CalSAWS Quality Assurance Weekly Status Report

Reporting Period: December 11, 2023, to December 17, 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	• Participated in Wave 6 Project and County Support calls • Participated in OCAT and Hyland Imaging Monthly SLA reviews • Participated in Conversion Defect Status review • Facilitated Final Acceptance introduction for CalSAWS PSC • Facilitated Wave 6 Regional Manager Retrospective Session • Closed Collaboration Model Q4 member prioritization survey and finalized meeting notes • Supported CM Quarterly enhancement disposition and material review process evolution • Continued support for the January JPA Conference
QA Technical	• Participated in CalSAWS Production Operations reviews • Participated in FCED interface, technical, and Business reviews • Continued support for Los Angeles and Sacramento Contact Centers • Participated in reviews of CalSAWS Contact Center, Lobby Management and Bots reviews and meetings
QA Conversion	• Continued to monitor status of outstanding Migration defects and SCRs • Participate in the development and review of the CalSAWS Conference Slides for Reporting
QA Functional/Test	• Continued CalSAWS 24.01 Test execution with 76% execution rate, 68% pass rate and 8% fail/block rate • Completed BenefitsCal 23.12.19 Test Activities
QA Implementation	• Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo • Completed review of RTM 11 for CalWIN Implementation Support

1.2   Deliverables Management

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

DEL #	DELIVERABLE NAME		STATUS
65i.02	QA Monthly Status Report – December 2023	🟢	• Submit FDEL by January 5, 2024
WP4.2	QA Work Plan – December 2023	🟢	• Submit FDEL by January 5, 2024
66i.02	QA Test Monthly Report – December 2023	🟢	• Submit FDEL by January 5, 2024
53	Assessment of CalSAWS Deployment Complete Milestone/Report - CalWIN Wave 6	🟢	• Submit FDEL comments by January 3, 2024
54	Assessment of CalSAWS Deployment Complete Report - CalWIN Wave 1 - 6	🟢	• Submit DDEL comments by December 27, 2023
56	Assessment of CalSAWS Migration Final Acceptance Certification	🟢	• Submit FDED comments by December 19, 2023
67i.01	Quarterly QA Security Report	🟢	• Submit DDEL by December 29, 2023
68i.01	ClearBest Performance Report – November 2023	🟢	• Submitted FDEL on December 15, 2023

Table 1-3 – Overall Summary of OCAT Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
69i.02	**OCAT** – Monthly Status Report – December 2023	🟢	• Submit FDEL by January 5, 2024
WP-5.3	**OCAT** – General Design - 2023 Annual Update	🟢	• Submitted DDEL comments on 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

Table 1-4 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.21	**BenefitsCal** – CX Monthly Report – October/November 2023	🟢	• Submit DDEL comments by December 20, 2023
WP-27.22	**BenefitsCal** – Monthly M&O Report - November 2023	🟢	• Submit DDEL comments by December 18, 2023
WP-28.20	**BenefitsCal** – Work Plan Monthly Updates – November 2023	🟢	• Submitted FDEL comments on December 14, 2023
WP-29.20	**BenefitsCal** – Monthly Status Report – November 2023	🟢	• Submitted FDEL comments on December 14, 2023
WP-32.07	**BenefitsCal** – BOM Review and License Renewal	🟢	• Submit FDEL comments by January 12, 2024
WP-33.07	**BenefitsCal** – Certificate Review	🟢	• Submit FDEL comments by January 12, 2024

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

DEL #	DELIVERABLE NAME		STATUS
WP-3.06	**CalWIN Implementation** – Implementation Completion Report – Wave 6	🟢	• Submit DDEL comments by January 2, 2024
WP-58.11	**CalWIN Implementation** - Requirements Traceability Matrix - Q11	🟢	• Submitted FDEL comments on December 14, 2023
59.35	**CalWIN Implementation** – Assessment of Work Plan Update – November 2023	🟢	• Submitted FDEL on December 12, 2023
65	**CalWIN Implementation** - Assessment of CalWIN Final Acceptance Complete Report	🟢	• Submit DDEL comments by January 19, 2024.

