

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

ClearBest Quality Assurance

Reporting Period: October 07, 2024 – October 20, 2024

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Bi-Weekly Status – ClearBest Quality Assurance

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1 - Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
<p>QA PMO</p>	<ul style="list-style-type: none"> ▪ Participated in Infrastructure Transition Kickoff Meeting ▪ Participated in OCAT Ops and Release Management meeting ▪ Participated in CalSAWS PSC and JPA Board meetings ▪ Conducted Brown Bag training for new templates ▪ Continued with Committee Strike Team coordination ▪ Supported Supplemental Report activities ▪ Facilitated SCR Training session presenter and material preparation
<p>QA Technical</p>	<ul style="list-style-type: none"> ▪ Continued review of Gainwell Infrastructure deliverables ▪ Participated in CalSAWS Imaging SLA and performance reviews ▪ Participated in CalSAWS production service interruption reviews ▪ Participated in CalSAWS Contact Center reviews ▪ Participated in Fresno Gen AI reviews ▪ Reviewed CalSAWS Change Advisory Board (CAB) tickets ▪ Continued review of partner System Security Plans (SSPs) ▪ Continued to track partner Root Cause Analysis (RCA)
<p>QA Functional/Test</p>	<ul style="list-style-type: none"> ▪ Continued Release 24.11 test execution and training validation ▪ Continued validation of Web-based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs ▪ Continued RWR/Priority Release QA Review activities ▪ Participated in CalSAWS State/Fiscal Report support ▪ Monitored FCED test execution, Risk mitigation plans, and continue to prepare for Independent Testing ▪ Monitoring WDTIP Sprint design, development, test and data conversion

1.2 Deliverable Summary

Table 2 – CalSAWS M&O Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
65.09	QA Monthly Status Report – October 2024	On Time	FDEL due on 11/07/24
WP-4.12	QA Work Plan – October 2024	On Time	FDEL due on 11/07/24
66.09	QA Test Monthly Report – October 2024	On Time	FDEL due on 11/07/24
68.09	SLA and Performance Review Report - October 2024	On Time	FDEL due on 11/15/24

Table 3 - Infrastructure Transition Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
78	Assessment of Infrastructure Transition-In Master Plan (I-D01)	On Time	FDED due on 10/22/24
79	Assessment of Infrastructure Services Plan & Operational Working Documents (I-D02, Main)	On Time	DDEL comments due on 10/29/24
80	Assessment of Infrastructure Transition-In Work Schedule (I-D03)	On Time	DDED submitted on 10/21/24 FDED due on 10/29/24
81	Assessment of Infrastructure Transition-In Test & Validation Plan (I-D04)	On Time	DDED due 10/28/24
84	Assessment of Infrastructure Technology Refresh Plan (I-D07)	On Time	DDEL comments due on 12/13/24
85	Assessment of Infrastructure Managed Hardware and Software Inventory – Infrastructure Agreement Monthly Update (I-D08)	On Time	DDED comments due on 10/22/24
86	Assessment of Infrastructure Technical Design Document (I-D09)	On Time	DDED comments due on 11/25/24
87	Assessment of Infrastructure Network Design Plan (I-D10)	On Time	FDED comments due on 10/22/24
88	Assessment of Infrastructure Technical Asset Configuration Report for the Development Test, Staging, Performance and Production Environments (I-D11)	On Time	DDED comments due on 11/6/24
91	Assessment of Infrastructure Technology Recovery Plan (I-D14)	On Time	DDED comments due on 10/22/24
92	Assessment of Infrastructure System Security Plan (I-D15)	On Time	DDED comments due on 11/12/24

Table 4 – M&E Transition Readiness Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
	There are no items planned for this reporting period.		

