

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

ClearBest Quality Assurance

Reporting Period: July 14, 2025 – July 27, 2025

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Bi-Weekly Status – ClearBest Quality Assurance

EXECUTIVE SUMMARY

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"> Facilitated Release 25.07 Greenlight Reviews Participated in CalSAWS Project Steering Committee Participated in CalSAWS JPA Board Meeting Participated in CalSAWS 25.07 Post-Release Checkpoints Facilitated ITIL/PDO Phase 2 Reviews Participated in OCAT Monthly SLA Review Participated in OCAT Operations and Release Management Continued supporting the evolution of the CER to BCR process and materials creation
QA Technical	<ul style="list-style-type: none"> Participated in Ping Identity Assessment reviews Participated in the System Change Request process ideation and reviews Monitored Production Operations activities Continued reviewing Root Cause Analysis drafts Reviewed CalSAWS Change Advisory Board (CAB) tickets Participated in Contact Center transition meetings Participated in Infrastructure Imaging Review
QA Functional/Test	<ul style="list-style-type: none"> Continued Release 25.09 Test Preparation activities, including review Deloitte Job Shadow/Reverse Shadow SCRs Continued to monitor SCATL post release support Continued FCED-CARES Extended User Scenario (EUST3) QA Cycle 2 execution Monitoring FCED-CARES Risk and Issues

1.1 Deliverable Summary

Table 2 - CalSAWS M&O Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
65.18	QA Monthly Status Report – July 2025	On Time	FDEL due on 8/7/25
WP-4.21	QA Work Plan – July 2025	On Time	FDEL due on 8/7/25

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
66.18	QA Test Monthly Report – July 2025	On Time	FDEL due on 8/7/25
68.18	SLA and Performance Review Report - July 2025	On Time	FDEL due on 8/15/25
69.18	OCAT Monthly Status – July 2025	On Time	FDEL due on 8/7/25

Table 3 - Transition Readiness Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
92	Assessment of Infrastructure System Security Plan	On Time	DDED comments due on 8/28/25
95.05	Assessment of M&E Work Schedule - July 2025	On Time	FDEL due on 8/22/25
96	Assessment of CalSAWS Annual Strategic Plan	On Time	DDED comments due on 8/15/25
98.03	Assessment of ME-D02 M&E Services Plan and Operational Working Documents (OWDs) – Group 2 and 3	On Time	DDEL comments due 8/13/25
105	Assessment of ME-D17 M&E System Security Plan	On Time	DDED comments due 8/28/25
114.06	QA M&E Monthly Status Report - July 2025	On Time	FDEL due on 8/7/25
115.06	QA In-Flight Projects Transition efforts - July 2025	On Time	FDEL due on 8/7/25
116.06	QA Assessment of Contact Center Transition - July 2025	On Time	FDEL due on 8/7/25
117.06	QA Assessment of Imaging Transition - July 2025	On Time	FDEL due on 8/7/25

Table 4 - BenefitsCal Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
WP-26.31	CX Monthly Report – June/July 2025	On Time	DDEL comments due on 8/25/25
WP-27.42	Monthly M&O Report - July 2025	On Time	FDEL comments due on 8/14/25
WP-28.40	Monthly Workplan Updates – July 2025	On Time	FDEL comments due on 8/14/25

HIGHLIGHTS FOR THE REPORTING PERIOD

1.2 Project Management

- Participated in Release 25.07 Integrated Readiness Review T-1 on July 14, 2025
- Facilitated Release 25.07 Greenlight Review on July 16, 2025
- Participated in Bi-Weekly Contact Center Review on July 16, 2025
- Participated in CalSAWS Project Steering Committee on July 17, 2025
- Participated in CalSAWS JPA Board Meeting on July 18, 2025
- Participated in OCAT Monthly SLA Review on July 21, 2025
- Participated in CalSAWS 25.07 Post-Release Checkpoints on July 21 – 23, 2025
- Facilitated ITIL/PDO Phase 2 Reviews on July 22 - 24, 2025
- Participated in OCAT Operations and Release Management on July 22, 2025
- Participated in CalSAWS Imaging Status Review on July 22, 2025
- Participated in CalSAWS Batch Weekly Reviews on July 24, 2025
- Collaboration Model, Strike Teams, and Special Projects
 - Facilitated Committee Evolution Strike Team/Business Change Request (BCR) planning and sessions
 - Completed knowledge transfer to CPMO for the process for monthly delivery and submission of the Operational Report Workbook (ORW) reporting to CMS

