

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

ClearBest Quality Assurance

Reporting Period: November 18, 2024 – December 1, 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
QA PMO	<ul style="list-style-type: none"> ▪ Continued review of Infrastructure Transition deliverables ▪ Participated in Infrastructure Transition Risks discussion ▪ Participated in OCAT Ops and Release Management review ▪ Facilitated Release 24.11 Green Light review ▪ Participated in Release 24.11 Post Release Checkpoints ▪ Conducted Final 2024 SCR Training session ▪ Continued to support Committee Evolution Strike Team preparation through CER Focus Group activities ▪ Continued to develop Table Talk (Reframing) materials and conduct session #1 ▪ Continued to support updates to the Supplemental Report Letter ▪ Continued to support Collaboration Model Redesign
QA Technical	<ul style="list-style-type: none"> ▪ Reviewed Release 24.11 Performance Plan and Results ▪ Collaborated with CTO on CalSAWS Enterprise Architecture ▪ Participated in CalSAWS Production Service Interruption reviews ▪ Continued review of partner System Security Plans (SSPs) ▪ Participated in CalSAWS Contact Center meetings ▪ Participated in Hyland Imaging SLA and performance reviews ▪ Reviewed CalSAWS Change Advisory Board (CAB) tickets
QA Functional/Test	<ul style="list-style-type: none"> ▪ Continued Release 25.01 Test Preparation ▪ 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 refinement. Participated in Risk 305 mitigation and FCED Independent Test collaboration meetings with CARES QA team. ▪ Monitored WDTIP Sprint Development, Test, Data Conversion. Participated in WDTIP OCM 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	OCAT 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
79	Assessment of Infrastructure Services Plan & Operational Working Documents – Main (I-D02)	On Time	DDED due on 12/30/24
79.01	I-D02 Service Desk Plan OWD (Group 1)	On Time	FDEL comments due on 12/12/24
79.02	I-D02 BenefitsCal Technical Service Desk Plan OWD (Group 1)	On Time	FDEL comments due on 12/12/24
79.03	I-D02 Project Support Plan OWD (Group 2)	On Time	DDEL comments due on 12/16/24
79.04	I-D02 Hardware and Software Support Plan OWD (Group 2)	On Time	DDEL comments due on 12/16/24
79.05	I-D02 Capacity Management Plan OWD (Group 2)	On Time	DDEL comments due on 12/16/24
79.06	I-D02 Technical Management Plan OWD (Group 2)	On Time	DDEL comments due on 12/16/24
83	Assessment of Infrastructure Work Schedule (I-D06)	On Time	DDEL comments due on 12/11/24 DDED due on 12/16/24
84	Assessment of Infrastructure Technology Refresh Plan (I-D07)	On Time	DDEL comments due on 12/13/24 DDED due on 12/17/24

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
85	Assessment of Infrastructure Managed Hardware and Software Inventory – Infrastructure Agreement Monthly Update	On Time	DDED due on 12/30/24
86	Assessment of Infrastructure Technical Design Document (I-D09)	On Time	FDED comments due on 12/11/24 DDED due on 1/3/25
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-27.34	Monthly M&O Report – November 2024	On Time	DDEL comments due on 12/17/24
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 Release 24.11 Pre-Green Light review on November 18, 2024
- Participated in CalSAWS PMO Status reviews on November 19 and 26, 2024
- Participated in Region 4 Management Site Visit on November 19, 2024
- Participated in OCAT Ops and Release Management review on November 19, 2024
- Participated in CalSAWS Contact Center reviews on November 19, 20, and 27, 2024
- Facilitated Release 24.11 Green Light review on November 20, 2024
- Participated in CalSAWS Project Steering Committee on November 21, 2024
- Participated in Infrastructure Transition Status Report Review on November 22, 2024
- Participated in Release 24.11 Post Release Checkpoints on November 25 - 27, 2024
- Participated in Imaging Status Reviews on November 26, 2024
- Participated in CalSAWS Section Directors' meeting on November 27, 2024
- Collaboration Model, Strike Teams, and Special Projects
 - Facilitated SCR presenter dry run session on November 18, 2024
 - Finalized SCR session materials on November 19, 2024
 - Captured CalSAWS Enhancement Request (CER) Focus Group Outputs on November 20, 2024
 - Facilitated SCR Training session on November 21, 2024
 - Facilitated Advisory Council CER Brainstorm on November 22, 2024
 - Facilitated Supplemental Report Letter planning call on November 26, 2024
 - Continue development of Table Talk Reframing session series materials
 - Continue to support coordination for Supplemental Report Letter submission

