

CalSAWS Quality Assurance Weekly Status Report

**Reporting Period: November 6, 2023, to November
12, 2023**

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

1.0	Quality Assurance.....	3
1.1	CalSAWS Weekly Status Agenda Topics	3
1.2	Deliverables Management	4
1.3	Highlights for the Reporting Period	6
1.4	Activities for the Next Reporting Period.....	10
1.5	Deviations from Plan/Adjustments	13

Table of Tables

Table 1-1 – CalSAWS Quality Assurance Status Agenda Topics	3
Table 1-2 – Overall Summary of CalSAWS DD&I Deliverable Status	4
Table 1-3 – Overall Summary of OCAT Deliverable Status	4
Table 1-4 – Overall Summary of BenefitsCal Deliverable Status	5
Table 1-5 – Overall Summary of CalWIN Implementation Deliverable Status	5
Table 1-6 – Weekly M&O System Change Request (SCR) Updates	8
Table 1-7 – CalSAWS 23.11 Independent Test Progress	9

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 Wave 6 Project and County Support calls • Participated in Releases 23.11 T-2 Integrated Readiness meeting • Participated in Walkthrough of CalSAWS Wave 1-6 Deployment Complete Milestone/Report • Participated in OCAT Operations and Release meeting • Participated in CalSAWS Project Steering Committee (PSC) • Initiate Wave 6 retrospective sessions • Continue Collaboration Model December meeting preparation • Continued to support planning for January 2024 Conference and JPA General Representative Membership meeting
QA Technical	<ul style="list-style-type: none"> • Continued supporting Sacramento County Contact Center • Reviewed Release 23.11 Performance Plan and Results • Participated in Los Angeles County Contact Center meetings • Reviewed CalSAWS Robot Process Automation (RPA) updates • Participated in Welcome Bot and Authorization Bot change reviews • Continued Production Operations monitoring for CalSAWS and BenefitsCal
QA Conversion	<ul style="list-style-type: none"> • Participated in the Wave 6C Cutover • Continued to provide On-site support for San Francisco • Monitored status of outstanding Migration defects priorities and SCRs
QA Functional/Test	<ul style="list-style-type: none"> • Reviewed 75 design documents in preparation for SCRB/CCB • Completed CalSAWS 23.11 Test Execution activities with a 100% Execution Rate and 100% pass rate
QA Implementation	<ul style="list-style-type: none"> • Confirmed comment resolutions for CalWIN ISS Wave 5 Implementation Complete Report • Provided onsite support for Sacramento, San Francisco, and San Luis Obispo

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

1.2 Deliverables Management

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











DEL #	DELIVERABLE NAME		STATUS
3.53	QA Monthly Status Report – November 2023		• Submit FDEL by December 5, 2023
4.53	QA Work Plan – November 2023		• Submit FDEL by December 5, 2023
7.53	QA Test Monthly Report – November 2023		• Submit FDEL by December 5, 2023
12.51	Assessment of CalSAWS Migration Work Plan Update – October 2023		• Submitted FDEL on November 9, 2023
52	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 5		• Submit FDEL by November 17, 2023
53	Assessment of CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 6		• Submit DDEL comments by December 5, 2023
54	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 1 - 6		• Submit FDEL comments by November 20, 2023
71.23	ClearBest Performance Report – October 2023		• Submit FDEL by November 15, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
14.36	OCAT – Monthly Status Report – October 2023		• Submit FDEL by December 5, 2023
WP-5.3	OCAT – General Design - 2023 Annual Update		• Submit DDEL comments by December 15, 2023

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

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status








DEL #	DELIVERABLE NAME		STATUS
WP-26.21	BenefitsCal – CX Monthly Report – October/November 2023		<ul style="list-style-type: none">• Submit DDEL comments by December 14, 2023
WP-27.21	BenefitsCal – Monthly M&O Report - October 2023		<ul style="list-style-type: none">• Submit DDEL comments by November 16, 2023
WP-28.19	BenefitsCal – Work Plan Monthly Updates – October 2023		<ul style="list-style-type: none">• Submit FDEL comments by November 15, 2023
WP-29.19	BenefitsCal – Monthly Status Report – October 2023		<ul style="list-style-type: none">• Submit FDEL comments by November 15, 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">• Submitted FDEL comments on November 13, 2023
WP-58.11	CalWIN Implementation - Requirements Traceability Matrix - Q11		<ul style="list-style-type: none">• Submit FDEL comments by December 12, 2023
59.34	CalWIN Implementation – Assessment of CalWIN Implementation Migration Work Plan Update – October 2023		<ul style="list-style-type: none">• Submitted FDEL on November 13, 2023