Table 1-6 - Overall Summary of Gainwell Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
4	**Gainwell** – Print Services Final Acceptance	🟢	• Submit FDEL comments by December 22, 2023 • Submit DDEL by December 22, 2023

Cal**SAWS** **– California Statewide Automated Welfare System**
CalSAWS Quality Assurance
Weekly Status Report Period: December 11, 2023, to December 17, 2023

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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 the OCAT Monthly SLA meeting on December 11, 2023
- ► Participated in Conversion Defect Status review on December 11, 2023
- ► Participated in the Hyland Imaging Monthly SLA meeting on December 11, 2023
- ► Participated in Bi-Weekly Status for Reports Section review on December 12, 2023
- ► Participated in CalSAWS PMO Status meeting on December 12, 2023
- ► Participated in Imaging Status Call on December 12, 2023
- ► Participated in CalSAWS Section Directors' meeting on December 12, 2023
- ► Participated in CalSAWS Deployment Complete Milestone/Report Wave 6 Walk Thru on December 12, 2023
- ► Participated in Batch Performance Checkpoint on December 13, 2023
- ► Facilitated Final Acceptance Introduction topic for CalSAWS Project Steering Committee on December 14, 2023
- ► Strike Teams, Retrospectives & Collaboration Model
  - o Updated CalSAWS Supplemental Report draft on December 11 - 13, 2023
  - o Facilitated Lobby Management retrospective session on December 11, 2023
  - o Facilitated CM Quarterly enhancement disposition and material review process meeting on December 11, 2023
  - o Participated in refresh goals for risk 203 meeting on December 12, 2023
  - o Supported Supplemental Report touch point on December 13, 2023
  - o Finalized Collaboration Model prioritization poll December 13, 2023

1.3.2 Technical
- ► Participated in CalSAWS Weekly Technical meeting on December 11, 2023
- ► Participated in FCED System of Record Discussion on December 11 and 13, 2023
- ► Participated in Technical Committee Meeting on December 12, 2023
- ► Participated in CalSAWS Weekly Status meeting on December 13, 2023
- ► Participated in Technical Change Advisory Board (CAB) on December 13, 2023
- ► Participated in CWDS, CalSAWS FCED Technical Workgroup on December 14, 2023
- ► Participated in FCED Workgroup Business Meeting on December 14, 2023
- ► Participated in Bi-Weekly CalSAWS Meeting on December 14, 2023
- ► Participated in Weekly Meeting for Architectural Discussion on December 14, 2023
- ► BenefitsCal
  - o Participated in Release of Information (ROI) workgroup on December 11, 2023
  - o Participated in BenefitsCal Operation Review meeting on December 12, 2023
  - o Participated in DD&I and M&O meetings on December 12 and 14, 2023
- ► Batch
  - o Participated in Batch Performance Checkpoint meeting on December 13, 2023
  - o Participated in Batch Weekly meeting on December 14, 2023
- ► CalWIN
  - o Participated in Wave 6 Post-Implementation Operations Calls
- ► Contact Center
  - o Participated in daily Sacramento Contact Center meetings
  - o Participated in Los Angeles County Contact Center support meetings

- o Participated in Los Angeles End-of-Day Meetings
- o Participated in CalSAWS Contact Center Workgroup on December 11, 2023
- o Participated in Voice Bots/RPA meeting on December 12 and 14, 2023
- o Participated in CalSAWS/AWS – sync meeting on December 13, 2023
- ► Security
  - o Participated in Application Vulnerability Findings meeting on December 13, 2023
  - o Participated in Security Risk Management Group meeting on December 14, 2023
  - o Participated in Security Status meeting on December 15, 2023
- ► Lobby Management
  - o Participated in Lobby Management support meeting on December 14, 2023

