

CalSAWS Quality Assurance Bi-Weekly Status Report

Reporting Period: September 9, 2024, to September
22, 2024

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: September 9, 2024, to September 22, 2024

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1.0 Quality Assurance

1.1 CalSAWS Bi-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">• Facilitated Release 24.09 Green Light Review• Participated in Review of GA/GR Estimate for Shasta County• Participated in Hyland Imaging SLA Reviews• Participated in OCAT Ops and Release Management meeting• Participated in OCAT Monthly SLA Review• Continued supporting Transition Planning• Participated in Region 1 and 5 Management Site Visit Planning• Continued to support CalSAWS Committee Strike Team Leadership Session(s)
QA Technical	<ul style="list-style-type: none">• Completed Release 24.09 performance test results review• Participated in CalSAWS Imaging status and performance meetings• Participated in CalSAWS production service interruption meetings• Participated in CalSAWS Contact Center and Fresno Gen AI meetings• Continued review of CalSAWS Change Advisory Board (CAB) tickets• Continued review of partner System Security Plans (SSPs)
QA Functional/Test	<ul style="list-style-type: none">• Completed Release 24.09 test execution and review of SCRs and defects• Completed Release 24.09 validation of Training Job Aids and Online Help• Continued validation of Web-based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs• Continued Client Correspondence validation• Began Release 24.11 test preparation• Participated in CalSAWS State/Fiscal Report support• Monitored FCED test execution, and prepare for Independent Testing• Participated in WDTIP Sprint design and data conversion discussions

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1.2 Deliverables Management

Table 1-2 – Overall Summary of CalSAWS M&O Deliverable Status










DEL #	DELIVERABLE NAME		STATUS
65.08	QA Monthly Status Report – September 2024		<ul style="list-style-type: none"> • Submit FDEL by October 7, 2024
WP-4.11	QA Work Plan – September 2024		<ul style="list-style-type: none"> • Submit FDEL by October 7, 2024
66.08	QA Test Monthly Report – September 2024		<ul style="list-style-type: none"> • Submit FDEL by October 7, 2024
67.03	Quarterly QA Security Report		<ul style="list-style-type: none"> • Submit DDEL by September 27, 2024
68.08	SLA and Performance Review Report - September 2024		<ul style="list-style-type: none"> • Submit FDEL by October 15, 2024

Table 1-3 – Overall Summary of Gainwell M&O Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
	None to report for this period		

Table 1-4 - Transition Readiness

DEL #	DELIVERABLE NAME		STATUS
ME-D01	Assessment of Infrastructure Transition-In Master Plan		<ul style="list-style-type: none"> • Submit FDED comments by September 27, 2024
ME-D03	Assessment of M&E Transition-In Work Schedule		<ul style="list-style-type: none"> • Submit DDED comments by September 25, 2024
I-D02	Assessment of Infrastructure Services Plan & Operational Working Documents		<ul style="list-style-type: none"> • Submitted DDED comments on September 23, 2024 • Submit FDED comments by October 7, 2024
I-D04	Assessment of Infrastructure Transition-In Test & Validation Plan		<ul style="list-style-type: none"> • Submitted FDEL comments on September 24, 2024

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DEL #	DELIVERABLE NAME		STATUS
I-D07	Assessment of Technology Infrastructure Refresh Plan		<ul style="list-style-type: none"> Submitted DDED comments on September 23, 2024 Submit FDED comments by October 7, 2024

Table 1-5 – Overall Summary of OCAT Deliverable Status







DEL #	DELIVERABLE NAME		STATUS
69.08	OCAT – Monthly Status Report – September 2024		<ul style="list-style-type: none"> Submit FDEL by October 7, 2024

Table 1-6 – Overall Summary of BenefitsCal Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
WP-26.26	BenefitsCal - CX Monthly Report – Aug/Sep 2024		<ul style="list-style-type: none"> Submit DDEL comments by October 17, 2024
WP-27.31	BenefitsCal – Monthly M&O Report - August 2024		<ul style="list-style-type: none"> Submit FDEL comments by September 26, 2024
WP-28.30	BenefitsCal – Work Plan Monthly Updates – September 2024		<ul style="list-style-type: none"> Submit FDEL comments by October 14, 2024
WP-32.10	BenefitsCal - BOM Review and License Renewal Jul - Sep 2024		<ul style="list-style-type: none"> Submit FDEL comments by October 14, 2024
WP-33.10	BenefitsCal – Certificate Review Jul – Sep 2024		<ul style="list-style-type: none"> Submit FDEL comments by October 14, 2024