Table 5 - OCAT Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
69.09	Monthly Status Report – October 2024	On Time	FDEL due on 11/07/24

Table 6 - BenefitsCal Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP-26.26	CX Monthly Report – Aug/Sep 2024	On Time	FDEL comments due on 11/01/24
WP-27.32	Monthly M&O Report – September 2024	On Time	FDEL comments due on 10/25/24
WP-28.31	Work Plan Monthly Updates – October 2024	On Time	FDEL comments due on 11/15/24

2 HIGHLIGHTS FOR THE REPORTING PERIOD

2.1 Project Management

- Participated in CalSAWS PMO Status meetings on October 8 and 15, 2024
- Participated in Hyland Imaging SLA and Solution Reviews on October 8 and 15, 2024
- Participated in Infrastructure Transition Kickoff Meeting on October 9, 2024
- Participated in CalSAWS Contact Center review on October 16, 2024
- Participated in CalSAWS Section Directors' meeting on October 16, 2024
- Participated in OCAT Ops and Release Management meeting on October 16, 2024
- Participated in CalSAWS Project Steering Committee on October 17, 2024
- Participated in CalSAWS JPA Board meeting on October 18, 2024
- Continue supporting Transition Planning
- Collaboration Model, Strike Teams, and Special Projects
 - Conducted CalSAWS Templates Tips and Tricks Brown Bag training on October 8, 2024, to support overall use of templates, style sheets, colors, and samples
 - Facilitated sponsor session on Committee Evolution Strike Team leadership session outputs, priorities and next steps on October 17, 2024
 - Participated in Table Talk preparation session on October 10, 2024
 - Recorded SCR training soft skills EI video on October 11, 2024

2.2 Technical

- Participated in CalSAWS Weekly Technical meeting on October 7, 2024
- Participated in ServiceNow/ForgeRock Integration reviews on October 8 and October 15, 2024
- Participated in Technical Change Advisory Board (CAB) on October 9 and 16, 2024
- Participated in CalSAWS Bi-Weekly meeting on October 9, 2024
- Participated in Ping Architecture review meeting on October 9, 2024
- Participated in Infrastructure Transition Kickoff Meeting on October 09, 2024
- Participated in Environment Integration review on October 10, 2024
- Participated in CalSAWS/CARES Technical meeting on October 10 and 17, 2024
- Participated in QA and PMO Performance Report review on October 11, 2024
- Participated in CalSAWS Section Directors meeting on October 16, 2024
- Participated in CalSAWS PSC meeting on October 17, 2024
- Participated in Weekly Architecture discussion on October 17, 2024
- Participated in CalSAWS Performance Report Meeting on October 17, 2024
- Participated in CalSAWS JPA Board of Directors meeting on October 18, 2024
- Participated in Fortify Report review meeting on October 18, 2024
- BenefitsCal
 - Participated in BenefitsCal Operation Review meetings
 - Participated in DD&I and M&O meetings
 - Participated in BenefitsCal and ForgeRock integrations meetings
- Batch
 - Participated in CalSAWS Batch review on October 10 and 17, 2024
- Contact Center
 - Participated in reoccurring Bots meetings
 - Participated in CSC Support meetings
 - Participated in Calabrio Issue 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 Contact Center 2.0 Touchpoint meeting on October 8, 2024
 - Participated in Center Committee Review Meeting on October 16, 2024
 - Participated in Contact Center status on October 16, 2024
 - Participated in Voice Bots and RPA Joint Status meeting on October 16, 2024
- Security
 - Participated in Deloitte SSP reviews on October 16 and 17, 2024
 - Participated in OCAT SSP review on October 16, 2024
 - Participated in ForgeRock Operations Sync meeting on October 16, 2024
 - Participated in Accenture CloudCheckr Security meeting on October 17, 2024
 - Participated in Accenture/Gainwell Transition Meeting on October 17, 2024
 - Led the comments walkthrough for Deliverable 12.0 Security Management Plan on October 18, 2024
- Central Print
 - Participated in Central Print weekly status on October 7, 2024

- Lobby Management
 - Participated in Lobby Device Management meetings
- Service Management
 - Participated in ServiceNow Process Improvement review on October 10, 2024
 - Participated in Jira-ServiceNow integration meeting on October 17, 2024

2.3 Imaging

- Participated in Imaging Status call on October 15, 2024
- Participated in Imaging Discussion on October 18, 2024
- Participated in Monthly Customer Success for CalSAWS with Hyland meeting on October 8, 2024

