CalSAWS Quality Assurance Bi-Weekly Status Report

Reporting Period: December 18, 2023, to December 31, 2023

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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 • Continued Conversion Defect Backlog Status reviews • Participated in CalSAWS Deployment Complete Report Reviews • Participated in OCAT Operations and Release meeting • Facilitated Collaboration Model quarterly enhancement process refinement sessions • Facilitated RM Wave 6 retrospective session #2 • Continue to support January JPA conference planning activities
QA Technical	• Participated in CalSAWS Production Operations reviews • Participated in ForgeRock Operations reviews • Reviewed Change Advisory Board (CAB) tickets • 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 • Participated in final Wave 6 Post-Implementation project production calls
QA Functional/Test	• Completed 24.01 Training SCRs Test execution • Continued triage and validation of Release 24.01 County-identified Training defects • Continued CalSAWS 24.01 Independent Test execution with 100% execution rate, 97% pass rate and 3% fail/block rate • Started BenefitsCal 24.01.25 Test execution activities
QA Implementation	• Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo • Reviewed DEL 11.06 – Wave Implementation Complete Report

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
WP4.02	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
12.53	Assessment of CalSAWS Migration Work Plan Update - November 2024	🟢	• Submit FDEL by January 8, 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 FDEL comments by January 12, 2024
67i.01	Quarterly QA Security Report	🟢	• Submitted DDEL on December 29, 2023 • Submit FDEL by January 10, 2024
68i.02	ClearBest Performance Report – December 2023	🟢	• Submit FDEL by January 12, 2024

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-2.3	**OCAT** – Project Control Document (2024 Updates)	🟢	• Submit DDEL comments by January 30, 2024
WP-5.3	**OCAT** – General Design - 2023 Annual Update	🟢	• Submit FDEL comments by January 17, 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	🟢	• Submitted FDEL comments on December 29, 2023
WP-27.23	**BenefitsCal** – Monthly M&O Report - December 2023	🟢	• Submit DDEL comments by January 17, 2024
WP-28.21	**BenefitsCal** – Work Plan Monthly Updates – December 2023	🟢	• Submit FDEL comments by January 16, 2024
WP-29.21	**BenefitsCal** – Monthly Status Report – December 2023	🟢	• Submit FDEL comments by January 16, 2024
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	🟢	• Submitted DDEL comments on January 2, 2024 • Submit FDEL comments by January 16, 2024
WP-58.12	**CalWIN Implementation** - Requirements Traceability Matrix - Q12	🟢	• Submit FDEL comments by January 19, 2024
59.36	**CalWIN Implementation** – Assessment of Work Plan Update – December 2023	🟢	• Submit FDEL by January 12, 2024
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 DDEL by January 3, 2024

1.3 Highlights for the Reporting Period

1.3.1 Project Management
- ► Participated in Wave 6 Post-Implementation Project and County Support calls
- ► Developed draft response with Deloitte for BenefitsCal System Availability and Outage Statistics for 2023.
- ► Participated in Conversion Defect Status review on December 18, 2023
- ► Participated in CalSAWS PMO Status meeting on December 19, 2023
- ► Participated in CalSAWS Section Directors' meeting on December 19, 2023
- ► Participated in CalSAWS Deployment Complete Report Wave 1 - 6 Walk Thru on December 19, 2023
- ► Participated in OCAT Operations and Release meeting on December 20, 2023
- ► Participated in CalSAWS Batch Weekly meeting on December 21, 2023
- ► Participated in Consortium FinOps Review on December 27, 2023
- ► Participated in CalSAWS Batch Weekly meeting on December 28, 2023
- ► Strike Teams, Retrospectives & Collaboration Model
  - o Finalized December Collaboration Model meeting notes on December 18, 2023
  - o Continued discussion on mitigation for risk 203 on December 18, 2023
  - o Participated in CalSAWS Conference presentation reviews on December 19, 2023
  - o Facilitated Regional Manager retrospective session on December 20, 2023
  - o Participated in CalSAWS Quarterly Stakeholder meeting on December 20, 2023
  - o Facilitated CM Quarterly enhancement disposition and material review process meeting on December 20, 2023
  - o Participated in CalSAWS Conference planning session on December 21, 2023
  - o Distributed December Collaboration Model notes and updated meeting materials on December 22, 2023
  - o Distributed scheduling options for RM Wave 6 Retrospective on December 26, 2023
  - o Evolve Supplemental Report content based on input provided through partner review on December 26 - 29, 2023
  - o Participated in JPA conference moderator support discussion on December 27, 2023
  - o Facilitated Collaboration Model quarterly enhancement process refinement session on December 28, 2023
  - o Participated in CalSAWS Conference planning session on December 28, 2023
  - o Participated in Supplemental Report team touch point on December 29, 2023

