CalSAWS

Implementation Readiness Packet
April 2021

The purpose of the Implementation Readiness Packet is to provide C-IV Counties with information related to the operational readiness of the Projects within CalSAWS Portfolio, including the C-IV Migration and BenefitsCal, the state-wide Self-Service Portal. Status will include key metrics related to the overall "health" of the Implementation effort based on measurable metrics and milestones.

The Implementation Readiness packet is intended to provide a high-level overview of key milestones that contribute to the overall readiness of the C-IV Migration. The packet serves to inform the Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the C-IV Counties monthly.

*An Implementation Readiness Milestone is a critical-path activity for the C-IV Migration and BenefitsCal Go-Live in September 2021.
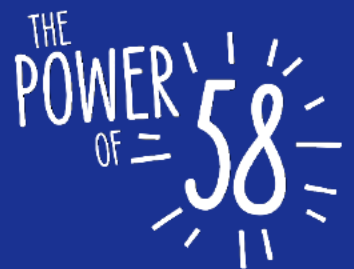
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EXECUTIVE SUMMARY DASHBOARD
C-IV MIGRATION AND BENEFITSCAL

The **Executive Dashboard** presents a **high-level view of Project Readiness** in the form of a stop light indicator for the previous and current reporting period. Readiness statuses are presented for each Readiness Area. The status of each Readiness Area is determined by timely Milestone completion (see Key below). Milestones are the set of required activities needed for CalSAWS Go-Live. Project Milestones are identified by project team leads and CalSAWS Project leadership. More detail on C-IV Migration and BenefitsCal progress can be found in later sections of the Implementation Readiness Packet.

Key:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

Table 1 - Executive Summary Dashboard

*Information current as of 4/9/2021

Area	Category	CalSAWS	BenefitsCal	Comments
Application	Design	G	C	
	Development	G	G	
	System Test	G	G	
	User Acceptance Test	G	G	
	Usability Test	N/A	G	
Integration	Design	C	C	
	Development	G	G	
	System Test	NS	G	
	Interface Partner Test	G	G	
Technical	Infrastructure	G	NS	
	Security Testing	G	G	
	Performance Testing	G	G	
Conversion	Conversion Readiness	G	NS	
	Converted Data Test	G	G	
Training	Training Plan	C	G	
	Training Materials	G	NS	
	Training Delivery	G	NS	
Implementation	Service Desk	G	NS	
	System Operations	G	NS	
	Prod Deployment Plans	G	NS	
Change	Communications	G	G	
	Partner Readiness (County, etc.)	N/A	NS	

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C-IV County Heatmap

The **C-IV County Heatmap** shows the Readiness Area Statuses for each of the 39 C-IV Migration Counties. The C-IV County Heatmap contains all Project Readiness areas, except Integration Readiness, which is a Project-specific readiness category.

The Criteria for determining the Status (e.g. Not Started, **Green**, **Yellow**, **Red**, **Complete**) of a Readiness Area is based on the Statuses of the individual Milestones within each Readiness Area.

Each County listed below has been linked to the County-specific Implementation Readiness Checklist hosted on the CalSAWS Web Portal. Please reach out to your PPOC for access to your County Implementation Readiness Checklist. The User must first be logged into the Web Portal with the user's credentials for the link to work.

As of April 9, 2021, the C-IV Migration overall is **on track** for Go-live on September 27, 2021. There are no late County Milestones that came due prior to April 9, 2021.

Milestones completed: 12 milestones
Milestones in progress: 2 milestones
Milestones not started: 5 milestones
Late Milestones: 0 Milestones

Key:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

Table 2 - C-IV County Heatmap

	Application	Technical	Conversion	Training	Implementation	Change
Alpine	G	G	G	G	G	G
Amador	G	G	G	G	G	G
Butte	G	G	G	G	G	G
Calaveras	G	G	G	G	G	G
Colusa	G	G	G	G	G	G
Del Norte	G	G	G	G	G	G
El Dorado	G	G	G	G	G	G
Glenn	G	G	G	G	G	G
Humboldt	G	G	G	G	G	G

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	Application	Technical	Conversion	Training	Implementation	Change
Imperial	G	G	G	G	G	G
Inyo	G	G	G	G	G	G
Kern	G	G	G	G	G	G
Kings	G	G	G	G	G	G
Lake	G	G	G	G	G	G
Lassen	G	G	G	G	G	G
Madera	G	G	G	G	G	G
Marin	G	G	G	G	G	G
Mariposa	G	G	G	G	G	G
Mendocino	G	G	G	G	G	G
Merced	G	G	G	G	G	G
Modoc	G	G	G	G	G	G
Mono	G	G	G	G	G	G
Monterey	G	G	G	G	G	G
Napa	G	G	G	G	G	G
Nevada	G	G	G	G	G	G
Plumas	G	G	G	G	G	G
Riverside	G	G	G	G	G	G
San Benito	G	G	G	G	G	G
San Bernardino	G	G	G	G	G	G

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	Application	Technical	Conversion	Training	Implementation	Change
San Joaquin	G	G	G	G	G	G
Shasta	G	G	G	G	G	G
Sierra	G	G	G	G	G	G
Siskiyou	G	G	G	G	G	G
Stanislaus	G	G	G	G	G	G
Sutter	G	G	G	G	G	G
Tehama	G	G	G	G	G	G
Trinity	G	G	G	G	G	G
Tuolumne	G	G	G	G	G	G
Yuba	G	G	G	G	G	G

Key:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

*Information current as of 4/9/2021

*Integration Readiness is not included in the C-IV County heatmap as there are no Integration Readiness activities for the C-IV Counties to date. If future Integration Readiness activities are added for the C-IV Counties, a column on Integration Readiness will be added in the above C-IV County heatmap

*To date, there are no BenefitsCal Milestones for the C-IV Counties

County Specific Checklists can be found on the Web Portal at the following navigation:

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Past Due Activities Summary

The Past Due Summary table shows a count of Project and County Late Milestones/Tasks and their associated severity level. A Late Milestone/Task is any Milestone/Task that has not been completed by the target due date.

