CalSAWS Quality Assurance Weekly Status Report

Reporting Period: March 20, 2023, to March 26, 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	- Participate in Daily Wave 2 and Wave 3A Post Implementation County and Project Status Calls - Participated in CalSAWS 23.03 Post Release Checkpoints - Participated in OCAT UAT Review for Profile Matching Logic - Participated in IV&V / PMO & QA Bi-weekly meeting - Facilitated Quarterly Collaboration Model Meeting - Facilitated Wave 2 Retrospective Sessions
QA Technical	- Continued review of BenefitsCal Application Transaction failures - Continued review of CalSAWS Contact Center and Virtual Assistant (VA) defects and changes - Monitored Production Operations, Imaging, and ForgeRock activities - Continued review of partner Security Plans - Assisted partners with alignment of performance schedule
QA Conversion	- Participated in Wave 4 County Data Validation (CDV) preparation activities - Evaluated Post Wave 1 and 2 open defects and change management defects for the Go Live Packet (GLP) - Participated in Stage gate reviews
QA Functional/Test	- Monitored CalSAWS Release 23.03 Post-Implementation feedback - Continued BenefitsCal Release 23.03.30 test execution activities - BenefitsCal Release 23.05 test execution activities are in progress with a 33% execution rate, 28% pass rate, and 5% fail/block rate - Continued CalSAWS Release 23.05 test preparation activities
QA Implementation	- Provided Post Implementation virtual support in Contra Costa, Santa Clara, and Tulare - Conducted Wave 2 Implementation, OCM, and TOSS/Support team retrospectives - Participated in Wave 6 T-9M Survey Results meetings - Participated in Wave 3 Leadership meetings

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	🟢	• Submit FDEL by April 5, 2023
4.45	QA Work Plan – March 2023	🟢	• Submit FDEL by April 5, 2023
7.45	QA Test Monthly Report – March 2023	🟢	• Submit FDEL by April 5, 2023
10.10	Quarterly QA Security Report	🟢	• Submit DDEL by March 30, 2023
12.45	Assessment of CalSAWS Migration Work Plan Update – March 2023	🟢	• Submitted FDEL on March 21, 2023
49	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 2	🟢	• Submit DDEL comments by April 4, 2023
55	Assessment of CalSAWS Migration Project Control Document Update	🟢	• Submit DDEL comments by April 14, 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 1-3 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.17	**BenefitsCal** – CX Monthly Report – February/March 2023	🟢	• Submit DDEL comments by April 17, 2023
WP-27.13	**BenefitsCal** – Monthly M&O Report - February 2023	🟢	• Submitted FDEL comments on March 24, 2023
WP-29.12	**BenefitsCal** – Monthly Status Report – March 2023	🟢	• Submit FDEL comments by April 12, 2023
WP-32.04	**BenefitsCal** – BOM Review and License Renewal	🟢	• Submit FDEL comments by April 14, 2023
WP-33.04	**BenefitsCal** – Certificate Review	🟢	• Submit FDEL comments by April 14, 2023

Table 1-4 – Overall Summary of CalWIN Implementation Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-2.13	**CalWIN Implementation** - County Change Guide - Alameda W5	🟢	• Submit DDEL comments by April 11, 2023
WP-2.14	**CalWIN Implementation** - County Change Guide - Fresno W5	🟢	• Submit DDEL comments by April 11, 2023
WP-2.15	**CalWIN Implementation** - County Change Guide - Sonoma W5	🟢	• Submit DDEL comments by April 11, 2023
WP-3.02	**CalWIN Implementation** - CalWIN County Implementation Completion Report - Contra Costa, Santa Clara, and Tulare W2	🟢	• Submit DDEL comments by April 21, 2023

