



# CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: June 12, 2023, to June 18, 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
<b>QA PMO</b>	<ul style="list-style-type: none"> <li>• Participated in Wave 3 Post-Implementation Calls and Wave 4 County Prep Debrief Calls</li> <li>• Participate in OCAT System Security Plan (SSP) Reviews</li> <li>• Participate in Wave 4 IV&amp;V Go-Live Assessment Report Walkthrough</li> <li>• Participate in Conversion Defect Review</li> <li>• Facilitate CalSAWS Migration Stakeholder Retrospective session</li> <li>• Facilitate the BenefitsCal Collaboration Model Quarterly meeting</li> </ul>
<b>QA Technical</b>	<ul style="list-style-type: none"> <li>• Supported Wave 4 Contact Center Model Office</li> <li>• Continued review of Batch Performance</li> <li>• Participated in the Wave 5B mock cutover activities</li> <li>• Continued monitoring CalSAWS production operations</li> <li>• Continued review of BenefitsCal Application Transactions</li> <li>• Continued review of partner System Security Plans</li> <li>• Reviewed Change Advisory Board (CAB) tickets</li> </ul>
<b>QA Conversion</b>	<ul style="list-style-type: none"> <li>• Participated in Mock Conversion 5B</li> <li>• Participated in the Wave 4 County Prep Office hours</li> <li>• Monitored Wave 4 Defects priorities and status</li> <li>• Participated in Wave 5 County Data Validation (CDV) Kick Off</li> </ul>
<b>QA Functional/Test</b>	<ul style="list-style-type: none"> <li>• BenefitsCal Release 23.06.22 Test activities are in progress</li> <li>• CalSAWS Release 23.07 Test Execution is in progress with a 56% Execution Rate, 49% Pass Rate, and 7% Fail/Block Rate</li> </ul>
<b>QA Implementation</b>	<ul style="list-style-type: none"> <li>• Provided virtual support for Orange, Santa Barbara, and Ventura</li> <li>• Prepared for Sacramento Change Readiness Check-in</li> <li>• Participated in San Diego Change Management Readiness Review</li> <li>• Completed ISS requirements validation for Wave 4 Green Light</li> <li>• Submitted comments on County Wave 3 Implementation Completion Report</li> </ul>

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### 1.2 Deliverables Management

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









DEL #	DELIVERABLE NAME		STATUS
3.48	QA Monthly Status Report – June 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by July 5, 2023</li> </ul>
4.48	QA Work Plan – June 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by July 5, 2023</li> </ul>
7.48	QA Test Monthly Report – June 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by July 5, 2023</li> </ul>
10.11	Quarterly QA Security Report		<ul style="list-style-type: none"> <li>• Submit DDEL by June 29, 2023</li> </ul>
12.48	Assessment of CalSAWS Migration Work Plan Update – June 2023		<ul style="list-style-type: none"> <li>• Submit FDEL by June 20, 2023</li> </ul>
50	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 3		<ul style="list-style-type: none"> <li>• Submit DDEL by June 22, 2023</li> </ul>

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-1.2	<b>OCAT</b> – Systems Security Plan 2023 Annual Update		<ul style="list-style-type: none"> <li>• Complete review and comment resolutions by August 1, 2023</li> </ul>
WP-13.2	<b>OCAT</b> – Phase 2 Transition Plan 2023 Annual Update		<ul style="list-style-type: none"> <li>• Submit DDEL comments by July 17, 2023</li> </ul>

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

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Table 1-4 – Overall Summary of BenefitsCal Deliverable Status











DEL #	DELIVERABLE NAME		STATUS
WP-26.18	<b>BenefitsCal</b> – CX Monthly Report – April/May 2023		• Submit FDEL comments by June 26, 2023
WP-27.16	<b>BenefitsCal</b> – Monthly M&O Report - May 2023		• Submit FDEL comments by June 26, 2023
WP-28.15	<b>BenefitsCal</b> – Work Plan Monthly Updates – June 2023		• Submit FDEL comments by July 12, 2023
WP-29.15	<b>BenefitsCal</b> – Monthly Status Report – June 2023		• Submit FDEL comments by July 12, 2023
WP-32.05	<b>BenefitsCal</b> – BOM Review and License Renewal		• Submit FDEL comments by July 14, 2023
WP-33.05	<b>BenefitsCal</b> – Certificate Review		• Submit FDEL comments by July 14, 2023
WP-39	<b>BenefitsCal</b> – CalSAWS Communications and Marketing Plan		• Submit FDEL comments by June 19, 2023