1.3.2 Technical
- ► Participated in CalSAWS Weekly Technical meeting on December 18, 2023
- ► Participated in CalSAWS Weekly Status meeting on December 20, 2023
- ► Participated in Technical Change Advisory Board (CAB) meeting on December 20 and 27, 2023
- ► Participated in Bi-Weekly CalSAWS Meeting on December 20, 2023
- ► Participated in FCED Workgroup Business Meeting on December 21, 2023
- ► Participated in Weekly Meeting for Architectural Discussion on December 21, 2023
- ► Participated in Monthly Over 15 seconds Report Review on December 28, 2023
- ► Participated in Yolo County Slowness Issue Analysis meeting on December 29, 2023
- ► BenefitsCal
  - o Participated in BenefitsCal Operation Review meeting on December 19, 2023

- o Participated in DD&I and M&O meetings on December 19 and 21, 2023
- ► Batch
  - o Participated in Batch Weekly meeting on December 21 and 28, 2023
- ► CalWIN
  - o Participated in Wave 6 Post-Implementation Operations Calls
- ► Contact Center
  - o Participated in Enhanced Call Control Panel (eCCP) Green Button Issue meeting on December 27, 2023
  - o Participated Orange County CSC Support meeting on December 18, 2023
  - o Participated in CalSAWS/AWS sync meeting on December 20, 2023
  - o Participated in Voice Bots/RPA meeting on December 21 and 28, 2023
  - o Participated Santa Barbara County CSC Support meeting on December 27, 2023
  - o Participated Contra Costa County CSC Support meeting on December 28, 2023
- ► Security
  - o Participated in Accenture System Security Plan (SSP) review on December 18, 2023
  - o Participated in Application Vulnerability Findings meeting on December 20, 2023
  - o Participated in ForgeRock Operations Bi-Weekly Sync on December 20, 2023
- ► Lobby Management
  - o Participated in Lobby Management support meeting on December 21, 2023

1.3.3 Imaging
- ► Participated in CalSAWS Performance Review meeting on December 19 and 20, 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 the review of Fact Sheets development and review

1.3.5 Functional
- ► M&O
  - o Participated in CalHEERS CalSAWS Test Daily Connect
  - o Participated in FCED Schedule sync meeting on December 18, 2023
  - o Participated in Automation for Duplicate Person Workgroup on December 19, 2023
  - o Participated in AppDev meeting on December 19, 2023
  - o Participated in Virtual Assistant Content Approval meeting on December 19, 2023
  - o Participated in State Reports Internal meeting on December 19, 2023
  - o Participated in CalHEERS SAWS Integration meeting on December 19, 2023
  - o Participated in FCED User Group meeting on December 19, 2023
  - o Participated in Core Constituent Design Review meeting on December 19, 2023
  - o Participated in Correspondence Design Status meeting on December 19, 2023
  - o Participated in CalWORKs/CalFresh Eligibility Status meeting on December 20, 2023
  - o Participated in GA/GR Correspondence Service review on December 20, 2023
  - o Participated in CalSAWS Virtual Assistant Check-In meeting on December 21, 2023
  - o Participated in Cal-OAR Phase 2 CDSS/CalSAWS meeting on December 21, 2023
  - o Participated in Task Management review on December 21 and 28, 2023
  - o Participated in Wave 6 State/Fiscal Reports discussion on December 21, 2023
  - o Participated in CWDS CalSAWS FCED Technical Workgroup on December 21, 2023
  - o Participated in FCED Workgroup Business meeting on December 21, 2023

- o Participated 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
  - 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 Supported December 18 – 22 and 26 – 29 SPG Scorecard review cycle
- o Reviewed seventeen (17) 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
RWR	1
23.11	2
24.01	2
24.05	3
24.06	1
24.07	1
24.09	1
24.11	1
TBD	5
Grand Total	**17**