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

1.3 Highlights for the Reporting Period

1.3.1 Project Management

- ▶ Participated in OCAT Monthly SLA Review on September 9, 2024
- ▶ Participated in Release 24.09 Readiness Reviews on September 9 and 16, 2024
- ▶ Participated in Hyland Imaging SLA Reviews on September 10 and 17, 2024
- ▶ Participated in CalSAWS PMO Status reviews on September 10 and 17, 2024
- ▶ Participated in Contact Center reviews on September 10, 11, and September 18, 2024
- ▶ Participated in Region 1 Management Site Visit Planning on September 10, 2024
- ▶ Participated in Review of GA/GR Estimate for Shasta County on September 16, 2024
- ▶ Participated in CalSAWS Imaging Status Review on September 17, 2024
- ▶ Participated in Region 5 Management Site Visit Planning on September 17, 2024
- ▶ Participated in CalSAWS Section Directors' meeting on September 18, 2024
- ▶ Participated in Release 24.09 Green Light Review on September 18, 2024
- ▶ Participated in OCAT Ops and Release Management meeting on September 18, 2024
- ▶ Participated in CalSAWS Project Steering Committee on September 19, 2024
- ▶ Continued supporting Transition Planning
- ▶ Provided CalSAWS templates at All Staff Meeting and created help videos to support overall use of templates, style sheets, colors, and samples

1.3.2 Technical

- ▶ Participated in eGain and Calabrio Single Sign-On (SSO) review meetings
- ▶ Participated in Release 24.09 Project Integrated Readiness Status meetings
- ▶ Participated in CalSAWS Weekly Technical meeting on September 9, 2024
- ▶ Participated in California Student Aid Commission (CSAC)-26 Enhanced Email review on September 10, 2024
- ▶ Participated in ServiceNow/ForgeRock Integration on September 10 and 17, 2024
- ▶ Participated in Tech Change Advisory Board (CAB) on September 11 and 18, 2024
- ▶ Participated in CalSAWS Bi-Weekly meeting on September 11, 2024
- ▶ Participated in Executive Review meeting for Release 24.09 on September 11, 2024
- ▶ Participated in Weekly Architecture discussion on September 12 and 19, 2024
- ▶ Participated in Environment Integration Management Review on September 12, 2024
- ▶ Participated in CalSAWS Performance Report Preview Meeting on September 16, 2024
- ▶ Participated in CSAC-26 Pilot Results Review meeting on September 18, 2024
- ▶ Participated in CalSAWS Section Directors meeting on September 18, 2024
- ▶ Participated in Weekly CalSAWS/CARES Technical meeting on September 18, 2024
- ▶ Participated in Connectivity Test for October Disaster Recovery (DR) meeting on September 19, 2024
- ▶ BenefitsCal
 - Participated in BenefitsCal Operation Review meetings
 - Participated in DD&I and M&O meetings
 - Participated in September BenefitsCal User-Centered Design (UCD) monthly meeting on September 18, 2024
- ▶ Batch
 - Participated in CalSAWS Batch review on September 12 and 19, 2024
- ▶ Contact Center

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- Participated in reoccurring Bots meetings
- Participated in CSC Support meetings
- Participated in Fresno Generative AI Call Summary meetings
- Participated in eGain Dashboard and Reporting meetings
- Participated in Los Angeles Telephonic Signature meetings
- Participated in Los Angeles eGain Reporting review meetings
- Participated in Los Angeles County Purchase Order (CPO) meetings
- Participated in eCCP access issue meetings
- Participated in Contact Center 2.0 Touchpoint meeting on September 10, 2024
- Participated in CalSAWS Contact Center status on September 11 and 18, 2024
- Participated In Data Retention for eCCP metrics review on September 17, 2024
- Participated in Voice Bots and RPA Joint Status meeting on September 18, 2024
- ▶ Security
 - Participated in ForgeRock Operations Sync meeting
 - Continued review of Deloitte and Gainwell System Security Plans (SSPs)
 - Participated in Deloitte and Gainwell SSP reviews on September 4 and 11, 2024
 - Participated in Accenture Security Status meeting on September 12, 2024
 - Participated in Deloitte CloudCheckr Security meeting on September 12, 2024
 - Participated in Accenture CloudCheckr Security meeting on September 12, 2024
 - Participated in Gainwell CloudCheckr Security meeting on September 16, 2024
 - Participated in Ernst Young CloudCheckr Security meeting on September 16, 2024
- ▶ Central Print
 - Participated in Central Print weekly status meetings on September 9, 2024
- ▶ Lobby Management
 - Participated in Lobby Device Management meetings
- ▶ Service Management
 - Participated in ServiceNow Process Improvement review on September 11, 2024
 - Participated in Cancelled SLAs review meeting on September 13, 2024