1.3.3 Imaging
- ► Participated in review of updated Page Result review on December 11, 2023
- ► Participated in Hylands Performance Review meeting on December 12, 2023
- ► Participated in Weekly Imaging Meeting on December 13, 2023

1.3.4 Conversion
- ► Provided San Francisco support on questions for non-reporting cases
- ► Participated in the review of Fact Sheets development and review
- ► Participated in Daily Wave 6 Post-Implementation project production calls
- ► Monitored Wave 2 through 6 Open Defects and Priorities
- ► Participated in Migration Defects status on December 11, 2023
- ► Participated in the January 2024 Reports Breakout review on December 11, 2023
- ► Participated in the Solano/CalSAWS WTW and Reports review on December 12, 2023

1.3.5 Functional
- ► M&O
  - o Participated in CalHEERS CalSAWS Test Daily Connect
  - o Participated in FCED System of Record Discussion on December 11, 2023
  - o Participated in Automation for Duplicate Person Workgroup on December 12, 2023
  - o Participated in Virtual Assistant Content Approval meeting on December 12, 2023
  - o Participated in CFAP Expansion Automation meeting on December 12, 2023
  - o Participated in CalHEERS SAWS Integration meeting on December 12, 2023
  - o Participated in Core Constituent Design Review meeting on December 12, 2023
  - o Participated in CalWORKs/CalFresh Eligibility Status meeting on December 13, 2023
  - o Participated in CalSAWS Virtual Assistant Check-In meeting on December 14, 2023
  - o Participated in SPG meeting on December 14, 2023
  - o Participated in Wave 6 State/Fiscal Reports discussion on December 14, 2023
  - o Participated in FCED Workgroup Business meeting on December 14, 2023
  - o Participated in the following Design meetings:
    - o CR 242023 - Continuity of Coverage
    - o CR 221896 - SOAP to REST API
    - o CR 254732 - Enroller Portal/Salesforce Enhancements for June 2024 Release
    - o CR 256142 - Failure to Reconcile Enhancements
    - o CR 203445 - Tax Credit Eligibility Assessment
    - o CR 61104 - Implement Plan Dependent Rules
    - o CR 257891 - SEP Enhancements for 2025
    - o CR 214183 - Eligibility Results

  - o   CR 165890 - ROP Batch - Phase II
  - o   CR 235745 - Reinstatement Bot the Enrollments
  - o   CR 258400 - Time-sensitive Batch Discovery
- o   Supported December 12 SCRB review cycle
- o   Supported December 11 – 15 SPG Scorecard review cycle
- o   Reviewed eighteen (18) design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction.

Table 1-7 – Weekly M&O System Change Request (SCR) Updates

Release	SCRs in QA Review
23.11	5
24.01	3
24.03	5
24.05	1
RWR	2
TBD	2
Grand Total	**18**

- ► General Assistance/General Relief (GA/GR)
  - o   Monitored GA/GR SCRs
  - o   Participated in weekly GA/GR Correspondence Web Services discussion
- ► BenefitsCal
  - o   Participated in Collaboration Model Dispositions meeting on December 11, 2023
  - o   Participated in DD&I and M&O reviews on December 12 and 14, 2023
  - o   Participated in Weekly Program Manager Standup meeting on December 13, 2023
  - o   Participated in Daily Transaction Failures meetings