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

DEL #	DELIVERABLE NAME		STATUS
WP-3.03.2	<b>CalWIN Implementation</b> - Completion Report - Orange, Santa Barbara, and Ventura W3 Part 2		• Submit FDEL comments by June 30, 2023
59.30	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Migration Work Plan Update – June 2023		• Submit FDEL by July 12, 2023
63.06	<b>CalWIN Implementation</b> – Assessment of CalWIN Implementation Training Plan for Wave 6 counties		• Submitted FDEL on June 16, 2023

## 1.3 Highlights for the Reporting Period

### 1.3.1 Project Management

- ▶ Participate in Wave 3 Post-Implementation Project and County Calls
- ▶ Participate in Daily Debrief for Wave 4 County Prep Phase
- ▶ Participate in OCAT System Security Plan (SSP) Reviews on June 12, 13, and 15, 2023
- ▶ Participate in CalSAWS PMO Status meeting on June 13, 2023
- ▶ Participate in the Imaging Migration Status meeting on June 13, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on June 13, 2023
- ▶ Present QA Status Update at Monthly CalSAWS IT Report meeting on June 14, 2023
- ▶ Participate in CalSAWS Batch Performance review on June 14, 2023
- ▶ Participate in Wave 4 IV&V Go-Live Assessment Report Walkthrough on June 16, 2023
- ▶ Strike Teams, Retrospective & Collaboration Model (CM)
  - Facilitated Collaboration Model Enhancement Review on June 12, 2023
  - Conducted Stakeholder Retrospective Touchpoint on June 13, 2023
  - Prepared Presenters for Collaboration Model Quarterly meeting on June 14, 2023
  - Conducted Regional Manager Wave 1- 3 Retrospective on June 16, 2023

### 1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Technical Sync meeting on June 12, 2023
- ▶ Participated in Collections, Fraud, & Task Management meeting on June 12, 2023
- ▶ Participated in Endurance Test meetings on June 12, 15, and 16, 2023
- ▶ Participated in Section Directors Meeting on June 13, 2023
- ▶ Participated in App Dev meeting on June 13, 2023
- ▶ Participated in Consortium FinOps meeting on June 13, 2023
- ▶ Participated in Reports working session on June 13, 2023
- ▶ Participated in SCRB Meeting on June 13, 2023
- ▶ Participated in DBCR/CTCR Review meetings on June 13 and 15, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) meeting on June 14, 2023
- ▶ Participated in Weekly CalSAWS Leadership meeting on June 14, 2023
- ▶ Participated in Monthly CalSAWS IT Report Meeting Series on June 14, 2023
- ▶ Participated in Weekly meeting for Architecture discussion on June 15, 2023
- ▶ BenefitsCal
  - Participated in BenefitsCal Operation Review meeting on June 13, 2023
  - Participated in BenefitsCal DD&I/M&O review on June 13 and 15, 2023
  - Participated in Transactions Failures Meeting
  - Continued reviewing BenefitsCal deliverables and release activities
- ▶ Batch
  - Participated in Batch Performance meeting on June 14, 2023
  - Participated in CalSAWS Batch Weekly Roundup meeting on June 15, 2023
- ▶ CalWIN
  - Participated in Mock Cutover Review of Go/No-Go Criteria and Assess for 4C Go-Live and 5A County Preparation on June 12, 2023
  - Participated in 5B Mock Cutover - Table Read meeting on June 13, 2023
  - Participated in Wave 5 Sonoma Weekly IPT Testing meeting on June 14, 2023