1.3.3 Imaging

- ▶ Participated in Monthly Customer Success for CalSAWS with Hyland meeting on September 10, 2024
- ▶ Participated in Imaging Status call on September 17, 2024
- ▶ Participated in CalSAWS and Hyland Executive meeting on September 17, 2024
- ▶ Participated in Imaging Committee meeting on September 19, 2024
- ▶ Participated in Hyland Bridge Introduction for CalSAWS meeting on September 20, 2024

1.3.4 Functional

- ▶ Continued supporting September SCRB and SPG Scorecard review cycles
- ▶ Client Correspondence
 - Participated in Weekly Correspondence Design review meetings
- ▶ FCED
 - Participated in Daily Scrum standup meetings
 - Participated in Weekly FCED All Team standup meetings
 - Participated in Daily Test Execution meetings
 - Participated in Weekly Core Constituent Design review meetings
 - Participated in Weekly CARES/CalSAWS Test and Technical sync meetings
 - Participated in Weekly Interface Integration test scenarios review meetings

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- Participated in Bi-Weekly FCED Schedule sync and User Group meetings
- Participated in Weekly FCED Business Workgroup meetings
- Participated in CARES Data Conversion discussion on September 19, 2024
- ▶ General Assistance/General Relief (GA/GR)
 - Participated in Weekly GA/GR Correspondence web-service discussions
 - Participated in GROW Orientation Attendance review on September 12, 2024
- ▶ Lobby Management
 - Participated in Weekly SCR CA-213363 Lobby Modernization Design discussions
- ▶ Medi-Cal/CMSP
 - Participated in Daily CalHEERS CalSAWS Test Connect meetings
 - Participated in Weekly Medi-Cal Correspondence SCRs Design status meetings
 - Participated in Bi-Weekly CalHEERS SAWS Integration review meetings
 - Participated in Weekly CWDA CalHEERS meetings
 - Participated in SCR CA-279244 Alternate Format Options Design discussion
 - Participated in the following JAD Sessions
 - CR 199832: Automatic Plan Selection (SB 260) Phase 2
 - CR 216717: BREFS Initiative #7 - Carry Forward Enhancements
 - CR 250226: Enhance Consumer Take Away Pages
 - CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - CR 256174: Enhance processing of 1095 and 3895 architectures
 - CR 259588: Enhance Issuer Portal for Carrier onboarding
 - CR 265866: Modify Verify Current Income (VCI) Call Rate
 - CR 266495: Enroller Portal/Salesforce Enhancements for Release 25.02
 - CR 269494: Enhance User Access
 - CR 272295: CalHEERS Banner Messaging
 - CR 272413: Alternative Formats Phase 2 Enhancements
 - CR 273150: Disposition Enhancements Discovery
 - CR 274416: Covered California (CCA) Chatbot Retrieving Tax Forms
 - CR 278590: Noticing for Authorized Representatives
 - CR 283798: Data Extracts for SAS Viya
 - CR 283907: Masking Sensitive Data Elements
 - CR 285589: Release 25.02 UI Enhancements
- ▶ Reports
 - Participated in Weekly State/Fiscal Reports planning meetings
 - Participated in Reports risk update discussion on September 10, 2024
 - Participated in State/Fiscal Reports meeting on September 12, 2024
- ▶ Telephone Consumer Protection Act
 - Participated in SCR requirements and design discussion meetings on September 11 and 18, 2024
- ▶ WDTIP
 - Participated in Daily Scrum standup meetings
 - Participated in Weekly WDTIP Workgroup meetings with State representatives
 - Participated in Weekly EDD Technical meetings
 - Participated in Sprint Retrospective meeting on September 17, 2024
- ▶ Others
 - Participated in Weekly CA-233160 Family Reunification Design review sessions
 - Participated in Bi-Weekly Virtual Assistant Design review sessions

