

CalSAWS Quality Assurance Weekly Status Report

Reporting Period: March 13, 2023, to March 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	<ul style="list-style-type: none"> • Participate in Daily Wave 2 and Wave 3A Post Implementation County and Project Status Calls • Facilitated CalSAWS Go-Live Green Light for Release 23.03 • Participated in Region 1 Pre-Meet for Management Site Visit • Participated in CalSAWS Project Steering Committee • Participated in OCAT Monthly SLA Review and the OCAT Ops and Release Management meeting • Facilitate Quarterly Collaboration Model Meeting • Facilitate Wave 2 Retrospective Sessions
QA Technical	<ul style="list-style-type: none"> • Participated in Service Level meetings and reviews • Continued review of BenefitsCal Release of Information (ROI) and Application Transaction details • Continued review of CalSAWS Contact Center Enhanced Call Control Panel and Virtual Assistant • Monitored Production Operations, Imaging, and ForgeRock activities • Continued review of partner Security Plans
QA Conversion	<ul style="list-style-type: none"> • Completed Wave 3 County Data Validation (CDV) findings • Scheduled Wave 4 CDV preparation meetings • Monitored Post Wave 1 and 2 defects and priorities and evaluated open defects for the Go Live Packet (GLP) • Participated in Stage gate reviews
QA Functional/Test	<ul style="list-style-type: none"> • Continued CalSAWS Release 23.05 test preparation activities • Continued BenefitsCal Release 23.05 ROI test preparation • Continued BenefitsCal Release 23.03.30 test execution activities
QA Implementation	<ul style="list-style-type: none"> • Provided Wave 2 Post Implementation onsite floor support in Contra Costa, Santa Clara, and Tulare • Participated in resource coordination and communication for Wave 2 • Planned for Wave 2 Implementation, OCM, and Training retrospectives • Submitted comments on slides for March OPAC meeting • Submitted comments on Wave 5 County Training Plans for Alameda, Fresno, and Sonoma

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1.2 Deliverables Management

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









DEL #	DELIVERABLE NAME		STATUS
3.45	QA Monthly Status Report – March 2023		<ul style="list-style-type: none"> • Submit FDEL by April 5, 2023
4.45	QA Work Plan – March 2023		<ul style="list-style-type: none"> • Submit FDEL by April 5, 2023
7.45	QA Test Monthly Report – March 2023		<ul style="list-style-type: none"> • Submit FDEL by April 5, 2023
10.10	Quarterly QA Security Report		<ul style="list-style-type: none"> • Submit DDEL by March 30, 2023
12.45	Assessment of CalSAWS Migration Work Plan Update – March 2023		<ul style="list-style-type: none"> • Submit FDEL by March 21, 2023
49	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 2		<ul style="list-style-type: none"> • Submit DDEL comments by April 4, 2023
55	Assessment of CalSAWS Migration Project Control Document Update		<ul style="list-style-type: none"> • Submit DDEL comments by March 31, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-6.2	OCAT - Technical Design - 2023 Annual Update		<ul style="list-style-type: none"> • Submitted FDEL comments on March 17, 2023

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

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Table 1-4 – Overall Summary of BenefitsCal Deliverable Status











DEL #	DELIVERABLE NAME		STATUS
WP-26.17	BenefitsCal – CX Monthly Report – February/March 2023		<ul style="list-style-type: none"> Submit DDEL comments by April 17, 2023
WP-27.13	BenefitsCal – Monthly M&O Report - February 2023		<ul style="list-style-type: none"> Submit FDEL comments by March 24, 2023
WP 29.12	BenefitsCal – Monthly Status Report – March 2023		<ul style="list-style-type: none"> Submit FDEL comments by April 12, 2023
WP-32.04	BenefitsCal – BOM Review and License Renewal		<ul style="list-style-type: none"> Submit FDEL comments by April 14, 2023
WP-33.04	BenefitsCal – Certificate Review		<ul style="list-style-type: none"> Submit FDEL comments by April 14, 2023