As of 4/9/2021 there are 0 Late Milestones/Tasks.

Table 3 - Past Due Milestones/Tasks by Severity Level

Severity	Late Milestones/Tasks
High No remediation plan has been identified	0
Medium A remediation plan has been identified, but has not yet started	0
Low A remediation plan has been identified and is in progress	0
Grand Total	**0**

The table below provides details for all Late Milestones/Tasks, their county impacts, and the mitigation strategies to get the county back on track.

Table 4 - Past Due Milestones/Tasks Detail

No.	Milestone/Task Summary	Severity	Original Due Date	New Due Date	Actual % Complete	Planned % Complete	Impact	Remediation Plan
1.								

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Project-Related Risks and Issues Summary

The Project-Related Risks and Issues Summary tables show the counts of Project Risks and Issues related to C-IV Migration and their associated Risk level/Issue Priority. **As of 4/9/2021 there are 7 open Project Risks and 0 Issues** that align with CalSAWS or BenefitsCal Readiness.

Table 5 – Project-Related Risks Summary

Risk Level	# of Risks
High Probability is high and impact is major	4
Medium Probability is possible and impact is significant	3
Low Probability is low and impact is minimal	0
Grand Total	7

Table 6 – Project-Related Issues Summary

Issue Priority	# of Issues
Critical Unacceptable impact to the CalSAWS Project	0
High Major slip in major milestone or critical path impacted	0
Medium Minor slip in major milestone with no critical path impact	0
Low Minimal impact or minor Project adjustment needed	0
Grand Total	0

The table below provides details for Project-related risks, the risk level, and the mitigation plan to get back on track.

Table 7 - Project-Related Risks

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
226	High	COVID-19 relief efforts may impact CalSAWS DD&I schedule.	The state and federal partners have requested changes to the SAWS Systems in response to COVID-19 relief efforts. The	The priority for the CalSAWS Project is responding to emergency and policy updates related to COVID-19.

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Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
			scope and priority of these efforts are not fully known. The Consortium and vendors may need to allocate staff to support the relief efforts to get them implemented quickly. If resources from DD&I are shifted to focus on relief efforts, it could impact the CalSAWS DD&I delivery schedule.	There are several new initiatives from the Fed/State which are expected to be completed in the short term ($600 California Stimulus and 15% CalFresh COLA). These updates, along with DHCS FPL COLA, schedule CF Emergency Allotments, and other release and routine activities are being researched as they cause impacts to C-IV down time (availability during weekends) . Additionally, as new initiatives are identified, there may be a need to ask the State to prioritize these initiatives due to limitations in the available weekend timeframes to complete the scheduled batch jobs. With the PHE currently extended through 4/2021, discussions have begun with DHCS regarding what they have received from CMS. As more information is known/decided, the SAWS will provide feedback on approach and timelines. On 2/23/2021, Governor Newsom signed off on the Golden State Grant, a $600 grant benefit for CalWORKs (and some other outside SAWS) customers. This is expected to be implemented by all SAWS on 3/27/2021. In order to meet this priority timeline, a few SCRs may need to shift to later dates.
231	High	Delay of Web Browser compliance may impact users who do not use MS Internet Explorer	LRS (base CalSAWS) is built to work primarily with Microsoft Internet Explorer (IE). It is not browser agnostic nor fully compatible with Google Chrome or other browsers. The IE-centric architecture creates compatibility issues such as document preview, handle data population logic in certain data fields, trigger forms, or proper rendering of Notice Of Actions (NOAs). IE is also being obsoleted by the industry. DDID 1776 requires that CalSAWS support Microsoft Internet Explorer and the Chrome Web Browser. DDID 1768 only requires Microsoft IE for the AMP performance monitor. This is inconsistent with DDID 1776 and does not enable workstation	An approach with Adobe Experience Manager (AEM) was prototyped and meets the basic requirement of rendering the forms in HTML5 and providing compatibility with Chrome and Edge browsers. Validation was completed with all the identified types of forms and threshold languages. There were some minor font related and dynamic rendering issues identified in the initial validation. The font issues with different languages have not been resolved. There have been improvements to some of the fonts with the latest patch provided by Adobe on 3/19/21. There are 3 tickets that remain open with Adobe to look at the dynamic rendering issue. These issues have been escalated within Adobe; a meeting was held on 3/26/21 with Adobe leadership across their

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Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
			names to be captured using Chrome.	engineering, support, and sales teams. Adobe provided an update on the open tickets and a go forward plan. The project team has started investigating backup strategies in the event these issues cannot be resolved by Adobe. Two Tech SCRs have been drafted for 21.07 to support the current plan based on the assumption Adobe will resolve these issues soon.
236	High	The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	The Analytics hard-launch dashboard production release experienced delays in data refresh impacting CalSAWS (LRS). • A single county (LA) data load was delayed due to batch processing exceeding 6:00 am. • Data refresh time is degrading for a single county volume in production processing. • Performance and measurements for a single county may not scale with the current configurations. • Staging environment performance results identified that the environment used for hard launch needs to align with the production environment.	**Action Item #1:** Final updates are still pending as delivery-specific efforts have taken priority. CT/QA/Analytics combined team is meeting to review latest round of revisions Tuesday, 3/30/21. **In-progress:** Refinements to the documentation continue based on reviews and feedback **Action Item #2:** Demonstrate stability in batch job run times and adherence to 6am batch window over a 5-10 day period. **Complete** **Action Item #3:** Initial batch performance testing (Analytics only) will be conducted in April 2021. Action item completion revised to end of July 2021. **In-progress** **Action Item #4:** 58 county performance and load testing. **Not started**; dependent on converted CalWIN data
237	High	The scaling of Batch for 58 Counties may have an impact on system performance	The CalSAWS production batch schedule does not always complete by 6am. As part of DDI there will be growth in both the count of batch jobs and volume of data as additional counties are converted into CalSAWS. This growth may add a challenge to batch completing on time. Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle.	• Continue to monitor the trend analysis of batch performance tuning efforts in CalSAWS • Recommend moving the batch performance testing earlier in the schedule to allow for analysis and remediation as necessary • Develop baselines from batch regression test for trend analysis and to identify tuning priorities • Apply operational updates to identified bottlenecks: query tuning, additional job threading, schedule updates to reduce contention • Identify core and non-core jobs for the new batch schedule.