1.3 Technical

- Participated in Infrastructure Technical Sync meeting on July 14 and July 21, 2025
- Participated in the 25.07 Project Integrated Readiness meeting on July 14, 2025
- Participated in Infrastructure Monthly Performance Report review on July 15, 2025
- Participated in Tech Change Advisory Board on July 16 and 23, 2025
- Participated in CalSAWS Bi-Weekly Status meeting on July 16, 2025
- Participated in FCED Performance Test Review meeting on July 17 and 24, 2025
- Participated in CalSAWS PSC Meeting on July 17, 2025
- Participated in June helpdesk breached incidents review meeting on July 18, 2025
- Participated in CalSAWS JPA Board of Directors meeting on July 18, 2025
- Participated in R5 Regional review meeting on July 22, 2025
- BenefitsCal
 - Participated in DD&I and M&O Review meetings
 - Reviewed BenefitsCal System Changes and Defects
 - Reviewed BenefitsCal Root Cause Analysis
 - Participated in RPA SCR review meeting on July 25, 2025
- Batch
 - Participated in CalSAWS Batch review on July 24, 2025
- Contact Center
 - Participated in Contact Center Roadmap reviews, providing comments on the Proof-of-Concept documents
 - Participated in the Los Angeles Courtesy Call Back meetings
 - Participated in Infrastructure Contact Center Transition meetings
 - Participated in recurring Bots meetings
 - Participated in Fresno Gen AI meetings

- Participated in CSC Support meetings
- Participated in eGain Dashboard and Reporting meetings
- Participated in Calabrio review meetings
- Security
 - Participated in Infrastructure Security Operations Reporting on July 15, 2025
 - Participated in Deloitte/Gainwell Security reviews on July 17 and 24, 2025
 - Participated in Ping Identity transition meetings
- Central Print
 - Participated in Central Print weekly status meetings
 - Participated in Return Mail Architecture review meetings
- Lobby Management
 - Participated in Lobby ADA review meeting on July 23, 2025
- Service Management
 - Participated in ServiceNow Integration with County Helpdesk Tool meeting on July 15, 2025
 - Participated in ServiceNow Process Improvement Review on July 17, 2025
 - Participated in ITOM/HAM/SAM implementation review on July 24, 2025
 - Participated in Monthly Help Desk Trends Meeting on July 24, 2025

1.4 Imaging

- Participated in CalSAWS Imaging Committee meeting on July 17, 2025
- Participated in Imaging Status Call meeting on July 22, 2025

1.5 Functional

- Continued supporting SPG Scorecard reviews
- Completed July 15, 2025, SCRB packet containing 40 Total SCRs: 38 were approved, 2 were pulled out
- Reviewed 69 SCRs for the July 29, 2025, SCRB packet
- Client Correspondence
 - Participated in Weekly Correspondence Design Status meetings
 - Participated in CA-246737 Design Review meeting on July 15, 2025
- Foster Care Eligibility Determination (FCED)
 - Participated in FCED Daily standup meetings
 - Participated in Daily CARES-FCED Interface Testing sessions
 - Participated in Daily CalSAWS-CARES QA Testing Stand-up meetings
 - Participated in Weekly CARES/CalSAWS Testing meetings
 - Participated in Daily Platform as a Service (PAAS) SIT E2E Test Review meetings
 - Participated in Daily in CARES-FCED Test Recap meetings
 - Participated in weekly FCED PM Sync meetings
 - Participated in Weekly FCED Governance Committee meetings
 - Participated in Weekly CalSAWS/CARES technical Sync
 - Participated in Weekly CARES- FCED QA Test Recap meetings
 - Participated in Bi-Weekly FCED User Group
 - Participated in POD-3413 Contact Details meeting on July 15, 2025
 - Participated in CWS-CARES Core Constituent Demo for Eligibility on July 17, 2025