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

DEL #	DELIVERABLE NAME		STATUS
WP-2.13	CalWIN Implementation - County Change Guide - Alameda W5		<ul style="list-style-type: none"> Submit DDEL comments by April 11, 2023
WP-2.14	CalWIN Implementation - County Change Guide - Fresno W5		<ul style="list-style-type: none"> Submit DDEL comments by April 11, 2023
WP-2.15	CalWIN Implementation - County Change Guide - Sonoma W5		<ul style="list-style-type: none"> Submit DDEL comments by April 11, 2023
59.27	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – March 2023		<ul style="list-style-type: none"> Submit FDEL by April 12, 2023
WP-62.09	CalWIN Implementation – CalWIN Implementation Master Training Plan Monthly Update - 09		<ul style="list-style-type: none"> Submit FDEL comments by April 12, 2023

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DEL #	DELIVERABLE NAME		STATUS
63.05	CalWIN Implementation – Assessment of CalWIN Implementation Training Plan for Wave 5 counties		<ul style="list-style-type: none">• Submit DDEL by April 3, 2023

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Daily Wave 2 Post Implementation County and Project Status Calls
- ▶ Participated in Daily Debrief for Wave 3A Status Calls
- ▶ Participated in OCAT Monthly SLA Review on March 13, 2023
- ▶ Participated in Region 1 Pre-Meet for Management Site Visit on March 14, 2023
- ▶ Participated in Monthly Imaging SLA Review with Hyland on March 14, 2023
- ▶ Participated in CalSAWS PMO Status meeting on March 14, 2023
- ▶ Participated in the Imaging Migration Status meeting on March 14, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on March 14, 2023
- ▶ Participated in OCAT Ops and Release Management meeting on March 15, 2023
- ▶ Facilitated CalSAWS Go-Live Green Light: Release 23.03 on March 15, 2023
- ▶ Participated in Batch Performance Checkpoint review on March 15, 2023
- ▶ Participated in CalSAWS Project Steering Committee on March 16, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Participated in CalSAWS Quarterly Stakeholder Meeting on March 15, 2023
 - Facilitated Collaboration Model Enhancement Form & Charter Review session on March 16, 2023
 - Attended BenefitsCal March UCD Monthly Meeting on March 16, 2023
 - Facilitated County Data Validation retro prep session on March 16, 2023
 - Facilitated Collaboration Model Quarterly Meeting prep on March 17, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly tech Sync Meeting on March 13, 2023
- ▶ Participated in 23.03 T-1 Integrated Readiness Status meeting on March 13, 2023
- ▶ Participated in 23.03 Pre-Green Light Review on March 13, 2023
- ▶ Participated in Project Status Meeting - Collections, Fraud, & Task Management on March 13, 2023
- ▶ Participated in Monthly SLA Review for CalSAWS on March 14, 2023
- ▶ Participated in DBCR/CTCR Review meetings on March 14 and 16, 2023
- ▶ Participated in Section Directors Meeting on March 14, 2023
- ▶ Participated in Consortium FinOps meeting on March 14, 2023
- ▶ Participated in Green Light - Release 23.03 on March 15, 2023
- ▶ Participated in Fiscal Interfaces and testing plan's Kick off meeting on March 15, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on March 15, 2023
- ▶ Participated in Pre-Performance Report meeting on March 17, 2023
- ▶ Participated in Stage Gate Review meeting on March 17, 2023
- ▶ BenefitsCal
 - Participated in DA Updates - 'Verified for ROI' Field meeting on March 13, 2023
 - Participated in BenefitsCal Workplan review on March 13, 2023
 - Participated in the BenefitsCal Operations meeting on March 14, 2023
 - Participated in BenefitsCal DD&I / M&O review on March 14 and 16, 2023
 - Participated in Application Transfer meetings
 - Continued reviewing BenefitsCal deliverables and release activities