2.4 Functional

- Continued supporting October SPG Scorecard review cycles and SCRB containing 71 Total SCRs (66 Approved and 5 Pulled from SCRB).
- Client Correspondence
 - Participated in Weekly Correspondence Design Status meetings
 - Participated in the following Client Correspondence Design meetings:
 - ✦ CA-268843: Make all NOAs available for Manual generation with all available reason fragments applicable to each NOA
- Foster Care Eligibility Determination (FCED)
 - Participated in Daily Scrum standup meetings
 - Participated in Weekly FCED All Team standup meetings
 - Participated in Weekly CARES/CalSAWS Test and Technical Sync meetings
 - Participated in Daily Interface Integration Test Scenarios Review meetings
 - Participated in Weekly FCED Business Workgroup meetings
 - Participated in Weekly CARES Technical Sync discussions
 - Facilitated Weekly CalSAWS CARES/FCED internal touchpoint
 - Facilitated FC Aide Code Test Matrix Review meeting on October 8, 2024
 - Participated in AAP Interface Elements Review meeting on October 18, 2024
- General Assistance/General Relief (GA/GR)
 - Participated in Weekly GA/GR meetings with Accenture and Gainwell
 - Participated in Weekly GA/GR Correspondence Web-Service discussions
 - Participated in GA/GR Correspondence RWR Delivery on October 10, 2024
 - Participated in the following GA/GR Design meetings:
 - ✦ CA-261174: Approve GA/GR with Depleted Time Limit in Benefit Month
 - ✦ CA-264995: Update GA/GR Administration to include an additional link for Consortia correspondence administration
- Lobby Management
 - Participated in Weekly Lobby Modernization Design discussions
 - Participated in Siskiyou Lobby Device Planning meeting on October 8, 2024
 - Participated in San Bernardino Lobby Device Planning on October 15, 2024
 - Participated in Monterey Lobby Device Planning meeting on October 16, 2024
 - Participated in Solano Lobby Device Planning meeting on October 17, 2024
 - Participated in Kern Lobby Device Planning meeting on October 17, 2024

- Medi-Cal/CMSP
 - Participated in Weekly CalHEERS SAWS Integration review meetings
 - Participated in Daily CalHEERS CalSAWS Test Connect meetings
 - Participated in Bi-Weekly CalHEERS Test Touchpoint meetings
 - Participated in Weekly Medi-Cal/CMSP/CalHEERS Touchpoint meetings
 - Participated in SCR Touchpoint meeting on October 09, 2024
 - Participated in Bi-Weekly CWDA CalHEERS meetings on October 17, 2024
 - Participated in the following Medi-Cal/CMSP Design meetings:
 - ✦ CA-282390: Create a list for Bounce Back Rule Cases where the Renewal was not updated
 - ✦ CA-261924: Allow additional COR Changes and Case Linkage Updates
 - Participated in the following JAD Sessions
 - ✦ CR 114946: IDP Integration for Identity Documents
 - ✦ CR 274413: IDP Phase II - Cost Summary Walkthrough
 - ✦ CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - ✦ CR 278587: Accelerated Enrollment Enhancements - JAD Session 1
 - ✦ CR 283907: Masking Sensitive Data Elements
 - ✦ CR 216717: BREFS Initiative #7 - Carry Forward Enhancements
 - ✦ CR 199832: Automatic Plan Selection (SB 260) Phase 2
 - ✦ CR 233034: Inclusion of Reasonable Explanation
 - ✦ CR 283907: Masking Sensitive Data Elements
 - ✦ CR 280659: A/B Testing - Optimizing Implementation
 - ✦ CR 287405: SAWS Case Search
- Reports
 - Participated in Weekly State/Fiscal Reports Defect status meetings
 - Participated in Bi-Weekly State/Fiscal Reports County Support Planning meeting
 - Participated in Bi-Weekly State/Fiscal Report County Support meeting
 - Participated in Plan to Retire Reports Risks 296 and 297 on October 7, 2024
 - Participated in CF 296 Instructions for CalWIN Counties on October 16, 2024
 - Participated in WTW 25/A Duplicate Count Discussion on October 17, 2024
 - Participated in Review Report Survey Questions meeting on October 17, 2024
 - Participated in the following Reports Design meetings:
 - ✦ CA-252984: ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign
 - ✦ CA-283396: Update the E-HIT Summary Dashboard and BWS Report
 - ✦ CA-264044: Update reports to monitor external agencies' usage of CalSAWS
- Telephone Consumer Protection Act
 - Participated in SCR requirements and design discussion meetings on October 9 and 16, 2024
 - Participated in Outbound Customer Campaigns review on October 15, 2024
- WDTIP
 - Participated in Daily Scrum standup meetings
 - Participated in Weekly WDTIP Workgroup meetings with State representatives
 - Participated in Weekly Internal WDTIP Touchpoint meetings
 - Participated in Weekly WDTIP Workgroup Status meetings
 - Participated in Bi-Weekly WDTIP Group with CalSAWS and State representatives
 - Participated in Last Two Sprints Retrospective meeting on October 8, 2024
 - Participated in Peer Review PODs 1512 and 1696 on October 17, 2024

