2023
- o Participated in Change Discussion Guide Working Session Wrapup for Fresno County on February 9, 2023
- o Participated in Change Discussion Guide Working Session Wrapup for Sonoma County on February 9, 2023
- o Participated in Dry Run for Pre-Green Light: Wave 2 Go-Live on February 9, 2023
- o Participated in TOSS & IPOC Meeting: Sacramento County on February 9, 2023
- o Participated in Wave 4 Weekly PPOC Touchpoint on Change Discussion progress on February 9, 2023
- o Participated in Contra Costa County Migration Leadership Touchbase #2 on February 10, 2023
- o Conducted Weekly QA Implementation team meeting on February 10, 2023
- o Completed updates to the Yellow Banner Guide for Child Welfare Service Programs on February 10, 2023
- o Finalized risk language for new Risk 285 – Post Implementation Support Volunteers on February 10, 2023
- ► Release Management
  - o Began Web Based Training (WBT) System Change Request (SCR) Reviews for the 23.03 Release
- ► Special Projects
  - o Participated in ERG Council Design Thinking Strategy Session on February 10, 2023

1.3.8 OCAT
- ► Participated in ongoing reviews of OCAT System Security Plan annual update
- ► Participated in ForgeRock and OCAT SCR review - user id and email validations on February 7, 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 OCAT Monthly SLA Review on February 13, 2023
- ► Participate in CalSAWS PMO Status meeting on February 14, 2023
- ► Participate in the Imaging Migration Status meeting on February 14, 2023
- ► Participate in CalSAWS Section Directors' meeting on February 14, 2023
- ► Participate in CalSAWS Leadership Implementation meeting on February 15, 2023
- ► Participate in OCAT Ops and Release Management meeting on February 15, 2023

► Participate in Batch Performance Checkpoint review on February 15, 2023
► Participate in Pre-Green Light Wave 2 Go Live on February 15, 2023
► Participate in CalSAWS Project Steering Committee meeting on February 16, 2023
► Participate in CalSAWS JPA Board meeting on February 17, 2023
► Strike Teams, Retrospectives & Collaboration Model
  o Facilitate Collaboration Model Customer follow up session on February 13, 2023
  o Facilitate Collaboration Model Submission Process and Tracking Management session on February 13, 2023
  o Facilitate Web Portal Strike Team Executive Touch Point on February 13, 2023

1.4.2 Technical
► Participate in CalSAWS Weekly Technical meeting on February 13, 2023
► Participate in Collections, Fraud, & Task Management Project Status Meeting on February 13, 2023
► Participate in App/Dev meeting on February 14, 2023
► Participate in Section Directors Meeting on February 14, 2023
► Participate in Consortium FinOps meeting on February 14, 2023
► Participate in DBCR/CTCR Review meetings on February 14 and 16, 2023
► Participate in Worker Facing VA Design Sessions on February 14 and 16, 2023
► Participate in Weekly CalSAWS Leadership meeting on February 15, 2023
► Participate in Tech Change Advisory Board (CAB) meeting on February 15, 2023
► Participate in Bi-Weekly CalSAWS Meeting on February 16, 2023
► Participate in Environment Integration/Management Review on February 16, 2023
► Participate in CalSAWS Project Steering Committee (PSC) on February 16, 2023
► Participate in Weekly meeting for Architecture discussion on February 16, 2023
► Participate in CCB meeting on February 16, 2023
► Participate in CalSAWS Architectural Standards Review on February 16, 2023
► Participate in Stage Gate Review Preparation meeting on February 17, 2023
► Participate in CalSAWS JPA Board of Directors Meeting on February 17, 2023
► BenefitsCal
  o Participate in the BenefitsCal Operations meeting on February 14, 2023
  o Participate in BenefitsCal DD&I and M&O meetings on February 14 and 16, 2023
  o Participate in Application Transfer meetings
  o Continue reviewing BenefitsCal deliverables and release activities
► Batch
  o Participate in Batch Performance meeting on February 15, 2023
  o Participate in Batch Weekly Roundup on February 16, 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 Daily Debrief: Wave 2 County Prep Phase
  o Participate in Santa Cruz and Fresno County IPT meetings on February 13, 2023
  o Participate in CalWIN Conversion Week Look Ahead meeting on February 13, 2023
  o Participate in CalWIN Implementation Support Services Stand-up Meeting on February 13, 2023
  o Participate in 2B Cutover Table Read meeting on February 13, 2023