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- ▶ Batch
 - Participated in Batch Performance meeting on March 15, 2023
 - Participated in CalSAWS Batch – Weekly Roundup meeting on March 16, 2023
- ▶ CalWIN
 - Participated in Wave 5 Sonoma County Initial Test Planning on March 13, 2023
 - Participated in CalWIN Implementation Support Services - Stand-up Meeting on March 13, 2023
 - Participated in CalWIN Conversion Week Look Ahead on March 14, 2023
 - Participated in Worker Facing VA Design Sessions on March 14, 2023
 - Participated in CalWIN Wave 3 TPOC meeting on March 15, 2023
 - Participated in Wave 4 Solano Initial Test Planning on March 16, 2023
 - Participated in CalWIN Wave 5 TPOC meeting on March 16, 2023
 - Participated in Wave 2 Post Implementation County and project Operations Calls
 - Participated in Daily Debrief: Wave 3 County Prep Phase
 - Participated in Wave 3 County Prep Office Hours
- ▶ Central Print
 - Continued to review the Gainwell System Security Plan
 - Participated in CalSAWS Central Print – Status Meeting on March 13, 2023
- ▶ Contact Center
 - Participated in Model Office Onsite Visit discussions
 - Participated in Orange CalSAWS Contact Center Review on March 13, 2023
 - Participated in Alameda County CalSAWS IVR-Contact Center Design Sessions on March 14, 2023
 - Participated in Los Angeles Contact Center Discussions on March 14, 2023
 - Participated in Worker Facing VA Design Sessions on March 14 and 16, 2023
 - Participated in Voice Bots and RPA County Rollout Plan on March 14, 2023
 - Participated in Orange County CRFI Connectivity Concerns on March 15, 2023
 - Participated in Santa Barbara IVR Contact Center Design on March 15, 2023
 - Participated in CalSAWS Contact Center Discussion on March 15, 2023
 - Participated in Placer CSC Support Meeting on March 15, 2023
 - Participated in Ventura Contact Center IVR Discovery Sessions on March 16, 2023
 - Participated in San Mateo Contact Center Design Sessions on March 16, 2023
 - Participated in AWS/CalSAWS Contact Center meeting on March 16, 2023
 - Participated in Contact Center Team meeting on March 17, 2023
 - Participated in Santa Barbara Connectivity Issues Review on March 17, 2023
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in scheduled meetings
- ▶ Security
 - Participated in Application Security Findings on March 15, 2023
 - Participated in ForgeRock Updates for ROI meeting on March 17, 2023
 - Participated in Security Status Meeting on March 17, 2023
- ▶ Service Management
 - Participated in Monthly Report SNOW Spreadsheet meeting on March 15, 2023
 - Participated in ServiceNow Process Improvement Stakeholders Meeting on March 16, 2023
- ▶ Lobby Management
 - Participated in Integrated Lobby Management Touchpoint on March 14, 2023

1.3.3 Imaging

- ▶ Participated in San Diego Document Migration Check-In on March 14, 2023
- ▶ Participated in Imaging migration Standup Call on March 14, 2023
- ▶ Participated in CalSAWS Imaging Committee Meeting on March 16, 2023

1.3.4 Conversion

- ▶ Monitored, Triaged, and dispositioned Wave 3 CDV findings
- ▶ Participated in the Daily Wave 2 Post Implementation Project production calls
- ▶ Participated in the Daily Wave 3 County Prep office hours calls
- ▶ Participated in the Daily Wave 3 County Prep Daily debrief calls
- ▶ Participated in Wave 4 County Data Validation preparation on March 13, 2023
- ▶ Participated in the CalWIN Conversion Week Look Ahead meeting on March 13, 2023
- ▶ Participated in the Conversion Ancillary Collection, Fraud and Task meeting on March 13, 2023
- ▶ Participated in the Strike Team for W2 GLP meeting on March 14 and 16, 2023
- ▶ Participated in the Conversion SCRs - Requirement, Design, and impact discussion on March 14, 2023
- ▶ Participated in County Wave 3 CDV Close out meeting on March 15, 2023
- ▶ Participated in the Sacramento NoHo Child Care meeting on March 15, 2023
- ▶ Participated in the Document Migration Discussion on March 16, 2023
- ▶ Participated in the Conversion Management Sync meeting on March 16, 2023
- ▶ Participated in the Stage Gate reports meeting on March 17, 2023
- ▶ Prepared for Wave 3 CDV retro session scheduled for March 20, 2023
- ▶ Monitored Wave 3 CDV findings
- ▶ Monitored Wave 2 post-cutover county defects and priorities
- ▶ Prepared for Wave 4 CDV Execution
- ▶ Monitored and support UAT2 security profile maintenance activities