- Others
 - Participated in Bi-Weekly Virtual Assistant Design review sessions
 - Participated in Weekly Design Manager's Status meetings
 - Participated in Weekly Task Management Check-In meetings
 - Participated in Weekly Lobby Management Modernization meetings
 - Reviewed 24.11 Release Notes
 - Participated in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participated in CalWORKs/CalFresh Committee meeting on October 16, 2024
 - Participated in the following Eligibility Design meetings:
 - ✦ CA-233160: ACL 23-94 - Family Reunification Funding
 - ✦ CA-252117: Allow HSP for Closed CW Program
 - ✦ CA-225430: ACL 21-04 Update generation of GN 6070
- Reviewed Eighty-Three (92) Design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction

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

RELEASE	SCRs IN QA REVIEW
RWR	11
24.07	3
24.09	22
24.11	19
25.01	15
25.02	2
25.03	11
25.05	1
25.06	5
25.09	1
TBD	2
Grand Total	92

- BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O meetings
 - Participated in Scope Review for Partner Coordination in upcoming BenefitsCal releases on September 7, 2024
 - Participated in CalSAWS and BenefitsCal ABAWD Time Limits API design walkthrough on October 8, 2024
 - Participated in Program Manager meeting on October 9 and 16, 2024
 - Participated in BenefitsCal Scrum on October 9 and 16, 2024
 - Participated in BenefitsCal October User-Centered Design on October 16, 2024
- Customer Engagement

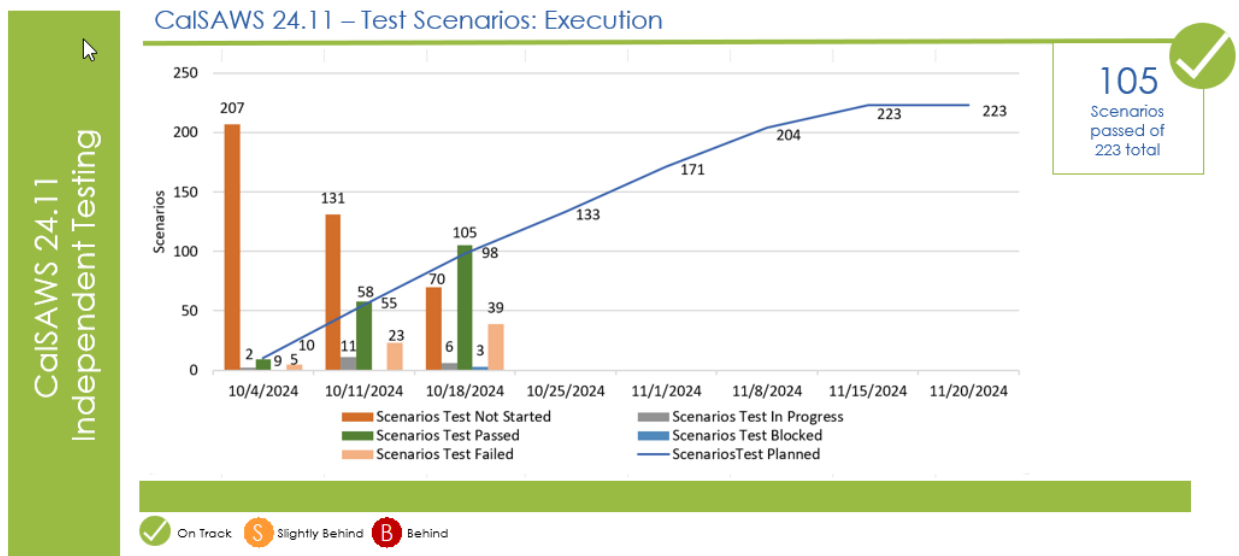
- Continued to monitor Yellow Banner processing status