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- Participated in Weekly Design Managers Status meetings
- Participated in Weekly AppDev Leads meetings
- Participated in Weekly CalWORKs/CalFresh Eligibility Status meetings
- Participated in Weekly Task Management SCR review meetings
- Participated in CalWORKs/CalFresh Committee meeting on September 11, 2024
- Participated in the Env Integration Review on September 12, 2024
- Participated in Welfare-to-Work Committee meeting on September 19, 2024
- ▶ Reviewed fifty-five (55) 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	12
24.06	1
24.07	8
24.09	16
24.11	7
25.01	6
25.02	1
25.03	1
TBD	3
Grand Total	55

- ▶ BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O meetings
 - Participated in CalSAWS BenefitsCal Scrum on September 11 and 18, 2024
 - Participated in CBO Organization Structure meeting on September 12, 2024
 - Participated in Automate e-Message for Accelerated Enrollment design review on September 12, 2024
 - Participated in BenefitsCal ABAWD Time Limits API review on September 17, 2024
 - Participated in Program Manager meeting on September 18, 2024
 - Participated in BenefitsCal User-Centered Design meeting on September 18, 2024
 - Participated in Allow Receiving County to Update Incoming e-Application County design review on September 18, 2024
- ▶ Customer Engagement
 - Continued to monitor Yellow Banner processing status

1.3.5 Test

- ▶ CalSAWS Release 24.11
 - Continue Test preparation activities
- ▶ CalSAWS Release 24.09
 - Completed QA Review of System Test scripts for high impact SCRs
 - Completed test execution and defect retesting activities
 - Completed QA Review for a subset of High Impact Production Defects

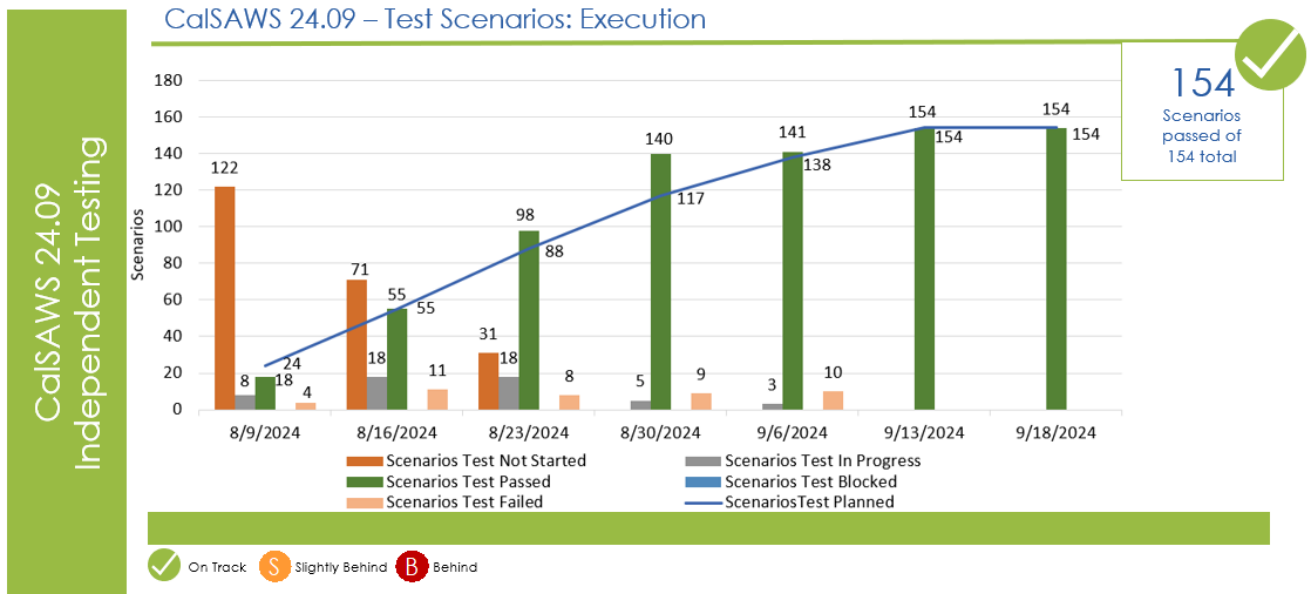
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Table 1-8 – CalSAWS Release 24.09 Independent Test Progress

