

CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: October 2, 2023, to October 8,
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"> • Participated in CalSAWS Wave 5 and 6A Support calls • Participated in Leadership Meeting with San Luis Obispo for Wave 6 • Participated in Alameda Executive Discussions for GA/GR • Facilitated Wave 5 retrospective for Lobby Management • Continued to support LEAP initiative planning • Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting
QA Technical	<ul style="list-style-type: none"> • Participated in CalSAWS Welcome Bot testing • Reviewed CalSAWS Imaging performance report • Participated in CalSAWS Architecture reviews • Continued review of BenefitsCal Dashboards and technical changes • Participated in Wave 6 Contact Center Model office
QA Conversion	<ul style="list-style-type: none"> • Provided Alameda On-site support • Participated in Daily Wave 6 County Prep Office hours • Participate in Ancillary Cutover Prep meetings • Monitored status of Wave 5 and 6 defects priorities and SCRs
QA Functional/Test	<ul style="list-style-type: none"> • Participated in ROI Workgroup meetings • Participated in FCED Workgroup meetings • CalSAWS 23.11 Test Execution is in progress with a 15% Execution Rate, 12% Pass Rate, and 3% Fail/Block Rate
QA Implementation	<ul style="list-style-type: none"> • Provided virtual support for Alameda, Fresno, and Sonoma Counties • Provided onsite support in Alameda lobbies and for GA/GR functions • Conducted Sonoma and Fresno County ISS Retrospectives • Completed Retrospective Session for Wave 5 TOSS and Support Teams • Completed LEAP introduction video for CWDA Conference

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1.2 Deliverables Management

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











DEL #	DELIVERABLE NAME		STATUS
3.51	QA Monthly Status Report – September 2023		• Submitted FDEL on October 5, 2023
4.51	QA Work Plan – September 2023		• Submitted FDEL on October 5, 2023
7.51	QA Test Monthly Report – September 2023		• Submitted FDEL on October 5, 2023
10.12	Quarterly QA Security Report		• Submit FDEL by October 10, 2023
12.50	Assessment of CalSAWS Migration Work Plan Update – September 2023		• Submitted FDEL on October 6, 2023
52	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 5		• Submit DDEL comments by October 10, 2023
54	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 1-6		• Submit DDED by November 14, 2023
71.22	ClearBest Performance Report – September 2023		• Submit FDEL by October 13, 2023
WP-73.21	12.0 Security Management Plan - Off Cycle Review		• Submitted FDEL comments on October 5, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.35	OCAT – Monthly Status Report – September 2023		• Submitted FDEL on October 5, 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-26.20	BenefitsCal – CX Monthly Report – August/September 2023		<ul style="list-style-type: none"> • Submit DDEL comments by October 16, 2023
WP-27.20	BenefitsCal – Monthly M&O Report - September 2023		<ul style="list-style-type: none"> • Submit DDEL comments by October 16, 2023
WP-28.18	BenefitsCal – Work Plan Monthly Updates – September 2023		<ul style="list-style-type: none"> • Submit FDEL comments on October 12, 2023
WP-29.18	BenefitsCal – Monthly Status Report – September 2023		<ul style="list-style-type: none"> • Submit FDEL comments by October 12, 2023
WP-32.06	BenefitsCal – BOM Review and License Renewal		<ul style="list-style-type: none"> • Submit FDEL comments by October 13, 2023
WP-33.06	BenefitsCal – Certificate Review		<ul style="list-style-type: none"> • Submit FDEL comments by October 13, 2023

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

DEL #	DELIVERABLE NAME		STATUS
WP-3.05	CalWIN Implementation – CalWIN County Implementation Completion Report – Wave 5		<ul style="list-style-type: none"> • Submit DDEL comments by October 30, 2023
59.33	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – September 2023		<ul style="list-style-type: none"> • Submit FDEL by October 12, 2023

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Wave 5 Project and County Operations Daily Support calls
- ▶ Participated in Wave 6A County Prep Daily Debrief calls
- ▶ Participated in SLO/CalSAWS In-Person Leadership Meeting on October 2, 2023
- ▶ Participated in Region 5 Management Site Visit Agenda Review on October 3, 2023
- ▶ Participated in CalSAWS Section Directors' Meeting on October 3, 2023
- ▶ Participated in Imaging Migration review on October 3, 2023
- ▶ Participated in Alameda Executive Discussion for GA/GR on October 3 and 6, 2023
- ▶ Participated in CalSAWS PMO Status Meeting on October 3, 2023
- ▶ Participated in Imaging SLA Data Review with Hyland on October 4, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting
 - Continued to support LEAP initiative planning
 - Facilitated Wave 5 Imaging Retrospective session on October 4, 2023.