2.2 Technical

- Participated in Release 24.11 Project Integrated Readiness Status meetings
- Participated in CalSAWS Weekly Technical meetings on November 18 and 25, 2024
- Participated in Windows 11 Pilot Office Hours meeting on November 20, 2024
- Participated in Tech Change Advisory Board (CAB) on November 20 and 27, 2024
- Participated in CalSAWS Bi-Weekly meeting on November 20, 2024
- Participated in CalSAWS October Performance Review on November 20, 2024
- Participated in Monthly Over 15 Seconds Report review on November 20, 2024
- Participated in CalSAWS Architectural Standards Review on November 21, 2024
- Participated in CARES/CalSAWS testing meeting on November 21, 2024
- Participated in Environment Integration review on November 21, 2024
- Participated in CalSAWS Section Directors meeting on November 27, 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 21, 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 2.0 Executive Review on November 19, 2024
- Participated in Contact Center Weekly review on November 21, 2024
- Participated in Bi-Weekly Contact Center status on November 27, 2024
- Participated in Voice Bots & RPA Joint Status and Updates meeting on November 27, 2024
- Security
 - Continued reviewing OCAT SSP
 - Participated in Deloitte SSP reviews on November 20 and 26, 2024
 - Participated in Accenture Security Status meeting on November 21, 2024
 - Participated in Accenture CloudCheckr Security meeting on November 21, 2024
 - Participated in Deloitte CloudCheckr Security review on November 21, 2024
 - Participated in ForgeRock Operations Sync meeting on November 27, 2024
- Central Print
 - Participated in Central Print weekly status on November 18 and 25, 2024
- Lobby Management
 - Participated in Lobby Management Committee Meeting on November 21, 2024
- Service Management
 - Participated in HAM Process review meeting on November 18, 2024
 - Participated in ServiceNow Process Improvement Stakeholders Meeting on November 21, 2024
 - Participated in Monthly Helpdesk Trends Meeting on November 21, 2024

2.3 Imaging

- Participated in CalSAWS Imaging Committee Meeting on November 21, 2024
- Participated in Imaging Status call on November 26, 2024

2.4 Functional

- Continued supporting November SPG Scorecard review cycles.
- Client Correspondence
 - Participated in Weekly Correspondence Design Status meetings
 - Participated in the following Client Correspondence Design meetings:
 - ✦ CA-51493: ACL 16-25 - Add missing Restoration NOAs for Semi-Annual Report
 - ✦ CA-240869: Update the Afghani Language with Pashto
 - ✦ CA-281506: ACL 24-53 Update CF 303 to 7/24 Version
- 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 Weekly Wednesday CARES CalSAWS touch point meetings
- Participated in Weekly PM Sync meeting
- Participated in Monthly CARES Data Conversion and CalSAWS Tech Discussion
- Participated in CalSAWS Family Reunification Demo on November 19, 2024
- Participated in CalSAWS FC Programs Committee on November 19, 2024
- Facilitated Kin-GAP & AAP Demo on November 19, 2024
- Participated in CalSAWS CARES-FCED QA test planning on November 19, 2024
- Participated in Data Validation Continued Placement API on November 21, 2024
- Participated in EUST 2 Scenario review meeting on November 22, 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
- 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 19, 2024
 - Participated in Monterey Lobby Device Planning on November 19 and 26, 2024
 - Participated in San Bernardino Lobby Device Planning on November 21, 2024
 - Participated in San Joaquin Lobby Device Planning on November 21, 2024
 - Participated in Fresno Lobby Device Planning on November 21, 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 Design Reviews CA-209929 on November 18, 2024
 - Participated in the following JAD Sessions:
 - ✦ CR 287402: Single Streamline Application
 - ✦ CR 289599: Turn off Lookback Logic (CR 247111) Discovery Session #1
 - ✦ CR 151332: MAGI Medi-Cal Income Budget Periods
 - ✦ CR 252587: Design Change Request (DCR) for release 25.6
 - ✦ CR 253663: Enhancements to Awaiting Review and Disposition Functionality
 - ✦ CR 257485: MEDS Enhancements to Improve Data Integrity
 - ✦ CR 287402: Single Streamline Application (SSApp)
 - ✦ CR 252588: Design Change Request (DCR) for R 25.9
 - ✦ CR 252583: Notices Updates for R25.6
 - ✦ CR 272295: CalHEERS Banner Messaging
- Reports
 - Participated in Weekly State/Fiscal Reports Defect status meetings
 - Participated in Bi-Weekly State/Fiscal Reports Pre-Meeting Discussions
 - Participated in Bi-Weekly State/Fiscal Reports County Support meetings