Test Cycle	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked
CalSAWS Release 24.09 - ClearBest QA Independent Test Results	154	0% (0)	0% (0)	100% (154)	0% (0)	0% (0)



► **BenefitsCal Activities**

- Participated in Release 24.09.26 release notes review on September 19, 2024
- Continued Release 24.09.26 Monthly Release test activities
- Began Release 24.09.30 Priority Release test activities
- Monitored BenefitsCal releases M&O and M&E updates

► **Priority Release/RWR Activities**

- Monitored priority releases/RWR defects and SCR test activities
- Completed test activities on the following SCRs/Defects:

Table 1-9 -- Priority Release/RWR Issues Completed for QA Review/Test

Defect/SCR #	Release	Release Type	Type of Testing
CA-282119 SAR 22 Arabic cannot generate or view form	24.09.16	RWR	QA Review
CA-281948 DFA 377.7F does not allow more than 1 row	24.09.16	RWR	QA Review
CA-277520 Update NA 274H Population Logic	24.09.16	RWR	QA Review
CA-279502 Add WTW 27 to NA 845	24.09.16	RWR	QA Review
CA-277519 Add NA 274J into CalSAWS	24.09.16	RWR	QA Review
CA-280649 Virtual Assistant Expansion- Release 24.09.26	24.09.26	Priority	QA Review

- Began test activities on the following SCRs/Defects:

Table 1-10 -- Priority Release/RWR Issues In Progress for QA Review/Test

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Defect/SCR #	Release	Release Type	Type of Testing
CA-264616 ACL 22-67 - STAT 47 updates to match CalFresh E&T rule (Reports Component)	24.09.26	Priority	QA Review

- ▶ Training
 - Completed Release 24.09.12 WBT validation activities
 - Completed Release 24.09 Job Aid/Online Help SCR validation activities
 - Completed Release 24.09.20 WBT/CFP validation activities
- ▶ Other Consortium Support Test Activities
 - Monitored test support for priority releases
 - Participated in 24.09 Integrated Readiness T-2 meeting on September 9, 2024
 - Participated in Integrated Test Team meeting on September 10 and 17, 2024
 - Participated in Test Touchpoint meeting on September 11, 2024
 - Participated in 2nd Exec Review Meeting 24.09 Release on September 11, 2024
 - Participated in 24.09 Integrated Readiness T-1 meeting on September 16, 2024
 - Participated in 24.09 Pre-Green Light Review meeting on September 16, 2024
 - Participated in Green Light - Release 24.09 meeting on September 18, 2024

1.3.6 OCAT

- ▶ Participated in OCAT Monthly SLA Reporting meeting on September 9, 2024
- ▶ Participated in OCAT Operations and Release meeting on September 18, 2024

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Participate in Post-Release 24.09 Checkpoint meeting on September 23 - 25, 2024
- ▶ Participate in CalSAWS PMO Status reviews on September 24 and October 1, 2024
- ▶ Participate in Contact Center reviews on September 24, 25, and October 1, 2024
- ▶ Participate in Region 1 Management Site Visit on September 24, 2024
- ▶ Participate in CalSAWS JPA Board meeting on September 27, 2024
- ▶ Participate in Hyland Imaging SLA and Solution Reviews on October 1, 2024
- ▶ Participate in Region 5 Management Site Visit on October 1, 2024
- ▶ Participate in CalSAWS Section Directors' meeting on October 2, 2024
- ▶ Participate in OCAT Ops and Release Management meeting on October 2, 2024
- ▶ Continue supporting Transition Planning

1.4.2 Technical

- ▶ Participate in Calabrio and eGain SSO Effort Updates meetings
- ▶ Participate in Release 24.09 Project Integrated Readiness Status meetings
- ▶ Participate in CalSAWS Performance Report Review meeting on September 23, 2024
- ▶ Participate in CalSAWS Weekly Technical meeting on September 23 and 30, 2024
- ▶ Participate in ServiceNow/ForgeRock Integration review on September 24 and October 1, 2024
- ▶ Participate in Tech CAB on September 25 and October 2, 2024
- ▶ Participate in CalSAWS Bi-Weekly Status meeting on September 25, 2024