- participated in CalSAWS CARES Executive meeting on July 17, 2025
- Participated in CARES Data Conversion meeting July 17 and 24, 2025
- Participated in CARES/CalSAWS - Duplicate Person delink/link meeting on July 21
- Participated in CalSAWS- Foster Care Programs Committee on July 22, 2025
- Participated in Kin-Gap EDBC Issues meeting on July 25, 2025
- General Assistance/General Relief (GA/GR)
 - Participated in Daily San Bernardino Automated GA Daily Validation Touchpoints
 - 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 Modernization Touch point meetings
 - Participated in Weekly Design meetings for CA-213363 TLM - Lobby Management Modernization
 - Participated in Weekly Lobby Support Team meetings
 - Participated in Weekly TLM-39 RACI Form Discussions
 - Participated in Lobby Management Committee meeting on July 24, 2025
- 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 CWDA/SAWS CalHEERS meeting
 - Participated in Weekly Director's Meeting with CalHEERS
 - Participated in Weekly Test Touchpoint meetings for CalHEERS
 - Participated in Freeze Expansion Indicator Requirements meeting on July 18
 - Participated in CA-229417 Design meeting on July 23, 2025
 - Participated in CA-291144 Design meeting on July 24, 2025
 - Participated in the following JAD sessions:
 - ✦ CR 307344: Annual Tribal Updates
 - ✦ CR 300384: eHIT Enhancements for 2026
 - ✦ CR 264969: Verification Caching Phase V
 - ✦ CR 306642: Individuals with Unsatisfactory Immigration Status
 - ✦ CR 303166: MEDS Batch Processing when Offline
 - ✦ CR 289681: Adding Application Date to EDR for Added Members
 - ✦ CR 304166: Medi-Cal Confirmation Letter Enhancements
- Reports
 - Participated in Weekly State/Fiscal Reports and Defect status meetings
 - Participated in Design walkthrough for SCR CA-264783 on July 15, 2025
 - Participated in Design Job Shadow session for CA-246797 on July 17, 2025
 - Participated in Design Review meeting for CA-227911 on July 17, 2025
- Statewide Cash Aid Time Limit (SCATL)
 - Participated in Daily SCATL stand-ups
 - Participated in Weekly WDTIP Replacement/CalSAWS EDD Touchpoint
 - Participated in WDTIP Workgroup Meeting on July 16, 2025
 - Participated in Time Limits Committee meeting on July 23, 2025
 - Participated in CalSAWS M&E SCR KT for WDTIP Code Changes on July 24, 2025
- Task Management

- Participated in Weekly Task Management Check-In meetings
- Participated in Task Management Committee meeting on July 24, 2025
- Others
 - Participated in Bi-weekly SCRB Meeting
 - Participated in Weekly AppDev Leads meeting
 - Participated in Weekly CalFresh & Fiscal CA-264783 Design meetings
 - Participated in Bi-Weekly Virtual Assistant Design review session
 - Participated in SCR Requirements Analysis Workgroup on July 21, 2025
 - Participated in CalWORKs/CalFresh Design meeting CA-237040 on July 22, 2025
 - Participated in CalWORKs/CalFresh Design meeting CA-253355 on July 23, 2025
 - Participated in CalWORKs/CalFresh Design meeting CA-289519 on July 24, 2025
 - Participated in CAPI Design meeting CA-248715 on July 24, 2025
- Reviewed fifty-eight (58) Design documents, targeting critical and high-priority designs for review and other SCRs at the Consortium's direction.

Table 5 - Weekly M&O System Change Request (SCR) Updates

Release	SCRs in QA Review
RWR	6
25.02	1
25.05	1
25.06	2
25.07	10
25.09	29
25.11	3
26.01	5
26.02	1
Grand Total	58

- BenefitsCal
 - Participated in Daily Transaction Failures meetings
 - Participated in Bi-Weekly Enhancement and M&O meetings
 - Participated in BenefitsCal Scope Review on July 14 and July 21, 2025
 - Participated in BenefitsCal Integrated Readiness on July 14 and 21, 2025
 - Participated in CSPM-80511 Case List Update on July 15, 2025
 - Participated in TWM Action Processing Design Review on July 16, 2025
 - Participated in Program Manager meeting on July 16 and 23, 2025
 - Participated in BenefitsCal M&O Scope Freeze Discussion on July 22, 2025
 - Participated in BenefitsCal Scrum meeting on July 23, 2025
 - Participated in TWM CalSAWS Learning Exchange Preparation on July 23, 2025
 - Participated in BenefitsCal User Centered Design meeting on July 23, 2025
 - Participated in GetCalFresh to BenefitsCal Transition meeting on July 23, 2025
 - Reviewed BenefitsCal Usage Metrics Report Apr – Jun 2025 (non-deliverable report)