DEL #	DELIVERABLE NAME		STATUS
59.27	**CalWIN Implementation** – Assessment of CalWIN Implementation Migration Work Plan Update – March 2023	🟢	• Submit FDEL by April 12, 2023
WP-62.09	**CalWIN Implementation** – CalWIN Implementation Master Training Plan Monthly Update - 09	🟢	• Submit FDEL comments by April 12, 2023
63.05	**CalWIN Implementation** – Assessment of CalWIN Implementation Training Plan for Wave 5 counties	🟢	• 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 Wave 3A Debrief Calls
- ► Participated in CalSAWS 23.03 Post Release Checkpoints on March 20 – 23, 2023
- ► Participated in CalSAWS PMO Status meeting on March 21, 2023
- ► Participated in the Imaging Migration Status meeting on March 21, 2023
- ► Participated in CalSAWS Section Directors' meeting on March 21, 2023
- ► Participated in Batch Performance Checkpoint review on March 22, 2023
- ► Participated in OCAT UAT Review for OCAT Profile to ForgeRock Profile Matching Logic on March 22, 2023
- ► Participated in CalSAWS Batch review on March 23, 2023
- ► Participated in IV&V / PMO & QA Bi-weekly meeting on March 24, 2023
- ► Strike Teams, Retrospectives & Collaboration Model
  - o Facilitated CDV Retro Session on March 20, 2023
  - o Facilitated a BenefitsCal Wave 2 Retro planning session on March 21, 2023
  - o Facilitated the Implementation OCM Retro session on March 22, 2023
  - o Facilitated the Implementation Management Retro session on March 22, 2023
  - o Facilitated a Collaboration Model Framework review on March 22, 2023
  - o Participated in CalWIN OPAC meeting on March 23, 2023
  - o Facilitated the BenefitsCal Collaboration Model Meeting on March 24, 2023
  - o Facilitated the Contact Center Retro Session on March 24, 2023

1.3.2   Technical
- ► Participated in CalSAWS Weekly Tech Sync Meeting on March 20, 2023
- ► Participated in Collections, Fraud, & Task Management Review on March 20, 2023
- ► Participated in Performance Report meeting on March 20, 2023
- ► Participated in Scope Review of upcoming Releases meeting on March 20, 2023
- ► Participated in Offshore Enablement Approach meeting on March 21, 2023
- ► Participated in Top 100 pages testing approach meeting on March 21, 2023
- ► Participated in CalSAWS Performance Report Meeting on March 21, 2023
- ► Participated in DBCR/CTCR Review meetings on March 21 and 23, 2023
- ► Participated in Section Directors Meeting on March 21, 2023
- ► Participated in Consortium FinOps meeting on March 21, 2023
- ► Participated in App Dev meeting on March 21, 2023
- ► Participated in Tech Change Advisory Board (CAB) meeting on March 22, 2023
- ► Participated in Disaster Recovery Dry Run smoke testing on March 23, 2023
- ► Participated in CalWIN OPAC Meeting on March 23, 2023
- ► Participated in Monthly Report Comment Log Review Meeting on March 24, 2023
- ► Participated in IV&V / PMO & QA Bi-Weekly Meeting on March 24, 2023
- ► Participated in CalSAWS 23.03 Post-Release Checkpoint
- ► BenefitsCal
  - o Participated in Release of Information for CBO meeting on March 20, 2023
  - o Participated in the BenefitsCal Operations meeting on March 21, 2023

