

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

ClearBest Quality Assurance

Reporting Period: October 21, 2024 – November 3, 2024

Table of Contents

1 EXECUTIVE SUMMARY	3
1.1 Highlights of the Reporting Period	3
1.2 Deliverable Summary	4
2 HIGHLIGHTS FOR THE REPORTING PERIOD	5
2.1 Project Management.....	5
2.2 Technical.....	6
2.3 Imaging	7
2.4 Functional.....	7
2.5 Test	9
2.6 Infrastructure Transition.....	11
2.7 OCAT.....	12
3 ACTIVITIES FOR THE NEXT REPORTING PERIOD	12
3.1 Project Management.....	12
3.2 Technical.....	12
3.3 Imaging	13
3.4 Functional.....	13
3.5 Test	15
3.6 Infrastructure Transition.....	15
3.7 OCAT.....	16
4 DEVIATIONS FROM PLAN/ADJUSTMENTS	16

TABLE OF TABLES

Table 1 - Bi-Weekly Status Agenda Topics	3
Table 2 – CalSAWS M&O Deliverable Summary	4
Table 3 - Infrastructure Transition Deliverable Summary	4
Table 4 – M&E Transition Readiness Deliverable Summary	5
Table 5 - OCAT Deliverable Summary.....	5
Table 6 - BenefitsCal Deliverable Summary.....	5
Table 7 - Weekly M&O System Change Request (SCR) Updates	9
Table 8 - CalSAWS Release 24.11 Independent Test Progress.....	10
Table 9 - Priority Release/RWR Issues Completed for QA Review/Test	10
Table 10 - Priority Release/RWR Issues In Progress for QA Review/Test	11

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
QA PMO	<ul style="list-style-type: none"> ▪ Participated in Infrastructure Services Plan review ▪ Participated in OCAT and GA/GR Transition review ▪ Participate in OCAT Ops and Release Management meeting ▪ Provided CalSAWS/QA Overview for Consortium Privacy Analyst ▪ Conducted SCR Training sessions ▪ Supported Collaboration Model Redesign ▪ Continued to support Committee Evolution Strike Team ▪ Continued to support Supplemental Report Letter Stakeholder review and refinement
QA Technical	<ul style="list-style-type: none"> ▪ Continued review of Gainwell Infrastructure deliverables ▪ Participated in CalSAWS production service interruption reviews ▪ Participated in CalSAWS Contact Center reviews ▪ Participated in CalSAWS Imaging SLA and performance reviews ▪ Participated in Fresno Gen AI reviews ▪ Reviewed CalSAWS Change Advisory Board (CAB) tickets ▪ Continued review of partner System Security Plans (SSPs)
QA Functional/Test	<ul style="list-style-type: none"> ▪ Participated in Infrastructure Transition Risk discussions ▪ 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
77.01	Transition Monthly Status Report October 2024	On Time	FDEL due on 11/7/24
78	Assessment of Infrastructure Transition-In Master Plan (I-D01)	On Time	DDEL submitted on 11/4/24 FDEL due on 11/8/24
80	Assessment of Infrastructure Transition-In Work Schedule (I-D03)	On Time	DDEL due on 11/12/24 FDEL due on 11/15/24
81	Assessment of Infrastructure Transition-In Test & Validation Plan (I-D04)	On Time	FDED due 11/5/24
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	FDED comments due on 11/6/24
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	DDEL comments due on 12/16/24
91	Assessment of Infrastructure Technology Recovery Plan (I-D14)	On Time	FDED comments due on 11/5/24
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-27.33	Monthly M&O Report – October 2024	On Time	DDEL comments due on 11/18/24
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 OCAT Monthly SLA Review on October 21, 2024
- Participated in Region 4 Management Site Visit Plan on October 22, 2024
- Participated in Infrastructure Services Plan review on October 22, 2024
- Participated in CalSAWS PMO Status reviews on October 22 and 29, 2024
- Provided CalSAWS Overview for Consortium Privacy Analyst on October 24, 2024
- Participated in OCAT and GA/GR Transition review on October 24 and 28, 2024
- Participated in Hyland Imaging Status Reviews on October 29, 2024
- Participated in CalSAWS Contact Center review on October 30, 2024
- Participated in CalSAWS Section Directors' meeting on October 30, 2024
- Participated in OCAT Ops and Release Management meeting on October 30, 2024
- Continued supporting Transition Planning
- Collaboration Model, Strike Teams, and Special Projects
 - Finalized SCR Training Session materials on October 21, 2024
 - Conducted SCR Training dry run on October 21, 2024
 - Updated Reframing Table Talk materials October 21 – November 1, 2024
 - Facilitated Committee Evolution Strike Team reviews on October 23 and 29, 2024
 - Updated Public Facing Stakeholder slides on October 23 and 29, 2024
 - Facilitated SCR Training sessions on October 24 and 28, 2024
 - Facilitated leadership review of Public Facing Stakeholder slides on November 1, 2024.