► 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 Creating 2024 Quarter 1 Enhancement Requests Log meeting on December 18, 2023
  o Participated in DD&I and M&O reviews on December 19 and 21, 2023
  o Participated in Weekly Program Manager Standup meeting on December 20, 2023
  o Participated in Collaboration Model Quarterly Enhancement Reviews on December 20, 27, and 28, 2023
  o Participated in CX Monthly Report -Oct/Nov 2023 review on December 20, 2023
  o Participated in Daily Transaction Failures meetings

1.3.6 Test
► CalSAWS Release 24.03
  o Created draft release scorecard
► CalSAWS Release 24.01
  o Continued QA Review 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	0% (0)	0% (0)	97% (83)	3% (3)	0% (0)
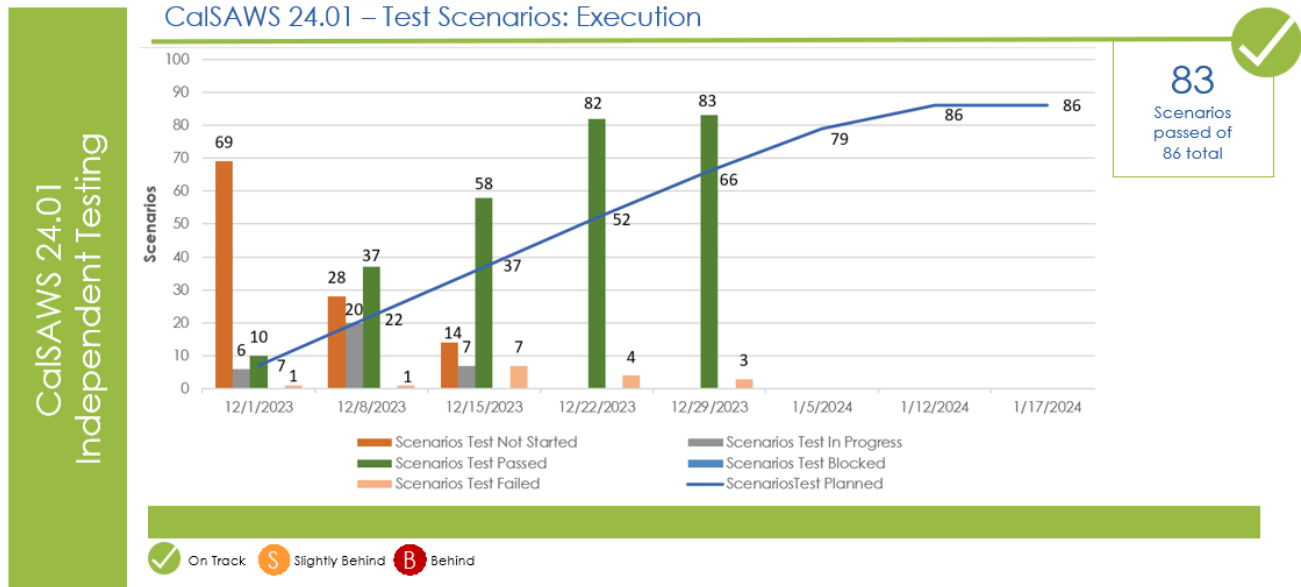
► BenefitsCal Activities
  o Sent QA final verification status for 23.12.19 to the Consortium
  o Sent QA verification plan for 24.01.25 Monthly Release to the Consortium
  o Started and continued QA verification of 24.01.25 Monthly Release
  o Monitored 23.01.25 Monthly Release for M&O and M&E updates
► 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-269390 CalSAWS Virtual Assistant Expansion - Release 15	23.12.21	QA Review
CA-267624 Creating Incarceration Records for Medi-Cal Only Inmates per MEDS Export List	23.12.21	QA Review
CA-265359 Update NA 960Y SAR to include Regulation references	23.11.x3	QA Review
CA-271088 The Client Correspondence title is not correct at the top of the page (Microsoft Edge) when viewing the correspondence.	23.11.x3	QA Review

► Other Consortium Support Test Activities
  o Monitored test support for priority releases
  o Participated in Integrated Test Team meeting on December 19, 2023
  o Participated in VA Content Approval meeting on December 19 and 21, 2023

     ○ Participated in Test Touchpoint meeting on December 20, 2023

1.3.7 Implementation
- ► CalSAWS Maintenance and Operations (M&O)
  - ○ Participated in Weekly Training Touchpoint meeting on November 12, 2023
- ► CalWIN Implementation Support Services (ISS)
  - ○ Provided onsite and virtual support for Wave 6 counties: Sacramento, San Francisco, and San Luis Obispo
  - ○ Participated in Wave 6 Post-Implementation County Operations Calls
  - ○ Conducted ISS Implementation Manager Touchpoint on December 18, 2023
  - ○ Participated in OCM leads meeting on December 20, 2023
  - ○ Conducted QA Implementation team meeting on December 20, 2023
  - ○ Reviewed 11.06 Wave Implementation Complete Report