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in Wave 6 Post-Implementation Project and County Support calls
- ▶ Participated in Release 23.11 T-2 Integrated Readiness meeting on November 6, 2023
- ▶ Participated in CalSAWS Section Directors' meeting on November 7, 2023
- ▶ Participated in CalSAWS PMO Status meeting on November 7, 2023
- ▶ Presented QA Status at Monthly CalSAWS IT Report meeting on November 8, 2023
- ▶ Participated in Walkthrough of Draft DED #91 - CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 1-6 on November 8, 2023
- ▶ Participated in OCAT Operations and Release meeting on November 8, 2023
- ▶ Participated in CalSAWS Contact Center status meeting on November 8, 2023
- ▶ Participated in CalSAWS Project Steering Committee (PSC) on November 9, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Participated in LEAP plan update with RMs on November 6, 2023
 - Revised Collaboration Model materials based on team input on November 9, 2023
 - Participated in CalSAWS Conference small group planning on November 9, 2023
 - Reviewed Collaboration Model prioritization tool options on November 9, 2023
 - Participated in supplemental report touchpoint on November 9, 2023

1.3.2 Technical

- ▶ Participated in CalSAWS Weekly Tech Sync meeting on November 6, 2023
- ▶ Participated in 23.11 T-2 Integrated Readiness Status meeting on November 6, 2023
- ▶ Participated in Section Directors Meeting on November 7, 2023
- ▶ Participated in CalSAWS 23.11 Release Webcast Meeting on November 7, 2023
- ▶ Participated in Wide Area Network Capacity meeting on November 8, 2023
- ▶ Participated in Tech Change Advisory Board (CAB) Meeting on November 8, 2023
- ▶ Participated in CalSAWS Weekly Status Meeting on November 8, 2023
- ▶ Participated in Weekly CalSAWS/AWS meeting on November 8, 2023
- ▶ Participated in Monthly CalSAWS IT Report Meeting on November 8, 2023
- ▶ Participated in Weekly Meeting for Architecture discussion on November 9, 2023
- ▶ Participated in CalSAWS Project Steering Committee meeting on November 9, 2023
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review Meeting on November 7, 2023
 - Participated in DD&I and M&O meetings on November 7 and 9, 2023
- ▶ Batch
 - Participated in FIS – EBT file transfer delay status meeting on November 7, 2023
 - Participated in Batch Performance Checkpoint Meeting on November 8, 2023
 - Participated in CalSAWS Batch Weekly Round-Up Meeting on November 9, 2023
- ▶ CalWIN
 - Participated in Wave 6 Post-Implementation Operations Calls
 - Participated in Wave 6C Cutover Stage Gate Review meetings
 - Participated in Wave 6C Cutover Table Read meeting on November 7, 2023
 - Participated in Wave 6C Pre-Flight Checklist meeting on November 8, 2023
 - Participated in Wave 6C Cutover Meeting on November 10 - 12, 2023
- ▶ Contact Center
 - Participated in LA Executive End of Day calls

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

- Participated in Los Angeles Daily Model Office Support Meetings
- Participated in daily Sacramento Contact Center meetings
- Participated in San Bernardino, Contra Costa, and Marin County Welcome Bot Review meeting on November 9, 2023
- Participated in CalSAWS Voice Bots/RPA Weekly Meeting on November 9, 2023
- Participated in AWS/CalSAWS Contact Center Collaboration on November 9, 2023
- Participated in San Diego County CSC Support Meeting on November 9, 2023
- Participated in Ventura County CSC Support Meeting on November 9, 2023
- ▶ Security
 - Participated in Application Vulnerabilities Review on November 8, 2023
- ▶ Service Management
 - Participated in ServiceNow Process Improvement Stakeholders Meeting November 9, 2023
- ▶ Lobby Management
 - Participated in Lobby Support Management Updates on November 9, 2023

