

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

ClearBest Quality Assurance

Reporting Period: November 4, 2024 – November 17, 2024

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Bi-Weekly Status – ClearBest Quality Assurance

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"> ▪ Continued review of Gainwell Infrastructure deliverables ▪ Participated in Release 24.11 Webcast and Readiness reviews ▪ Participated in CalSAWS Section Directors' meeting ▪ Participated in CalSAWS JPA Board meeting ▪ Conducted Final 2024 SCR Training session ▪ Continued to support Committee Evolution Strike Team ▪ Continue to develop Table Talk (Reframing) materials ▪ Continued to update Supplemental Report Letter ▪ Continue to support Collaboration Model Redesign
<p>QA Technical</p>	<ul style="list-style-type: none"> ▪ Participated in CalSAWS Production Service Interruption reviews ▪ Continued review of partner System Security Plans (SSPs) ▪ Participated in CalSAWS Contact Center and Calabrio reviews ▪ Participated in Hyland Imaging SLA and performance reviews ▪ Participated in Fresno Gen AI reviews ▪ Reviewed CalSAWS Change Advisory Board (CAB) tickets
<p>QA Functional/Test</p>	<ul style="list-style-type: none"> ▪ Received Approval for Release 25.01 Test Scope and Began Release 25.01 Test Preparation ▪ Completed Release 24.11 Test Activities and Training Validation ▪ Continued Validation of Web-based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs ▪ Continued RWR/Priority Release QA Review ▪ Participated in CalSAWS State/Fiscal Report support ▪ Monitored FCED Test Execution and Requirements, Participated in Risk 305 mitigation. Continued to Prepare for Independent Testing ▪ Monitored WDTIP Sprint Development, Test, Data Conversion and County Validation Planning

1.2 Deliverable Summary

Table 2 – CalSAWS M&O Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
65.10	QA Monthly Status Report – November 2024	On Time	FDEL due on 12/6/24
WP-4.13	QA Work Plan – November 2024	On Time	FDEL due on 12/6/24
66.10	QA Test Monthly Report – November 2024	On Time	FDEL due on 12/6/24
67.04	Quarterly QA Security Report	On Time	FDEL due on 12/27/24
68.10	SLA and Performance Review Report – November 2024	On Time	FDEL due on 12/16/24
69.10	OCCAT Monthly Status Report – November 2024	On Time	FDEL due on 12/6/24

Table 3 - Infrastructure Transition Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
77.02	Transition Monthly Status Report November 2024	On Time	FDEL due on 12/6/24
83	Assessment of Infrastructure Work Schedule (I-D06)	On Time	DDED due on 12/16/24 FDED due on 12/24/24
84	Assessment of Infrastructure Technology Refresh Plan (I-D07)	On Time	DDEL comments due on 12/13/24 DDED due on 12/17/24
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 DDED due on 12/17/24
91	Assessment of Infrastructure Technology Recovery Plan (I-D14)	On Time	DDEL comments due on 12/16/24 DDED due on 12/17/24

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 - BenefitsCal Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP-26.27	CX Monthly Report -Oct/Nov 2024	On Time	DDEL comments due on 12/18/24
WP-27.33	Monthly M&O Report – October 2024	On Time	FDEL comments due on 11/27/24
WP-28.32	Work Plan Monthly Updates – November 2024	On Time	FDEL comments due on 12/13/24

HIGHLIGHTS FOR THE REPORTING PERIOD

2.1 Project Management

- Participated in CalSAWS PMO Status reviews on November 5 and 12, 2024
- Participated in Hyland Imaging SLA Data review on November 5, 2024
- Participated in Infrastructure Services Plan review on November 5, 2024
- Participated in Release 24.11 Webcast review on November 5, 2024
- Participated in Release 24.11 T-2 Readiness review on November 12, 2024
- Participated in Hyland Imaging SLA and Status Reviews on November 12, 2024
- Participated in CalSAWS Contact Center review on November 13, 2024
- Participated in CalSAWS Section Directors' meeting on November 13, 2024
- Participated in CalSAWS JPA Board meeting on November 15, 2024
- Collaboration Model, Strike Teams, and Special Projects
 - Facilitated SCR Training Presenter Preparation on November 4 and 14, 2024
 - Finalized CalSAWS Enhancement Request (CER) Focus Group Slides on November 4 and 12, 2024. Facilitated Review on November 13, 2024.
 - Finalized Stakeholder Engagement Process Slides on November 5, 2024
 - Updated the Supplemental Report Letter for Draft Review November 7, 2024
 - Developed Table Talk Content on November 8 and 13, 2024