1.3.4 Functional

- ▶ M&O
 - Participated in the CalHEERS SAWS Integration Weekly meeting on March 14, 2023
 - Participated in the SAWS Test Daily Connect meeting on March 16, 2023
 - Participated in the WTW Committee Bi-Monthly meeting on March 16, 2023
 - Participated in the following design meetings:
 - CR 216717 - BREfS Initiative #7 - Carry Forward Enhancements
 - CR 221893 - Create Microsite for Aetna - JAD #1
 - CR 223928 - Sensitive Population Information Updates - Long-term Solution
 - CR 226625 - Micro Batch Architecture - Tech Pre JAD#1
 - CR 236884 - NOD01 Suppression for Some Cases that Transitioned to Subsidized CCP - Pre-JAD 1
 - Reviewed Seventy-one (71) 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

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Release	SCRs in QA Review
22.05	1
22.11	2
23.01	2
23.02	6
23.03	18
23.05	7
23.06	2
23.07	11
23.09	4
23.11	1
RWR	7
TBD	10
Grand Total	71

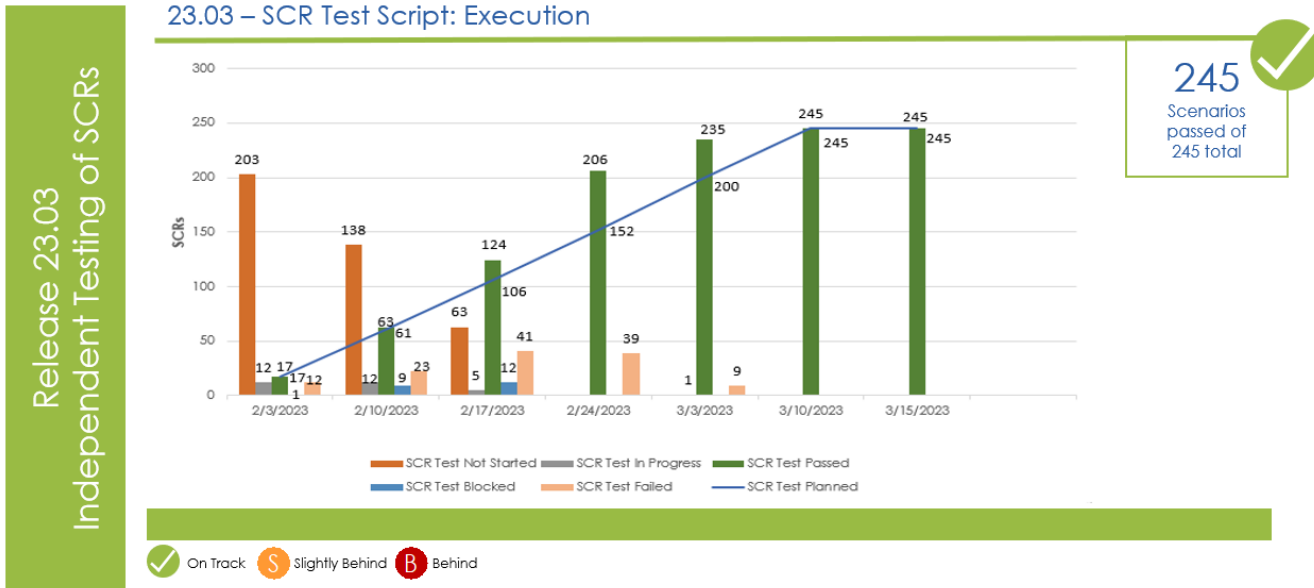
- ▶ General Assistance/General Relief (GA/GR)
 - Monitored GA/GR SCRs
 - Participated in the GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
 - Participated in the BenefitsCal Operation Review meeting on March 14, 2023
 - Participated in the DD&I and M&O reviews on March 14 and 16, 2023
 - Participated in the BenefitsCal Weekly PM Standup meeting on March 14, 2023
 - Participated in the Monthly Report SNOW Spreadsheet meeting on March 15, 2023
 - Participated in the Daily Transaction Failure meeting.