2.2 Technical

- Participated in CalSAWS Weekly Technical meeting on October 21 and 28, 2024
- Participated in ServiceNow/ForgeRock reviews on October 21 and 22, 2024
- Participated in Windows 11 Pilot Review meeting on October 21, 2024
- Participated in Technical Change Advisory Board (CAB) on October 23 and 30, 2024
- Participated in CalSAWS Bi-Weekly meeting on October 23, 2024
- Participated in Infrastructure – ForgeRock Risk Review meeting on October 23, 2024
- Participated in CARES/CalSAWS testing meeting on October 24 and 31, 2024
- Participated in Environment Integration review on October 24, 2024
- Participated in N-1 Software Inventory - Quarterly Review on October 24, 2024
- Participated in OCAT and GA/GR Transition Readiness Meeting on October 28, 2024
- Participated in MEDS Interruption Review meeting on October 30, 2024
- Participated in CalSAWS Section Directors meeting on October 30, 2024
- Participated in CalSAWS Monthly Over 15 Seconds Report Review meeting on October 31, 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 24 and 31, 2024
- Contact Center
 - Participated in reoccurring Bots meetings
 - Participated in CSC Support meetings
 - Participated in Calabrio review 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 Weekly review on October 24 and 31, 2024
 - Participated in Contact Center status on October 30, 2024
 - Participated in Voice Bots and RPA Joint Status meeting on October 30, 2024
- Security
 - Participated in Deloitte SSP reviews on October 22 and 30, 2024
 - Participated in Accenture CloudCheckr Security meeting on October 24, 2024
 - Participated in Accenture Security Status meeting on October 24, 2024
 - Participated in Ernst & Young CloudCheckr Security meeting on October 28, 2024
 - Participated in Gainwell CloudCheckr Security meeting on October 28, 2024
 - Participated in ForgeRock Operations Sync meeting on October 30, 2024
 - Participated in the Security Risk Management Group on October 31, 2024
- Central Print
 - Participated in Central Print weekly status on October 21, 2024
- Lobby Management
 - Participated in Lobby Management Modernization meeting on October 22, 2024
- Service Management

- Participated in ServiceNow Process Improvement review on October 24, 2024
- Participated in Monthly helpdesk Trends meeting on October 31, 2024
- Participated in Hardware Asset Management (HAM) Process Review meeting on November 1, 2024

2.3 Imaging

- Participated in Imaging Status call on October 29, 2024

2.4 Functional

- Continued supporting October SPG Scorecard review cycles and SCRB containing 90 Total SCRs (88 Approved and 2 Pulled from SCRB).
- Client Correspondence
 - Participated in Weekly Correspondence Design Status meetings
 - Participated in the following Client Correspondence Design meetings:
 - ✦ CA-51493: ACL 16-25 - Removal of M40-125A NOA and add missing Restoration NOAs for Semi-Annual Report (SAR 7)
 - ✦ CA-235484: Add Additional NOAs for Non-Compliance Page
- Foster Care Eligibility Determination (FCED)
 - Participated in Daily Scrum standup meetings
 - Participated in Weekly End to End FCED Test scenarios Review meetings
 - Participated in Bi-Weekly FCED User Group meeting
 - Participated in Weekly CARES Technical Sync discussions
 - Participated in Daily Interface Integration Test Scenarios Review meetings
 - Participated in Weekly CalSAWS CARES/FCED internal touchpoint
 - Participated in Weekly CARES/CalSAWS Testing meetings
 - Participated in Weekly FCED Business Workgroup meetings
 - Participated in Weekly FCED All Team standup meetings
 - Facilitated Foster Care Overview session on October 22, 2024
 - Participated in End-To-End Scripts Review on October 23, 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 the following GA/GR Design meetings:
 - ✦ CA-264995: Update GA/GR Administration to include an additional link for Consortia correspondence administration
- Lobby Management
 - Participated in Siskiyou Lobby Device Planning meeting on October 22, 2024
 - Participated in ADA Requirements for Lobby Modernization on October 22, 2024
 - Participated in the CA-213363 Design Discussion meeting on October 22, 2024
 - Participated in Intune PC Setup for Orange County on October 23, 2024
 - Participated in CalSAWS Lobby Management Committee on October 24, 2024
 - Participated in San Bernardino Lobby Device Planning on October 24, 2024
 - Participated in San Joaquin Lobby Device Planning on October 24, 2024
 - Participated in Fresno Lobby Device Planning on October 24 and 31, 2024
 - Participated in Monterey Lobby Device Planning on October 29, 2024