1.3.8 OCAT
- ► Continued reviewing and responding to comment responses on the OCAT General Design Document 2023 Annual Update
- ► Participated in ForgeRock/OCAT Dual Profile Sync meeting on December 20, 2023
- ► Participated in OCAT Operations and Release meeting on December 20, 2023
- ► Participated in OCAT Weekly POAM Check-in meeting on December 22, 2023

1.4 Activities for the Next Reporting Period

1.4.1 Project Management
- ► Participate in Conversion Defect Status reviews on January 2 and 8, 2024
- ► Participate in Consortium FinOps Meeting on January 3, 2024
- ► Participate in CalSAWS Contact Center status reviews on January 3 and 10, 2024
- ► Participate in CalSAWS Batch reviews on January 4 and 11, 2024
- ► Participate in CalSAWS OPAC planning meeting on January 4, 2024
- ► Participate in CalSAWS Release 24.01 Webcast on January 4, 2024
- ► Participate in OCAT Monthly SLA Review on January 8, 2024
- ► Participate in Release 24.01 T-2 Integrated Readiness Review on January 8, 2024
- ► Participate in Hyland Imaging Monthly SLA Review on January 8, 2024
- ► Participate in January 2024 Conference Presentation review on January 9, 2024
- ► Participate in CalSAWS AWS QA review on January 9, 2024
- ► Participate in CalSAWS Section Directors Meeting on January 10, 2024
- ► Present QA Status Update for CalSAWS IT Report meeting on January 10, 2024
- ► Participate in Region 5 Management Site Visit Agenda review on January 12, 2024
- ► Strike Teams, Retrospectives & Collaboration Model
  - ○ Schedule RM Wave 6 Retrospective on January 3, 2024
  - ○ Evolve Supplemental Report content based on input provided through partner review on January 2 - 3, 2024
  - ○ Participate in JPA conference reports session coordination meeting on January 3, 2024

- o Facilitate Collaboration Model quarterly enhancement process refinement session on December 28, 2023
- o Participate in CalSAWS Conference planning session on January 4 & 11, 2024
- o Participate in Supplemental Report team touch points on January 3-4, 2024
- o Facilitate Collaboration Model enhancement process refinement session on January 8, 2023
- o Incorporate final Supplemental Report edits for submission on January 8-9, 2024
- o Conduct RM Wave 6 retro session #2 on January 10, 2024

1.4.2 Technical
- ► Participate in Yolo County Intermittent Slowness Issue Analysis meeting on January 2 and 3, 2024
- ► Participate in CalSAWS Bi-Weekly Status meeting on January 3, 2024
- ► Participate in Tech Change Advisory Board (CAB) meeting on January 3, and 10, 2024
- ► Participate in CalSAWS 24.01 Release Webcast on January 4, 2024
- ► Participate in Weekly Architecture discussion on January 4 and 11, 2024
- ► Participate in CWDS and CalSAWS FCED Technical Workgroup meeting on January 4 and 11, 2024
- ► Participate in FCED Workgroup Business Meeting on January 4 and 11, 2024
- ► Participate in CalSAWS Weekly Technical meeting on January 8, 2024
- ► Participate in Monthly CalSAWS IT Report Meeting on January 10, 2024
- ► BenefitsCal
  - o Participate in BenefitsCal Operation Review meeting on January 9, 2024
- ► Batch
  - o Participate in CalSAWS Batch Weekly meeting on January 4 and 11, 2024
  - o Participate in Batch Performance Checkpoint meeting on January 10, 2024
- ► CalWIN
  - o Participate in Wave 6 Post-Implementation Operation Calls
  - o Participate in CalWIN Document Migration meeting on January 10, 2024
- ► Contact Center
  - o Participate in RPA Daily review meeting
  - o Participate in CalSAWS VA Weekly Review meeting on January 4 and 11, 2024
  - o Participate in San Bernardino CSC Support Meeting on January 9, 2024
  - o Participate in Santa Cruz CSC Support Meeting on January 10, 2024
  - o Participate in Solano CSC Support Meeting on January 10, 2024
  - o Participate in Ventura CSC Support Meeting on January 11, 2024
- ► Security
  - o Participate in Application Vulnerabilities review on January 3 and 10, 2024
  - o Participate in weekly Accenture System Security Plan (SSP) meetings on January 3 and 10, 2024
  - o Participate in Security Risk Management Group meeting on January 4, 2024
  - o Participate in Accenture Security Status Meeting on January 12, 2024
- ► Service Management
  - o Participate in ServiceNow Process Improvement Stakeholders Meeting on January 4, 2024
  - o Participate in December/January Helpdesk Operations Meeting on January 10, 2024
- ► Lobby Management