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- Participated in Wave 5 Fresno Weekly IPT Testing meeting on June 14, 2023
- Participated in CalWIN Wave 6 TPOC meeting on June 14, 2023
- Participated in Wave 5 Alameda Weekly IPT Testing meeting on June 15, 2023
- Participated in Stage Gate Review Preparation meeting on June 16, 2023
- Participated in MOCK Cutover (5C) Stage Gate Reviews
- Participated in Wave 4 County Prep office hours
- Participated in Wave 3 Post-Implementation Project Production Calls
- ▶ Central Print
  - Participated in CalSAWS Central Print - Status Meeting on June 12, 2023
  - Continued to review the Gainwell System Security Plan
- ▶ Contact Center
  - Participated in daily San Diego Model Office meetings
  - Participated in daily Solano Model Office meetings
  - Participated in daily Santa Cruz Model Office meetings
  - Participated in daily San Mateo Model Office meetings
  - Participated in Tulare CSC Support Meeting on June 13, 2023
  - Participated in CalSAWS/Los Angeles Contact Center Discussions on June 13, 2023
  - Participated in Fresno County CalSAWS IVR-Contact Center Weekly Design Sessions on June 13, 2023
  - Participated in CalSAWS VA Design Sessions on June 13, 2023
  - Participated in San Bernardino CSC Support Meeting on June 13, 2023
  - Participated in CalSAWS Contact Center Discussion on June 14, 2023
  - Participated in Santa Clara CSC Support Meeting on June 15, 2023
  - Participated in CalSAWS VA Weekly Check-In on June 15, 2023
  - Participated in AWS/CalSAWS Contact Center collaboration on June 15, 2023
- ▶ Security
  - Participated in Application Vulnerabilities Review on June 14, 2023
  - Participated in Security Incident Review Meeting on June 16, 2023
- ▶ Service Management
  - Participated in ServiceNow meetings as scheduled
- ▶ Lobby Management
  - Participated in Integrated Lobby Management Touchpoint on June 13, 2023
  - Participated in Ventura County Lobby Management Configuration Prep Meeting on June 14, 2023
  - Participated in Contra Costa CalSAWS Kiosks and Tablets meeting on June 15, 2023

### 1.3.3 Imaging

- ▶ Participated in Endurance Test #2
- ▶ Participated in the Imaging Migration Status meeting on June 13, 2023
- ▶ Participated in Monthly SLA Review for CalSAWS meeting on June 13, 2023
- ▶ Participated in San Diego Document Migration Check-In on June 13, 2023

### 1.3.4 Conversion

- ▶ Participated in Daily Wave 3 Post-Implementation Project production calls
- ▶ Participated in Daily Wave 4 County Prep office hours
- ▶ Participated in Daily Wave 4 County debrief
- ▶ Monitored Wave 2 and 3 post-cutover county defects and priorities

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- ▶ Supported UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participated in the Mock 5A/4C Click-through on June 12, 2023
- ▶ Participated in Mock 5B Stage Gates June 12, 2023
- ▶ Participated in Conversion defects status meeting on June 13, 2023
- ▶ Participated in Wave 5 CDV Execution Kick-Off on June 13, 2023
- ▶ Participated in Mock 5B Table read on June 13, 2023
- ▶ Participated in Conversion SCRs meeting on June 13, 2023
- ▶ Participated in Strike team for GLP on June 13 and 15, 2023
- ▶ Participated in Document Migration meeting on June 14, 2023
- ▶ Participated in Ancillary Office hours for Task Management on June 14, 2023
- ▶ Participated in CA-260130 defect meeting on June 15, 2023
- ▶ Participated in Wave 4 IV&V Go-Live readiness assessment on June 16, 2023
- ▶ Participated in Stage Gate Review Preparation on June 16, 2023
- ▶ Participated in Mock 5B starting June 17, 2023

### 1.3.5 Functional

- ▶ M&O
  - Participated in SAWS Test Daily Connect
  - Participated in the following design meetings:
    - CR 128730 - Automation of Termination Reason Codes due to Fraud and Medi-Cal Eligibility
    - CR 165890 - ROP Batch - Phase II
    - CR 200352 - 2024 Renewals
    - CR 203445 - Tax Credit Eligibility Assessment
    - CR 219978 - Admin Override and Enrollment & Shopping Enhancements
    - CR 223830 - Reconciliation Enhancements
    - CR 228977 - Notices Updates for R24.2
    - CR 235745 - Bot Reinstating the Enrollments
    - CR 237063 - Reasonable Compatibility BOT
    - CR 241140 - Issuer Portal Enhancements
    - CR 244932 - Consumer messaging for Carrier leaving the Exchange
  - Reviewed Thirty-five (35) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction



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

Release	SCRs in QA Review
23.05	4
23.06	2
23.07	2
23.09	5
23.11	4
24.01	1
RWR	16
TBD	1
<b>Grand Total</b>	<b>35</b>

- ▶ General Assistance/General Relief (GA/GR)
  - Monitored GA/GR SCRs
  - Participated in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Participated in Weekly Scope Review and Coordination for upcoming BenefitsCal releases meeting on June 12, 2023
  - Participated in BenefitsCal Operation Review meeting on June 13, 2023
  - Participated in Case Detail API Program Status meeting on June 13, 2023
  - Participated in DD&I and M&O reviews on June 13 and 15, 2023
  - Participated in BenefitsCal Weekly PM Standup meeting on June 14, 2023

### 1.3.6 Test

- ▶ CalSAWS Release 23.07
  - Continued QA Review of System Test execution for one high impact SCR
  - Completed QA Review of System Test scripts for high impact SCRs
  - Continued test execution

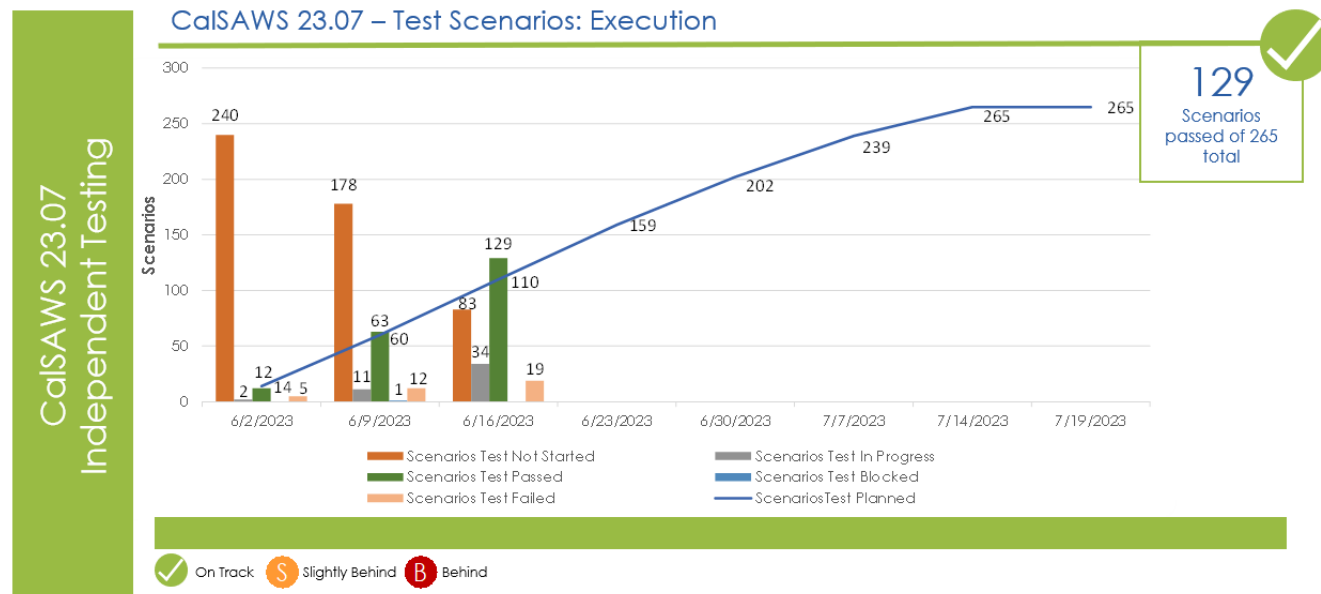
Table 1-7 – CalSAWS 23.07 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 23.07 - ClearBest QA Independent Test Results	265	31% (83)	13% (34)	49% (129)	7% (19)	0% (0)