- o Participated in BenefitsCal DD&I / M&O review on March 21 and 23, 2023
- o Participated in Application Transfer meetings
- o Continued reviewing BenefitsCal deliverables and release activities
- ► Batch
  - o Participated in Batch Performance meeting on March 22, 2023
  - o Participated in CalSAWS Batch – Weekly Roundup meeting on March 23, 2023
- ► CalWIN
  - o Participated in Wave 6 San Francisco Initial Test Planning on March 20, 2023
  - o Participated in Wave 5 Alameda County Initial Test Planning on March 20, 2023
  - o Participated in CalWIN Conversion Week Look Ahead on March 20, 2023
  - o Participated in Wave 6 Sacramento County Initial Test Planning on March 21, 2023
  - o Participated in Wave 6 San Luis Obispo Initial Test Planning on March 21, 2023
  - o Participated in CalWIN Wave 4 TPOC meeting on March 21, 2023
  - o Participated in Worker Facing VA Design Sessions on March 21 and 23, 2023
  - o Participated in Wave 4 Solano County Functional File Processing on March 22, 2023
  - o Participated in Wave 4 San Mateo Functional File Processing on March 22, 2023
  - o Participated in Wave 4 San Diego Functional File Processing on March 22, 2023
  - o Participated in Stage Gate Review meeting on March 24, 2023
  - o Participated in Wave 2 Post Implementation County and project Operations Calls
  - o Participated in Daily Debrief: Wave 3 County Prep Phase
  - o Participated in Wave 3 County Prep Office Hours
- ► Central Print
  - o Continued to review the Gainwell System Security Plan
  - o Participated in CalSAWS Central Print Status Meeting on March 20, 2023
- ► Contact Center
  - o Participated in Santa Barbara County On-Site Model Office Prep and helped County with Test Scripts for Regional Call Center (RCC) on March 20, 2023
  - o Participated in Sonoma County CalSAWS IVR-Contact Center Monthly Design Sessions on March 21, 2023
  - o Participated in Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on March 21, 2023
  - o Participated in Worker Facing Virtual Assistant Design on March 21 and 23, 2023
  - o Participated in San Bernardino CSC Support Meeting on March 21, 2023
  - o Participated in IVR/Contact Center Committee Meeting on March 22, 2023
  - o Participated in Santa Barbara IVR Contact Center Design on March 22, 2023
  - o Participated in CalSAWS Contact Center Discussion on March 22, 2023
  - o Participated in CalSAWS Voice Bots County Rollout Plan Working Session on March 22, 2023
  - o Participated in AWS/CalSAWS Contact Center meeting on March 23, 2023
  - o Participated in Ventura Contact Center IVR Discovery Sessions on March 23, 2023
  - o Participated in Contact Center Team meeting on March 24, 2023
  - o Participated in Voice ID Follow-Up Discussion on March 24, 2023
  - o Participated in Contact Center - Retro Wave 2 on March 24, 2023
- ► General Assistance/General Relief (GA/GR)
  - o Participated in scheduled meetings
- ► Security
  - o Participated in CalSAWS/ForgeRock sync meeting on March 22, 2023

- ► Service Management
  - o Participated in Wave 3 Support Line for CalSAWS ServiceNow
- ► Lobby Management
  - o Participated in Integrated Lobby Management Touchpoint on March 21, 2023
  - o Participated in Ventura County Lobby Management Configuration Prep Meeting on March 22, 2023
  - o Participated in Lobby Management Committee Meeting on March 23, 2023
  - o Participated in Lobby Kiosks Deployment/Go-Live working session for Santa Clara on March 24, 2023

1.3.3 Imaging
- ► Participated in San Diego Document Migration Check-In on March 21, 2023
- ► Participated in Imaging migration Standup Call on March 21, 2023

1.3.4 Conversion
- ► Participated in Daily Wave 2 Post Implementation Project production calls
- ► Participated in Daily Wave 3 County Prep office hours calls
- ► Participated in Daily Wave 3 County Prep Daily debrief calls
- ► Participated in MC Wave 4A/3C Table read on March 20, 2023
- ► Participated in CalWIN Conversion Week Look Ahead meeting on March 20, 2023
- ► Co- Facilitated the Wave 3 CDV Retro session March 20, 2023
- ► Participated in the Conversion Ancillary Collection, Fraud and Task meeting on March 20, 2023
- ► Participated in the Strike Team for W2 GLP meeting on March 21 and 23, 2023
- ► Participated in the Conversion SCRs - Requirement, Design, and impact discussion on March 21, 2023
- ► Participated in the County Wave Potential Fact Sheet review on March 22, 2023
- ► Participated in a CDV support meeting with the Consortium SMEs on March 22, 2023
- ► Participated in the CalWIN Document Migration status meeting on March 22, 2023
- ► Participated in CalWIN OPAC on March 23, 2023
- ► Participated in the Conversion Management Sync meeting on March 23, 2023
- ► Participated in the Stage Gate reports meeting on March 24, 2023
- ► Monitored Wave 3 CDV findings
- ► Monitored Wave 2 post-cutover county defects and priorities
- ► Prepared for Wave 4 CDV Execution
- ► Monitored and supported UAT2 security profile maintenance activities