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- ▶ Participate in Weekly Architecture discussions on September 26 and October 3, 2024
- ▶ Participate in Environment Integration Management review on September 26, 2024
- ▶ Participate in CARES/CalSAWS testing meeting on September 26, 2024
- ▶ Participate in October Disaster Recovery test meeting on September 26, 2024
- ▶ Participate in Monthly Over 15 Seconds Report Review meeting on September 26, 2024
- ▶ Participate in CalSAWS Section Directors Meeting on October 2, 2024
- ▶ BenefitsCal
 - Participate in BenefitsCal Operations Review meetings
 - Participate in DD&I and M&O review meetings
- ▶ Batch
 - Participate in CalSAWS Batch review on September 26 and October 22, 2024
- ▶ Contact Center
 - Participate in Fresno GenAI Call Summary meetings
 - Participate in eGain meetings
 - Participate in CSC Support meetings
 - Participate in GenAI for Call Summary Assist meetings
 - Participate in Los Angeles County Purchase Order (CPO) review meetings
 - Participate in CalSAWS Virtual Assistant (VA) Weekly Reviews
 - Participate in Contact Center Status Review on September 25 and October 2, 2024
 - Participate in Voice Bots & RPA Joint Status meeting on October 2, 2024
- ▶ Security
 - Continue Deloitte and Gainwell SSP reviews
 - Participate in Deloitte and Gainwell SSP review meetings on September 25 and October 2, 2024
 - Participate in Deloitte CloudCheckr Security review on September 26, 2024
 - Participate in Accenture CloudCheckr Security review on September 26 and October 3, 2024
 - Participate in Accenture Security Status meeting on September 26, 2024
 - Participate in Ernst & Young CloudCheckr Security meeting on September 30, 2024
 - Participate in Gainwell CloudCheckr Security meeting on September 30, 2024
 - Participate in ForgeRock Operations Bi-Weekly meeting on October 2, 2024
- ▶ Service Management
 - Participate in ServiceNow Process Improvement review on September 26, 2024
 - Participate in Monthly Helpdesk Trends Meeting on September 26, 2024
- ▶ Central Print
 - Participate in Central Print Weekly meetings on September 23 and 30, 2024
- ▶ Lobby Management
 - Participate in Lobby Device Planning meetings

1.4.3 Imaging

- ▶ Participate in Monthly Data Review for CalSAWS - Hyland & ClearBest meeting on October 1, 2024
- ▶ Participate in Imaging Status meeting on October 1, 2024

1.4.4 Functional

- ▶ Continue supporting September SCRB and SPG Scorecard review cycles
- ▶ Client Correspondence