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### ► BenefitsCal Activities

- Continued QA verification of 23.06.22 Monthly Release items in "UAT Deployed" status
- Monitored 23.06.22 Monthly Release for M&O and M&E updates
- Participated in Release Notes, initial review findings and recommendations meeting on June 12, 2023

### ► 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 June 13, 2023
- Participated in Test Touchpoint meeting on June 14, 2023
- Participated in Pre-Meet for State/Fiscal Reports meetings on June 15, 2023
- Participated in Wave 3 State and Fiscal Reports meeting on June 15, 2023

## 1.3.7 Implementation

### ► CalSAWS Maintenance and Operations (M&O)

- Participated in Weekly Training Touchpoint meeting on June 13, 2023

### ► CalWIN Implementation Support Services (ISS)

- Participated in Wave 3 Post-Implementation Project Production Calls
- Participated in Wave 3 Post-Implementation Internal Status Calls
- Participated in Wave 3 Post-Implementation County Operations Calls
- Participated in Wave 4 County Prep Office Hours
- Participated in Wave 4 County Prep Daily Debriefs
- Provided virtual support for Orange, Santa Barbara, and Ventura counties
- Participated in Weekly Implementation Manager Touchpoint on June 12, 2023
- Participated in San Luis Obispo Configuration Review on June 12, 2023
- Participated in Wave 4 Go-Live Packet Orientation on June 12, 2023
- Participated in Weekly Implementation Team meeting on June 12, 2023
- Prepared for June Wave 5 and 6 Change Network meeting on June 12, 2023

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- Participated in CalWIN ISS Standup Meeting on June 12, 2023
- Participated in Wave 4 IPOC Meeting Dry-Run on June 12, 2023
- Participated in Weekly ISS Team Leads Tuesday Standup on June 13, 2023
- Prepared slides for June JPA meeting on June 13 and 14, 2023
- Participated in Sacramento Configuration Working Session Kickoff on June 13, 2023
- Participated in TOSS & IPOC Meeting for Sonoma County on June 13, 2023
- Prepared for Sacramento Change Readiness Check-in on June 13, 2023
- Participated in Sacramento Change Discussion Office Hours on June 13 - 15, 2023
- Prepared for June Wave 4 Change Network meeting on June 13, 2023
- Participated in San Francisco Configuration Review on June 13, 2023
- Participated in San Francisco Change Discussion Office Hours on June 13 - 15, 2023
- Participated in San Diego Change Management Review on June 13, 2023
- Participated in Wave 5 and 6 Change Network meeting on June 13, 2023
- Completed ISS requirements validation for Wave 4 Green Light on June 13, 2023
- Supported San Luis Obispo Change Discussion Office Hours on June 13 - 15, 2023
- Participated in Sonoma Configuration Working Session on June 14 - 15, 2023
- Participated in OCM Team Leads meeting on June 14, 2023
- Participated in Training Advisory Committee meeting on June 14, 2023
- Participated in Post-Implementation Support Orientation on June 14, 2023
- Reviewed Potential Fact Sheet Topics on June 14, 2023
- Supported Wave 4 Monthly IPOC meeting on June 14, 2023
- Participated in OCM Team Executive Check-In on June 15, 2023
- Submitted comments on County Wave Implementation Completion Report for Wave 3 (Part 2) on June 15, 2023
- Supported Wave 4 Change Network meeting on June 15, 2023
- Participated in Wave 4 Go-Live Packet Orientation on June 15, 2023
- Participated in Wave 6 PPOC Touchpoint on June 15, 2023
- Participated in TOSS & IPOC Meeting for Solano County on June 15, 2023
- Participated in Wave 4 Go-Live Packet Orientation on June 16, 2023
- Participated in Weekly Risk Review meeting on June 16, 2023
- Participated in TOSS & IPOC Meeting for San Mateo County on June 16, 2023
- Conducted Weekly QA Implementation Team meeting on June 16, 2023
- ▶ Release Management
  - Conducted Training System Change Request validations for the CalSAWS 23.07 Release June 12 – 16, 2023