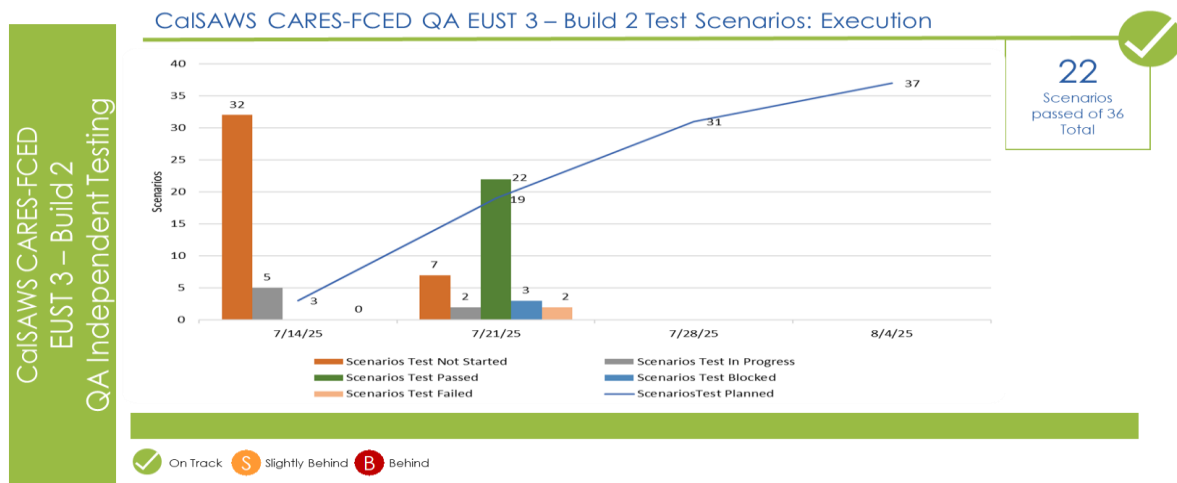
1.6 Test

- CalSAWS Release 25.09
 - Continued Test preparation activities
 - Conducted QA Review for Deloitte's Job Shadow/Reverse Shadow SCRs
 - Began QA Review of System Testing for high impact SCRs
- CalSAWS Release 25.07
 - Conducted QA Review of System Test regression testing after removal of CA-213363 from this release
- Foster Care Eligibility Determination (FCED)
 - QA EUST 3 QA Cycle 2 test execution activities are in progress
 - Execution is scheduled for July 14, 2025, through August 8, 2025
 - Participated in Bi-weekly EUST status meetings with CARES

Table 6 - FCED QA EUST 3 Test Activities

TEST CYCLE	TOTAL SCENARIOS	NOT EXECUTED	IN PROGRESS	PASSED	FAILED	BLOCKED
CalSAWS CARES-FCED EUST 3 ClearBest QA Cycle 2 Independent Test Results	36	19% (7)	6% (2)	61% (22)	6% (2)	8% (3)

* Removed duplicate scripts, total scripts 41 to 36



- WDTIP/Statewide Cash Aid Time Limit (SCATL) Activities
 - Continue to monitor post release activities and priority releases
- BenefitsCal Activities
 - Continued BenefitsCal 25.07.31 Monthly Release test activities
 - Began BenefitsCal 25.07.31 Release Notes review
 - Began test preparation for BenefitsCal 25.09 Integrated Release test
 - Monitored BenefitsCal M&O and M&E Release updates
- Priority Release/RWR Activities
 - Monitored priority releases/RWR defects and SCR test activities
 - Completed test activities on the following SCRs/Defects:

Table 7 - Priority Release/RWR Issues Completed for QA Review/Test

DEFECT/SCR #	RELEASE	RELEASE TYPE	TYPE OF TESTING
CA-290364 MR: Select button is missing after entering Last Month of Aid to enter future month Date Picker in CalWORKS block	25.07.x1	RWR	QA Review

- Training
 - Completed validation of WBT/CFP SCRs in Release 25.07.18
 - Completed validation of WBT/CFP SCR in Release 25.07.21
 - Continued validation of WBT/CFP SCRs in Release 25.08.15
- Other Consortium Support Test Activities
 - Participated in 25.07 Integrated Readiness Status T-1 meeting on July 14, 2025
 - Participated in Integrated Test meetings on July 15 and 22, 2025
 - Participated in CalSAWS Greenlight Release 25.07 meeting on July 16, 2025
 - Participated in 25.07 Post-Release Checkpoint on July 21, 22 and 23, 2025
 - Participated in Test Touchpoint meeting on July 23, 2025