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Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
				Prioritize jobs that must complete prior to 6am based on business need and interface partner processing timeframes • Update existing alerting, monitoring, escalation and communication procedures (Batch Ops / Reports / Analytics) • Improve/automate notification of delays that may have a potential business impact **Risk Status:** • Project schedule has been updated by Accenture for C-IV Specialized Test Phase: - Batch Regression Test January 4, 2021 to May 3, 2021 - Batch Performance Test start date moved earlier by 1 month, which doubles the timeframe to 2 months. Now scheduled for June 1 to July 30 - Pending outcomes of Batch Regression Test, the start date could move even earlier, into May 2021 (contingency period May 3 to June 1) • Latest updates to Child Support interface (changes to driving query, threading, and cache) have resulted in a reduction in runtime by 80%. Additional batch processes are being assessed for similar changes
208	Medium	CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties	There have been persistent delays in CalHEERS achieving release readiness during the system test cycle, introducing risk to the dependent CalSAWS production release date. Any CalSAWS delay will impact the timely delivery of business functionality, receipt of which is critical to the counties. Additionally, date slips cause negative downstream planning and scheduling churn.	Will continue to collaborate with the CalHEERS team as they transition to a new M&O vendor focusing on potential release impacts. Continue to monitor and communicate with DHCS partners. Due to COVID-19, the meetings and coordination with DHCS, Katie Mead and her team, have not yet occurred. Items in the state budget may require additional coordination between CalHEERS and CalSAWS, increasing complexity. Additionally, CalHEERS is migrating the application to the cloud which also increases complexity. CalHEERS production releases have been delivered without delay for the preceding 12 months. However, due to the planned

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
				CalHEERS Cloud migration and the CalHEERS discussion of a potential 09/2021 release, this item will continue to require monitoring.
235	Medium	The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface	If either the BenefitsCal phase 1 implementation or the CalSAWS modifications for BenefitsCal phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal phase 1 could be impacted.	The team will split the scope of BenefitsCal phase 1 into two releases, with release 1 functionality being equivalent to or exceeding what is currently available in C4Yourself and deploying with the CalSAWS C-IV cutover in September 2021.

Functionality to be included in release 1 (September 2021) includes:
• User Centered Design, Apply for Benefits, Report a Change, Renewal/ Redetermination, Periodic Reports, System Administration, Home Page and Dashboards, Alerts and Notifications, CBO/FBO, Account Management, Messages/ Correspondence, Document Upload, Appointments, Am I Eligible, Operational Reports. C4Y User Account Conversion, Help Center, 12 Languages, C4Y User Conversion

Features/efforts to be delivered in November 2021 includes:
• VITA Support Request, Account at Risk, EBT/BIC Card Replacement, GA/GR, YBN User Conversion
The team presented additional detail of the three mitigation options for Risk 235 at the 12/3/2020 PSC and 12/4/2020 Board meetings. The JPA Board voted to proceed with Option 2 as the mitigation strategy. Option 2 included splitting BenefitsCal Phase 1 functionality into two releases, as described in the updated Risk Mitigation Plan. The Board requested the addition of a contingency and rollback plan if current Option 2 plans cannot be executed as proposed. The contingency/rollback plan is under development.

Team discussed measures to add into test plan to allow for uninterrupted development and system test time up until May 31. ClearBest QA will maximize test execution during the week of May 31 to complete the most testing |

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Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
				possible in 1 week. Deloitte will provide new build by June 7 to support closeout of findings prior to the start of UAT June 14. Starting June 14, QA Independent Test and UAT will be staggered to focus on components of application as they are ready on an incremental basis. QA will also access Jira and other provided test artifacts during system test period to confirm quality and exit criteria.
241 (New)	Medium	If production services/operations are not expanded to support 58 counties, CalSAWS may not be ready to support a multi-county and multi-vendor production environment	As production services expand to support multiple counties and additional production services are introduced, production operations needs to be ready to support a multi-county and multi-vendor production environment.	Conducted an assessment of current processes/procedures/organization to determine next steps to evolve production operations to support multi-county, multi-vendor set of services and implement outcomes prior to the C-IV cutover. Areas to review: • Production incident management • Escalation • Communications to impacted parties • Production Services - monitoring capabilities • Recovery scenarios (major outage versus minor) / business impact

The table below provides details for Project-related issues, the issue priority, and the mitigation plan to get back on track.

Table 8 - Project-Related Issues

No.	Issue Priority	Issue Name	Issue Description	Mitigation Plan/ Status
1.				

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C-IV Migration Risks and Issues Summary

The County-Related Risks and Issues Summary tables show a count of County Risks and Issues related to C-IV Migration and their associated risk level/issue priority. **As of 4/9/2021 there are 0 Risks and 0 Issues.**

Table 9 – County-Related Risks Summary

Risk Level	# of Risks
High Probability is high and impact is major	0
Medium Probability is possible and impact is significant	0
Low Probability is low and impact is minimal	0
Grand Total	0

Table 10 - Issues by Priority

Issue Priority	# of Issues
Critical Unacceptable impact to the CalSAWS Project	0
High Major slip in major milestone or critical path impacted	0
Medium Minor slip in major milestone with no critical path impact	0
Low Minimal impact or minor Project adjustment needed	0
Grand Total	0

The table below provides details for County-related risks, the risk level, and the mitigation plan to get back on track.