### 1.3.8 OCAT

- ▶ Continued collaborative discussions with Consortium Security and the OCAT Team on the OCAT SSP 2023 Annual Update
- ▶ Participated in the OCAT Monthly SLA Reporting meeting on June 12, 2023
- ▶ Participated in OCAT System Security Plan (SSP) Reviews on June 13 and 15, 2023

## **1.4 Activities for the Next Reporting Period**

### **1.4.1 Project Management**

- ▶ Participate in Wave 3 Post-Implementation Project and County Calls
- ▶ Participate in Daily Debrief for Wave 4 County Prep Phase
- ▶ Participate in OCAT System Security Plan (SSP) Reviews on June 19, 20, and 22 2023
- ▶ Participate in CalSAWS PMO Status meeting on June 20, 2023
- ▶ Participate in the Imaging Migration Status meeting on June 20, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on June 20, 2023
- ▶ Participate in CalSAWS Batch Performance review on June 21, 2023
- ▶ Participate in Pre-Green Light for Wave 4 Go-Live on June 21, 2023
- ▶ Participate in OCAT Ops and Release Management meeting on June 21, 2023
- ▶ Attend Region 5 July Management Site Visit Agenda Review on June 23, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
  - Facilitate Collaboration Model presenter touch point session on June 19, 2023
  - Facilitate San Bernardino retrospective planning meeting on June 20, 2023
  - Facilitate Stakeholder Retrospective session on June 21, 2023
  - Facilitate the BenefitsCal Collaboration Model Quarterly meeting on June 23, 2023

### **1.4.2 Technical**

- ▶ Participate in CalSAWS Weekly Technical Sync meeting on June 19, 2023
- ▶ Participate in Project Status Meeting for Collections, Fraud, & Task Management on June 19, 2023
- ▶ Participate QA and PMO May Performance Report Review Meeting on June 19, 2023
- ▶ Participate in App/Dev meeting on June 20, 2023
- ▶ Participate in Section Directors Meeting on June 20, 2023
- ▶ Participate in Consortium Financial Operations meeting on June 20, 2023
- ▶ Participate in DBCR/CTCR Review meetings on June 20 and 22, 2023
- ▶ Participate in Weekly CalSAWS Leadership meeting on June 21, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) meeting on June 21, 2023
- ▶ Participate in CalWIN Operations and Policy Advisory Committee (OPAC) Meeting on June 22, 2023
- ▶ Participate in Bi-Weekly CalSAWS Meeting on June 22, 2023
- ▶ Participate in CalSAWS Architectural Standards Review Series on June 22, 2023
- ▶ BenefitsCal
  - Participate in Scope Review of upcoming Releases on June 19, 2023
  - Participate in BenefitsCal DD&I and M&O meetings on June 20 and 22, 2023
  - Participate in Application Transfer meetings
  - Continue reviewing BenefitsCal deliverables and release activities
- ▶ Batch
  - Participate in Batch Performance meeting on June 21, 2023
  - Participate in Batch Weekly Roundup on June 22, 2023
- ▶ CalWIN
  - Participate in Wave 4 County Prep Office Hours
  - Participate in Pre-Green Light: Wave 4 Go-Live meeting on June 21, 2023