- Participated in CA-252984 design meetings on November 19 and 22, 2024
- Telephone Consumer Protection Act
 - Participated in Outbound Customer Campaign review on November 19, 2024
 - Participated in SCR requirements and design discussion meetings on November 20, 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
 - Participated in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participated in the Monthly CalSAWS Policy Implementation Meeting on November 20, 2024
 - Participated in the Quarterly Collections Committee on November 20, 2024
 - Participated in the Bi-Monthly WTW Committee on November 21, 2024
 - Participated in the Quarterly Management Reports Committee on November 26, 2024
- Reviewed Twelve (12) 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	4
24.11	2
25.03	1
25.05	1
25.09	1
25.11	1
TBD	2
Grand Total	12

- BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O meetings

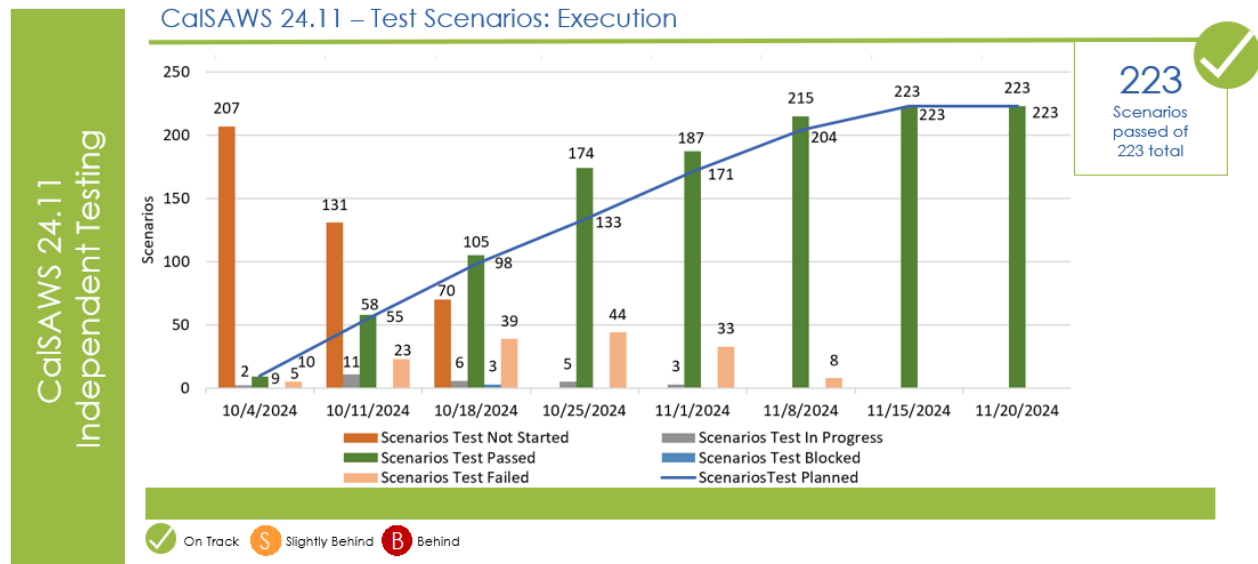
- Participated in Scope Reviews for Partner Coordination in upcoming BenefitsCal releases on November 18 and 25, 2024
- Participated in BenefitsCal Scrum on November 20, 2024
- Participated in BenefitsCal User-Centered Design on November 20, 2024
- Customer Engagement
 - Continued to monitor Yellow Banner processing status

2.5 Test

- CalSAWS 24.11
 - Participated in 24.11 Project Readiness Status T-1 meeting on November 18, 2024
 - Participated in Green Light - Release 24.11 on November 20, 2024

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%	100%	0%	0%
		(0)	(0)	(223)	(0)	(0)



- CalSAWS Release 25.01
 - Continued Test Preparation activities
- Foster Care Eligibility Determination (FCED)
 - Continued test preparation activities
- BenefitsCal Activities
 - Completed Release 24.11.26 Monthly Release test activities
 - Reviewed Release 24.11.26 release notes
 - Facilitated Release 24.12.19 Monthly Release QA and Consortium Scope Coverage meeting
 - Continued 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-210302 Translations For Annual Renewal or Change of Circumstances - "No Change in Eligibility" NOA Snippets	24.11.18	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-281773 Update SOC 822 and SOC 830 to the newest State version	24.11.X1	RWR	QA Review