2.5 Test

- CalSAWS Release 24.11
 - Continued QA Review of System Test scripts for high impact SCRs
 - Continued Test Execution activities
 - Began Production defect reviews for a subset of high impact defects

Table 8 - CalSAWS Release 24.11 Independent Test Progress

TEST CYCLE	TOTAL SCENARIOS	NOT EXECUTED	IN PROGRESS	PASSED	FAILED	BLOCKED
CalSAWS Release 24.11 - ClearBest QA Independent Test Results	223	31% (70)	3% (6)	47% (105)	18% (39)	1% (3)



- Foster Care Eligibility Determination (FCED)
 - Continued test preparation activities
- BenefitsCal Activities
 - Completed Release 24.10.07 Emergency Release test activities
 - Began and Completed Release 24.10.10 Emergency Release activities
 - Facilitated Release 24.10.25 combined QA and Consortium testing meeting on October 18, 2024
 - Began Release 24.10.25 Priority Release activities
 - Continued Release 24.10.31 Monthly 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 9 - Priority Release/RWR Issues Completed for QA Review/Test

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-282549 Alignment and Footer Issues in the forms having NA 274 budgets.	24.09.x2	RWR	QA Review
CA-283113 UEID while generating WTW 47 in Arabic through Template Repository	24.09.x2	RWR	QA Review
CA-273502 ACL 23-96 Update CW 30 CalWORKs Budget Worksheet	24.09.x2	RWR	QA Review
CA-281217 Update the M44-211D available in Template Repository to the latest State version	24.09.x2	RWR	QA Review
CA-240094 Refactor: CalFresh NOA Regulations	24.09.x2	RWR	QA Review
CA-282235 CalFresh NOA 'Over Limit Winnings' is not generating instead 'Failed Recert Process' NOA generated during RE month.	24.09.x2	RWR	QA Review
CA-282165 Reason Fragment: 6240 populates the discontinue date in mm/yyyy format.	24.09.x2	RWR	QA Review

- Training
 - Continued Release 24.11 Job Aid/Online Help SCR validation activities
 - Continued Priority Release 24.11.22 WBT SCR validation activities
- Other Consortium Support Test Activities
 - Participated in Integrated Test meeting on October 8 and 15, 2024
 - Participated in Test Touchpoint meeting on October 9 and 16, 2024

2.6 Infrastructure Transition

- Participated in the Weekly Infrastructure Transition Work Plan meeting
- Participated in the Weekly Infrastructure Transition Schedule Collaboration meeting
- Participated in the Infrastructure Transition Kickoff Meeting on October 9, 2024
- Participated in the Transition Schedule pre-meeting on October 10, 2024
- Participated in the Contact Center services support discussion on October 16, 2024
- Participated in the Analytics support discussion on October 16, 2024
- Participated in the ForgeRock support discussion on October 16, 2024
- Participated in the Security services support discussion on October 17, 2024
- Participated in the Imaging services support discussion on October 18, 2024