1.3.6 Test
- ► CalSAWS Release 24.01
  - o   Started QA Review on a subset of high impact Production defects in this release
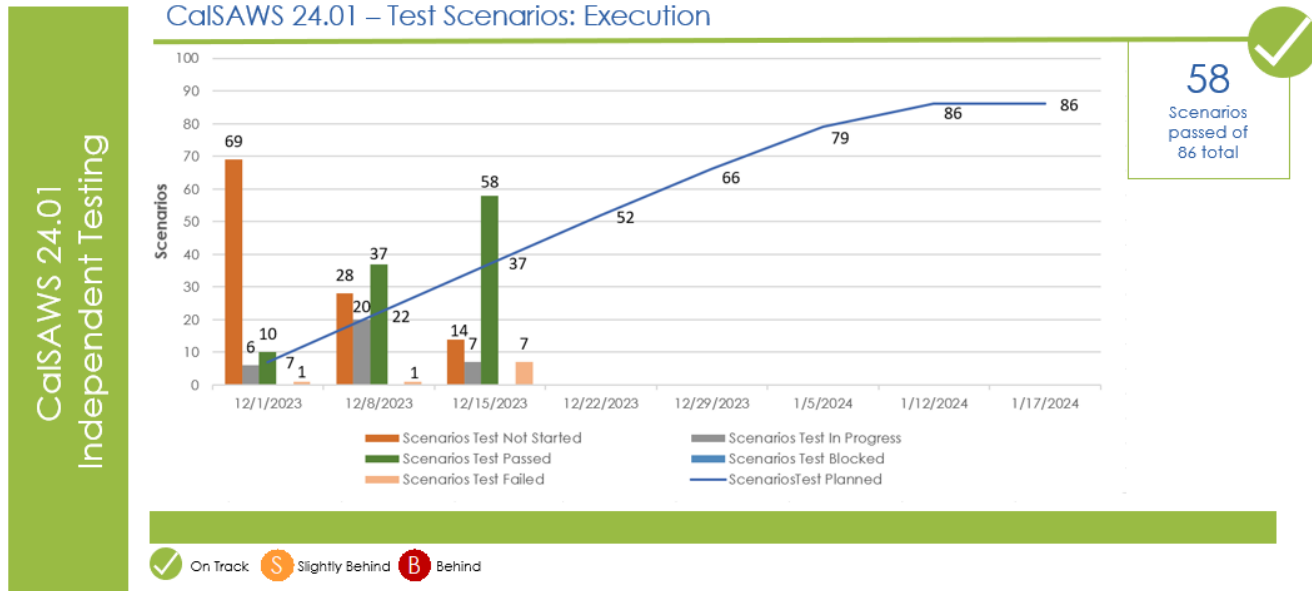 - o   Continued test execution

Table 1-8 – CalSAWS 24.01 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS 24.01 - ClearBest QA Independent Test Results	86	16% (14)	8% (7)	68% (58)	8% (7)	0% (0)

CalSAWS 24.01 Independent Testing

- ► BenefitsCal Activities
  - o Completed QA verification of 23.12.19 Monthly Release
  - o Sent QA final verification status for 23.12.19 to the Consortium
  - o Reviewed 23.12.19 release notes
  - o Monitored 23.12.19 Monthly Release for M&O and M&E updates
- ► Priority Release / RWR Activities
  - o Monitored priority releases/RWR defects and SCR test activities
  - o Completed Independent Test activities on the following SCRs/defects:

Table 1-8 – Priority Release/RWR Issues Completed for QA Review/Test

Defect/SCR #	Scheduled Release	Type of Testing
CA-252015 Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8	23.12.17	QA Review
CA-271168: CA-251163	NOA Generation (M40-107G)	Text and alignment issues in generated NOA	RWR 23.11.x2	QA Review

- ► Other Consortium Support Test Activities
  - o Monitored test support for priority releases
  - o Participated in Integrated Test Team meeting on December 12, 2023
  - o Participated in Test Touchpoint meeting on December 13, 2023
  - o Participated in VA Content Approval meeting on December 14, 2023
  - o Participated in VA System Test meeting December 14, 2023

1.3.7 Implementation
- ► CalSAWS Maintenance and Operations (M&O)
  - o Participated in Weekly Training Touchpoint meeting on November 12, 2023
- ► CalWIN Implementation Support Services (ISS)
  - o Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo
  - o Participated in Wave 6 Post-Implementation Production Calls

- o Conducted ISS Implementation Manager Touchpoint on December 11, 2023
- o Participated in OCM leads meeting on December 13, 2023
- o Completed review of RTM #11 for CalWIN ISS on December 13, 2023
- o Completed AAPI ERG Video for December All Staff on December 13, 2023
- o Participated in PSC and JPA meetings on December 14 and 15, 2023
- o Conducted QA Implementation team meeting on December 15, 2023