- Training
 - Completed Priority Release 24.11.22 WBT SCR validation activities
- Other Consortium Support Test Activities
 - Participated in Integrated Test meetings on November 19 and 26, 2024
 - Participated in 24.11 Post-Release Checkpoint meetings on November 25 - 27, 2024

2.6 Infrastructure Transition

- Reviewed Gainwell's Weekly Status Report (WSR)
- Participated in Weekly Infrastructure Transition PMO Checkpoint meetings
- Participated 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
- Participated in the following ServiceNow Workstream KT sessions:
 - IT Asset Management (ITAM) on November 18, 2024
 - IT Operations Management (ITOM) on November 18, 2024
 - Other IT Operations on November 19 and 20, 2024
- Participated in the following Support Tools Workstream KT sessions:
 - Apple iTunes and Lobby Management on November 19, 2024
 - TightVNC on November 19, 2024
 - SolarWinds NetFlow Performance Monitor (NPM) on November 19, 2024
 - SolarWinds NetFlow Traffic Analyzer (NTA) on November 20, 2024
 - SolarWinds 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

- Participated in the following Network Operations Workstream KT sessions:
 - Services and Maintenance on November 18, 2024
- Participated 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
- Participated in the following Transition Risks discussion sessions:
 - Risk #307 Contact Center on November 20 and 25, 2024
 - Risk #308 Analytics on November 21, 2024
 - Risk #309 Imaging on November 22, 2024
 - Risk #306 Limited Accenture Staff Availability on November 25, 2024
 - Draft Risk #311 In-flight Projects on November 25, 2024
 - Draft Risk #312 Compressed KT/Job Shadowing on November 25, 2024

2.7 OCAT

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

ACTIVITIES FOR THE NEXT REPORTING PERIOD

3.1 Project Management

- Participate in CalSAWS PMO Status reviews on December 3 and 10, 2024
- Participate in CalSAWS Contact Center reviews on December 3 and 4, 2024
- Participate in OCAT Monthly SLA review on December 9, 2024
- Participate in Hyland Imaging Status Reviews on December 10, 2024
- Participate in CalSAWS Section Directors' meeting on December 11, 2024
- Participate in CalSAWS JPA Board Meeting on December 13, 2024
- Collaboration Model, Strike Teams, and Special Projects
 - Finalize CER focus group materials on December 2, 2024
 - Facilitate CER focus group exec sponsor overview on December 3, 2024
 - Participate in Supplemental Report Letter stakeholder review session on December 3, 2024
 - Facilitate CER focus group session on December 4, 2024
 - Conduct Table Talk Reframing session #1 on December 5, 2024
 - Continue development of Table Talk Reframing session series materials
 - Continue to support coordination for Supplemental Report Letter submission

3.2 Technical

- Participate in CalSAWS Weekly Technical meeting on December 2 and 9, 2024
- Participate in Risk 309 Imaging Risk Update meeting on December 2, 2024
- Participate in Tech Change Advisory Board (CAB) on December 4 and 11, 2024

- Participate in CalSAWS Bi-Weekly Status meeting on December 4, 2024
- Participate in Weekly Architecture discussions on December 5 and 12, 2024
- Participate in Environment Integration Management review on December 5, 2024
- Participate in CARES/CalSAWS testing meetings on December 5 and 12, 2024
- Participate in CalSAWS Section Directors Meeting on December 11, 2024
- Participate in CalSAWS JPA Board of Directors Meeting on December 13, 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 reviews on December 5 and 12, 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 2.0 Executive Readout on December 3, 2024
 - Participate in Contact Center Weekly Touchpoint on December 5 and 12, 2024
 - Participate in Contact Center Status Review meeting on December 11, 2024
 - Participate in Voice Bots & RPA Joint Status and Updates meeting on December 11, 2024
- Security
 - Continue Deloitte SSP review
 - Continue OCAT SSP review
 - Participate in Accenture Security Status meeting on December 5, 2024
 - Participate in Security Risk Management Group meeting on December 5, 2024
 - Participate in Deloitte CloudCheckr Security review on December 5, 2024
 - Participate in Accenture CloudCheckr Security reviews on December 5 and 12, 2024
 - Participate in Deloitte SSP review meetings on December 11 and 18, 2024
 - Participate in ForgeRock Operations Bi-Weekly meeting on December 11, 2024
- Service Management
 - Participate in ServiceNow Process Improvement Stakeholders Meeting on December 5, 2024
- Central Print
 - Participate in Central Print Weekly meetings on December 2 and 9, 2024
- Lobby Management
 - Participate in CalSAWS Lobby Management meetings as scheduled