1.3.6 Test

- ▶ CalSAWS Release 23.05
 - Continued test preparation activities
- ▶ CalSAWS Release 23.03
 - Conducted QA Execution Review of System Test results for the removal of SCRs
 - CA-217158 Upgrade JAVA and WebLogic for CalSAWS Application
 - CA-248390 ODM Rule Changes for JAVA and WebLogic Upgrade

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	0% (0)	0% (0)	100% (245)	0% (0)	0% (0)



- ▶ **BenefitsCal Activities**
 - Completed QA verification of BenefitsCal Monthly Release 23.03.30 items set to "UAT Deployed" status this week
 - Monitored QA verification progress for BenefitsCal Monthly Release 23.03.30
 - Completed test case development for BenefitsCal Major Release 23.05
 - Conducted test preparation activities for BenefitsCal Major Release 23.05 by creating the CB Independent Test Dashboard for ROI
- ▶ **Priority Release / RWR Activities**
 - Monitored priority releases/RWR defects and SCR test activities
- ▶ **Other Consortium Support Test Activities**
 - Monitored test support for priority releases
 - Participated in Integrated Test Team meeting on March 14, 2023
 - Participated in CalSAWS – State and Fiscal Reports meeting on March 16, 2023
 - Participated in Wave 2 State/Fiscal Reports meeting on March 16, 2023

1.3.7 Implementation

- ▶ **CalSAWS Maintenance and Operations (M&O)**
 - Participated in weekly Training Touchpoint meeting on March 14, 2023
- ▶ **CalWIN Implementation Support Services (ISS)**
 - Participated in daily 2 Wave 2 Post-Implementation Project Production Calls
 - Participated in Wave 2 Post-Implementation County Operations Calls
 - Participated in daily Wave 2 Post Implementation Onsite Support Resource Huddles
 - Participated in daily Wave 3 County Prep Office hours
 - Participated in Wave 2C/3A Cutover: Go-Live Assessment on March 12, 2023
 - Participated in resource coordination and communication with Wave 2 onsite support staff, ISS leadership and regional managers on March 13 - 16, 2023
 - Participated in Weekly Implementation Team meeting on March 13, 2023
 - Participated in Weekly ISS Implementation Manager Touchpoint on March 13, 2023
 - Participated in CalWIN ISS Standup Meeting on March 13, 2023
 - Participated in Sandbox Demonstration Dry Run for Wave 3 and 4 Change Network on March 13, 2023

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- Prepared for Waves 5 and 6 Change Network meeting on March 13, 2023
- Planned for Wave 2 Implementation, OCM, and Training retrospectives on March 13 - 14, 2023
- Prepared for Waves 3 and 4 Change Network meeting on March 14, 2023
- Participated in Santa Cruz - CalSAWS Configuration Support - Kickoff Meeting on March 14, 2023
- Submitted comments on slides for March OPAC meeting on March 14, 2023
- Participated in Waves 5 and 6 Change Network meeting on March 14, 2023
- Participated in Weekly ISS Team Leads meeting on March 14, 2023
- Participated in CalSAWS Leadership Implementation meeting on March 15, 2023
- Participated in OCM Leads Meeting on March 15, 2023
- Participated in San Diego Configuration working session on March 15 - 16, 2023
- Participated in Santa Mateo Configuration Support Meeting on March 15, 2023
- Participated in Wave 3 IPOC meeting on March 15, 2023
- Participated in TOSS & IPOC Meeting: Ventura County on March 15, 2023
- Prepared for Fresno Change Discussion Prep Session on March 15, 2023
- Participated in TOSS & IPOC Meeting: San Mateo County on March 16, 2023
- Participated in Waves 3 and 4 Change Network meeting on March 16, 2023
- Participated in OCM Executive Team Leads meeting on March 16, 2023
- Participated in Wave 6 Change Discussion Guide Review on March 16, 2023
- Participated in OCM Roles and Responsibilities meeting on March 17, 2023
- Participated in Weekly Risk Review meeting on March 17, 2023
- Submitted comments on Wave 5 DDEL County Training Plans for Alameda, Fresno, and Sonoma counties on March 17, 2023
- Provided Post Implementation onsite floor support daily in Contra Costa, Santa Clara, and Tulare Counties
- ▶ Release Management
 - Participated in 23.03 Project Integrated Readiness Areas - T-1 Integrated Readiness Status on March 13, 2023
 - Participated in Green Light - Release 23.03 meeting on March 15, 2023