1.3.8 OCAT
- ► Participated in the OCAT Monthly SLA Reporting meeting on December 11, 2023
- ► Submitted comments on the OCAT General Design Document 2023 Annual Update
- ► Participated in OCAT Weekly POAM Check-in meeting on December 14, 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 Conversion Defect Status review on December 18, 2023
- ► Participate in CalSAWS PMO Status meeting on December 19, 2023
- ► Participate in Imaging Status Call on December 19, 2023
- ► Participate in CalSAWS Section Directors' meeting on December 19, 2023
- ► Participate in CalSAWS Deployment Complete Milestone/Report Wave 1-6 Walk Thru on December 19, 2023
- ► Participate in OCAT Operations and Release meeting on December 20, 2023
- ► Participate in CalSAWS Batch Weekly meeting on December 21, 2023
- ► Strike Teams, Retrospectives & Collaboration Model
  - o Finalize December Collaboration Model meeting notes on December 18, 2023
  - o Continue discussion on refresh goals for risk 203 on December 18, 2023
  - o Participate in CalSAWS Conference slide deck walk through sessions on December 19, 2023
  - o Facilitate Regional Manager retrospective session on December 20, 2023
  - o Participate in CalSAWS Quarterly Stakeholder meeting on December 20, 2023
  - o Facilitate CM Quarterly enhancement disposition and material review process meeting on December 20, 2023
  - o Participate in CalSAWS Conference small group planning session on December 21, 2023
  - o Support Supplemental Report touch point on December 21, 2023

1.4.2 Technical
- ► Participate in CalSAWS Weekly Technical meeting on December 18, 2023
- ► Participate in CalSAWS Weekly Status meeting on December 20, 2023
- ► Participate in Tech Change Advisory Board (CAB) meeting on December 20, 2023
- ► Participate in AWS/CalSAWS meeting on December 20, 2023
- ► Participate in Weekly Architecture discussion on December 21, 2023
- ► BenefitsCal
  - o Participate in BenefitsCal Operation Review meeting on December 19, 2023
  - o Participate in DD&I and M&O meeting on December 19 and 21, 2023
- ► Batch

- o Participate in CalSAWS Batch Weekly meeting on December 21, 2023
  - ► CalWIN
  - o Participate in Wave 6 Post-Implementation Operation Calls
  - ► Contact Center
  - o Participate in RPA Daily review meeting
  - ► Security
  - o Participate in Accenture System Security Plan meeting on December 18, 2023
  - o Participate in Application Vulnerabilities Findings meeting on December 20, 2023
  - o Participate in ForgeRock Operations Bi-Weekly Sync on December 20, 2023
  - ► Service Management
  - o Participate in ServiceNow Management meetings as scheduled
  - ► Lobby Management
  - o Participate in ServiceNow Management meetings as scheduled

1.4.3 Imaging
- ► Participate in ServiceNow Management meetings as scheduled

1.4.4 Conversion
- ► Participate in Daily Wave 6 Post-Implementation project production calls
- ► Monitor Wave 2 through 6 Open Defects and Priorities
- ► Participate in the review of Fact Sheets development and review
- ► Participate in Migration Defects status on December 18, 2023
- ► Participate in the January 2024 Reports Breakout review on December 19, 2023
- ► Participate in the Draft Del #91 CalSAWS Deployment Compete Milestone on December 19, 2023