- o Participate in Wave 3 County Prep Phase Kickoff meeting on February 14, 2023
- o Participate in CalWIN Wave 2 Document Migration Cutover Readiness meeting on February 14, 2023
- o Participate in CalWIN Wave 6 - TPOC meetings on February 15, 2023
- o Participate in CalWIN Wave 3 – TPOC meeting on February 15, 2023
- o Participate in Pre-Green Light: Wave 2 Go-Live on February 15, 2023
- o Participate in Pre-Green Light Wave 2 Go-Live meeting on February 15, 2023
- ► Central Print
  - o Participate in CalSAWS Central Print Status meeting on February 13, 2023
  - o Continue to review the Gainwell System Security Plan
- ► Contact Center
  - o Participate in Santa Clara Model Office February 13 - 17, 2023
  - o Participate in Alameda County CalSAWS IVR-Contact Center Weekly Discussion on February 14, 2023
  - o Participate in Los Angeles County CalSAWS IVR-Contact Center Weekly Discussion on February 14, 2023
  - o Participate in Fresno County CalSAWS IVR-Contact Center Weekly Discussion on February 14, 2023
  - o Participate in Santa Barbara County CalSAWS IVR-Contact Center Design sessions on February 15, 2023
  - o Participate in Contact Center Internal Standup Discussion on February 15, 2023
  - o Participate in San Mateo Contact Center Design Sessions on February 16, 2023
  - o Participate in San Diego Cruz County CalSAWS IVR-Contact Center Design Sessions on February 16, 2023
  - o Participate in AWS/CalSAWS Contact Center meeting on February 16, 2023
  - o Participate in Contact Center Team meeting on February 17, 2023
- ► General Assistance/General Relief (GA/GR)
  - o Participate in meetings as scheduled
- ► Security
  - o Participate in Application Security Findings meeting on February 15, 2023
  - o Participate in Security Status Meeting on February 17, 2023
- ► Service Management
  - o Participate ServiceNow Process Improvement meeting on February 16, 2023
- ► Lobby Management
  - o Participate in Integrated Lobby Management Touchpoint on February 14, 2023

1.4.3 Imaging
- ► Participate in the Imaging Migration Status meeting on February 14, 2023
- ► Participate in Monthly SLA Review for CalSAWS on February 14, 2023

1.4.4 Conversion
- ► Monitor, Triage, and disposition Wave 3 CDV findings
- ► Participate in Production Wave 2 - County Daily Debriefs
- ► Participate in W2 Green Light Deck: Conversion and Readiness updates meeting on February 13, 2023
- ► Participate in the 2B Cutover – Table read on February 13, 2023

► Participate in the CalWIN Conversion Week Look Ahead on February 13, 2023
► Participate in the CDV/Conversion Retro Prep session February 13, 2023
► Participate in Conversion Management Sync meeting on February 13, 2023
► Co-Facilitate Wave 3 Ancillary open office hours February 14 and 16, 2023
► Participate in CalWIN Conversion and Change Mgt. meeting on February 14, 2023
► Participate in Strike Team for W2 GLP meeting on February 14, 2023
► Facilitate a W3 CDV Findings Triage Status meeting on February 14 and 15, 2023
► Participate in a Pre-Green Light Wave 2 Go-Live on February 15, 2023
► Participate in the Stage Gate Review preparation meeting on February 17, 2023
► Conduct Wave 3 CDV Ancillary Validation
► 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 SAWS Test Daily Connect on February 13, 2023
  o Participate in App Dev meeting on February 14, 2023
  o Participate in the MC SCR Touchpoint Meeting on February 15, 2023
  o Participate 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 – Pre-JAD 2
    ✦ CR 224879 - MEC MEDS Check for Exchange Eligibility Programs - Pre-JAD 1
    ✦ CR 230777 - Consumers with No SSN Accelerated Enrollment Review: Pre-JAD 1
► 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 ROI E2E testing coordination meeting on February 13, 2023
  o Participate in the CX Measurement Monthly on February 15, 2023
  o Participate in the BenefitsCal Weekly PM Standup meeting on February 15, 2023
  o Participate in the CalSAWS/BenefitsCal Release meeting on February 15, 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