2.2 Technical

- Participated in 24.11 Project Integrated Readiness Status meetings
- Participated in CalSAWS Weekly Technical meeting on November 4, 2024
- Participated in Windows 11 Pilot Office Hours meeting on November 6, 2024
- Participated in Tech Change Advisory Board (CAB) on November 6 and 13, 2024
- Participated in CalSAWS Bi-Weekly meeting on November 6, 2024
- Participated in Palo Alto Global Protect UAT kickoff meeting on November 7, 2024
- Participated in CARES/CalSAWS testing meeting on November 7 and 14, 2024
- Participated in Environment Integration review on November 7, 2024
- Participated in CalSAWS Section Directors meeting on November 13, 2024
- Participated in CalSAWS October Performance Review on November 13, 2024
- Participated in CalSAWS Architectural Standards Review on November 14, 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 November 7 and 14, 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 CalSAWS Contact Center Management Conference meeting on November 4, 2024
- Participated in Contact Center Weekly review on November 7 and 14, 2024
- Participated in Bi-Weekly Contact Center status on November 13, 2024
- Security
 - Began reviewing OCAT SSP
 - Participated in Deloitte SSP reviews on November 6 and 13, 2024
 - Participated in Accenture Security Status meeting on November 7, 2024
 - Participated in ForgeRock Operations Sync meeting on November 13, 2024
 - Participated in Accenture CloudCheckr Security meeting on November 14, 2024
- Central Print
 - Participated in Central Print weekly status on November 4, 2024
- Lobby Management
 - Participated in Lobby Management Modernization on November 7, 2024
- Service Management
 - Participated in Helpdesk Operations meeting on November 14, 2024

2.3 Imaging

- Participated in Monthly Data Review for CalSAWS - Hyland & ClearBest meeting on November 5, 2024
- Participated in Imaging Status call on November 12, 2024
- Participated in Monthly Customer Success for CalSAWS with Hyland meeting on November 12, 2024

2.4 Functional

- Continued supporting November SPG Scorecard review cycles and SCRB containing 69 Total SCRs (66 Approved and 3 added from SCRB).
- Client Correspondence
 - Participated in Weekly Correspondence Design Status meetings
 - Participated in the following Client Correspondence Design meetings:
 - ✦ CA-258654: ACL 23-26 Update CF 285 and CF 285A
- Foster Care Eligibility Determination (FCED)
 - Participated in Daily Scrum standup 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 CARES/CalSAWS Testing meetings
 - Participated in Weekly FCED Business Workgroup meetings
 - Participated in Weekly FCED All Team standup meetings
 - Participated in FCED Risk 305 preparation meetings on November 4 and 5, 2024
 - Participated in the FCED Extended User Scenario Testing (EUST) Kickoff on November 6, 2024

- Participated in CalSAWS, CARES and CWDA FCED Executive Meeting on November 7, 2024
- Participated in FCED Imaging Questions meeting on November 8, 2024
- Participated in FCED Extended User Scenario Testing (EUST) 2 Scenario Workgroup Check-in on November 13, 2024
- Participated in QA environment readiness meeting on November 14, 2024
- Participated in Build Review Demonstration of CWS-CARES Intake-Screening on November 14, 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-262706: Interim updates for Ventura County to reduce workload associated to GA/GR Redetermination process
- Lobby Management
 - Participated in Weekly Lobby Team meetings
 - Participated in Weekly Design meetings for Lobby Management Modernization
 - Participated in Monthly Lobby Management Status meetings
 - Participated in Siskiyou Lobby Device Planning on November 5, 2024
 - Participated in Monterey Lobby Device Planning on November 5 and 12, 2024
 - Participated in Monterey County Lobby Tablet Network Validation Call on November 5, 2024
 - Participated in San Bernardino Lobby Device Planning on November 7, 2024
 - Participated in San Joaquin Lobby Device Planning on November 7, 2024
 - Participated in Fresno Lobby Device Planning on November 7 and 14, 2024
 - Participated in Kern Lobby Device Planning on November 14, 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 Weekly CWDA/SAWS CalHEERS meeting
 - Participated in CA-257070 2025 SSA COLA Discussion on November 5, 2024
 - Participated in Design Reviews CA-257070 & CA-257071 on November 7, 2024
 - Participated in the following JAD Sessions
 - ✦ CR 238810: Delegation Not Updating After Primary Contact Change by SAWS
 - ✦ CR 287402: Single Streamline Application
 - ✦ CR 252593: CalHEERS SAWS EHIT Interface Schema Update Version 22 for 25.6
 - ✦ CR 252587: Design Change Request (DCR) for release 25.6
 - ✦ CR 151332: MAGI Medi-Cal Income Budget Periods
 - ✦ CR 82920: BREFS Initiative #9: Verifications Only Service and Separation of Verifications by Source
 - ✦ CR 256055: Collect Electronic Verification of Income Data for Noncitizens
 - ✦ CR 252588: Design Change Request (DCR) for release 25.09
 - ✦ CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - ✦ CR 233034: Inclusion of Reasonable Explanation - TDD CRFI Walkthrough
 - ✦ CR 257485: MEDS Enhancements to Improve Data Integrity