1.3.4 Functional
- ► M&O
  - o Participated in the following design meetings:
    - o CR 185084 - RIDP and FARS Upgrade
    - o CR 216356 - Accelerated Enrollment for SAWS
    - o CR 218155 - 12 Month Postpartum Batch Run
    - o CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
    - o CR 221893 - Create Microsite for Aetna

- o CR 223830 - Reconciliation Enhancements
- o CR 223928 - Sensitive Population Information Updates
- o CR 226625 - Micro Batch Architecture
- o Reviewed twenty-two (22) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction

Table 1-5 – Weekly M&O System Change Request (SCR) Updates

Release	SCRs in QA Review
23.01	2
23.02	4
23.03	7
23.05	3
23.07	1
23.09	2
RWR	3
Grand Total	**22**

► 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 BenefitsCal Operation Review meeting on March 20, 2023
- o Participated in the CX Measurement Monthly meeting on March 20, 2023
- o Participated in the DD&I and M&O reviews on March 21 and 23, 2023
- o Participated in the ROI Sprint(s) Review meeting on March 22, 2023
- o Participated in the BenefitsCal Weekly PM Standup meeting on March 22, 2023
- o Participated in the BenefitsCal Collaboration Model Meeting on March 24, 2023
- o Participated in the Daily Transaction Failure meeting.
- o Reviewed and confirmed agreement with comment resolutions for the following monthly work products:
  - o FWP BenefitsCal Work Plan Monthly Updates – February 2023
  - o FWP BenefitsCal Monthly Status Report – February 2023

1.3.6 Test
► CalSAWS Release 23.05
- o Continued test preparation activities
- o Started QA review test activities
► BenefitsCal Activities
- o Completed QA verification of BenefitsCal Monthly Release 23.03.30 items set to "UAT Deployed" status
- o Monitored QA verification progress for BenefitsCal Monthly Release 23.03.30
- o Reviewed BenefitsCal Monthly Release 23.03.30 Release Notes
- o Identified QA Verification scope for BenefitsCal Monthly Release 23.04.18
- o Started 23.05 BenefitsCal test execution activities

Table 1-6 – 23.05 BenefitsCal Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
23.05 BenefitsCal - ClearBest QA Independent Test Results	87	65% (57)	2% (2)	28% (24)	5% (4)	0% (0)
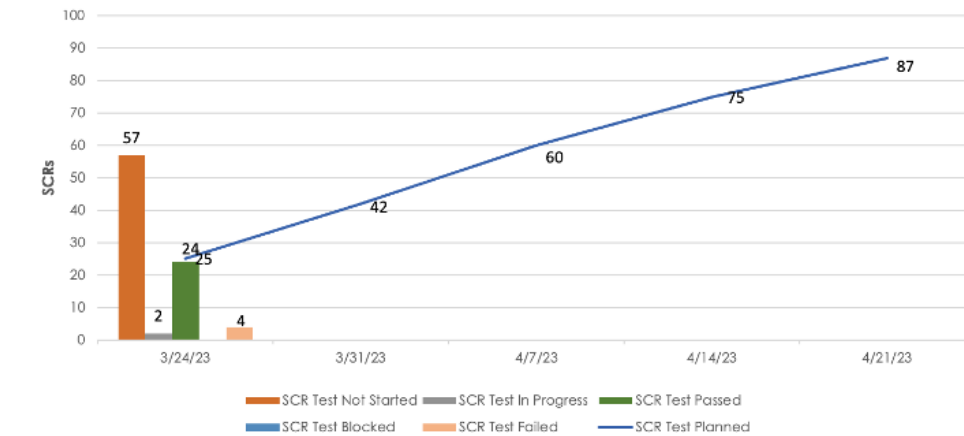
- ► Priority Release / RWR Activities
  - o Monitored priority releases/RWR defects and SCR test activities
- ► Other Consortium Support Test Activities
  - o Monitored test support for priority releases
  - o Participated in SCR CA-252135 Testing Strike Team activities
  - o Participated in Integrated Test Team meeting on March 21, 2023
  - o Participated in Wave 2 State/Fiscal Reports meeting on March 23, 2023