Table 11 - C-IV Migration Risks

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
1.				

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The table below provides details for County-related issues, the issue priority, and the mitigation plan to get back on track.

Table 12 - C-IV Migration Issues

No.	Issue Priority	Issue Name	Issue Description	Mitigation Plan/ Status
1.				

CalSAWS Implementation Readiness Areas

The readiness of CalSAWS Implementation is comprised of several readiness areas that measure progress and overall readiness for a production deployment. The scale used to evaluate readiness is below:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

Table 13 - C-IV Migration Overall Readiness Dashboard

Area	Category	Start Date	End Date	Current Period	Previous Period
Application	Design	04/23/2019	04/23/2021	G	G
	Development	05/25/2019	05/28/2021	G	G
	System Test	07/18/2019	07/23/2021	G	G
	UAT	04/1/2021	08/31/2021	G	NS
	Usability Test	N/A	N/A	N/A	N/A
Integration	Design	01/27/21	03/10/2021	C	G
	Development	02/25/21	06/11/2021	G	G
	System Test	04/26/21	07/16/2021	NS	NS
	Interface Partner Test	03/1/2021	08/27/2021	G	G
Technology	Infrastructure	03/1/2019	09/15/2021	G	G
	Security Testing	11/5/2019	09/24/2021	G	G
	Performance Testing	05/1/2019	09/24/2021	G	G
Conversion	Conversion Readiness	03/4/2019	08/31/2021	G	G
	Converted Data Test	12/15/2020	07/20/2021	G	G
Training	Training Plan	07/15/2019	01/29/2021	C	C
	Training Materials	01/01/2019	08/01/2021	G	G
	Training Delivery	09/03/2019	09/17/2021	G	G
Implementation	Service Desk	01/01/2021	04/30/2021	G	G
	System Operations	12/01/2019	08/27/2021	G	NS
	Prod Deployment Plans	09/23/2019	05/31/2021	G	G
Change	Communications	05/4/2020	09/06/2021	G	G
	Partner Readiness	N/A	N/A	N/A	N/A

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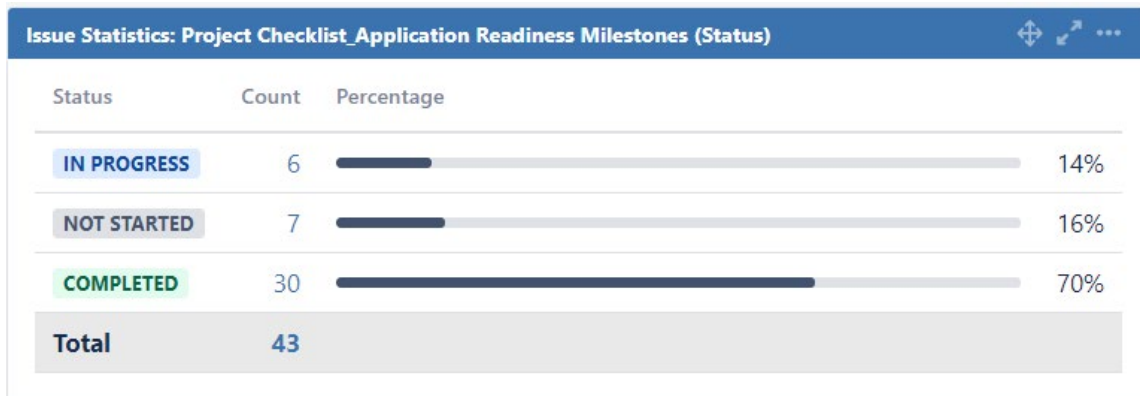
Application Readiness

As of April 9, 2021, 30 out of 43 milestones/tasks are complete. 6 out of 43 are in progress for Application Readiness.

The CalSAWS **Application Development team** designs, develops, tests, and maintains the CalSAWS application based on the CalSAWS Design, Development, and Implementation (DD&I) Statement of Requirements (SOR).

For every **major CalSAWS release**, a **CalSAWS General Design** Deliverable is submitted that is comprised of a package of design documents. A total of eleven (11) CalSAWS General Design Deliverables will be submitted prior to C-IV Migration.

As part of the application readiness effort, system testing of CalSAWS serves as a major system readiness factor in preparation for the C-IV Migration. The **CalSAWS System Test Team** is responsible for validating the changes, based on the CalSAWS Designs that were approved to meet the stated system functional and non-functional/technical requirements. The Counties are responsible for validating the implementation of the designs through User Acceptance Testing.

Figure 1 - Application Readiness Milestones/Tasks

Upcoming Tasks

The table below includes a summary of the application readiness tasks planned with the target start and target due date.