- Participated in Kern Lobby Device Planning on October 31, 2024
- Medi-Cal/CMSP
 - Participated in Daily CalHEERS CalSAWS Test Connect meetings
 - Participated in Weekly CalHEERS SAWS Integration meetings
 - Participated in Weekly SCR Touchpoint meetings
 - Participated in Weekly CalHEERS Test Touchpoint meetings
 - Participated in Internal Discussions on MEDS Daily File Issues in October 21, 24, and 31, 2024
 - Participated in CalSAWS Medi-Cal CMSP Committee SCR Design Review meeting on October 23, 2024
 - Participated in Bi-Weekly CalSAWS Medi-Cal Correspondence Committee meeting on October 24, 2024
 - Participated in Weekly CWDA/SAWS CalHEERS meeting on October 31, 2024
 - Participated in the following JAD Sessions
 - ✦ CR 114946: Intelligent Document Processing (IDP) Integration for Identity Documents
 - ✦ CR 256055: Collect Electronic Verification of Income Data for Noncitizens
 - ✦ CR 278587: Accelerated Enrollment Enhancements
 - ✦ CR 287884: MCAP Effective Dating Enhancements
 - ✦ CR 274413: IDP Phase II - Cost Summary Walkthrough
 - ✦ CR 216717: BREfS Initiative #7 - Carry Forward Enhancements
 - ✦ CR 265866: Modify Verify Current Income (VCI) Call Rate Discussion
 - ✦ CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - ✦ CR 233034: Inclusion of Reasonable Explanation
 - ✦ CR 287402: Single Streamline Application (SSApp)
 - ✦ CR 252587: Design Change Request (DCR) for Release 25.6
 - ✦ CR 252588: Design Change Request (DCR) for Release 25.9
 - ✦ CR 252593: CalHEERS SAWS EHIT Interface Schema Update Version 22 for 25.6
- 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 EBT 2259 User Group Meeting held on October 30, 2024
 - Participated in Report Survey Questions with RMs meeting on October 31, 2024
 - Participated in the following Reports Design meetings:
 - ✦ CA-252984: CalFresh CF 296 and Expedited Service Redesign
 - ✦ CA-261827: Update Refund Transactions to not allow to be edited
 - ✦ CA-219129: Update EBT Printer Detail to require Physical Office ID
- Telephone Consumer Protection Act
 - Participated in SCR requirements and design discussion meetings on October 23 and 30, 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

- 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 (21 Defects and 2 SCRs)
 - Participated in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participated in CFAP Expansion Automation Meeting on October 22, 2024
- Reviewed Seventy-Seven (77) 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	18
24.07	1
24.09	18
24.11	13
25.01	17
25.02	3
25.03	3
25.05	1
25.09	1
TBD	2
Grand Total	77

- 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 October 21 and 28, 2024
 - Participated in BenefitsCal Scrum on October 23 and 30, 2024
 - Participated in Get CalFresh Parity List meeting on October 23, 2024
 - Participated in Program Manager meeting on October 30, 2024
 - Participated in Alternate Formats for Visually Impaired Applicants discussion on October 29, 2024
- Customer Engagement
 - Continued to monitor Yellow Banner processing status