1.3.3 Imaging

- ▶ Participated in Monthly Data Review for CalSAWS – Hyland & ClearBest meeting on November 7, 2023

1.3.4 Conversion

- ▶ Participated in Daily Wave 6 Post-Implementation project production calls
- ▶ Monitored Wave 2 through 6 Open Defects and Priorities
- ▶ Participated in Conversion SCRs status meeting on November 7, 2023
- ▶ Participated in 6C Cutover Table Read on November 7, 2023
- ▶ Participated in CalSAWS/CalWIN Implementation SFO Money Management support November 7 and 8, 2023
- ▶ Participated in 6C Cutover Stage Gate review on November 8, 2023
- ▶ Participated in 6C Pre-fight Checklist on November 8, 2023
- ▶ Reviewed Draft DED #91 for the CalSAWS Wave 1 – 6 Deployment Complete Milestone Report on November 8, 2023
- ▶ Participated in the Wave 6C cutover complete on November 12, 2023

1.3.5 Functional

- ▶ M&O
 - Participated in CalSAWS Test Daily Connect
 - Participated in Bi-Weekly FCED Schedule Sync Meeting on November 6, 2023
 - Participated in CARES/CalSAWS Gap Analysis Meeting on November 6, 2023
 - Participated in FCED User Group Meeting on November 7, 2023
 - Participated in FCED Data Element Joint Analysis on November 7, 2023
 - Participated in CalHEERS SAWS Integration Meeting on November 7, 2023
 - Participated in Medi-Cal Reports SCR Review Meeting on November 7, 2023
 - Participated in Reports Discovery Session Meeting on November 8, 2023
 - Participated in GA/GR Correspondence Meeting on November 8, 2023
 - Participated in Medi-Cal SCR Touchpoint Meeting on November 8, 2023
 - Participated in CWDS and CalSAWS FCED Technical Workgroup on November 9, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

- Participated in Bi-Weekly CalSAWS State and Fiscal Reports Meeting on November 9, 2023
- Participated in Wave 6 State/Fiscal Reports Meeting on November 9, 2023
- Participated in FCED Workgroup Business Meeting on November 9, 2023
- Participated in the following design meetings:
 - CR 173678 - Medicare Coverage Dates
 - CR 199832 - Eligibility Determinations after APS (SB 260)
 - CR 206195 - Alternative Formats
 - CR 227922 - Verification Caching Phase IV
 - CR 239149 - Salesforce Integration Scope Development & Planning
 - CR 243176 - MCAP Dual Eligible Protection
 - CR 243177 - HX12 End of Postpartum Update in MEDS
- Reviewed Seventy-five (75) 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
21.07	1
22.03	1
23.06	1
23.07	7
23.09	28
23.11	15
24.01	5
24.03	2
RWR	12
TBD	3
Grand Total	75

- ▶ 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 November 6, 2023
 - Participated in DD&I and M&O reviews on November 7 and 9, 2023
 - Participated in Daily Transaction Failures meetings

1.3.6 Test

- ▶ CalSAWS Release 24.01
 - Began test preparation activities
- ▶ CalSAWS Release 23.11
 - Completed QA Review of System Test scripts for high impact SCRs
 - Completed test execution and defect retesting
 - Continued QA review and ad-hoc testing for a subset of production defects in this release