1.3.8 OCAT

- ▶ Completed FDEL review of OCAT Technical Design annual update
- ▶ Participated in OCAT Monthly SLA review on March 13, 2023
- ▶ Participated in OCAT Operations and Release Management meeting on March 15, 2023

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Daily Wave 2 Post Implementation County and Project Status Calls
- ▶ Participate in Daily Wave 3A Debrief Calls
- ▶ Participate in CalSAWS PMO Status meeting on March 21, 2023
- ▶ Participate in the Imaging Migration Status meeting on March 21, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on March 21, 2023
- ▶ Participate in Batch Performance Checkpoint review on March 22, 2023

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- ▶ Participate in OCAT UAT Review on March 22, 2023
- ▶ Participate in CalSAWS Batch review on March 23, 2023
- ▶ Participate in IV&V / PMO & QA Bi-weekly meeting on March 24, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Facilitate County Data Validation County retro session March 20, 2023
 - Facilitate BC Wave 2 retro prep session on March 21, 2023
 - Facilitate Implementation Training retro session on March 21, 2023
 - Facilitate Implementation OCM retro session on March 22, 2023
 - Facilitate Implementation Management retro session on March 22, 2023
 - Facilitate Quarterly Collaboration Model meeting on March 24, 2023
 - Facilitate Contact Center retro session on March 24, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Technical Meeting on March 20, 2023
- ▶ Participate in App/Dev meeting on March 21, 2023
- ▶ Participate in Section Directors Meeting on March 21, 2023
- ▶ Participate in CalSAWS Performance Report Meeting on March 21, 2023
- ▶ Participate in Consortium FinOps meeting on March 21, 2023
- ▶ Participate in DBCR/CTCR Review meetings on March 21 and 23, 2023
- ▶ Participate in Weekly CalSAWS Leadership meeting on March 22, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on March 22, 2023
- ▶ Participate in CalWIN OPAC Meeting on March 23, 2023
- ▶ Participate in DR Dry run1 smoke testing meeting on March 23, 2023
- ▶ Participate in Environment Integration/Management Review on March 23, 2023
- ▶ Participate in Weekly meeting for Architecture discussion on March 23, 2023
- ▶ Participate in CalSAWS 23.03 Post-Release Checkpoint series
- ▶ Participate in IV&V/PMO & QA Bi-Weekly Meeting on March 24, 2023
- ▶ BenefitsCal
 - Participate in Scope Review of upcoming Releases on March 20, 2023
 - Participate in the BenefitsCal Operations meeting on March 21, 2023
 - Participate in BenefitsCal meetings on March 21 and 23, 2023
 - Participate in ROI Sprint(s) Review on March 22, 2023
 - Participate in Application Transfer meetings
 - Continue reviewing BenefitsCal deliverables and release activities
- ▶ Batch
 - Participate in Batch Performance meeting on March 22, 2023
 - Participate in Batch Weekly Roundup on March 23, 2023
- ▶ CalWIN
 - Participate in Wave 2 Post Implementation Project and County Operations Call
 - Participate in CalWIN Conversion Week Look Ahead meeting on March 20, 2023
 - Participate in Wave 6 San Francisco Initial Test Planning meeting on March 20, 2023
 - Participate in Wave 5 Alameda Initial Test Planning meeting on March 20, 2023
 - Participate in Wave 6 Sacramento Initial Test Planning meeting on March 21, 2023
 - Participate in Wave 6 San Luis Obispo Initial Test Planning on March 21, 2023
 - Participate in Wave 3 Daily Debrief - County Prep Phase
 - Participate in Wave 3 County Prep Office hours