3.3 Imaging

- Participate in Monthly Data Review for CalSAWS - Hyland & ClearBest meeting on December 3, 2024

- Participate in Monthly Customer Success for CalSAWS with Hyland meeting on December 10, 2024
- Participate in Imaging Status meeting on December 10, 2024

3.4 Functional

- Support December 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 Wednesday CARES CalSAWS touch point meetings
 - Participate in Weekly PM Sync meeting
 - Participate in CalSAWS CARES-FCED QA test plan on December 3 and 6, 2024
 - Participate in EUST 2 Scenario review meeting on December 4, 2024
 - Participate in CWS-CARES Core Constituent Demonstration for Request Determination & Redetermine Eligibility on December 5, 2024
 - Participate in FCED Business Workgroup Meeting on December 12, 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 December 3, 2024
 - Participate in Monterey Lobby Device Planning on December 3, 2024
 - Participate in San Bernardino Lobby Device Planning on December 5, 2024
 - Participate in San Joaquin Lobby Device Planning on December 5, 2024
 - Participate in Kern Lobby Device Planning on December 5, 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 CalSAWS Medi-Cal CMSP Committee on December 4, 2024
 - Participate in the following JAD Sessions:

- ✘ CR 256174: Enhance processing of 1095 and 3895 architecture
- ✘ CR 274413: Intelligent Document Processing (IDP) Phase II
- ✘ CR 151332: MAGI Medi-Cal Income Budget Periods
- ✘ CR 290180: Bot - Issuer Admin tasks to add or deactivate representatives
- ✘ CR 257485: MEDS Enhancements to Improve Data Integrity
- ✘ CR 252583: Notices Updates for R25.06
- ✘ CR 287522: Implement a new RIDP solution for consumers using CalHEERS HBX
- ✘ CR 255076: Primary Care Access Program (PCAP) Admin Portal View 834 Transactions
- ✘ 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
- Telephone Consumer Protection Act
 - Participate in Outbound Customer Campaign review on December 3, 2024
 - Participate in SCR requirements and design discussion meetings on December 4 and 11, 2024
- WDTIP
 - Participate in Daily Scrum standup meetings
 - Participate in Weekly WDTIP Workgroup meetings
 - Participate in Weekly EDD Technical Sync meetings
 - Participate in Bi-Weekly WDTIP Group with CalSAWS and State representatives
 - Participate in WDTIP OCM planning on December 3, 2024
 - Participate in County Validation for WDTIP approach on December 4, 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 Lobby Management Modernization meetings
 - Participate in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participate in Weekly Task Management Check-In meetings
 - Participate in the Time Limits Committee Meeting on December 10, 2024
 - Participate in the CalSAWS Usability Committee Meeting on December 12, 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 Partner Coordination
 - Participate in Program Manager meetings on December 4 and 11, 2024
 - Participate in BenefitsCal Scrums on December 4 and 11, 2024
- Customer Engagement
 - Continue to monitor Yellow Banner processing statistics

3.5 Test

- CalSAWS Release 25.01

- Continue test preparation activities
- Begin test execution
- Begin QA Review of System Test scripts for high impact SCRs
- FCED
 - Continue test preparation activities
- BenefitsCal
 - Begin and complete Release 24.12.06 Priority Release test activities
 - Review Release 24.12.06 release notes
 - Begin Release 24.12.19 Monthly Release test activities
 - Complete 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 Integrated Test meetings on December 3 and 10, 2024
 - Participate in Test Touchpoint meetings on December 4 and 11, 2024

3.6 Infrastructure Transition

- Review Gainwell's Weekly Status Report (WSR)
- Participate in Weekly Infrastructure Transition PMO Checkpoint meetings
- Participate in the Imaging Pre-KT/Transition Discussion on December 2, 2024
- Participate in the draft Risk #311 In-flight Projects Discussion on December 12, 2024
- Participate in the following Support Tools Workstream KT sessions:
 - HashiCorp Terraform on December 2, 2024
 - Splunk Cloud, Universal Forwarder on December 4, 2024
 - Pingboard, Quest Change Auditor on December 4, 2024

3.7 OCAT

- Participate in OCAT Operations and Release meeting as scheduled
- Participate in OCAT Monthly SLA Reporting meeting as scheduled

DEVIATIONS FROM PLAN/ADJUSTMENTS

- None