1.3.7 Implementation
- ► CalSAWS Maintenance and Operations (M&O)
  - o Participated in weekly Training Touchpoint meeting on March 21, 2023
- ► CalWIN Implementation Support Services (ISS)
  - o Participated in daily 2 Wave 2 Post-Implementation Project Production Calls
  - o Participated in Wave 2 Post Implementation Internal Status Calls
  - o Participated in Wave 2 Post-Implementation County Operations Calls
  - o Participated in daily Wave 3 County Prep Office hours
  - o Participated in daily Wave 3 County Prep Debriefs
  - o Provided Post Implementation virtual support in Contra Costa, Santa Clara, and Tulare on March 20 - 24, 2023
  - o Prepared Wave 2 Implementation, OCM, and Training Retros on March 20, 2023
  - o Participated in Weekly Implementation Team meeting on March 20, 2023
  - o Participated in Weekly ISS Implementation Manager Touchpoint on March 20, 2023
  - o Participated in San Diego Configuration working sessions on March 20 - 24, 2023
  - o Participated in San Francisco T-9M Survey Results meeting on March 20, 2023

- o Participated in Wave 3 Leadership – Santa Barbara meeting on March 20, 2023
- o Participated in Alameda Change Discussion Prep on March 20 and 21, 2023
- o Participated in Sonoma County Change Discussion Prep Session on March 21, 2023
- o Participated in Wave 3 Leadership – Ventura meeting on March 21, 2023
- o Participated in TOSS & IPOC Meeting with Alameda County on March 21, 2023
- o Participated in Weekly ISS Team Leads Tuesday meeting on March 21, 2023
- o Participated in ISS Retrospective Session for Implementation Management – Wave 2 on March 22, 2023
- o Participated in Wave 3 Leadership – Orange meeting on March 22, 2023
- o Participated in TOSS & IPOC Meeting with San Francisco County on March 22, 2023
- o Participated in Wave 5 IPOC meeting on March 22, 2023
- o Participated in ISS Retrospective Session for OCM – Wave 2 on March 22, 2023
- o Participated in OCM Leads Meeting on March 22, 2023
- o Participated in CalWIN OPAC meeting on March 23, 2023
- o Participated in OCM Executive Team Leads meeting on March 23, 2023
- o Conducted ISS Retrospective for TOSS and Wave 2 support on March 23, 2023
- o Participated in Sacramento T-9M Survey Results meeting on March 24, 2023
- o Participated in TOSS & IPOC Meeting with San Mateo County on March 24, 2023
- o Conducted Implementation QA Team meeting on March 24, 2023
- o Participated in Weekly Risk Review meeting on March 24, 2023
- ► Release Management
  - o Participated in CalSAWS 23.03 Post-Release Checkpoint on March 21 and 22, 2023
  - o Planned for SCR reviews for the 23.05 Release

1.3.8 OCAT
- ► Participated in OCAT UAT Review for OCAT Profile to ForgeRock Profile Matching Logic on March 22, 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 28, 2023
- ► Participate in the Imaging Migration Status meeting on March 28, 2023
- ► Participate in CalSAWS Section Directors' meeting on March 28, 2023
- ► Participate in Preparation Meeting for R6 Management Site Visit on March 28, 2023
- ► Participate in CalSAWS Leadership Implementation Meeting on March 29, 2023
- ► Participate in OCAT Operation & Release Management Meeting on March 29, 2023
- ► Participate in Batch Performance Checkpoint review on March 29, 2023
- ► Participate in R1 March Management Site Visit on March 30, 2023
- ► Participate in CalSAWS Batch review on March 30, 2023
- ► Strike Teams, Retrospectives & Collaboration Model
  - o Distribute Collaboration Model products for review on March 27, 2023
  - o Facilitate Implementation Training retro session on March 27, 2023