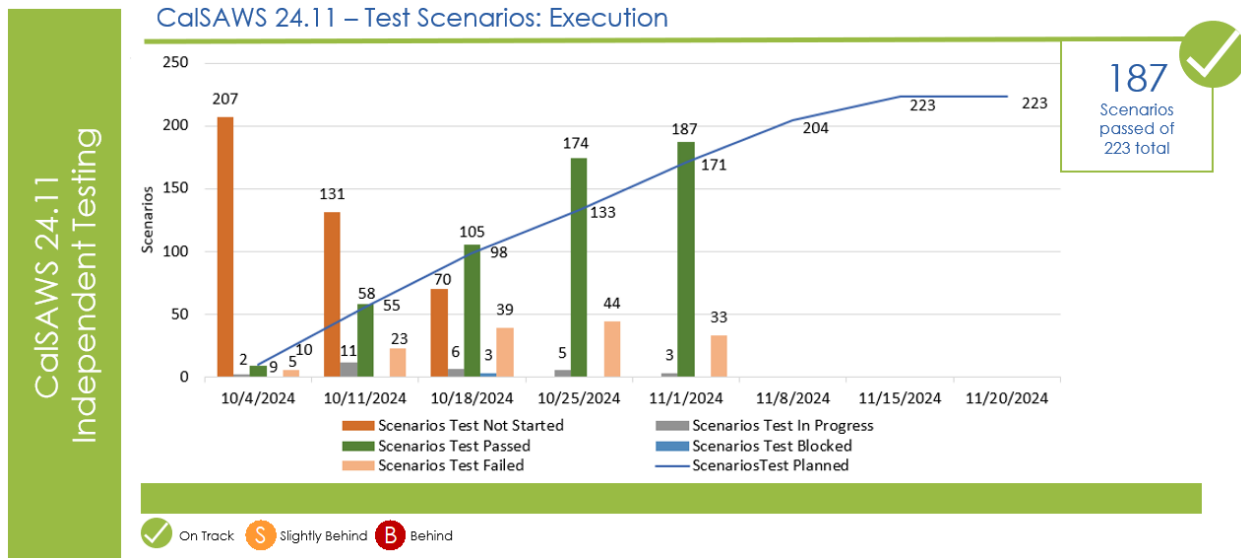
2.5 Test

- CalSAWS Release 24.11

- Continued QA Review of System Test scripts for high impact SCRs
- Continued Test Execution activities
- Continued 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	0% (0)	1% (3)	84% (187)	15% (33)	0% (0)



- Foster Care Eligibility Determination (FCED)
 - Continued test preparation activities
- BenefitsCal Activities
 - Completed Release 24.10.25 Priority Release activities
 - Reviewed Release 24.10.25 release notes
 - Began and Completed Release 24.10.28 and 24.10.29 Emergency Release activities
 - Completed Release 24.10.31 Monthly Release test activities
 - Facilitated Release 24.11.26 QA and Consortium Scope Coverage meeting on October 31, 2024
 - 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-277323 Add Individual Actions for Program-Level Medi-Cal Failure Reasons	24.09.x3	RWR	QA Review

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-281111 Update the CCP 7 to the 5/2024 Version	24.09.x3	RWR	QA Review
CA-281535 Virtual Assistant Expansion- Release 24.11.07 (Release 25)	24.11.07	Priority Release	QA Review

- Began test activities on the following SCRs/Defects:

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

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-265075 Add CF 886 in Threshold Languages	24.09.x3	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 22 and 29, 2024
 - Participated in Test Touchpoint meeting on October 23 and 30, 2024
 - Participated in Release 24.11 Integrated Readiness meeting October 28, 2024

2.6 Infrastructure Transition

- Participated in the I-D02 (Infrastructure Service Plan) DDEL Walkthrough on October 22, 2024
- Participated in the Analytics risk review discussion on October 22, 2024
- Participated in the ForgeRock risk review discussion on October 23, 2024
- Participated in the Contact Center risk review on October 23, 24 and 31, 2024
- Participated in the Imaging risk review discussion on October 24, 2024
- Participated in the ForgeRock separation of responsibilities (Infrastructure versus M&E) discussion on October 24, 2024
- Participated in the OCAT and GA/GR Transition review on October 24 and 28, 2024
- Performed Gainwell's Weekly Status Report (WSR) review on October 29, 2024
- Participated in the Infrastructure Transition Risks discussion on October 31, 2024
- Participated in the following Cloud and Data Center Workstream KT sessions
 - Cloud Architecture and Design session on November 1, 2024
- Participated in the following Security Workstream KT sessions
 - Security Risk and Compliance session on November 1, 2024
 - Security Incident Response session on November 1, 2024
- Participated in the following Service Desk Workstream KT sessions
 - Tier 3 Service Management Reports session on November 1, 2024
- Participated in the following Technical Support Workstream KT sessions
 - Lobby Management session on November 1, 2024
 - Tools and Processes session on November 1, 2024