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- Participate in CalWIN Wave 4 - TPOC meetings on March 21, 2023
- Participate in CalWIN Wave 6 - TPOC meetings on March 22, 2023
- Participate in CalWIN Document Migration on March 22, 2023
- Participate in Stage Gate Review Preparation meeting on March 24, 2023
- ▶ Central Print
 - Participate in CalSAWS Central Print status meeting on March 20, 2023
- ▶ Contact Center
 - Participate in Orange County CalSAWS Contact Center Review on March 20, 2023
 - Participate in Sacramento County CalSAWS IVR-Contact Center Design Sessions on March 20, 2023
 - Participate in Sonoma County CalSAWS IVR-Contact Center Monthly Design Sessions on March 21, 2023
 - Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on March 21, 2023
 - Participate in Worker Facing VA Design Sessions on March 21 and 23, 2023
 - Participate in IVR/Contact Center Committee Meeting on March 22, 2023
 - Participate in Santa Barbara IVR Contact Center Design Sessions on March 22, 2023
 - Participate in CalSAWS Contact Center Discussion on March 22, 2023
 - Participate in CalSAWS RPA/Voice Bots County Rollout Plan Working Session on March 22, 2023
 - Participate in AWS/CalSAWS Contact Center meeting on March 23, 2023
 - Participate in Ventura Contact Center IVR Discovery Sessions on March 23, 2023
 - Participate in Contact Center Team meeting on March 24, 2023
 - Participate in Contact Center - Retro Wave 2 on March 24, 2023
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in GA/GR meetings as scheduled
- ▶ Security
 - Participate in AWS Infrastructure Security, CloudCheckr, and Deloitte meeting on March 20, 2023
 - Participate in CalSAWS/ForgeRock CSOM sync meeting on March 22, 2023
 - Continue to review Partner System Security Plans
- ▶ Service Management
 - Participate in Wave 3 Support Line for CalSAWS ServiceNow
- ▶ Lobby Management
 - Participate in Integrated Lobby Management Touchpoint on March 21, 2023
 - Participate in Ventura County Lobby Management Configuration Prep Meeting on March 22, 2023
 - Participate CalSAWS Lobby Management Committee Meeting on March 23, 2023

1.4.3 Imaging

- ▶ Participate in the Imaging Migration Status meeting on March 21, 2023
- ▶ Participate in San Diego Document Migration Check-In on March 21, 2023

1.4.4 Conversion

- ▶ Participate in Daily Wave 2 Post Implementation Project production calls
- ▶ Participate in the Daily Wave 3 County Prep office hours calls
- ▶ Participate in the Daily Wave 3 County Prep Daily debrief calls

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- ▶ Participate in MC Wave 4A/3C Table read on March 20, 2023
- ▶ Participate in CalWIN Conversion Week Look Ahead meeting on March 20, 2023
- ▶ Co- Facilitate the Wave 3 CDV Retro session March 20, 2023
- ▶ Participate in the Conversion Ancillary Collection, Fraud and Task meeting on March 20, 2023
- ▶ Participate in the Strike Team for W2 GLP meeting on March 21 and 23, 2023
- ▶ Participate in the Conversion SCRs - Requirement, Design, and impact discussion on March 21, 2023
- ▶ Participate in the County Wave Potential Fact Sheet review on March 22, 2023
- ▶ Participate in a CDV support meeting with the Consortium SMEs on March 22, 2023
- ▶ Participate in the CalWIN Document Migration status meeting on March 22, 2023
- ▶ Participate in CalWIN OPAC on March 23, 2023
- ▶ Participate in the Conversion – Management Sync meeting on March 23, 2023
- ▶ Participate in the Stage Gate reports meeting on March 24, 2023
- ▶ Monitor Wave 3 CDV findings
- ▶ Monitor Wave 2 post-cutover county defects and priorities
- ▶ Prepare for Wave 4 CDV Execution
- ▶ Monitor and support UAT2 security profile maintenance activities

1.4.4 Functional

- ▶ M&O
 - Participate in the following design meetings:
 - CR 185084 - RIDP and FARS Upgrade
 - CR 216356 - Accelerated Enrollment for SAWS
 - CR 218155 - 12 Month Postpartum Batch Run
 - CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
 - CR 221893 - Create Microsite for Aetna
 - CR 223830 - Reconciliation Enhancements
 - CR 223928 - Sensitive Population Information Updates
 - CR 226625 - Micro Batch Architecture
 - ▶ General Assistance/General Relief (GA/GR)
 - Monitor GA/GR SCRs
 - Participate in weekly GA/GR Correspondence Web Services discussion
 - ▶ BenefitsCal
 - Participate in the CX Measurement Monthly meeting on March 20, 2023
 - Participate in the BenefitsCal Weekly PM Standup meeting on March 22, 2023
 - Participate in the ROI Sprint(s) Review meeting on March 22, 2023
 - Participate in the BenefitsCal Collaboration Model Meeting on March 24, 2023
 - Monitor development progress for the CalWORKs Time Clocks function, due to CalSAWS and ForgeRock dependencies
 - Monitor GROW/WTW Collaborator requirement status
 - Participate in the Daily Transaction Failures meeting
 - Participate in the combined twice-weekly DD&I and M&O Check-in meetings
 - Participate in the BenefitsCal Operation Review weekly meeting