2.7 OCAT

- Participated in OCAT Operations and Release meeting on October 16, 2024

3 ACTIVITIES FOR THE NEXT REPORTING PERIOD

3.1 Project Management

- Participate in OCAT Monthly SLA Review on October 21, 2024
- Participate in Region 4 Management Site Visit Plan on October 22, 2024
- Participate in Infrastructure Services Plan review on October 22, 2024
- Participate in CalSAWS PMO Status reviews on October 22 and 29, 2024
- Participate in Hyland Imaging Status Reviews on October 29, 2024
- Participate in CalSAWS Contact Center review on October 30, 2024
- Participate in CalSAWS Section Directors' meeting on October 30, 2024
- Participate in OCAT Ops and Release Management meeting on October 30, 2024
- Continue supporting Transition Planning

3.2 Technical

- Participate in CalSAWS Weekly Technical meeting on October 21 and 28, 2024
- Participate in Tech Change Advisory Board (CAB) on October 23 and 30, 2024
- Participate in CalSAWS Bi-Weekly Status meeting on October 23, 2024
- Participate in FCED Governance Committee meeting on October 24, 2024
- Participate in Weekly Architecture discussions on October 24 and 31, 2024
- Participate in Environment Integration Management review on October 24, 2024
- Participate in CARES/CalSAWS testing meeting on October 24 and 31, 2024
- Participate in CalSAWS Section Directors Meeting on October 30, 2024
- BenefitsCal
 - Participate in BenefitsCal Operations Review meetings
 - Participate in DD&I and M&O review meetings
 - Participate in BenefitsCal and ForgeRock integration
- Batch
 - Participate in CalSAWS Batch review on October 24 and 31, 2024
- Contact Center
 - Participate in Fresno GenAI Call Summary meetings
 - Participate in Calabrio and eGain SSO Effort Updates 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 October 30, 2024
 - Participate in Voice Bots and RPA Joint Status meeting on October 30, 2024
- Security
 - Continue Deloitte SSP review
 - Participate in Deloitte SSP review meetings on October 22, 23, and 30, 2024
 - Participate in OCAT SSP review on October 23, 2024
 - Participate in Deloitte CloudCheckr Security review on October 24, 2024
 - Participate in Accenture CloudCheckr Security review on October 24 and 31, 2024
 - Participate in Accenture Security Status meeting on October 24, 2024

- Participate in Ernst & Young CloudCheckr Security meeting on October 28, 2024
- Participate in Gainwell CloudCheckr Security meeting on October 28, 2024
- Participate in ForgeRock Operations Bi-Weekly meeting on October 30, 2024
- Participate in Security Risk Management Group on October 31, 2024
- Service Management
 - Participate in ServiceNow Process Improvement review on October 24, 2024
 - Participate in Monthly Helpdesk Trends Meeting on October 31, 2024
 - Participate in ServiceNow and ForgeRock integration meetings
- Central Print
 - Participate in Central Print Weekly meetings on October 21 and 28, 2024
- Lobby Management
 - Participate in CalSAWS Lobby Management Committee meeting on October 24, 2024

3.3 Imaging

- Participate in the Imaging Status meeting on October 29, 2024

3.4 Functional

- Support October SCRB and SPG Scorecard review cycles
- Client Correspondence
 - Participate in Weekly Correspondence Design Status meetings
- FCED
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly FCED All Team standup meetings
 - Participate in Weekly CARES/CalSAWS Test and Technical Sync meetings
 - Participate in Daily Interface Integration Test Scenarios Review meetings
 - Participate in Weekly FCED Business Workgroup meetings
 - Participate in Weekly CARES Technical Sync discussions
 - Participate in the FCED Governance Meeting on October 24, 2024
- General Assistance/General Relief (GA/GR)
 - Participate in Weekly GA/GR meetings with Accenture and Gainwell
 - Participate in Weekly GA/GR Correspondence Web-Service discussions
 - Participate in GA/GR Design meeting:
 - ✦ CA-264995: Update GA/GR Administration to include an additional link for Consortia correspondence administration
- Lobby Management
 - Participate in Monthly Lobby Management Status meetings
 - Participate in Weekly SCR CA-213363 Lobby Modernization Design discussions
 - Participate in Lobby Management Committee Meeting on October 24, 2024
 - Participate in Kern Lobby Device Planning meeting on October 31, 2024
- Medi-Cal/CMSP
 - Participate in Daily CalHEERS CalSAWS Test Connect meetings
 - Participate in Weekly CalHEERS SAWS Integration review meetings
 - Participate in Bi-Weekly Status Meetings