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- Participate in Weekly Correspondence Design review meetings
- Participate in SCR CA-234917 Design review meeting on September 24, 2024
- ▶ FCED
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly FCED All Team standup meetings
 - Participate in Daily Test Execution meetings
 - Participate in Weekly Core Constituent Design review meetings
 - Participate in Weekly CARES/CalSAWS Test and Technical sync meetings
 - Participate in Weekly Interface Integration test scenarios review meetings
 - Participate in Bi-Weekly FCED Schedule sync and User Group meetings
 - Participate in Weekly FCED Business Workgroup meetings
- ▶ General Assistance/General Relief (GA/GR)
 - Participate in Weekly GA/GR Correspondence web-service discussions
- ▶ Lobby Management
 - Participate in SCR CA-213363 Design review sessions
 - Participate in San Bernardino Lobby Device Planning on September 24, 2024
 - Participate in Lobby Management Committee meeting on September 26, 2024
 - Participate in Enhanced Lobby Support meeting on October 1, 2024
 - Participate in Fresno Device Planning meeting on October 2, 2024
 - Participate in Kern Device Planning meeting on October 3, 2024
- ▶ Medi-Cal/CMSP
 - Participate in Daily CalHEERS CalSAWS Test Connect meetings
 - Participate in Weekly Medi-Cal Correspondence SCRs Design status meetings
 - Participate in Bi-Weekly CalHEERS SAWS Integration review meetings
 - Participate in Weekly CWDA CalHEERS meetings
 - Participate in Medi-Cal/CMSP Committee meeting on October 2, 2024
 - Participate in the following JAD Sessions
 - CR 199832: Automatic Plan Selection (SB 260) Phase 2
 - CR 216717: BREFS Initiative #7 - Carry Forward Enhancements
 - CR 233034: Inclusion of Reasonable Explanation
 - CR 252583: Notices Updates for Release 25.06
 - CR 253341: Multifactor Authentication for Consumers
 - CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - CR 256174: Enhance processing of 1095 and 3895 architectures
 - CR 259588: Enhance Issuer Portal for Carrier onboarding
 - CR 265866: Modify Verify Current Income (VCI) Call Rate
 - CR 272295: CalHEERS Banner Messaging
 - CR 283798: Data Extracts for SAS Viya
 - CR 283907: Masking Sensitive Data Elements
 - CR 286245: Configuration for setting plan filters
 - CR 287134: Creation of Bot Broker Profile and Entitlements within CalHEERS
- ▶ Reports
 - Participate in Weekly State/Fiscal Reports planning meetings
 - Participate in SCR CA-276904 Design walkthrough session on September 23, 2024
 - Participate in State/Fiscal Reports meeting on September 26, 2024
 - Participate in CA-1037 Functional Design review session on October 3, 2024
- ▶ Telephone Consumer Protection Act

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- Participate in SCR requirements review on September 25 and October 2, 2024
- Participate in Outbound Customer Campaigns review on October 1, 2024
- ▶ WDTIP
 - Participate in Daily Scrum standup meetings
 - Participate in weekly WDTIP Workgroup meetings with State representatives
 - Participate in weekly EDD Technical meetings
- ▶ Others
 - Participate in weekly SCR CA-233160 Design review sessions
 - Participate in bi-weekly Virtual Assistant Design review sessions
 - Participate in weekly Design Managers Status meetings
 - Participate in weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participate in weekly Task Management SCR review meetings
 - Participate in Foster Care Programs Committee meeting on September 24, 2024
 - Participate in SCR CA-275163 Design review session on September 25, 2024
 - Facilitate 24.09 Release Notes review process retrospective on September 25, 2024
 - Participate in Task Management Committee meeting on September 26, 2024
 - Participate in Time Limits Committee meeting on September 26, 2024
 - Participate in Training Committee meeting on October 2, 2024
 - Participate in Usability Committee meeting on October 3, 2024
- ▶ BenefitsCal
 - Participate in Daily Transaction Failures meetings
 - Participate in bi-weekly Enhancement and M&O check-in meetings
 - Participate in weekly Scope Review for upcoming BenefitsCal releases
 - Facilitate ROI Touchpoint meeting on September 23, 2024
 - Participate in Program Manager meeting on September 25 and October 2, 2024
 - Participate in BenefitsCal Scrum meeting on September 25 and October 2, 2024
 - Participate in Get CalFresh Parity List meeting on September 25, 2024
 - Participate in Self-Service Portal Committee meeting on October 1, 2024
- ▶ Customer Engagement
 - Continue to monitor Yellow Banner processing statistics

1.4.5 Test

- ▶ CalSAWS Release 24.11
 - Continue test preparation activities including QA Review of high impact SCRs
 - Begin test execution activities
- ▶ BenefitsCal Activities
 - Complete Release 24.09.26 Monthly Release test activities
 - Complete Release 24.09.30 Priority Release test activities
 - Review Release 24.09.26 and 24.09.30 release notes
- ▶ Priority Release/RWR Activities
 - Monitor priority releases/RWR defects and SCR test activities
- ▶ Training
 - Continue WBT/CFP SCR validation activities
- ▶ Other Consortium Support Test Activities
 - Participate in Integrated Test review on September 24 and October 1, 2024
 - Participate in Test Touchpoint meeting on September 25 and October 2, 2024

1.4.6 OCAT

CalSAWS – California Statewide Automated Welfare System

CalSAWS Quality Assurance

Bi-Weekly Status Report Period: September 9, 2024, to September 22, 2024

- ▶ Participate in OCAT Operations and Release meeting on October 2, 2024

1.5 Deviations from Plan/Adjustments

- ▶ None