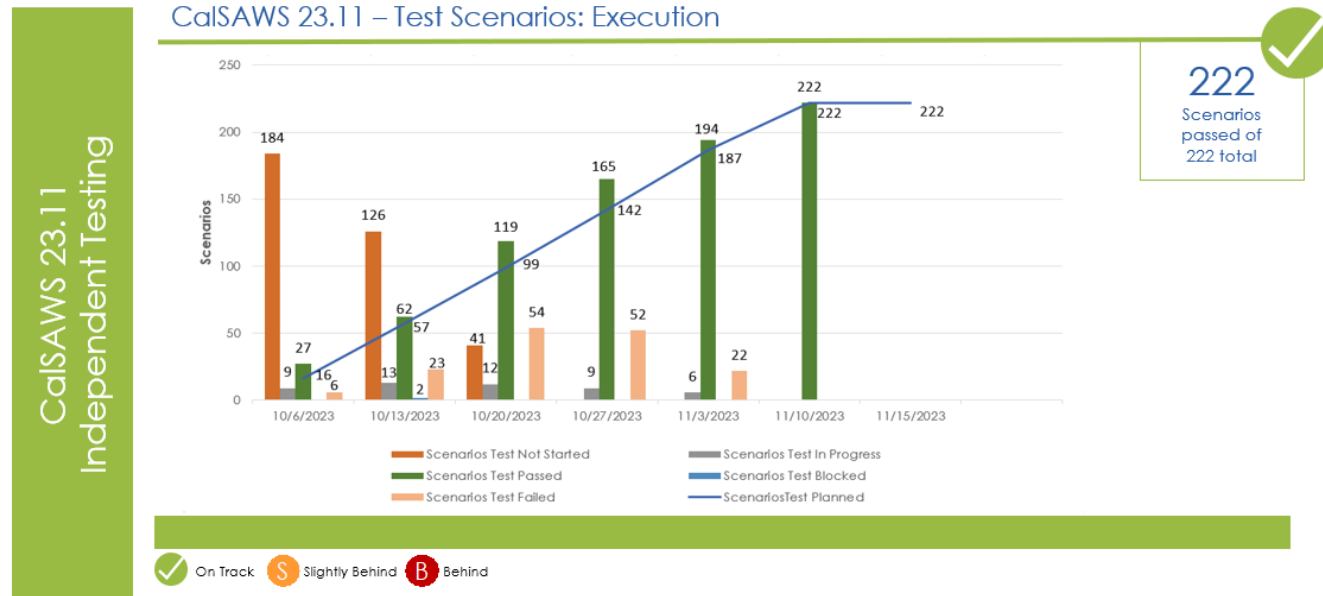
CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

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	222	0% (0)	0% (0)	100% (222)	0% (0)	0% (0)



► BenefitsCal Activities

- Started and completed QA verification of 23.11.09 Priority Release
- Reviewed 23.11.09 release notes
- Sent QA final verification status for 23.11.09 Priority Release to the Consortium
- Continued QA verification of 23.11.30 Monthly Release
- Monitored 23.11.09 Priority Release and 23.11.30 Monthly Release for M&O and M&E updates

► 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 23.11 Project Integrated Readiness T-2 meeting on November 6, 2023
- Participated in Integrated Test Team Meeting on November 7, 2023
- Participated in RWR-Consortium/QA test result review meeting on November 7, 2023
- Participated in Test Touchpoint Meeting on November 8, 2023
- Participated in RWR test execution review meeting on November 8, 2023
- Participated in CalSAWS Virtual Assistant Review on November 9, 2023
- Participated in Virtual Assistant System Test Connect meeting on November 9, 2023

1.3.7 Implementation

► CalSAWS Maintenance and Operations (M&O)

- Participated in Weekly Training Touchpoint meeting on November 7, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provided onsite support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo
 - Participated in Wave 6 Post-Implementation Project Production Calls
 - Participated in Wave 6 Executive Status Calls
 - Participated in Weekly ISS Manager Meeting on November 6, 2023
 - Participated in Implementation Team meeting on November 6, 2023
 - Participated in Weekly ISS OCM Leads Meeting on November 6, 2023
 - Participated in Fresno T+6 Change Readiness Survey Results on November 7, 2023
 - Participated in ISS Team Leads Tuesday Standup meeting on November 7, 2023
 - Participated in Sacramento County OCM office visits on November 8, 2023
 - Participated in OCM Leads Meeting on November 8, 2023
 - Participated in OCM Executive Check in meeting on November 10, 2023

1.3.8 OCAT

- ▶ Participated in OCAT Operations and Release meeting on November 8, 2023
- ▶ Participated in OCAT Weekly POAM Check-in meeting on November 9, 2023