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- Participate in CalWIN Conversion Week Look Ahead on June 21, 2023
- Participate in CalWIN Wave 5 TPOC meetings on June 22, 2023
- Participate in Stage Gate Review Priorities meeting on June 23, 2023
- ▶ Central Print
  - Participate in CalSAWS Central Print Status meeting on June 19, 2023
- ▶ Contact Center
  - Participate daily in San Diego Model Office meetings
  - Participate daily in Solano Model Office meetings
  - Participate daily in Santa Cruz Model Office meetings
  - Participate daily in San Mateo Model Office meetings
  - Participate in Orange County CSC Support Meeting on June 19, 2023
  - Participate in Los Angeles County CSC Design Review on June 20, 2023
  - Participate in Alameda CalSAWS IVR-Contact Center Review on June 20, 2023
  - Participate in CalSAWS VA Design Sessions on June 20, 2023
  - Participate in Santa Barbara CSC Support Meeting on June 21, 2023
  - Participate in CalSAWS Contact Center Discussion on June 21, 2023
  - Participate in Sutter eCCP Roll-out Meeting on June 21, 2023
  - Participate in CalSAWS VA Weekly Check-In on June 22, 2023
  - Participate in CalSAWS Voice Bots/RPA Weekly Check-In on June 22, 2023
  - Participate in AWS / CalSAWS Contact Center collaboration on June 22, 2023
  - Participate in Contra Costa CSC Support Meeting on June 22, 2023
  - Participate in Marin County eCCP Roll-out Meeting on June 22, 2023
  - Participate in Butte County eCCP Roll-out Meeting on June 22, 2023
- ▶ Security
  - Participate in Application Vulnerabilities Review on June 21, 2023
- ▶ Service Management
  - Participate in Refresher Training Session - Wave 5 CalSAWS Tier 1 Fulfiller & Delegated Admin on June 20, 2023
  - Participate in ServiceNow Process Improvement Review on June 22, 2023
- ▶ Lobby Management
  - Participate in Integrated Lobby Management Touchpoint on June 20, 2023
  - Participate in Ventura County Lobby Management Configuration on June 21, 2023
  - Participate in Contra Costa Kiosk and Lobby Tablet on June 22, 2023
  - Participate in Lobby Support Management Updates meeting on June 22, 2023

#### 1.4.3 Imaging

- ▶ Participate in the Imaging Migration Status meeting on June 20, 2023
- ▶ Participate in San Diego Document Migration Check-In on June 20, 2023

#### 1.4.4 Conversion

- ▶ Participate in Daily Wave 3 Post-Implementation Project production calls
- ▶ Participate in Daily Wave 4 County Prep office hours
- ▶ Participate in Daily Wave 4 County debrief
- ▶ Participate in Daily Wave 5 County Data Validation (CDV) office hours
- ▶ Participate in Daily Wave 5 CDV triage meetings
- ▶ Participate in the Mock 5B clickthrough on June 19, 2023
- ▶ Monitor Wave 2 and 3 post-cutover county defects and priorities

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- ▶ Support UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participate in Mock 5B final Stage gate and Go/No-Go meeting June 19, 2023
- ▶ Participate in Conversion defects bi-weekly status meeting on June 19, 2023
- ▶ Review Ancillary Collections, Fraud and Task Management on June 19, 2023
- ▶ Participate in continuation discussion of defect CA-260130 on June 20, 2023
- ▶ Participate in the CalWIN Conversion look ahead on June 21, 2023
- ▶ Participate in the Pre-Green Light Wave 4 Go-live meeting on June 21, 2023
- ▶ Participate in the review of Potential Fact Sheets topics on June 21, 2023
- ▶ Participate in the CalWIN OPAC meeting on June 22, 2023
- ▶ Participate in the Conversion strike team meeting on June 23, 2023
- ▶ Participate in the Stage Gate Review Preparation on June 23, 2023
- ▶ Participate in Fresno Wave 5 assignment of caseloads in CalWIN on June 23, 2023

### 1.4.5 Functional

- ▶ M&O
  - Participate in SAWS Test Daily Connect
  - Participate in MC SCR Touchpoint Meeting on June 21, 2023
  - Participate in the following design meetings:
    - CR 128730 - Automation of Termination Reason Codes due to Fraud and Medi-Cal Eligibility
    - CR 219978 - Admin Override and Enrollment & Shopping Enhancements
    - CR 223830 - Reconciliation Enhancements
    - CR 228977 - Notices Updates for R24.2
    - CR 230676 - Bot process for cases with no income data from IRS
    - CR 234868 - DHCS Logo Change
    - CR 241140 - Issuer Portal Enhancements
- ▶ General Assistance/General Relief (GA/GR)
  - Monitor GA/GR SCRs
  - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
  - Participate in Weekly PM Standup meeting on June 21, 2023
  - Participate in 2023 Marketing and Communications Kick Off on June 21, 2023
  - Monitor development progress for the CalWORKS Time Clocks function due to CalSAWS and ForgeRock dependencies
  - Monitor GROW/WTW Collaborator requirement status
  - Participate in Daily Transaction Failures meetings
  - Participate in combined DD&I and M&O check-in meetings
  - Participate in BenefitsCal Operation Review weekly meeting
  - Participate in Weekly Scope Review and Coordination for upcoming BenefitsCal releases meeting