- o Facilitate Communications Strike Team CRFI/CIT review on March 27, 2023
- o Participate in BenefitsCal SOP review session on March 27, 2023
- o Facilitate Imaging retro session on March 29, 2023
- o Facilitate Lobby Management retro session on March 30, 2023
- o Facilitate Conversion retro session on March 31, 2023
- o Facilitate BenefitsCal Communication & Resources retro session on March 31, 2023

1.4.2 Technical

- ► Participate in CalSAWS Weekly Technical Meeting on March 27, 2023
- ► Participate in App/Dev meeting on March 28, 2023
- ► Participate in Section Directors Meeting on March 28, 2023
- ► Participate in Consortium FinOps meeting on March 28, 2023
- ► Participate in Preparation Meeting for R6 Management Site Visit on March 28, 2023
- ► Participate in DBCR/CTCR Review meetings on March 28 and 30, 2023
- ► Participate in Weekly CalSAWS Leadership meeting on March 29, 2023
- ► Participate in Tech Change Advisory Board (CAB) meeting on March 29, 2023
- ► Participate in Environment Integration/Management Review on March 30, 2023
- ► Participate in Weekly meeting for Architecture discussion on March 30, 2023
- ► Participate in Review Monthly Over 15 seconds Report on March 30, 2023
- ► Participate in DR Dry run2 connectivity test on March 30, 2023
- ► BenefitsCal
  - o Participate in Scope Review of upcoming Releases on March 27, 2023
  - o Participate in the BenefitsCal Operations meeting on March 28, 2023
  - o Participate in BenefitsCal meetings on March 28 and 30, 2023
  - o Participate in Application Transfer meetings
  - o Continue reviewing BenefitsCal deliverables and release activities
- ► Batch
  - o Participate in Batch Performance meeting on March 29, 2023
  - o Participate in Fiscal Interfaces and testing plan meeting on March 29, 2023
  - o Participate in CalSAWS Batch - Exploratory Session #2 on March 29, 2023
  - o Participate in Batch Weekly Roundup on March 30, 2023
- ► CalWIN
  - o Participate in Wave 2 Post Implementation Project and County Operations Call
  - o Participate in CalWIN Conversion Week Look Ahead meeting on March 27, 2023
  - o Participate in 4B Mock Cutover - Table Read on March 27, 2023
  - o Participate in CalWIN Wave 3 - TPOC meetings on March 29, 2023
  - o Participate in Wave 4 Solano County Function File Processing on March 29, 2023
  - o Participate in Wave 4 San Mateo Function File Processing on March 29, 2023
  - o Participate in Wave 4 San Diego County Function File Processing on March 29, 2023
  - o Participate in CalWIN Wave 5 - TPOC meetings on March 30, 2023
  - o Participate in Stage Gate Review Preparation meeting on March 31, 2023
  - o Participate in Wave 3 County Prep Office hours
  - o Participate in Wave 3 Daily Debrief - County Prep Phase
- ► Central Print
  - o Participate in CalSAWS Central Print status meeting on March 27, 2023
- ► Contact Center