2.7 OCAT

- Participated in OCAT Monthly SLA Performance review on October 21, 2024
- Participated in OCAT Operations and Release meeting on October 30, 2024

3 ACTIVITIES FOR THE NEXT REPORTING PERIOD

3.1 Project Management

- Participate in CalSAWS PMO Status reviews on November 5 and 12, 2024
- Participate in Hyland Imaging SLA Data review on November 5, 2024
- Participate in Infrastructure Services Plan review on November 5, 2024
- Participate in Release 24.11 Webcast review on November 5, 2024
- Participate in OCAT Monthly SLA review on November 11, 2024
- Participate in Release 24.11 T-2 Readiness review on November 12, 2024
- Participate in Hyland Imaging Status Reviews on November 12, 2024
- Participate in CalSAWS Contact Center review on November 13, 2024
- Participate in CalSAWS Section Directors' meeting on November 13, 2024
- Participate in CalSAWS JPA Board meeting on November 15, 2024
- Collaboration Model, Strike Teams, and Special Projects
 - Draft leadership communication for Committee Evolution Strike Team awareness
 - Continue to support Supplemental Report Letter development
 - Conduct SCR presenter preparation session on November 4, 2024
 - Continue refinement of Stakeholder Public Facing slides on November 4, 2024
 - Participate in CM Redesign/Stakeholder review on November 5, 2024
 - Facilitate Executive Sponsor meeting for small group session preparation on November 7, 2024.

3.2 Technical

- Participate in CalSAWS Weekly Technical meeting on November 4, 2024
- Participate in Tech Change Advisory Board (CAB) on November 6 and 13, 2024
- Participate in CalSAWS Bi-Weekly Status meeting on November 6, 2024
- Participate in SCR CA-265665 walkthrough meeting on November 6, 2024
- Participate in Weekly Architecture discussions on November 7 and 14, 2024
- Participate in Environment Integration Management review on November 7, 2024
- Participate in CARES/CalSAWS testing meeting on November 7 and 14, 2024
- Participate in Palo Alto Global Protect UAT kickoff meeting on November 7, 2024
- Participate in CalSAWS Section Directors Meeting on November 13, 2024
- Participate in JPA Board of Directors Meeting on November 15, 2024
- Participate in Release 24.11 Project Integrated Readiness meetings
- 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 November 7 and 14, 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 Management Conference on November 4, 2024
 - Participate in Contact Center Weekly Touchpoint on November 7 and 14, 2024
 - Participate in Contact Center Status Review on November 13, 2024
 - Participate in Voice Bots and RPA Joint Status meeting on November 13, 2024
- Security
 - Continue Deloitte SSP review
 - Participate in Deloitte SSP review meetings on November 6, and 13, 2024
 - Participate in Deloitte CloudCheckr Security review on November 7, 2024
 - Participate in Accenture CloudCheckr Security review on November 7 and 14, 2024
 - Participate in Security Risk Management Group on November 7, 2024
 - Participate in Accenture Security Status meeting on November 7, 2024
 - Participate in Gainwell CloudCheckr Security meeting on November 11, 2024
 - Participate in ForgeRock Operations Bi-Weekly meeting on November 13, 2024
- Service Management
 - Participate in Helpdesk Operations Meeting on November 14, 2024
- Central Print
 - Participate in Central Print Weekly meetings on November 4, 2024
- Lobby Management
 - Participate in CalSAWS Lobby Management meetings as scheduled

3.3 Imaging

- Participate in CalSAWS- Hyland Data review meeting on November 5, 2024
- Participate in Imaging Status meeting on November 12, 2024
- Participate in CalSAWS Hyland Imaging review on November 12, 2024

3.4 Functional

- Support November SCRB and SPG Scorecard review cycles
- Client Correspondence
 - Participate in Weekly Correspondence Design Status meetings
- Foster Care Eligibility Determination (FCED)
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly End to End FCED Test scenarios Review meetings
 - Participate in Bi-Weekly FCED User Group meeting
 - Participate in Weekly CARES Technical Sync discussions
 - Participate in Daily Interface Integration Test Scenarios Review meetings
 - Participate in Weekly CalSAWS CARES/FCED internal touchpoints
 - Participate in Weekly CARES/CalSAWS Testing meetings