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Wave 6 Post-Implementation Project and County Support calls
- ▶ Participate in Region 5 Management Site Visit on November 13, 2023
- ▶ Participate in CalSAWS Section Directors' meeting on November 14, 2023
- ▶ Participate in CalSAWS PMO Status meeting on November 14, 2023
- ▶ Participate in Imaging Status Call on November 14, 2023
- ▶ Participate in Release 23.11 T-1 Integrated Readiness meeting on November 14, 2023
- ▶ Participate in Release 23.11 Green Light meeting on November 15, 2023
- ▶ Participate in CalSAWS JPA Board meeting on November 17, 2023
- ▶ Strike Teams, Retrospectives & Collaboration Model
 - Compile CalSAWS conference participant survey results on November 13, 2023
 - Facilitate Collaboration Model material review session on November 13, 2023
 - Continue updates to supplemental report on November 14 – 16, 2023
 - Facilitate Wave 6 Implementation Management retrospective session on November 16, 2023
 - Participate in CalSAWS Conference small group planning on November 16, 2023
 - Participate in supplemental report touch point on November 16, 2023
 - Facilitate Wave 6 Conversion retrospective session on November 16, 2023
 - Distribute Collaboration Model Quarterly meeting materials on November 17, 2023

1.4.2 Technical

- ▶ Participate in CalSAWS Weekly Tech Sync meeting on November 13, 2023
- ▶ Participate in CalSAWS 23.11 T-1 Integrated Readiness Status Meeting on November 13, 2023
- ▶ Participate in 23.11 Pre-Green Light Review Meeting on November 13, 2023
- ▶ Participate in Section Directors Meeting on November 14, 2023

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

- ▶ Participate in Dynatrace and ForgeRock Integration meeting on November 14, 2023
- ▶ Participate in 23.11 Green Light Meeting on November 15, 2023
- ▶ Participate in CalSAWS Weekly Status Meeting on November 15, 2023
- ▶ Participate in Tech Change Advisory Board (CAB) Meeting on November 15, 2023
- ▶ Participate in Weekly CalSAWS/AWS meeting on November 15, 2023
- ▶ Participate in Weekly Meeting for Architecture discussion on November 16, 2023
- ▶ Participate in Child Welfare Digital Services (CWDS) and Foster Care Eligibility Determination (FCED) Technical Workgroup Meeting on November 16, 2023
- ▶ Participate in FCED Workgroup Business Meeting on November 16, 2023
- ▶ Participate in Joint Power Authority (JPA) Meeting on November 17, 2023
- ▶ BenefitsCal
 - Participate in Release of Information (ROI) workgroup meeting on November 13, 2023
 - Participate in BenefitsCal Operation Review Meeting on November 14, 2023
 - Participate in DD&I and M&O meetings on November 14 and 16, 2023
- ▶ Batch
 - Participate in Batch Performance Checkpoint Meeting on November 15, 2023
 - Participate in CalSAWS Batch Weekly Round Up Meeting on November 16, 2023
- ▶ CalWIN
 - Participate in Wave 6 Post-Implementation Operation Calls
 - Participate in Wave 6C cutover meetings
 - Participate in CalWIN Document Migration Meeting on November 15, 2023
 - Participate in Conversion Discrepancy, Validation, and Ancillary Exception Report Walkthrough Meeting on November 16, 2023
- ▶ Contact Center
 - Participate in CalSAWS Contact Center Meeting on November 15, 2023
 - Participate in CalSAWS: IVR/Contact Center Committee Meeting on November 15, 2023
 - Participate in Santa Clara CSC Support Meeting on November 16, 2023
 - Participate in Voice Bots/RPA Weekly Meeting on November 16, 2023
 - Participate in AWS/CalSAWS Contact Center Collaboration on November 16, 2023
- ▶ Security
 - Participate in Application Vulnerabilities Review on November 15, 2023
 - Participate in Security Risk Management Group Meeting on November 16, 2023
 - Participate in Security Status Meeting on November 17, 2023
- ▶ Service Management
 - Participate in Configuration Management Database (CMDB) Meeting on November 14, 2023
 - Participate in CalSAWS Helpdesk Committee Meeting on November 15, 2023
- ▶ Lobby Management
 - Participate in Lobby Support Management Updates Meeting on November 16, 2023