- Reports
 - Participated in Weekly State/Fiscal Reports Defect status meetings
 - Participated in Bi-Weekly State/Fiscal Reports County Support meetings
 - Participated in the following Reports Design meetings:
 - ✦ CA-252984: CalFresh CF296 and Expedited Service Redesign
- Telephone Consumer Protection Act
 - Participated in SCR requirements and design discussion meetings on November 7, 8, and 13, 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 WDTIP County Validation meeting on November 13, 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 (25 Defects and 2 SCRs)
 - Participated in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participated in the SCR CA-265665 Add a Duplicate Person Indicator and Update Duplicate Person List page walkthrough on November 6, 2024
- Reviewed Sixty-Eight (68) Design documents, targeting Critical and High priority designs for review and other SCRs at the Consortium's direction

Table 6 - Weekly M&O System Change Request (SCR) Updates

RELEASE	SCRs IN QA REVIEW
RWR	7
24.09	18
24.11	12
25.01	15
25.02	1
25.03	9
25.05	2
25.07	1
25.09	1
TBD	2
Grand Total	68

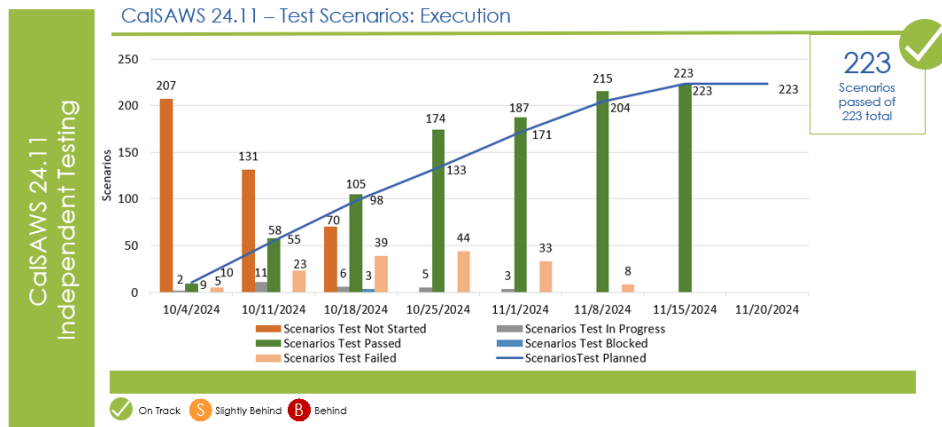
- BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O meetings
 - Participated in Scope Review for Partner Coordination in upcoming BenefitsCal releases on November 4, 2024
 - Participated in BenefitsCal Scrum on November 6, 2024
 - Participated in Program Manager meeting on November 6 and 13, 2024
- Customer Engagement
 - Continued to monitor Yellow Banner processing status

2.5 Test

- CalSAWS Release 25.01
 - Began Test Preparation activities
 - Received Consortium approval for scorecard on November 7, 2024
- CalSAWS Release 24.11
 - Completed QA Review of System Test scripts for high impact SCRs
 - Completed Test Execution activities
 - Completed Production defect reviews for a subset of high impact defects

Table 7 - 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)	0% (0)	100% (223)	0% (0)	0% (0)



- Foster Care Eligibility Determination (FCED)
 - Continued test preparation activities
- BenefitsCal Activities
 - Began and completed Release 24.11.14 Priority Release activities

- Began Release 24.11.26 Monthly Release test activities
- Began Release 25.01.26 Integrated Release test preparation 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 8 - Priority Release/RWR Issues Completed for QA Review/Test