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Status Meeting on October 2, 2023
- ▶ Participated in Section Directors Meeting on October 2, 2023
- ▶ Participated in Consortium FinOps Meeting on October 3, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) Meeting on October 4, 2023
- ▶ Participated in Weekly Meeting for Architecture discussion on October 5, 2023
- ▶ BenefitsCal
 - Participated in Release of Information (ROI) workgroup on October 2, 2023
 - Participated in BenefitsCal Operation Review Meeting on October 3, 2023
 - Participated in DD&I and M&O meetings on October 3 and 5, 2023
 - Participated in Application Transfer meetings
- ▶ Batch
 - Participated in CalSAWS Batch Weekly Round Up Meeting on October 5, 2023
- ▶ CalWIN
 - Participated in the review of the Wave 5 - 6 migration SCRs on October 2, 2023
 - Participated in the Wave 6 County Prep Office Hours on October 2 - 6, 2023
 - Participated in Wave 5 Post-Implementation Operations Calls
- ▶ Central Print
 - Reviewed Monthly Performance report
- ▶ Contact Center
 - Participated in CalSAWS Welcome Bot review and root cause analysis creation
 - Participated in Sacramento County Daily Model Office meetings
 - Participated in San Luis Obispo County Daily Model Office meetings
 - Participated in San Francisco County Daily Model Office meetings
 - Participated in Los Angeles Model Office Support meetings on October 2 - 5, 2023
 - Participated in Contact Center Management Conference Call on October 2, 2023
 - Participated in CalSAWS Contact Center Review on October 4, 2023
 - Participated in Placer CSC Support Meeting on October 4, 2023
 - Participated in AWS/CalSAWS Contact Center Collaboration on October 5, 2023

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- Participated in San Bernardino Dropped Calls Review on October 6, 2023
- Participated in Contact Center Retrospective for Wave 5 on October 6, 2023
- ▶ Security
 - Participated in R23.11 Security Committee Pre-meeting on October 5, 2023
- ▶ Lobby Management
 - Participated in San Mateo Lobby Device Troubleshooting on October 2, 2023
 - Participated in Marin County Lobby Device Planning on October 4, 2023
 - Participated in Orange County Lobby Device Planning on October 5, 2023
 - Participated in Lobby Support Management Updates on October 5, 2023
 - Participated in San Francisco Discussion regarding Lobby Management Kiosks on October 5, 2023
 - Participated in San Mateo Lobby Device Planning on October 6, 2023

1.3.3 Imaging

- ▶ Participated in Weekly Imaging status Meeting on October 3, 2023
- ▶ Participated in Hyland Monthly Performance Review Meeting on October 3, 2023
- ▶ Participated in Imaging Retrospective for Wave 5 on October 4, 2023

1.3.4 Conversion

- ▶ Participated in Daily Wave 5 Post-Implementation project production calls
- ▶ Participated in Daily Wave 6 County Prep Office hours and Debrief calls
- ▶ Monitored Wave 2 through 5 Open Defects and Priorities
- ▶ Supported UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participated in Migration Conversion weekly meeting on October 2, 2023
- ▶ Reviewed Status for Collections, Fraud and Tasks Management on October 2, 2023
- ▶ Participate in Ancillary Cutover Prep for Wave 6 (Sacramento) on October 2, 2023
- ▶ Facilitated the Migration-Conversion meeting with Consortium on October 3, 2023
- ▶ Participated in Ancillary Cutover Prep for Wave 6 (SLO) on October 3, 2023
- ▶ Participated in Conversion SCRs Meeting on October 3, 2023
- ▶ Facilitated the weekly Migration-Conversion meeting on October 3, 2023
- ▶ Provided Alameda County on-site support October 4 - 6, 2023
- ▶ Participated in CalWIN Document Migration Meeting on October 4, 2023
- ▶ Reviewed CR 186319 (CalHEERS) Conversion to Wave 6 on October 4, 2023