- Participate in Bi-Weekly CalHEERS Test Touchpoint meetings
- Participate in Weekly CWDA CalHEERS meetings
- Participate in Weekly Medi-Cal/CMSP/CalHEERS Touchpoint meetings
- Participate in Medi-Cal/CMSP Design meeting:
 - ✦ CA-282390: Create a list for Bounce Back Rule Cases where the Renewal was not updated
- Participate in the following JAD Sessions
 - ✦ CR 233034: Inclusion of Reasonable Explanation
 - ✦ CR 259588: Enhance Issuer Portal for Carrier onboarding
 - ✦ CR 216717: BREfS Initiative #7 - Carry Forward Enhancements
 - ✦ CR 252583: Notices Updates for Release 25.06
 - ✦ CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - ✦ CR 199832: Automatic Plan Selection (SB 260) Phase 2
 - ✦ CR 256174: Enhance processing of 1095 and 3895 architectures
 - ✦ CR 272295: CalHEERS Banner Messaging
 - ✦ CR 283907: Masking Sensitive Data Elements
- Reports
 - Participate in Weekly State/Fiscal Reports Defect status meetings
 - Participate in Bi-Weekly State/Fiscal Report County Support meeting
 - Participate in CF 296 County Instructions meeting
- Telephone Consumer Protection Act
 - Participate in SCR requirements and design discussion meetings on October 23 and 30, 2024
- WDTIP
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly WDTIP Workgroup meetings with State representatives
 - Participate in Weekly EDD Technical Sync meetings
 - Participate in Last Two Sprints Retrospective meeting on October 29, 2024
- Others
 - Participate in Weekly AppDev Leads meetings
 - Participate in Bi-Weekly Virtual Assistant Design review sessions
 - Participate in Weekly Design Manager's Status meetings
 - Participate in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participate in Weekly Task Management Check-In meetings
- BenefitsCal
 - Participate in Daily Transaction Failures meetings
 - Participate in bi-weekly Enhancement and M&O check-in meetings
 - Participate in weekly Scope Review for Partner Coordination in upcoming BenefitsCal releases
 - Participate in Program Manager meeting on October 23 and 30, 2024
 - Participate in BenefitsCal Scrum on October 23 and 30, 2024
 - Participate in Get CalFresh Parity List meeting on October 23, 2024
- Customer Engagement
 - Continue to monitor Yellow Banner processing statistics

3.5 Test

- CalSAWS Release 24.11
 - Continue QA Review of System Test script for high impact SCRs
 - Continue test execution activities
 - Continue QA Review of a subset of high impact Production defects
- FCED
 - Continue test preparation activities
- BenefitsCal Activities
 - Review Release 24.10.25 and Release 24.10.31 release notes
 - Complete Release 24.10.25 Priority Release test activities
 - Continue Release 24.10.31 Monthly Release test activities
- Priority Release/RWR Activities
 - Monitor priority releases/RWR defects and SCR test activities
- Training
 - Continue WBT/CFP SCR validation activities
 - Continue Release 24.11 Job Aid/Online Help SCR validation activities
- Other Consortium Support Test Activities
 - Participate in Integrated Test meeting on October 22 and 29, 2024
 - Participate in Test Touchpoint meeting on October 23 and 30, 2024

3.6 Infrastructure Transition

- Participate in the Weekly Infrastructure Transition Work Plan meeting
- Participate in the Weekly Infrastructure Transition Schedule Collaboration meeting
- Participate in the I-D02 (Infrastructure Service Plan) DDEL Walkthrough session on October 22, 2024
- Participate in the Analytics risk review discussion on October 23, 2024
- Participate in the Imaging risk review discussion on October 23, 2024
- Participate in the ForgeRock risk review discussion on October 23, 2024
- Participate in the Contact Center risk review discussion on October 23, 2024

3.7 OCAT

- Participate in OCAT Monthly SLA Reporting meeting on October 21, 2024

4 DEVIATIONS FROM PLAN/ADJUSTMENTS

- None