1.4.3 Imaging

- ▶ Participate in Monthly SLA Review for CalSAWS meeting on November 14, 2023
- ▶ Participate in Imaging Status Call Meeting on November 14, 2023

1.4.4 Conversion

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

- ▶ Participate in Daily Wave 6 Post-Implementation project production calls
- ▶ Monitor Wave 2 through 6 Open Defects and Priorities
- ▶ Participate in Migration Defects status on November 13, 2023
- ▶ Participate in the CalWIN Documentation Migration on November 15, 2023
- ▶ Participate in the Conversion Discrepancy Reports / Validation Reports/ Ancillary Exception Report Walkthrough November 16, 2023
- ▶

1.4.5 Functional

- ▶ M&O
 - Participate in CalSAWS Test Daily Connect
 - Participate in ROI Workgroup Meeting on November 13, 2023
 - Participate in Foster Care Programs Committee on November 14, 2023
 - Participate in FCED User Group Meeting on November 14, 2023
 - Participate in CFAP Expansion Automation Monthly Meeting on November 14, 2023
 - Participate in CalHEERS SAWS Integration Meeting on November 14, 2023
 - Participate in Medi-Cal Reports SCR Review Meeting on November 14, 2023
 - Participate in GA/GR Correspondence Meeting on November 15, 2023
 - Participate in Medi-Cal SCR Touchpoint Meeting on November 16, 2023
 - Participate in Report Prioritization Meeting on November 16, 2023
 - Participate in CWDS and CalSAWS FCED Technical Workgroup on November 16, 2023
 - Participate in Wave 6 State/Fiscal Reports Meeting on November 16, 2023
 - Participate in FCED Workgroup Business Meeting on November 16, 2023
 - Participate in the following design meetings:
 - CR 173678 - Medicare Coverage Dates
 - CR 199832 - Eligibility Determinations after APS (SB 260)
 - CR 255205 - SB 260 Inbound EDI batch processing gaps
 - CR 227922 - Verification Caching Phase IV
 - CR 229850 - 2025 Renewals
 - CR 242463 - CalHEERS MEDS Reconciliation File Modification
 - CR 243176 - MCAP Dual Eligible Protection
 - CR 243514 - Medi-Cal Renewals with Document Upload
 - 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 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 November 15, 2023

1.4.6 Test

- ▶ CalSAWS Release 24.01

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Weekly Status Report Period: November 6, 2023, to November 12, 2023

- Continue test preparation activities
- ▶ CalSAWS Release 23.11
 - QA Review regression testing for SCR CA-252015 MySQL upgrade pulled out of this release
 - Continue QA Review/ad-hoc testing for selected high impact production defects
- ▶ BenefitsCal Activities
 - Continue QA verification of 23.11.30 Monthly Release
 - 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 November 14, 2023
 - Participate in Test Touchpoint Meeting on November 15, 2023
 - Participate in CalSAWS Virtual Assistant Review on November 16, 2023

1.4.7 Implementation

- ▶ CalSAWS Maintenance and Operations (M&O)
 - Participate in Weekly Training Touchpoint meeting on November 14, 2023
 - Participate in QA Planning Meeting on November 15, 2023
- ▶ CalWIN Implementation Support Services (ISS)
 - Provide onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo
 - Participate in Wave 6 Post-Implementation Support Calls
 - Participate in Weekly ISS Manager Meeting on November 13, 2023
 - Participate in Implementation Team meeting on November 13, 2023
 - Participate in Wave 6 Change Network Meeting on November 14, 2023
 - Participate in ISS Team Leads Tuesday Standup meeting on November 14, 2023
 - Participate in Weekly ISS OCM Leads Meeting on November 15, 2023
 - Conduct Wave 6 Implementation Management Retrospective session on November 16, 2023
 - Participate in Fact Sheet Planning meeting on November 16, 2023

1.4.8 OCAT

- ▶ Participate in OCAT Monthly SLA Reporting meeting on November 13, 2023
- ▶ Participate in OCAT Weekly POA&M Check-in meeting on November 16, 2023

1.5 Deviations from Plan/Adjustments

- ▶ None