- o Participate in Lobby Support meeting on January 4, 2024
- o Siskiyou Lobby Management Planning on January 10, 2024

1.4.3 Imaging

- ► Participate in Monthly Data Review for CalSAWS - Hyland & ClearBest Meeting on January 4, 2024
- ► Participate in Monthly Customer Success for CalSAWS with Hyland meeting on January 9, 2024
- ► Participate in Imaging Status Meeting on January 9, 2024

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

1.4.5 Functional

- ► M&O
  - o Participate in CalHEERS CalSAWS Test Daily Connect
  - o Participate in Automation for Duplicate Person review on January 2, 2024
  - o Participate in Virtual Assistant Content review on January 2 and 4, 2024
  - o Participate in CalHEERS SAWS Integration meeting on January 2, 2024
  - o Participate in Core Constituent Design Review meeting on January 2, 2024
  - o Participate in CW/CF Eligibility Status meeting on January 3, 2024
  - o Participate in GA/GR Committee SCR Review meeting on January 3, 2024
  - o Participate in Task Management Check-In meeting on January 4, 2024
  - o Participate in State and Fiscal Reports meeting on January 4, 2024
  - o Participate in CWDS - CalSAWS FCED Technical Workgroup on January 4, 2024
  - o Participate in FCED Workgroup Business meeting on January 4, 2024
  - o Support January 2 – 5 SPG Scorecard review cycle and SCRB review cycle
  - o Participate in the following Design meetings:
    - o CA-261019 - Issue Both Initial and Subsequent Month of Benefits for Eligible Non-ES CF Households if the Application Date is After the 15th of the Month
    - o CA-269881 - S8 transaction is being updated in CalSAWS as an S1 transaction
    - o CR 221896 - SOAP to REST API
    - o CR 235745 - Reinstatement Bot the Enrollments
    - o CR 242023 - Continuity of Coverage
    - o CR 264033 - CCA Data Warehouse Phase 1
    - o CR 228980 - Notices Updates for R24.09
    - o CR 165890 - ROP Batch
    - o CR 228979 - Notices Updates for R24.06
    - o CR 259525 - No Wrong Door
    - o CR 214183 - Eligibility Results Page
    - o CR 232582 - SCR Read-Only role in CalHEERS and Security Role Matrix
    - o CR 256275 - Intelligent Document Verification Platform (IDP) DW Reporting Component
- ► Participate in the CalSAWS Conference Reports slides review on January 3, 2024
- ► 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 Weekly Program Manager Standup meeting on January 3, 2024
  - o Participate in Get CalFresh Parity List Bi-Monthly Meeting (CDSS/CalSAWS/CWDA) on January 3, 2024

1.4.6 Test

- ► CalSAWS Release 24.03
  - o Submit release scorecard to Consortium for approval
- ► CalSAWS Release 24.01
  - o Continue QA Review on a subset of high impact Production defects in this release
  - o Continue test execution and defect retesting
- ► BenefitsCal Activities
  - o Continue 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 January 2, 2024
  - o Participate in Test Touchpoint meeting on January 3, 2024

1.4.7 Implementation

- ► CalSAWS Maintenance and Operations (M&O)
  - o Participate in Weekly Training Touchpoint meeting
- ► 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 Complete Review of DEL 11.06 – Wave Implementation Complete Report

1.4.8 OCAT

- ► Continue reviewing and responding to comment responses on the OCAT General Design Document (GDD) – 2023 Annual Update
- ► Participate in ForgeRock/OCAT Dual Profile Sync meeting on January 3, 2024
- ► Participate in OCAT Weekly POAM Check-in meeting on January 4 and 11, 2024
- ► Participate in OCAT Performance Monthly SLA Reporting meeting on January 8, 2024

1.5 Deviations from Plan/Adjustments

- ► None