### 1.4.6 Test

- ▶ CalSAWS Release 23.07
  - Continue QA review of system test execution for one high impact SCR
  - Continue test execution

## CalSAWS – California Statewide Automated Welfare System

### CalSAWS Quality Assurance

Weekly Status Report Period: June 12, 2023, to June 18, 2023

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- ▶ **BenefitsCal Activities**
  - Continue QA verification of 23.06.22 Monthly Release items in “UAT Deployed” status
  - Monitor 23.06.22 Monthly Release for M&O and M&E updates
  - Communicate QA verification final status for 23.06.22 Monthly Release
  - Identify QA verification scope for 23.07.03 Priority Release and 23.07.27 Monthly Release
  - Participate in the R23.06.22 Release Notes, Findings and Suggestions meeting on June 19, 2023
- ▶ **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 June 20, 2023
  - Participate in Test Touchpoint meeting on June 21, 2023
  - Participate in Wave 4 State and Fiscal Reports meeting on June 22, 2023
  - Participate in CalSAWS State and Fiscal Reports meeting on June 22, 2023

#### 1.4.7 Implementation

- ▶ **CalSAWS Maintenance and Operations (M&O)**
  - Participate in Weekly Training Touchpoint meeting on June 20, 2023
- ▶ **CalWIN Implementation Support Services (ISS)**
  - Participate in Wave 3 Post-Implementation Project Production Calls
  - Participate in Wave 3 Post-Implementation Internal Status Calls
  - Participate in Wave 3 Post-Implementation County Operations Calls
  - Participate in Wave 4 County Prep Office Hours
  - Participate in Wave 4 County Prep Daily Debriefs
  - Provide virtual support for Orange, Santa Barbara, and Ventura counties
  - Participate in Weekly Implementation Manager Touchpoint on June 19, 2023
  - Participate in Sonoma Configuration Working Sessions
  - Participate in Weekly Implementation Team meeting on June 19, 2023
  - Participate in TOSS & IPOC Meeting for Sonoma County on June 20, 2023
  - Participate in Wave 6 T-6M Survey Results Walkthrough on June 20, 2023
  - Participate in San Mateo County Imaging Demonstration on June 20, 2023
  - Participate in Weekly ISS Team Leads Tuesday Standup on June 20, 2023
  - Participate in Wave 5 County Prep Phase Kickoff on June 21, 2023
  - Participate in Pre-Green Light meeting for Wave 4 Go-Live on June 21, 2023
  - Prepare for Wave 5 IPOC meeting on June 21, 2023
  - Participate in OCM Team Leads meeting on June 21, 2023
  - Participate in OCM Team Executive Check-In on June 22, 2023
  - Participate in monthly OPAC meeting on June 22, 2023
  - Participate in Santa Cruz County Imaging Demonstration on June 22, 2023
  - Participate in Wave 6 PPOC Touchpoint on June 22, 2023
  - Participate in OCM Leads Touchpoint on June 22, 2023
  - Participate in Weekly Risk Review meeting on June 22, 2023
  - Participate in TOSS & IPOC Meeting for San Mateo County on June 22, 2023
  - Participate in Wave 5 County Prep Phase Kickoff on June 22, 2023
  - Conduct Weekly QA Implementation Team meeting on June 22, 2023
  - Participate in TOSS & IPOC Meeting for Solano County on June 23, 2023

## CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

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- ▶ Release Management
  - Conduct Training System Change Request validations for the CalSAWS 23.07 Release

### 1.4.8 OCAT

- ▶ Participate in OCAT System Security Plan (SSP) Reviews on June 20 and 22, 2023
- ▶ Participate in OCAT Operations and Release Meeting on June 21, 2023

### 1.5 Deviations from Plan/Adjustments

- ▶ None