- ○ Participate in the weekly scope review and coordination meeting for upcoming BenefitsCal releases
- ○ Monitor QA verification progress for BenefitsCal Monthly Release 23.02.16 and Priority Release 23.02.26
- ○ Review BenefitsCal Monthly Release 23.02.16 Release Notes

1.4.6 Test
► CalSAWS Release 23.03
- ○ Continue QA Review of System Test execution for one SCR
- ○ Continue Independent Test activities
► BenefitsCal Activities
- ○ Monitor open defects and priority release activities
- ○ Participate in ROI E2E Testing Coordination meeting on February 13, 2023
- ○ Participate in DD&I and M&O calls on February 14 and 16, 2023
► Priority Release / RWR Activities
- o 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-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

► Other Consortium Support Test Activities
- o Participate in Integrated Test Team meeting on February 14, 2023
- o Participate in County Validation RACI Working Session on February 14, 2023
- o Participate in Test Touchpoint meeting on February 15, 2023
- o Participate in CalSAWS/BenefitsCal Release Discussion on February 15, 2023
- o Participate in Prep for Including BenefitsCal in County Validation Starting with 23.05 meeting on February 16, 2023
- o Participate in CalSAWS – State and Fiscal Reports meeting on February 16, 2023

1.4.7 Implementation
► CalSAWS Maintenance and Operations (M&O)
- ○ Participate in weekly Training Touchpoint meeting on February 13, 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 Weekly Implementation Team meeting on February 13, 2023
- o Participate in TOSS & IPOC Meeting: Santa Clara County on February 13, 2023
- o Participate in CalWIN ISS Standup Meeting on February 13, 2023
- o Update Pre-Green Light presentation content to prepare for Pre-Green Light on February 13 - 15, 2023
- o Participate in Virtual Support Orientation Session on February 14, 2023
- o Prepare for Wave 3 and 4 Change Network meeting on February 14, 2023

- o Participate in Wave 4 Change Discussion Guide Lesson Learned session on February 14, 2023
- o Participate in ISS Team Leads Tuesday Standup meeting on February 14, 2023
- o Participate in Santa Cruz Change Discussion office hours February 14 and 16, 2023
- o Participate in Wave 3 County Prep Kickoff meeting on February 14, 2023
- o Participate in CalSAWS Wave 2 Go-Live Packet Orientations February 14 - 16, 2023
- o Participate in ISS Implementation Manager Touchpoint on February 14, 2023
- o Participate in Wave 4 T-6 Survey Results Review with Santa Cruz February 14, 2023
- o Participate in Waves 5 and 6 Change Network meeting on February 14, 2023
- o Participate in Wave 3 IPOC Meeting on February 15, 2023
- o Participate in Full Support Orientation Session for County Staff on February 15, 2023
- o Participate in Pre-Green Light: Wave 2 Go-Live on February 15, 2023
- o Participate in TOSS & IPOC Meeting: Contra Costa County on February 15, 2023
- o Participate in TOSS & IPOC Meeting: Ventura County on February 15, 2023
- o Participate in OCM Leads Meeting on February 15, 2023
- o Participate in Wave 4 T-6 Survey Results Review with Solano on February 15, 2023
- o Participate in TOSS & IPOC Meeting: San Mateo County on February 16, 2023
- o Participate in Onsite Support Orientation Session on February 16, 2023
- o Participate in OCM Executive Team Leads meeting on February 16, 2023
- o Participate in Waves 3 and 4 Change Network meeting on February 16, 2023
- o Participate in Wave 4 T-6 Survey Results Review with San Mateo February 16, 2023
- o Participate in Wave 4 Weekly PPOC Touchpoint on Change Discussion progress on February 16, 2023
- o Participate in OCM Team Roles and Responsibilities meeting on February 17, 2023
- o Conduct Weekly QA Implementation team meeting on February 17, 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
- ► Participate in OCAT Monthly SLA Review on February 13, 2023
- ► Participate in OCAT Ops and Release Management meeting on February 15, 2023

1.5 Deviations from Plan/Adjustments

- ► None