1.3.5 Functional

- ▶ M&O
 - Participated in CalSAWS Test Daily Connect
 - Participated in ROI Workgroup Meeting on October 2, 2023
 - Participated in CWS-CARES Data Values Meeting on October 2, 2023
 - Participated in Medi-Cal Reports SCR Review Meeting on October 3, 2023
 - Participated in Medi-Cal CMSP Committee Meeting on October 4, 2023
 - Participated in Medi-Cal Reports SCR Review Meeting on October 4, 2023
 - Participated in Medi-Cal SCR Touchpoint Meeting on October 4, 2023
 - Participated in CWDS CalSAWS FCED Technical Workgroup on October 5, 2023
 - Participated in San Mateo State/Fiscal Reporting Issues Review on October 5, 2023
 - Participated in Wave 5 State/Fiscal Reports Meeting on October 5, 2023
 - Participated in Medi-Cal Reports User Group Meeting on October 5, 2023
 - Participated in FCED Workgroup Business Meeting on October 5, 2023

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- Participated in the following design meetings:
 - CR 178286 - Adding Data elements to eHIT
 - CR 189273 - Family PACT OCM Solutioning
 - CR 213355 - Manual Trigger of APS
 - CR 219978 - Admin Override and Enrollment & Shopping Enhancements
 - CR 228977 - Notices Updates for R24.2
 - CR 228979 - Notices Updates for R24.6
 - CR 230828 - Affordable ESI Changes
 - CR 231622 - Intelligent Document Processing (IDP) System
 - CR 232582 - SCR Read-Only role in CalHEERS and Update the Security Matrix
 - CR 241140 - Issuer Portal Enhancements
 - CR 250133 - Enrollment UI Enhancement
 - CR 253360 - VLP Upgrade from SOAP to REST Phase II
- Reviewed Fifty-One (51) 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
21.01	1
21.07	16
21.11	4
22.01	1
22.02	1
22.09	1
23.07	7
23.09	4
23.11	3
24.01	5
TBD	1
RWR	7
Grand Total	51

- ▶ General Assistance/General Relief (GA/GR)
 - Monitored GA/GR SCRs
 - Participated in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
 - Reviewed scope for upcoming BenefitsCal releases on October 2, 2023
 - Participated in Collaboration Model Enhancement Request Master Log meetings on October 3 – 5, 2023
 - Participated in Self-Service Portal Committee Meeting on October 3, 2023
 - Participated in DD&I and M&O reviews on October 3 and 5, 2023
 - Participated in Weekly Program Manager Standup Meeting on October 4, 2023
 - Participated in GetCalFresh Parity List Meeting on October 4, 2023
 - Participated in Daily Transaction Failures meetings

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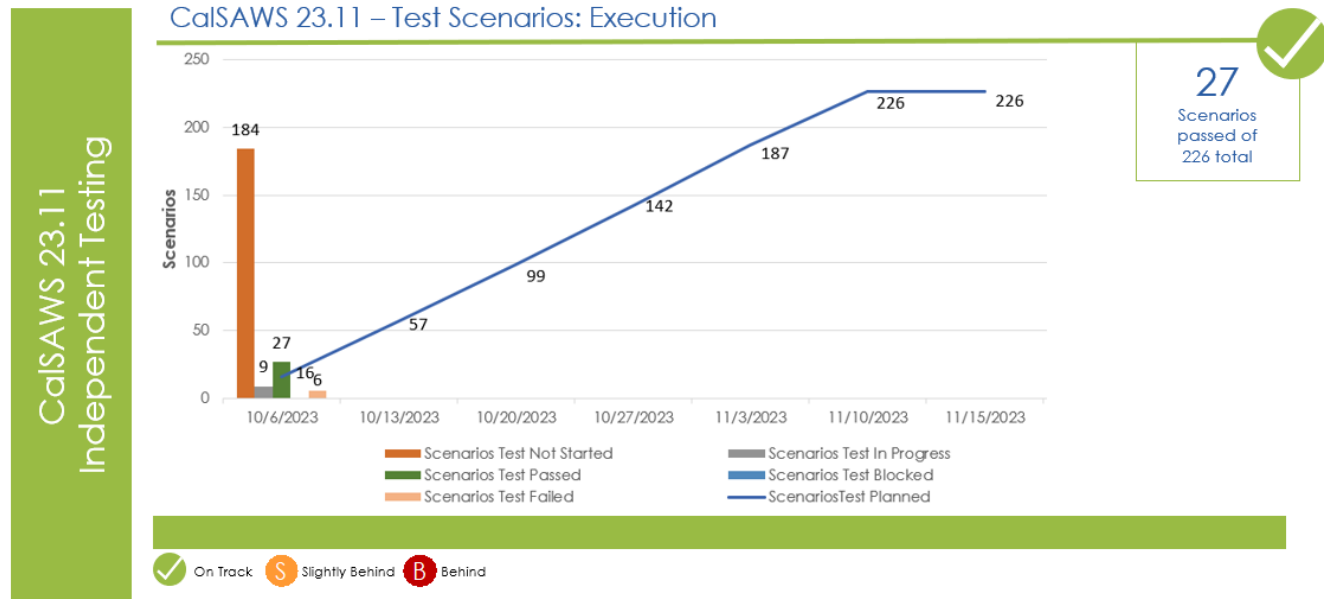
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1.3.6 Test