1.7 Transition

- Infrastructure
 - Reviewed Gainwell's Infrastructure WSR updates
 - Reviewed Gainwell's Weekly Transition-In Work Schedule updates
 - Participated in Reverse Shadowing sessions for the Contact Center workstream
- M&E
 - Reviewed Deloitte's M&E WSR updates
 - Reviewed Deloitte's Weekly Transition-In Work Schedule updates
 - Participated in Knowledge Transfer sessions for the following workstreams:
 - ✦ SCR
 - ✦ Security
 - ✦ Support Services
 - Participated in Job Shadowing sessions for the following workstreams:
 - ✦ OCM
 - ✦ Production Operations
 - ✦ SCR
 - Participated in Reverse Shadowing sessions for the following workstreams:
 - ✦ OCM
 - ✦ Production Operations
 - Participated in the Support Services (SCERFRA/SIRFRA) workstream validation checklist discussion on July 17, 2025

1.8 OCAT

- Participated in OCAT SLA Monthly Reporting Meeting on July 21, 2025
- Participated in OCAT Operations and Release Meeting on July 22, 2025

ACTIVITIES FOR THE NEXT REPORTING PERIOD

1.9 Project Management

- Participate in Contact Center Phase 2 Transition Review on July 28, 2025
- Participate in M&E Transition of SCERFRA/SIRFRA Review on July 30, 2025
- Participate in PDO Resource Planning on July 31 and August 7, 2025
- Participate in M&E Transition of SCERFRA/SIRFRA Go/No-Go on July 31, 2025
- Participate in Contact Center Phase 2 Transition Go/No-Go July 31, 2025
- Participate in CalSAWS Batch Weekly Reviews on July 31 and August 7, 2025
- Participate in CalSAWS Imaging Status Review on August 5, 2025
- Participate in Monthly Imaging SLA Data Review with Hyland on August 5, 2025
- Participate in Region 3 Management Site Visit Agenda review on August 7, 2025
- Continue to support the CalSAWS Committee Evolution discussions

1.10 Technical

- Participate in Infrastructure Technical Sync meeting on July 28 and August 4, 2025
- Participate in Tech Change Advisory Board on July 30 and August 6, 2025
- Participate in CalSAWS Bi-Weekly Status meeting on July 30, 2025
- Participate in Monthly over 15 seconds report review meeting on July 31, 2025
- Participate in Environment Integration Management review on July 31, 2025
- Participate in ForgeRock Operations Bi-Weekly Sync on August 6, 2025
- Participate in FCED Performance Test Review meeting on August 7, 2025
- BenefitsCal
 - Participate in DD&I and M&O meetings
 - Participate in BenefitsCal change request and defect reviews
- Batch
 - Participate in CalSAWS Batch review on July 31 and August 7, 2025
- Contact Center
 - Participate in Fresno GenAI Call Summary meetings
 - Participate in Calabrio and eGain meetings
 - Participate in CSC Support meetings
 - Participate in GenAI for Call Summary Assist meetings
 - Participate in CalSAWS Virtual Assistant (VA) Weekly Reviews
 - Participate in Bi-Weekly Contact Center Status meetings
 - Participate in AWS/CalSAWS Contact Center meetings
 - Participate in CalSAWS and Calabrio Bi-weekly meetings
- Security
 - Participate in Infrastructure Security Operations Reporting on July 29, 2025
 - Participate in Security and Privacy Risk Management Group (SPRMG) meeting on July 31, 2025
 - Participate in Deloitte/Gainwell Security review July 31 and August 7, 2025
- Central Print
 - Participate in Central Print Weekly meetings on July 28 and August 4, 2025
- Lobby Management

- Participate in Lobby Moderation Failover Planning on July 29 and August 5, 2025
- Service Management
 - Participate in ServiceNow Integration with County Helpdesk Tool Weekly Meeting on July 29, 2025
 - Participate in ServiceNow Process Improvement review on August 7, 2025
 - Participate in ITOM/HAM/SAM implementation Bi-Weekly Status on August 7, 2025

1.11 Imaging

- Participate in Monthly Data Review for CalSAWS meeting on August 5, 2025
- Participate in Imaging Status meeting on August 5, 2025