- o Participate in Orange County CalSAWS Contact Center Review on March 27, 2023
- o Participate in Alameda County CalSAWS IVR-Contact Center Weekly Design Sessions on March 28, 2023
- o Participate in Worker Facing VA Design Sessions on March 28 and 30, 2023
- o Participate in Santa Barbara IVR Contact Center Design Sessions on March 29, 2023
- o Participate in CalSAWS Contact Center Discussion on March 29, 2023
- o Participate in AWS/CalSAWS Contact Center meeting on March 30, 2023
- o Participate in CalSAWS VA Team Weekly Check-In on March 30, 2023
- o Participate in Ventura Contact Center IVR Discovery Sessions on March 30, 2023
- o Participate in Contact Center Team meeting on March 31, 2023
- ► General Assistance/General Relief (GA/GR)
  - o Participate in GA/GR meetings
- ► Security
  - o Participate in AWS Infrastructure Security, CloudCheckr, and Cambria meeting on March 27, 2023
  - o Participate in Application Security Findings meeting on March 29, 2023
  - o Participate in Security Status Meeting on March 31, 2023
  - o Continue to review Partner System Security Plans
- ► Service Management
  - o Participate in ServiceNow Process Improvement Meeting on March 30, 2023
  - o Participate in Monthly Helpdesk Trends Meeting on March 30, 2023
- ► Lobby Management
  - o Participate in Integrated Lobby Management Touchpoint on March 28, 2023
  - o Participate in Ventura County Lobby Management Configuration Prep Meeting on March 29, 2023
  - o Participate in Contra Cost Kiosks and Tablet meeting on March 30, 2023
  - o Participate in Santa Clara Lobby Kiosks Deployment/Go-Live working session on March 30, 2023
  - o Participate in Orange County Recurring Meeting w/ CalSAWS Lobby Management Team on March 30, 2023
  - o Participate in Lobby Management Retro - Wave 2 on March 30, 2023

1.4.3 Imaging
- ► Participate in the Imaging Migration Status meeting on March 28, 2023
- ► Participate in San Diego Document Migration Check-In on March 28, 2023
- ► Participate in Imaging Retro - Wave 2 on March 29, 2023

1.4.4 Conversion
- ► Participate in Daily Wave 2 Post Implementation Project production calls
- ► Participate in Daily Wave 3 County Prep office hours calls
- ► Participate in Daily Wave 3 County Prep Daily debrief calls
- ► Participate in the MC Wave 4B Table read meeting on March 27, 2023
- ► Participate in the CalWIN Conversion Week Look Ahead meeting on March 27, 2023
- ► Participate in the Conversion Ancillary Collection, Fraud, and Task meeting on March 27, 2023
- ► Facilitate Wave 4-6 CDV and Process Sim Dates OPAC follow up discussion on March 28, 2023

► Participate in the Strike Team for W2 GLP meeting on March 28 and 30, 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 29, 2023
► Facilitate an Optional Wave 4 County Data Validation session on March 30, 2023
► Participate in the Conversion – Management Sync meeting on March 30, 2023
► Participate in the Stage Gate reports meeting on March 31, 2023
► Monitor Wave 2 post-cutover county defects and priorities
► Monitor Wave 3 CDV findings
► Prepare for Mock 4B cutover
► Prepare for Wave 4 CDV Execution
► Monitor and support UAT2 security profile maintenance activities

1.4.4 Functional

► M&O
  o Participate in MC SCR Touchpoint Meeting on March 29, 2023
  o Participate in the following design meetings:
    o CR 82920 - BREfS Initiative #9: Verifications Only Service & Separation of Verifications by Source
    o CR 96957 - Update CalHEERS to include downstream processing when an Individual is removed from a case
    o CR 185084 - RIDP and FARS Upgrade
    o CR 213539 - BPM Workflow Improvements II
    o CR 216356 - Accelerated Enrollment for SAWS
    o CR 218155 - 12 Month Postpartum Batch Run
    o CR 218714 - Medi-Cal Renewal and Redetermination Verification Service
    o CR 221893 - Create Microsite for Aetna
    o CR 224268 - AB2530 Subsidies for Strike/Lockout Workers
    o CR 233034 - Inclusion of Reasonable Explanation to CalHEERS
    o CR 239636 - Admin Edit Functionality Enhancements - Design Session #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 Monthly Report Comment Log Review on March 27, 2023
  o Participate in the BenefitsCal Weekly PM Standup meeting on March 29, 2023
  o Monitor development progress for the CalWORKs Time Clocks function, due to 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 Participate in the Weekly Scope Review and Coordination for upcoming BenefitsCal releases