Figure 2 - Application Readiness Upcoming Milestones/Tasks

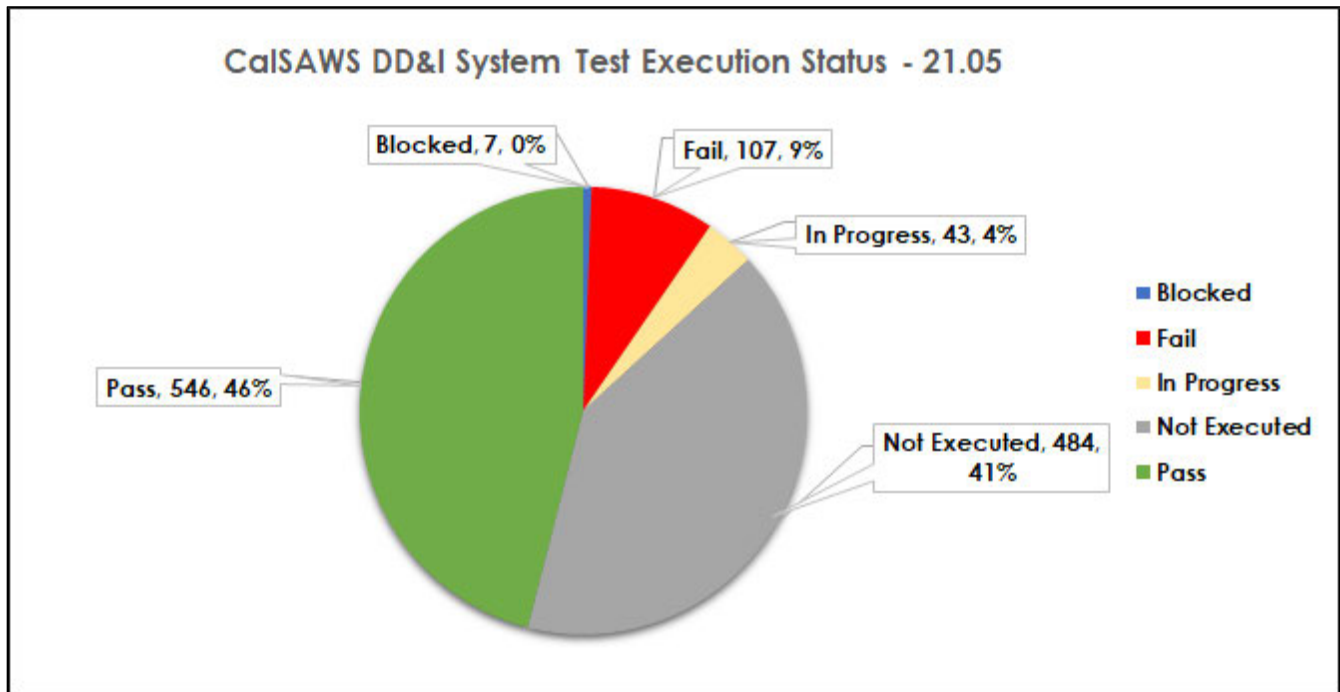| Key	Summary	Status	Target Start Date	Target Due Date ↑
CI-6655	PROJECT - Completion of Batch Regression Testing	IN PROGRESS	11/03/2020	05/18/2021
CI-6584	PROJECT - Deploy CalSAWS Release 21.05	IN PROGRESS	09/04/2020	05/24/2021
CI-6582	PROJECT - Submit Deliverable #52 - CalSAWS (C-IV) UAT Readiness Report/Milestone	IN PROGRESS	12/30/2020	06/07/2021
CI-6583	PROJECT - Deploy CalSAWS Release 21.07	IN PROGRESS	12/18/2020	07/25/2021
CI-6365	PROJECT - Administer User Acceptance Test	IN PROGRESS	04/01/2021	08/27/2021
CI-6600	PROJECT - C-IV State Report County Planning and Execution	NOT STARTED	04/01/2021	08/30/2021
CI-691	PROJECT - Complete C-IV User Acceptance Test (UAT)	NOT STARTED	04/30/2021	08/31/2021
CI-6308	PROJECT - Child Care Administrator Portal is ready for C-IV County Cutover	IN PROGRESS	03/23/2020	09/22/2021

Metrics of Key Milestones in Progress

Table 14 - CalSAWS Release 21.05 SCRs

SCRs Ready for Design	SCRs in Design	SCRs in Build	SCRs in System Test	SCRs Test Complete	Total SCRs
0	1	1	47	5	54

Table 15 - CalSAWS Release 21.03 Pass Rates

Pass Rate **Target** as of April 9, 2021	**25%**
Pass Rate **Actual** as of April 9, 2021	**46%**
System Test Complete Date: **May 19, 2021**	

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Figure 3 - CalSAWS Release 21.05 Test Execution

CalSAWS DD&I System Test Execution Status - 21.05

Blocked, 7, 0%   Fail, 107, 9%

In Progress, 43, 4%

Pass, 546, 46%

Not Executed, 484, 41%

Legend:
- Blocked
- Fail
- In Progress
- Not Executed
- Pass

Note: Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

Not Executed: The test scenarios have not begun
Pass: All test scenarios have been completed successfully and passed test criteria
Fail: Not all system test scenarios have passed, but the tester was able to complete the test scenarios
Blocked: A system test scenario failed, which blocked the tester from proceeding with other scenarios
In Progress: The system test scenario execution is underway

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Integration Readiness

As of April 9, 2021, 0 out of 7 milestones/tasks are complete. 7 out 7 are in progress for Integration Readiness.

The CalSAWS **Application Development team** designs, develops, tests, and maintains the CalSAWS application based on the CalSAWS Design, Development, and Implementation (DD&I) Statement of Requirements (SOR).

Figure 4 - Integration Readiness Milestones/Tasks

Issue Statistics: Project Checklist_Integration Readiness Milestones (Status)		
Status	Count	Percentage
IN PROGRESS	7	100%
Total	7	