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- Participate in the Weekly Scope Review and Coordination for upcoming BenefitsCal releases

1.4.6 Test

- ▶ CalSAWS Release 23.05
 - Continue test preparation activities
- ▶ BenefitsCal Activities
 - Complete QA verification of BenefitsCal Monthly Release 23.03.30 items set to “UAT Deployed” status this week
 - Conduct BenefitsCal Release 23.05 ROI test execution activities
 - Monitor QA verification progress for BenefitsCal Monthly Release 23.03.30
 - Monitor QA execution progress for BenefitsCal Major Release 23.05
 - Identify QA Verification scope for BenefitsCal Monthly Release 23.04.18
- ▶ Priority Release / RWR Activities
 - Monitor priority releases/RWR defects and SCR test activities
- ▶ Other Consortium Support Test Activities
 - Participate in Integrated Test Team meeting on March 21, 2023
 - Participate in Test Touchpoint meeting on March 22, 2023
 - Participate in Wave 2 State/Fiscal Reports meeting on March 23, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in weekly Training Touchpoint meeting on March 21, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Participate in daily 2 Wave 2 Post-Implementation Project Production Calls
 - Participate in daily Wave 2 Post Implementation Internal Status Calls
 - Participate in Wave 2 Post-Implementation County Operations Calls
 - Participate in daily Wave 3 County Prep Office hours
 - Participate in daily Wave 3 County Prep Debriefs
 - Provided Post Implementation virtual support in Contra Costa, Santa Clara, and Tulare on March 20 - 24, 2023
 - Prepare for Wave 2 Implementation, OCM, and Training retros on March 20, 2023
 - Participate in Weekly Implementation Team meeting on March 20, 2023
 - Participate in Weekly ISS Implementation Manager Touchpoint on March 20, 2023
 - Participate in Alameda County Change Discussion Review on March 20 - 21, 2023
 - Participate in San Diego Configuration working sessions on March 20 - 24, 2023
 - Participate in San Francisco T-9M Survey Results meeting on March 20, 2023
 - Participate in Wave 3 Leadership – Santa Barbara meeting on March 20, 2023
 - Participate in Sonoma County Change Discussion Prep Session on March 21, 2023
 - Participate in Wave 3 Leadership – Ventura meeting on March 21, 2023
 - Participate in TOSS & IPOC Meeting: Alameda County on March 21, 2023
 - Participate in ISS Retrospective Session: Training – Wave 2 on March 21, 2023
 - Participate in Weekly ISS Team Leads Tuesday Standup meeting on March 21, 2023
 - Participate in ISS Retrospective Session: Implementation Management – Wave 2 on March 22, 2023
 - Participate in Wave 3 Leadership – Orange meeting on March 22, 2023
 - Participate in TOSS & IPOC Meeting: San Francisco County on March 22, 2023

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- Participate in Wave 5 IPOC meeting on March 22, 2023
- Participate in ISS Retrospective Session: OCM – Wave 2 on March 22, 2023
- Participate in OCM Leads Meeting on March 22, 2023
- Participate in CalWIN OPAC meeting on March 23, 2023
- Participate in OCM Executive Team Leads meeting on March 23, 2023
- Conduct ISS Retrospective: TOSS and Support Teams – Wave 2 on March 23, 2023
- Participate in Sacramento T-9M Survey Results meeting on March 24, 2023
- Participate in TOSS & IPOC Meeting: San Mateo County on March 24, 2023
- Conduct Implementation QA Team meeting on March 24, 2023
- Participate in Weekly Risk Review meeting on March 24, 2023
- ▶ Release Management
 - Participate in CalSAWS 23.03 Post-Release Checkpoint on March 21 - 22, 2023
 - Plan for SCR reviews for the 23.05 Release

1.4.8 OCAT

- ▶ Participate in OCAT UAT Review on March 22, 2023

1.5 Deviations from Plan/Adjustments

- ▶ None