- Participate in Weekly FCED Business Workgroup meetings
- Participate in Weekly FCED All Team standup meetings
- Participate in FCED Risk Mitigation Planning for Risk 305 on November 5, 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
- Lobby Management
 - Participate in Monthly Lobby Management Status meetings
 - Participate in Weekly SCR CA-213363 Lobby Modernization Design discussions
 - Participate in Siskiyou Lobby Device Planning meeting on November 5, 2024
 - Participate in Monterey Lobby Device Planning on November 5 and 12, 2024
 - Participate in San Bernardino Lobby Device Planning on November 7, 2024
 - Participate in Fresno Lobby Device Planning on November 7 and 14, 2024
 - Participate in San Joaquin Lobby Device Planning on November 7, 2024
 - Participate in Kern Lobby Device Planning meeting on November 14, 2024
- Medi-Cal/CMSP
 - Participate in Daily CalHEERS CalSAWS Test Connect meetings
 - Participate in Weekly CalHEERS SAWS Integration meetings
 - Participate in Weekly SCR Touchpoint 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 the following JAD Sessions
 - ✦ CR 82920: BREFS Initiative #9: Verifications Only Service and Separation of Verifications by Source
 - ✦ CR 151332: MAGI Medi-Cal Income Budget Periods
 - ✦ CR 238810: Delegation Not Updating After Primary Contact Change by SAWS
 - ✦ CR 252587: Design Change Request (DCR) for Release 25.6
 - ✦ CR 252588: Design Change Request (DCR) for Release 25.9
 - ✦ CR 252593: CalHEERS SAWS EHIT Interface Schema Update Version 22 for 25.6
 - ✦ CR 256055: Collect Electronic Verification of Income Data for Noncitizens
 - ✦ CR 256174: Enhance processing of 1095 and 3895 architectures
 - ✦ CR 259588: Enhance Issuer Portal for gathering and maintaining Carrier onboarding information
 - ✦ CR 274413: Intelligent Document Processing (IDP) and Verification Phase II
 - ✦ CR 287402: Single Streamline Application
 - ✦ CR 287884: Medi-Cal Access Program Effective Dating Enhancements
- Reports
 - Participate in Weekly State/Fiscal Reports Defect status meetings
 - Participate in Bi-Weekly State/Fiscal Report County Support meeting
- Telephone Consumer Protection Act
 - Participate in Outbound Customer Campaigns review on November 5, 2024
 - Participate in SCR requirements and design discussion meetings on November 7 and 13, 2024
- WDTIP
 - Participate in Daily Scrum standup meetings

- Participate in Weekly WDTIP Workgroup meetings with State representatives
- Participate in Weekly EDD Technical Sync meetings
- 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 Lobby Management Modernization 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 November 6 and 13, 2024
 - Participate in BenefitsCal Scrum on November 6 and 13, 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 Defect retesting
 - Continue QA Review of a subset of high impact Production defects
- FCED
 - Continue test preparation activities
- BenefitsCal Activities
 - Begin Release 24.11.26 Monthly Release test activities
 - Begin Release 25.01.26 Integrated Release test preparation 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 November 4 and 11, 2024
 - Participate in Test Touchpoint meeting on November 5 and 12, 2024

3.6 Infrastructure Transition

- Perform Gainwell's Weekly Status Report (WSR) reviews
- Participate in Weekly Infrastructure Transition Schedule Collaboration meeting
- Participate in I-D02 Group 1 DDEL walkthrough session on November 5, 2024
- Participate in the following Network Operations Workstream KT sessions

- Network Architecture and Devices session on November 4, 2024
- Participate in the following NOC/SOC Workstream KT sessions
 - Network Operations Center Overview session on November 7, 2024
 - Security Operations Center Overview session on November 14, 2024
- Participate in the following Service Desk Workstream KT sessions
 - Tier 3 Service Management session on November 8 and 15, 2024
- Participate in the following ServiceNow Workstream KT sessions
 - Platform Administration Overview session on November 5 and 8, 2024
 - Integrations (Jira, Splunk, Forge Rock, Cherwell) session on November 6, 2024
 - IT Asset Management (ITAM) session on November 11, 2024
 - IT Service Management (ITSM) session on November 12 and 13, 2024

3.7 OCAT

- Participate in OCAT Operations and Release meeting on November 13, 2024

4 DEVIATIONS FROM PLAN/ADJUSTMENTS

- None