Figure 5 - Integration Readiness Upcoming Milestones/Tasks

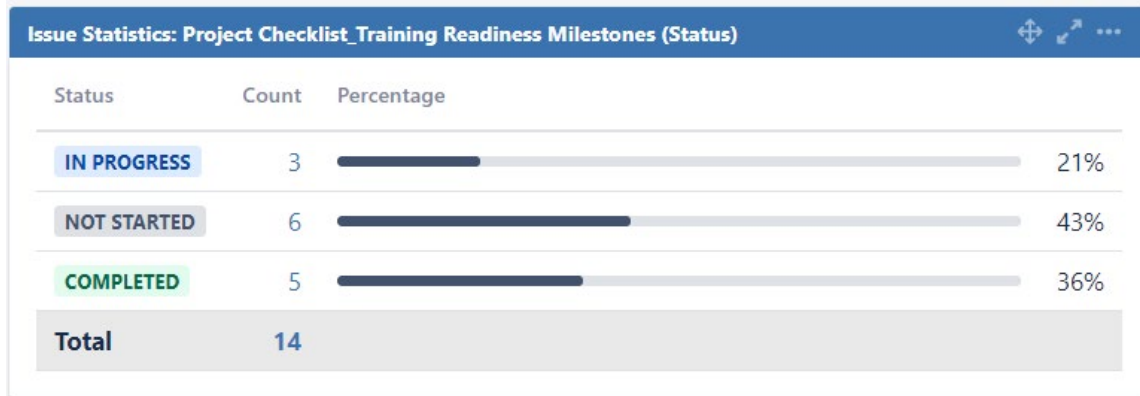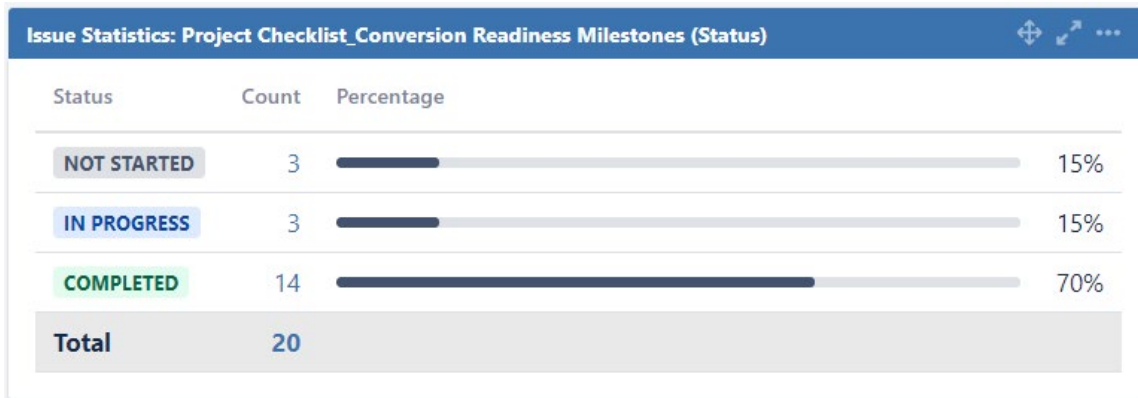| Key	Summary	Status	Target Start Date	Target Due Date ↑
CI-7536	PROJECT - Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces)	IN PROGRESS	01/25/2021	06/01/2021
CI-7520	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with Ad Hoc Reporting (Extranet Dependent)	IN PROGRESS	03/15/2021	06/15/2021
CI-7320	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - CalWIN eICT	IN PROGRESS	03/01/2021	08/27/2021
CI-7319	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - Child Support Interface	IN PROGRESS	03/01/2021	08/27/2021
CI-7318	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - CalHEERS	IN PROGRESS	01/15/2021	08/27/2021
CI-7260	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - EBT (FIS)	IN PROGRESS	01/15/2021	08/27/2021
CI-7259	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - MEDS	IN PROGRESS	03/01/2021	08/27/2021

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Training Readiness

As of April 9, 2021, 5 out of 14 milestones/tasks are complete. 3 out 14 are in progress for Training Readiness.

The C-IV to CalSAWS **Training Program** consists of a collection of **Web-based Trainings** and **Supplemental User Guides**. The CalSAWS Project team is currently in the Design and Build phase of training development. The below table describes the progression of the development of the training materials.

TRAINING READINESS – MILESTONES/TASKS METRICS

Figure 6 - Training Readiness Milestones/Tasks

Status	Count	Percentage
IN PROGRESS	3	21%
NOT STARTED	6	43%
COMPLETED	5	36%
Total	**14**	

Upcoming Tasks

Figure 7 - Training Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-6638	PROJECT - Complete C-IV Migration Training Materials	IN PROGRESS	03/02/2020	04/15/2021
CI-609	PROJECT - Load C-IV Migration WBTs and Users Guides to the LMS	IN PROGRESS	04/05/2021	05/01/2021
CI-7671	PROJECT - Update ServiceNow to accommodate LMS Requests from the C-IV Counties	IN PROGRESS	04/15/2021	06/01/2021
CI-619	PROJECT - Add C-IV County end-users to the LMS	NOT STARTED	05/01/2021	06/20/2021
CI-7315	PROJECT - Complete Analytics training/engagement with the C-IV Counties	IN PROGRESS	01/01/2020	09/15/2021

Metrics of Key Milestones in Progress

Table 16 - Migration Training Materials Progression

Training Material Type	Number of Materials	Phase			
		Design	Build	Test	Complete
Web-based Trainings (WBTs)	30	5	24	0	1
Quick/Reference Guides	65	31	34	0	0

* Test Phase will begin in April 2021 as intended

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Conversion Readiness

As of April 9, 2021, 14 out of 20 milestones/tasks are complete. 3 out 20 are in progress for Conversion Readiness.

The conversion activities focus on the **planning, development,** and **execution** of tasks to **transform and migrate the data** residing within the C-IV System into the CalSAWS. Data and process readiness, through pre-cutover activities such as **data cleansing** and **mock conversions**, are critical to a successful migration/cutover.

CONVERSION READINESS – MILESTONE/TASKS METRICS

Figure 8 - Conversion Readiness Milestones/Tasks

Upcoming Tasks

Figure 9 - Conversion Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-6652	PROJECT - Execution of Converted Data Test	IN PROGRESS	12/15/2020	04/30/2021
CI-7554	PROJECT - Creation of Conversion Case Review Reports	IN PROGRESS	07/01/2020	08/27/2021

## Metrics of Key Milestones in Progress

Execution of Converted Data Test (CDT)

Converted Data Test (CDT) is used to verify that data from C-IV can be converted successfully into CalSAWS test environments (12/30/2020 - 4/30/2021). This is a collaboration amongst many CalSAWS Project Teams, including System Test, Application Development, and Conversion.