- ▶ CalSAWS Release 23.11
 - Completed test preparation activities
 - Continued QA Review of System Test scripts for high impact SCRs
 - Began test execution

Table 1-7 – CalSAWS 23.11 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 23.11 - ClearBest QA Independent Test Results	226	81% (184)	4% (9)	12% (27)	3% (6)	0% (0)



- ▶ BenefitsCal Activities
 - Started QA verification for 23.10.19 Monthly Release
 - Monitored 23.10.19 Monthly Release for M&O and M&E updates
- ▶ Priority Release / RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Conducted Independent Test activities on the following SCR:

Table 1-7 – Priority Release/RWR Issues for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-232609 ACL 21-131 Restart TNB Recertifications	23.10.05	Independent Test

- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in Integrated Test Team Meeting on October 3, 2023
 - Participated in Test Touchpoint Meeting on October 4, 2023

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1.3.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participated in Weekly Training Touchpoint meeting on October 3, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provided virtual support for Alameda, Fresno, and Sonoma Counties
 - Participated in Wave 5 Post-Implementation Project Production Calls
 - Participated in Wave 5 Post-Implementation Internal Status Calls
 - Participated in Wave 5 Post-Implementation County Operations Calls
 - Participated in Wave 5 Executive Status Calls
 - Participated in Wave 6 County Prep Office Hours & Daily Debrief Calls
 - Participated in ISS Implementation Manager Touchpoint on October 2, 2023
 - Participated in LEAP Planning on October 2, 2023
 - Participated in Weekly Implementation Team Meeting on October 2, 2023
 - Completed Sonoma County ISS Retrospective on October 3, 2023
 - Participated in ISS Team Leads Tuesday Standup meeting on October 3, 2023
 - Participated in San Luis Obispo County IPOC/TOSS Meetings on October 3, 2023
 - Participated in San Francisco IPOC/TOSS meeting on October 4, 2023
 - Provided onsite support in Alameda for lobbies and GA/GR on October 4 - 6, 2023
 - Completed Fresno County ISS Retrospective on October 4, 2023
 - Participated in Post-Implementation | Full Orientation Session on October 5, 2023
 - Participated in weekly ISS OCM Leads Meeting on October 5, 2023
 - Participated in Sacramento IPOC/TOSS Meeting on October 5, 2023
 - Participated in OCM Executive Check in meeting on October 6, 2023
 - Conducted Implementation QA Team meeting on October 6, 2023
 - Completed Retrospective for Wave 5 TOSS and Support Teams on October 6, 2023
 - Completed LEAP introduction video for CWDA Conference on October 6, 2023
- ▶ Release Management
 - Completed weekly Web Based Training (WBT) System Change Request (SCR) reviews

1.3.8 OCAT

- ▶ Participated in OCAT/ForgeRock Dual Profile Sync meeting on October 5, 2023

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Wave 5 Project and County Operations Daily Support calls
- ▶ Participate in Wave 6A County Prep Daily Debrief calls
- ▶ Participate in Conversion Defect Status Review on October 9, 2023
- ▶ Participate in OCAT Monthly SLA Review on October 9, 2023
- ▶ Participate in Hyland Imaging Monthly SLA Review on October 9, 2023
- ▶ Participate in CalSAWS Section Directors' Meeting on October 10, 2023
- ▶ Participate in Imaging Migration review on October 10, 2023
- ▶ Participate in CalSAWS PMO Status Meeting on October 10, 2023
- ▶ Present QA Status at Monthly CalSAWS IT Report meeting on October 11, 2023
- ▶ Participate in OCAT Operations and Release meeting on October 11, 2023
- ▶ Participate in Batch Performance Checkpoint on October 11, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model