1.4.5 Functional
- ► M&O
  - o Participate in CalHEERS CalSAWS Test Daily Connect
  - o Participate in FCED Schedule sync meeting on December 18, 2023
  - o Participate in Automation for Duplicate Person Workgroup on December 19, 2023
  - o Participate in AppDev meeting on December 19, 2023
  - o Participate in Virtual Assistant Content Approval meeting on December 19, 2023
  - o Participate in State Reports Internal meeting on December 19, 2023
  - o Participate in CalHEERS SAWS Integration meeting on December 19, 2023
  - o Participate in FCED User Group meeting on December 19, 2023
  - o Participate in Core Constituent Design Review meeting on December 19, 2023
  - o Participate in Correspondence Design Status meeting on December 19, 2023
  - o Participate in CalWORKs/CalFresh Eligibility Status meeting on December 20, 2023
  - o Participate in GA/GR Correspondence Web-Service review on December 20, 2023
  - o Participate in CalSAWS Virtual Assistant Check-In meeting on December 21, 2023
  - o Participate in Cal-OAR Phase 2 CDSS/CalSAWS meeting on December 21, 2023
  - o Participate in Task Management Check-In meeting on December 21, 2023
  - o Participate in Wave 6 State/Fiscal Reports discussion on December 21, 2023
  - o Participate in CWDS - CalSAWS FCED Technical Workgroup on December 21, 2023
  - o Participate in FCED Workgroup Business meeting on December 21, 2023
  - o Participate in the following Design meetings:
    - o CR 258400 - Time-sensitive Batch Discovery

- o CR 224268 - Strike Lockout Full Solution
- o CR 254732 - Enroller Portal/Salesforce Enhancements for June 2024 Release
- o CR 221896 - SOAP to REST API
- o CR 256142 - Failure to Reconcile Enhancements
- o CR 235745 - Reinstatement Bot the Enrollments
- o CR 161141 - Transition provider directory from LexisNexis to Integrated Health Care Association (IHA)
- o CR 228979 - Notices Updates for R24.06
- o Support December 18 – 22 SPG Scorecard review cycle
- ► 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 Daily Transaction Failures meetings
- o Participate in combined DD&I and M&O check-in meetings
- o Participate in Operation Review Weekly meeting
- o Participate in Weekly Scope Review for upcoming BenefitsCal releases
- o Monitor development progress for CalWORKs Time Clocks functionality
- o Monitor GROW/WTW collaborator requirement status
- o Participate in Creating 2024 Quarter 1 Enhancement Requests Log meeting on December 18, 2023
- o Participate in Collaboration Model Quarterly Enhancement Dispositions & Material Review meeting on December 20, 2023
- o Participate in Weekly Program Manager Standup meeting on December 20, 2023

1.4.6 Test
- ► CalSAWS Release 24.01
- o Continue QA Review on a subset of high impact Production defects in this release
- o Continue test execution
- ► BenefitsCal Activities
- o Send QA verification plan for 24.01.25 Monthly Release to the Consortium
- o Start QA verification of 24.01.25 Monthly Release
- o Monitor BenefitsCal Monthly and Priority Releases for M&O and M&E updates
- ► Priority Release/RWR Activities
- o Monitor priority releases/RWR defects and SCR test activities
- ► Other Consortium Support Test Activities
- o Participate in Integrated Test Team meeting on December 19, 2023
- o Participate in VA Content Approval meeting December 19, 2023
- o Participate in Test Touchpoint meeting on December 20, 2023
- o Participate in VA Content Approval meeting December 21, 2023

1.4.7 Implementation
- ► CalSAWS Maintenance and Operations (M&O)
- o Participate in Weekly Training Touchpoint meeting on November 12, 2023
- ► CalWIN Implementation Support Services (ISS)
- o Provide onsite and virtual support for Wave 6 counties Sacramento, San Francisco, and San Luis Obispo
- o Participate in Wave 6 Post-Implementation Production Calls

- o Conduct Weekly ISS Implementation Manager Touchpoint on December 18, 2023
- o Participate in OCM leads meeting on December 20, 2023
- o Conduct QA Implementation team meeting on December 20, 2023

1.4.8 OCAT

► Continue reviewing and responding to comment responses on the OCAT General Design Document (GDD) – 2023 Annual Update
► Participate in OCAT Operations and Release meeting on December 20, 2023
► Participate in OCAT Weekly POAM Check-in meeting on December 21, 2023

1.5 Deviations from Plan/Adjustments

► None