Table 17 - CDT Pass Rate

Pass Rate Target as of **April 9, 2021**	84%
Pass Rate Actual as of **April 9, 2021**	90%

Figure 10 - C-IV CDT Execution Status
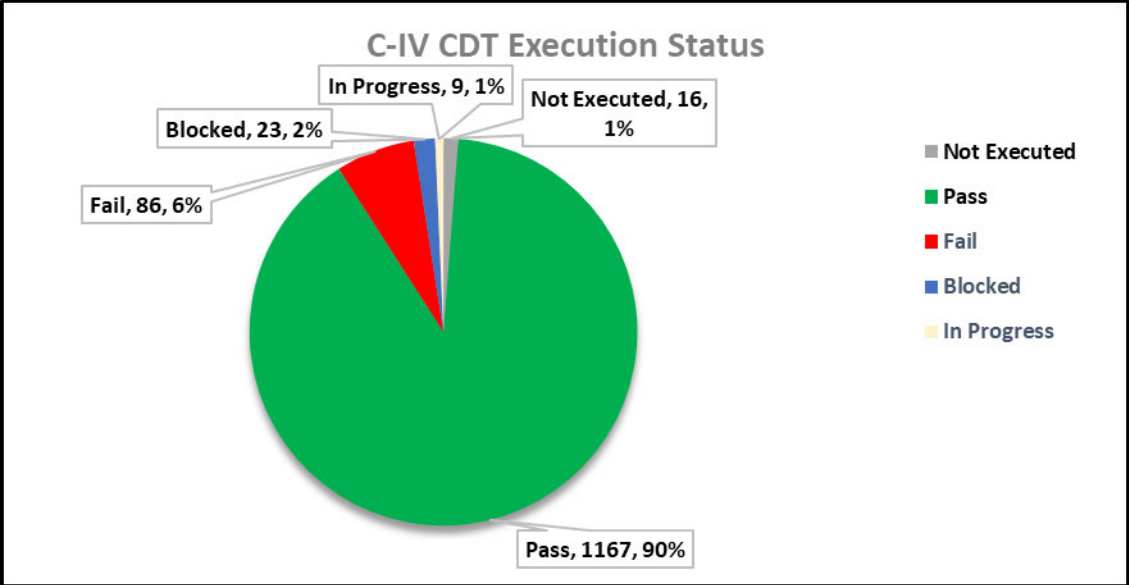
Not Executed: The test scenarios have not begun

Pass: All test scenarios have been completed successfully and passed test criteria

Fail: Not all system test scenarios have passed, but the tester was able to complete the test scenarios

Blocked: A system test scenario failed, which blocked the tester from proceeding with other scenarios

In Progress: The system test scenario execution is underway
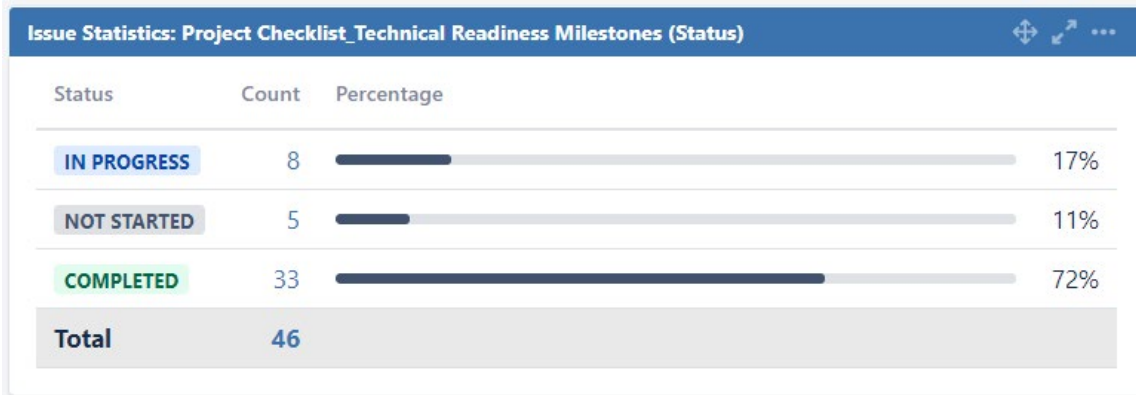
Technical Readiness

As of April 9, 2021, 33 out of 46 milestones/tasks are complete. 8 out of 46 are in progress for Technical Readiness.

The CalSAWS **Technical Team** is responsible for the performance and availability of the CalSAWS System. Migration to the Amazon Web Services (AWS) Cloud in October 2019 was a major technical readiness area for the C-IV Migration, as it led the way to bring all 58 California Counties onto one system and maintain performance standards. The Technical Team will continue to concentrate on **scaling up the** performance of the **System** and **preparing infrastructure** for the 39 C-IV Counties to join CalSAWS. Many of the technical readiness activities require the coordination and collaboration with the Technical Point of Contacts (TPOCs).

TECHNICAL READINESS – MILESTONES/TASKS METRICS

Figure 11 - Technical Readiness Milestones/Tasks

Issue Statistics: Project Checklist_Technical Readiness Milestones (Status)			
Status	Count	Percentage	
IN PROGRESS	8		17%
NOT STARTED	5		11%
COMPLETED	33		72%
Total	46		

Upcoming Tasks

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Figure 12 - Technical Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date ↑
CI-7882	PROJECT - Initiate Case Data removal	NOT STARTED	04/16/2021	04/18/2021
CI-7883	PROJECT - Complete Case Data removal	NOT STARTED	04/30/2021	04/30/2021
CI-6997	PROJECT - Complete SD-WAN & Extranet Network enablement, for all C-IV Counties	IN PROGRESS	11/01/2020	04/30/2021
CI-6632	PROJECT - Complete OBIEE (LRS + C-IV): Analysis & Reverse Engineering	IN PROGRESS	08/01/2019	05/31/2021
CI-7911	PROJECT - Project Rollback planning in conjunction with cutover planning	IN PROGRESS	04/09/2021	05/31/2021
CI-7262	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - Maximus	IN PROGRESS	03/01/2021	08/27/2021
CI-7261	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - Efunds	IN PROGRESS	03/01/2021	08/27/2021
CI-6658	PROJECT - Completion of Performance and Stress Test for CalSAWS Go-live	IN PROGRESS	02/01/2021	09/24/2021
CI-6630	PROJECT - Complete Environment Deployment for Cloud Enablement and Provide Support	IN PROGRESS	08/01/2019	09/24/2021

Metrics of Key Milestones in Progress

Complete SD-WAN & Extranet Network enablement, for all C-IV Counties

Extranet Enablement

Extranet enablement aims to build a future state of connectivity for all counties to access AWS hosted services. To date, 113 sites are complete (88%).