1.12 Functional

- Support the July SCRB and SPG Scorecard review cycles
- Client Correspondence
 - Participate in Weekly Correspondence Design Status meetings
- Foster Care Eligibility Determination (FCED)
 - Participate in Daily FCED standup meetings
 - Participate in Daily CARES-FCED Interface Testing sessions
 - Participate in Daily CalSAWS-CARES QA Testing Stand-up meetings
 - Participate in Daily CARES-FCED Test Recap meetings
 - Participate in Daily Platform as a Service (PAAS) SIT E2E Test meetings
 - Participate in Weekly CARES/CalSAWS Testing meetings
 - Participate in Weekly FCED PM Sync meetings
 - Participate in Weekly FCED Governance Committee meetings
 - Participate in Weekly FCED Business Workgroup
 - Participate in Weekly CalSAWS/CARES technical Sync
 - Participate in Weekly Foster Care Rates Structure Workgroup
 - Participate in Bi-Weekly FCED User Group
- 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 CA-213363 TLM - Lobby Management Modernization
 - Participate in Weekly Lobby Support Team meetings
 - Participate in Weekly RACI Discussion meetings
- 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 Weekly CWDA CalHEERS meetings
 - Participate in Weekly Medi-Cal/CMSP/CalHEERS Touchpoint meetings
 - Participate in Bi-Weekly CalHEERS Test Touchpoint meetings
 - Participate in Weekly Test Touchpoint meetings for CalHEERS

- Participate in CalSAWS Medi-Cal CMSP Committee on August 6, 2025
- Participate in the following JAD Sessions:
 - ✦ CR 285605: Design Change Request (DCR) for R26.2
 - ✦ CR 306642: Individuals with Unsatisfactory Immigration Status
- Reports
 - Participate in Weekly State/Fiscal Reports Defect status meetings
- WDTIP/SCATL
 - Participate in Daily SCATL stand ups
 - Participate in Weekly WDTIP Replacement/CalSAWS EDD Touchpoint
- Others
 - Participate in Weekly AppDev Leads meetings
 - Participate in Weekly CalSAWS Release Coordination meetings
 - Participate in Weekly CalWORKs/CalFresh Eligibility Status meetings
 - Participate in Weekly Consortium Touchpoint meetings
 - Participate in Weekly CalFresh & Fiscal CA-264783 Design meetings
 - Participate in Bi-Weekly Virtual Assistant Design review sessions
- 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 Integrated Readiness on July 28 and August 4, 2025
 - Participate in Program Manager meeting on July 30 and August 6, 2025
 - Participate in BenefitsCal Scrum meeting on July 30 and August 6, 2025
 - Participate in Self-Service Portal Committee meeting on August 5, 2025

1.13 Test

- CalSAWS Release 25.09
 - Begin Test execution activities
 - Continue QA Review of System Test scripts for high impact SCRs
- FCED
 - Continue CalSAWS-CARES QA Cycle 2 Test Execution
 - Start CalSAWS-CARES QA Cycle 3 Test planning activities
- Statewide Cash Aid Time Limit (SCATL) Activities
 - Continue to monitor priority release enhancements and defect fixes
- BenefitsCal
 - Complete BenefitsCal 25.07.31 Monthly Release test activities
 - Complete BenefitsCal 25.07.31 Release Notes review
 - Facilitate QA and Consortium Scope review for BenefitsCal Release 25.08.28
 - Begin BenefitsCal 25.08.28 Monthly Release test activities
 - Complete test preparation activities for BenefitsCal 25.09 Integrated Release test 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 July 29 and August 5, 2025
 - Participate in TLM-39 Failover Planning on July 29 and August 5, 2025
 - Participate in Test Touchpoint meetings on July 30 and August 6, 2025

1.14 Transition

- Infrastructure
 - Review updates to Gainwell's Infrastructure WSR
 - Review updates to Gainwell's Weekly Transition-In Work Schedule
 - Review Infrastructure Requirements Traceability Matrix (RTM) updates
 - Participate in Contact Center Phase 2 Readiness review meeting on July 28, 2025
 - Participate in Contact Center Phase 2 Go/No-Go meeting on July 31, 2025
- M&E
 - Review updates to Deloitte's M&E WSR
 - Review updates to Deloitte's Weekly Transition-In Work Schedule
 - Review M&E Contract RTM updates
 - Participate in Knowledge Transfer sessions for the Security workstream
 - Participate in Job Shadowing sessions for the following workstreams:
 - ✕ OCM
 - ✕ Production Operations
 - ✕ Security
 - Participate in Reverse Shadowing sessions for the following workstreams:
 - ✕ SCR
 - ✕ Security
 - Participate in Support Services Readiness review meeting on July 30, 2025
 - Participate in Support Services Go/No-Go meeting on July 31, 2025

1.15 OCAT

- No activities scheduled.

DEVIATIONS FROM PLAN/ADJUSTMENTS

- None