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-265075 Add CF 886 in Threshold Languages	24.11.06	RWR	QA Review
CA-283249 Budget NA 1239 unearned income budget updates	24.09.X5	RWR	QA Review
CA-283850 CCP 2145 address population	24.09.X5	RWR	QA Review
CA-282873 SAWS 2 plus population updates	24.09.X5	RWR	QA Review
CA-282321 CalSAWS Journal update	24.09.X5	RWR	QA Review
CA-273505 Update the M44-211D to the latest State version	24.09.X5	RWR	QA Review

- Began test activities on the following SCRs/Defects:

Table 9 - Priority Release/RWR Issues In Progress for QA Review/Test

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-210302 Translations For Annual Renewal or Change of Circumstances - "No Change in Eligibility" NOA Snippets	24.09.X5	RWR	QA Review

- Training
 - Completed 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 24.11 Project Readiness Status T-3 meeting on November 4, 2024
 - Participated in Integrated Test meeting on November 5 and 12, 2024
 - Participated in Test Touchpoint meeting on November 6 and 13, 2024
 - Participated in 24.11 Project Readiness Status T-2 meeting on November 12, 2024

2.6 Infrastructure Transition

- Performed Gainwell's Weekly Status Report (WSR) review
- Participated in I-D02 Group 1 DDEL walkthrough session on November 5, 2024
- Participated in in-flight project discussion on November 6, 2024
- Participated in Infrastructure Transition OWD Reviews session on November 13, 2024
- Participated in Transition Work Schedule discussion on November 13, 2024
- Participated in the following Contact Center Workstream KT sessions
 - Architectural Overview, eGAIN, and Calabrio on November 13, 2024

- Participated in the following Service Desk Workstream KT sessions
 - Tier 3 Service Management on November 8 and 15, 2024
- Participated in the following Technical Support Workstream KT sessions
 - Workstations on November 4, 2024
 - AWS Workspaces on November 6, 2024
 - Local Technology Support on November 8, 2024
 - Beyond Trust on November 12, 2024
 - Local Admin and BitLocker on November 13, 2024
 - Windows Server Update Server (WSUS) and Advanced Group Policy Management (AGPM) on November 14, 2024
- Participated in the following NOC/SOC Workstream KT sessions
 - Network Operations Center Overview on November 7, 2024
 - Security Operations Center Overview on November 14, 2024
- Participated in the following Security Workstream KT sessions
 - Security Access Control on November 4, 2024
 - Network and Infrastructure on November 5, 2024
 - Vulnerability Management on November 7, 2024
 - Application Security on November 7, 2024
 - Endpoint Protection on November 12, 2024
- Participated in the following ServiceNow Workstream KT sessions
 - Platform Administration Overview on November 5 and 8, 2024
 - Integrations (Jira, Splunk, Forge Rock, Cherwell) on November 6, 2024
 - IT Service Management (ITSM) on November 12 and 13, 2024
 - IT Asset Management (ITAM) on November 13, 2024
- Participated in the following Support Tools Workstream KT sessions
 - DynaTrace on November 5, 2024
 - IBM Operational Decision Manager on November 5, 2024
 - IBM Installation Manager & Oracle Java JDK8 on November 7, 2024
 - Google Android Studio on November 12, 2024
 - Microfocus StormRunner on November 12, 2024
 - Atlassian Jira and Bitbucket on November 13, 2024
- Participated in the following Network Operations Workstream KT sessions
 - Network Architecture and Devices on November 4 and 6, 2024
 - Monitoring and Alerts on November 14, 2024
 - Wireless Networking on November 15, 2024
- Participated in the following Cloud and Operations Workstream KT sessions
 - Cloud Architecture and Design on November 4, 2024
 - DevOps Monitoring Configuration on November 5 and 15, 2024
 - Database Monitoring Configuration on November 5, 6 and 14 2024
 - AWS Network on November 7, 2024
 - AWS IAM and Security Assessment Tools on November 12, 2024
 - Gold AMI Deployment on November 15, 2024
- Participated in the following Production Operations Workstream KT sessions
 - Network Capacity Management on November 12, 2024

2.7 OCAT

- Recommended re-establishing the Bi-weekly OCAT Operations and Release meeting, as the series ended after Ernst & Young (EY) transitioned to Gainwell. Gainwell re-established the series effective November 19, 2024.