1.4.6 Test
- ► CalSAWS Release 23.05
  - ○ Complete test preparation activities
  - ○ Continue QA Review of System Test's test case for high impact SCRs
  - ○ Begin Independent Test execution activities
- ► BenefitsCal Activities
  - ○ Review BenefitsCal Monthly Release 23.03.30 Release Notes comment resolutions
  - ○ Communicate QA verification final status on BenefitsCal Monthly Release 23.03.30
  - ○ Monitor BenefitsCal Monthly Release 23.04.18 scope, for M&O and M&E updates
  - ○ Continue Independent Test execution on BenefitsCal Release 23.05
  - ○ Monitor QA execution progress for BenefitsCal Major Release 23.05
- ► 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 28, 2023
  - ○ Participate in Test Touchpoint meeting on March 29, 2023
  - ○ Participate in CalSAWS – State and Fiscal Reports meeting on March 30, 2023
  - ○ Participate in Wave 2 State/Fiscal Reports meeting on March 30, 2023

1.4.7 Implementation
- ► CalSAWS Maintenance and Operations (M&O)
  - ○ Participate in weekly Training Touchpoint meeting on March 28, 2023
- ► CalWIN Implementation Support Services (ISS)
  - ○ Participate in daily 2 Wave 2 Post-Implementation Project Production Calls
  - ○ Participate in 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
  - ○ Analyze Wave 2 Implementation, OCM, and Training retrospective themes
  - ○ Provide daily Post Implementation virtual support in Contra Costa, Santa Clara, and Tulare counties
  - ○ Participate in ISS Retrospective Session for Training – Wave 2 on March 27, 2023
  - ○ Participate in Weekly ISS Implementation Manager Touchpoint on March 27, 2023
  - ○ Participate in Weekly Implementation Team meeting on March 27, 2023
  - ○ Prepare for Wave 2 Change Network (Dry Run) meeting on March 27, 2023
  - ○ Support ISS Retrospective with Contra Costa County on March 27, 2023
  - ○ Participate in Fresno Change Discussion Prep Session on March 27 - 30, 2023
  - ○ Participate in Weekly ISS Team Leads Tuesday Standup meeting on March 28, 2023
  - ○ Support ISS Retrospective with Santa Clara County on March 28, 2023
  - ○ Participate in TOSS & IPOC Meeting with Santa Cruz County on March 28, 2023
  - ○ Participate in TOSS & IPOC Meeting with Sonoma County on March 28, 2023
  - ○ Participate in TOSS & IPOC Meeting with Santa Barbara County on March 28, 2023
  - ○ Participate in Wave 2 Change Network meeting on March 28, 2023
  - ○ Participate in Weekly CalSAWS Leadership meeting on March 29, 2023
  - ○ Participate in Santa Cruz Configuration Working Session on March 29 - 30, 2023
  - ○ Support ISS Retrospective with Tulare County on March 29, 2023
  - ○ Participate in Sonoma County Change Discussion Prep Session on March 29, 2023

- o Participate in OCM Leads Meeting on March 29, 2023
- o Participate in Training Advisory Committee meeting on March 29, 2023
- o Participate in San Luis Obispo T-9M Survey Results meeting on March 30, 2023
- o Participate in OCM Executive Team Leads meeting on March 30, 2023
- o Prepare for Wave 3 and 4 Change Network meeting on March 30, 2023
- o Participate in Region 1 March Management Site Visit on March 30, 2023
- o Participate in OCM Check-In on March 31, 2023
- o Conduct Implementation QA Team meeting on March 31, 2023
- o Participate in Weekly Risk Review meeting on March 31, 2023
- ► Release Management
  - o Prepare for SCR reviews for the 23.05 Release

1.4.8 OCAT
► Participate in OCAT Operation & Release Management Meeting on March 29, 2023

1.5 Deviations from Plan/Adjustments
► None