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- Continue to support LEAP initiative planning
- Continue to support planning for January 2024 Conference and JPA General Representative Membership meeting
- Facilitate Wave 5 Lobby Management Retrospective session on October 9, 2023
- Participate in the ERG JPA planning session on October 11, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Status Meeting on October 9, 2023
- ▶ Participate in App Dev meeting on October 10, 2023
- ▶ Participate in Section Directors Meeting on October 10, 2023
- ▶ Participate in Consortium FinOps Meeting on October 10, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) Meeting on October 11, 2023
- ▶ Participate in Weekly CalSAWS/AWS meeting on October 11, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on October 12, 2023
- ▶ BenefitsCal
 - Participate in BenefitsCal Operation Review Meeting on October 10, 2023
 - Participate in DD&I and M&O meetings on October 10 and 12, 2023
 - Participate in Application Transfer meetings
- ▶ Batch
 - Participate in Batch Performance Checkpoint meeting on October 11, 2023
 - Participate in CalSAWS Batch Weekly Round Up Meeting on October 12, 2023
- ▶ CalWIN
 - Participate in daily CalWIN Wave 6 County Prep Office Hours meetings
 - Participate in Wave 5 Post-Implementation Operations Calls
- ▶ Central Print
 - Participate in Central Print weekly Meeting on October 9, 2023
- ▶ Contact Center
 - Participate in Sacramento County Daily Model Office meetings
 - Participate in San Luis Obispo County Daily Model Office meetings
 - Participate in San Francisco County Daily Model Office meetings
 - Participate in Los Angeles Model Office Support meetings on October 9 - 12, 2023
 - Participate in Tulare CSC Support Meeting on October 10, 2023
 - Participate in Santa Cruz CSC Support Meeting on October 11, 2023
 - Participate in CalSAWS Contact Center Review on October 11, 2023
 - Participate in San Diego County CSC Support Meeting on October 12, 2023
 - Participate in CalSAWS VA Weekly Check-In on October 12, 2023
 - Participate in CalSAWS Voice Bots/RPA Weekly Check-In on October 12, 2023
 - Participate in AWS/CalSAWS Contact Center Collaboration on October 12, 2023
 - Participate in San Mateo CSC Support Meeting on October 12, 2023
 - Participate in Contact Center Team Meeting on October 13, 2023
- ▶ Security
 - Participate in Application Vulnerabilities Review on October 11, 2023
 - Participate in Security Risk Management meeting on October 12, 2023
 - Participate in Security Status meeting on October 13, 2023
- ▶ Service Management
 - Participate in ServiceNow meeting on October 12, 2023
- ▶ Lobby Management

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- Participate in Lobby Management Retrospective (follow-up) on October 9, 2023
- Participate in Integrated Lobby Management Touchpoint on October 10, 2023
- Participate in El Dorado Lobby Device Planning Meeting on October 10, 2023
- Participate in San Francisco Lobby Device Planning Meeting on October 10, 2023
- Participate in Solano County Lobby Device Planning Meeting on October 11, 2023
- Participate in Mariposa Lobby Device Planning Meeting on October 11, 2023
- Participate in Tulare County Lobby Device Planning Meeting on October 11, 2023
- Participate in San Luis Obispo Lobby Device Planning Meeting on October 11, 2023
- Participate in Santa Cruz Lobby Device Planning Meeting on October 12, 2023
- Participate in San Mateo Lobby Device Planning on October 13, 2023

1.4.3 Imaging

- ▶ Participate in Weekly Imaging status Meeting on October 10, 2023
- ▶ Participate in Hyland Monthly Performance Review Meeting on October 10, 2023

1.4.4 Conversion

- ▶ Participate in Daily Wave 5 Post-Implementation project production calls
- ▶ Participate in Daily Wave 6 County Prep Office hours and Debrief calls
- ▶ Monitor Wave 2 through 5 Open Defects and Priorities
- ▶ Support UAT2 security profile maintenance activities for CDV and other test efforts
- ▶ Participate in Migration Conversion weekly meeting on October 9, 2023
- ▶ Participate in Wave 6 Go-Live Packet (GLP) Orientation on October 10, 2023
- ▶ Facilitate the Migration-Conversion meeting with Consortium on October 10, 2023
- ▶ Participate in Strike Team GLP meeting on October 10 and 12, 2023
- ▶ Participate in Wave 6 GLP Orientation Session 2 on October 11, 2023
- ▶ Participate Wave 6 Monthly IPOC meeting on October 12, 2023
- ▶ Participate in Wave 6 GLP Orientation Session 3 on October 12, 2023
- ▶ Participate in Conversion Strike team meeting on October 13, 2023
- ▶ Participate in Stage Gate Review Priorities Meeting on October 13, 2023