ACTIVITIES FOR THE NEXT REPORTING PERIOD

3.1 Project Management

- Participate in Release 24.11 Pre-Green Light review on November 18, 2024
- Participate in CalSAWS PMO Status reviews on November 19 and 26, 2024
- Participate in OCAT Ops and Release Management review on November 19, 2024
- Participate in CalSAWS Contact Center reviews on November 19 and 27, 2024
- Facilitate Release 24.11 Green Light review on November 20, 2024
- Participate in CalSAWS Project Steering Committee on November 21, 2024
- Participate in Release 24.11 Post Release Checkpoints on Novembers 25 - 27, 2024
- Participate in Hyland Imaging Status Reviews on November 26, 2024
- Participate in CalSAWS Section Directors' meeting on November 27, 2024
- Collaboration Model, Strike Teams, and Special Projects
 - Facilitate SCR presenter dry run session on November 18, 2024
 - Finalize SCR session materials on November 19, 2024
 - Capture CalSAWS Enhancement Request (CER) Focus Group Outputs on November 20, 2024
 - Facilitate SCR Training session on November 21, 2024
 - Facilitate Advisory Council CER Brainstorm on November 22, 2024
 - Continue to support coordination for Supplemental Report Letter submission

3.2 Technical

- Participate in Release 24.11 Project Integrated Readiness meetings
- Participate in CalSAWS Weekly Technical meeting on November 18 and 25, 2024
- Participate in Release of Information (ROI) review meeting on November 18, 2024
- Participate in Tech Change Advisory Board (CAB) on November 20 and 27, 2024
- Participate in CalSAWS Bi-Weekly Status meeting on November 20, 2024
- Participate in Monthly Over 15 Seconds Report review on November 20, 2024
- Participate in Weekly Architecture discussions on November 21, 2024
- Participate in Environment Integration Management review on November 21, 2024
- Participate in CARES/CalSAWS testing meeting on November 21, 2024
- Participate in CalSAWS PSC Meeting on November 21, 2024
- Participate in CalSAWS Section Directors Meeting on November 27, 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 November 21, 2024
- Contact Center

Commented [GF1]: @Dan Deane, @Donald Coffey, @Matt Coffey, @Timothy King

I don't have anything for OCAT this week, as the 11/13/2024 OCAT Operations and Release Meeting didn't occur. OCAT SSP review is mentioned in the "Technical/Security" section, consistent with the other SSPs. Open to edits/suggestions, if there is anything we'd want to put here instead, or in addition.

Commented [DC2R1]: @Greg Fitzgerald The text in the section looks good for an update.

- 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 2.0 Executive Readout on November 19, 2024
- Participate in CalSAWS: IVR/Contact Center Committee on November 20, 2024
- Participate in Contact Center Weekly Touchpoint on November 21, 2024
- Participate in CalSAWS Bi-Weekly Amazon Connect-Language Support Implementation Review meeting on November 21, 2024
- Participate in Contact Center Status Review meeting on November 27, 2024
- Security
 - Continue Deloitte SSP review
 - Continue OCAT SSP review
 - Participate in Deloitte SSP review meetings on November 20, and 27, 2024
 - Participate in Deloitte CloudCheckr Security review on November 21, 2024
 - Participate in Accenture CloudCheckr Security review on November 21, 2024
 - Participate in Accenture Security Status meeting on November 21, 2024
 - Participate in ForgeRock Operations Bi-Weekly meeting on November 27, 2024
- Service Management
 - Participate in Monthly Helpdesk Trends Meeting on November 21, 2024
- Central Print
 - Participate in Central Print Weekly meetings on November 18 and 25, 2024
- Lobby Management
 - Participate in CalSAWS Lobby Management meetings as scheduled