1.4.5 Functional

- ▶ M&O
 - Participate in CalSAWS Test Daily Connect
 - Participate in Bi-Weekly FCED Schedule Sync meeting on October 9, 2023
 - Participate in Report Discovery Plan meeting on October 10, 2023
 - Participate in Medi-Cal Reports SCR Review Meeting on October 10, 2023
 - Participate in CFAP Expansion Automation Bi-Weekly Meeting on October 10, 2023
 - Participate in GA/GR Correspondence Meeting on October 11, 2023
 - Participate in CWDS and CalSAWS FCED Technical Workgroup on October 12, 2023
 - Participate in Wave 5 State/Fiscal Reports Meeting on October 12, 2023
 - Participate in CalSAWS State and Fiscal Reports Meeting on October 12, 2023
 - Participate in Medi-Cal Reports User Group Meeting on October 12, 2023
 - Participate in FCED Workgroup Business Meeting on October 12, 2023
 - Participate in the following design meetings:
 - CR 178286 - Adding Data elements to eHIT
 - CR 189273 - Family PACT OCM Solutioning
 - CR 213355 - Manual Trigger of APS
 - CR 218725 - New OSP Print Vendor

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- CR 228977 - Notices Updates for R24.2
- CR 228979 - Notices Updates for R24.6
- CR 230828 - Affordable ESI Changes
- CR 231622 - Intelligent Document Processing (IDP) System
- CR 232582 - SCR Read-Only role in CalHEERS and Update the Security Matrix
- CR 241140 - Issuer Portal Enhancements
- CR 246829 - Medi-Cal Backlog
- CR 253360 - VLP Upgrade from SOAP to REST Phase II
- ▶ General Assistance/General Relief (GA/GR)
 - Monitor GA/GR SCRs
 - Participate in weekly GA/GR Correspondence Web Services discussion
- ▶ BenefitsCal
 - 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 for upcoming BenefitsCal releases
 - Monitor development progress for CalWORKs Time Clocks functionality
 - Monitor GROW/WTW collaborator requirement status
 - Participate in Weekly Program Manager Standup Meeting on October 11, 2023

1.4.6 Test

- ▶ CalSAWS Release 23.11
 - Continue test execution
 - Continue QA Review of System Test Scripts for high impact SCRs
- ▶ BenefitsCal Activities
 - Continue QA verification of 23.10.19 Monthly Release
 - Review draft 23.10.19 release notes
 - Monitor BenefitsCal Monthly and Priority Releases for M&O and M&E updates
- ▶ 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 October 10, 2023
 - Participate in Test Touchpoint Meeting on October 11, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in Weekly Training Touchpoint meeting on October 10, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provide virtual support for Alameda, Fresno, and Sonoma Counties
 - Participate in Wave 5 Post-Implementation Project Production Calls
 - Participate in Wave 5 Post-Implementation Internal Status Calls
 - Participate in Wave 5 Post-Implementation County Operations Calls
 - Participate in Wave 5 Executive Status Calls
 - Participate in Wave 6 County Prep Office Hours & Daily Debrief Calls
 - Preview LEAP video for CWDA Conference on October 10, 2023
 - Participate in ISS Team Leads Tuesday Standup meeting on October 10, 2023
 - Participate in Wave 6 GLP Orientation Session on October 10 - 12, 2023
 - Participate in Wave 6 IPOC Meeting Dry-Run on October 10, 2023

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- Participate in San Luis Obispo County IPOC/TOSS Meetings on October 10, 2023
- Participate in San Francisco IPOC/TOSS meeting on October 11, 2023
- Participate in Weekly ISS OCM Leads Meeting on October 11, 2023
- Participate in Wave 6 Monthly IPOC Meeting on October 12, 2023
- Participate in OCM Executive Check in meeting on October 12, 2023
- Conduct Implementation QA Team meeting on October 13, 2023
- ▶ Release Management
 - Complete weekly Web Based Training (WBT) System Change Request (SCR) reviews

1.4.8 OCAT

- ▶ Participate in OCAT Monthly SLA Reporting meeting on October 9, 2023
- ▶ Participate in OCAT Operations and Release meeting on October 11, 2023

1.5 Deviations from Plan/Adjustments

- ▶ None