3.3 Imaging

- Participate in CalSAWS Imaging Committee meeting on November 21, 2024
- Participate in Imaging Status meeting on November 26, 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 Weekly PM Sync meeting
- Participate in CalSAWS- Foster Care Programs Committee on November 19, 2024
- Participate in the FCED Extended User Scenario Testing (EUST) 2 Scenario Workgroup Check-in on November 20 and 27, 2024
- Participate in CARES Data Conversion Discussion on November 21, 2024
- Participate in CalSAWS, CARES and CWDA FCED Executive Meeting on November 21, 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 Weekly Lobby Team meetings
 - Participate in Weekly Design meetings for Lobby Management Modernization
 - Participate in Monthly Lobby Management Status meetings
 - Participate in Siskiyou Lobby Device Planning on November 19, 2024
 - Participate in Monterey Lobby Device Planning on November 19, 2024
 - Participate in San Bernardino Lobby Device Planning on November 21, 2024
 - Participate in San Joaquin Lobby Device Planning on November 21, 2024
 - Participate in Fresno Lobby Device Planning on November 28, 2024
 - Participate in Kern Lobby Device Planning on November 28, 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 287402: Single Streamline Application
 - ✕ CR 256174: Enhance processing of 1095 and 3895 architectures
 - ✕ CR 287522: Implement a new RIDP solution for consumers using CalHEERS HBX
 - ✕ CR 289599: Turn off Lookback Logic (CR 247111) Discovery
 - ✕ CR 252588: Design Change Request (DCR) for release 25.09
 - ✕ CR 151332: MAGI Medi-Cal Income Budget Periods
 - ✕ CR 252587: Design Change Request (DCR) for release 25.06
 - ✕ CR 274413: IDP Phase II
 - ✕ CR 257485: MEDS Enhancements to Improve Data Integrity
 - ✕ CR 291627: Reporting Changes for IDP Phase II/RIDP
 - ✕ CR 256055 - Collect Electronic Verification of Income Data for Noncitizens
 - ✕ CR 272295: CalHEERS Banner Messaging
- 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 Campaign review on November 19, 2024

- Participate in SCR requirements and design discussion meetings on November 20 and 27, 2024
- WDTIP
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly WDTIP Workgroup meetings
 - 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
 - Participate in BenefitsCal User-Centered Design meeting on November 20, 2024
 - Participate in Program Manager meeting on November 20 and 27, 2024
 - Participate in BenefitsCal Scrum on November 20 and 27, 2024
- Customer Engagement
 - Continue to monitor Yellow Banner processing statistics

3.5 Test

- CalSAWS Release 25.01
 - Continue test preparation activities
- FCED
 - Continue test preparation activities
- BenefitsCal
 - Review Release 24.11.26 release notes
 - Complete Release 24.11.26 Monthly Release test activities
 - Begin Release 24.12.06 Priority Release test activities
 - Facilitate Release 24.12.19 Monthly Release QA and Consortium Scope Coverage meeting
 - Continue 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
- Other Consortium Support Test Activities
 - Participate in 24.11 Project Readiness Status T-1 meeting on November 18, 2024
 - Participate in 24.11 Green Light Review meeting on November 18, 2024
 - Participate in Integrated Test meeting on November 19 and 26, 2024
 - Participate in Test Touchpoint meeting on November 20 and 27, 2024

3.6 Infrastructure Transition

- Perform Gainwell's Weekly Status Report (WSR) review
- Participate in Weekly Infrastructure Transition PMO Checkpoint meetings
- Participate in the following Technical Support Workstream KT sessions
 - Windows Servers Management on November 18, 2024
 - Active Directory on November 20, 2024
 - Manage Engine AD Manager Plus on November 21, 2024
 - Microsoft In-Tune November 22, 2024
- Participate in the following ServiceNow Workstream KT sessions
 - IT Asset Management (ITAM) on November 18, 2024
 - IT Operations Management (ITOM) on November 18, 2024
 - IT Others on November 19 and 20, 2024
- Participate in the following Support Tools Workstream KT sessions
 - Apple iTunes and Lobby Management on November 19, 2024
 - TightVNC on November 19, 2024
 - Solar Winds NetFlow Performance Monitor (NPM) on November 19, 2024
 - Solar Winds NetFlow Traffic Analyzer (NTA) on November 20, 2024
 - Solar Winds NetFlow Configuration Manager (NCM) on November 21, 2024
 - Eclipse on November 22, 2024
 - Microsoft on November 25, 2024
 - Confluent Enterprise Platform on November 26, 2024
- Participate in the following Network Operations Workstream KT sessions
 - Services and Maintenance on November 18, 2024
- Participate in the following Cloud and Operations Workstream KT sessions
 - Oracle WebLogic and Apache Tomcat on November 18, 2024
 - EC2, S3, RDS, CloudFormation, IAM on November 19, 2024
 - VPC, Transit Gateway, VPN and Direct Connect on November 20, 2024
 - Database Backup and Recovery on November 21, 2024
- Participated in the following Analytics Operations Workstream KT sessions
 - Analytics Architecture on November 21, 2024

3.7 OCAT

- Participate in OCAT Operations and Release meeting on November 19, 2024

DEVIATIONS FROM PLAN/ADJUSTMENTS

- None