Table 18 - Extranet Enablement Summary

Status	Count	Percent
Completed	113	88%
In Progress	14	11%
Not Started	1	1%

SD-WAN (Completed)

SD-WAN is Software-Defined Wide Area Network and is essentially a virtual WAN architecture that supports organizations to **securely connect users to applications**. The objective is to replace the existing WAN solution with SD WAN across all county sites in order to automate WAN routing decisions, reduce

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network downtime and build a foundational infrastructure required for upcoming project enhancements.

133 of 133 sites completed (100%). **CalSAWS and County Teams successfully completed SD-WAN implementation.**

Table 19 - SD-WAN Summary

Status	Count	Percent
Completed	133	100%
In Progress	0	0%

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Change Readiness

As of April 9, 2021, 4 out of 5 milestones are complete. 1 is in progress for Change Readiness.

The **Change Management Team** track the level of **User preparedness** for the upcoming C-IV Migration and adoption of the new System. User Readiness is monitored through regularly administered assessments surveys.

Change Management activities guide county teams through the change commitment curve. Activities support Change Network Champions (CNC) in their efforts to increase awareness, understanding, and acceptance of the CalSAWS System changes. The ultimate goal is for county teams to commit to the changes by C-IV County Go-Live.

CHANGE READINESS – MILESTONES/TASKS METRICS

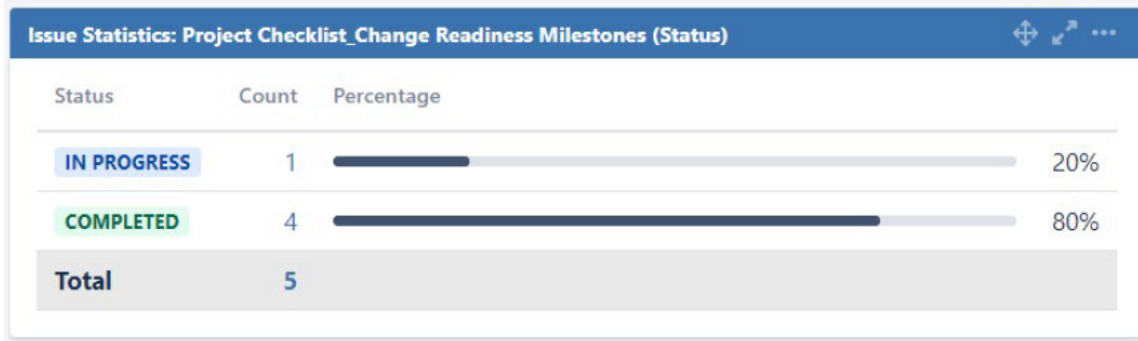**Figure 13 - Change Readiness Milestones/Tasks**

Issue Statistics: Project Checklist_Change Readiness Milestones (Status)		
Status	Count	Percentage
IN PROGRESS	1	20%
COMPLETED	4	80%
Total	5	

Figure 14 - Change Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-7483	PROJECT - Submit FCED Plan for Change Management	IN PROGRESS	03/29/2021	04/21/2021

Metrics of Key Milestones in Progress

Table 20 - Change Communications/Outreach Distributed

Communication/Outreach Type	Number Distributed/Hosted	Total Number Planned
Infographics	7	9+
CalSAWS Implementation News Blasts	2	4
Demonstration Videos	6	7+
Targeted Topic Sessions	9	10
Change Network Meetings	6	11
Just-in-Time Demos	0	5

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Most **Imaging change management** activities and communications are integrated into the overall C-IV Migration change management approach. The Infographics, CalSAWS Implementation News Blasts, Demonstration Videos, and Change Network Meetings referenced above include Imaging content. In addition to those activities and communications, the Imaging Change Management Team is responsible for several activities that focus solely on Imaging.
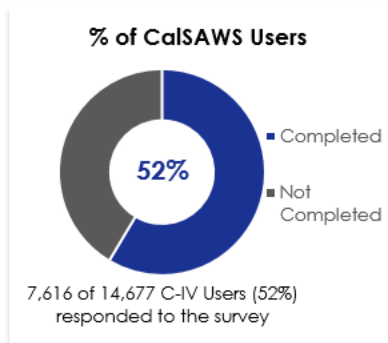
Table 21 - Imaging-specific Activities

Activity	Status	End Date
Imaging Roadshows	**4 out of 4 Roadshows Hosted**	03/02/2021
Imaging Demonstrations	Planning in Progress	05/13/2021

T-6 Change Readiness Assessment Survey Results

The purpose of the T-6 Change Readiness Assessment Survey was intended to assess communication effectiveness, and measure User awareness, understanding, and acceptance of the C-IV Migration to CalSAWS.

The survey was conducted from March 16 to March 30, 2021 and was distributed to 14,677 C-IV County Users across 38 Counties (1 County opted out of receiving the survey). 7,616 complete responses were received **(~52% response rate)**.

Figure 15 – Percentage of C-IV Survey Respondents

% of CalSAWS Users

52%

- Completed
- Not Completed

7,616 of 14,677 C-IV Users (52%) responded to the survey

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Additionally, here is a view of respondents by County. As mentioned above, there are 38 Counties (and DSS) represented due to one County opting not to take the survey.

**Figure 16 – C-IV Counties Relative Response Rate**
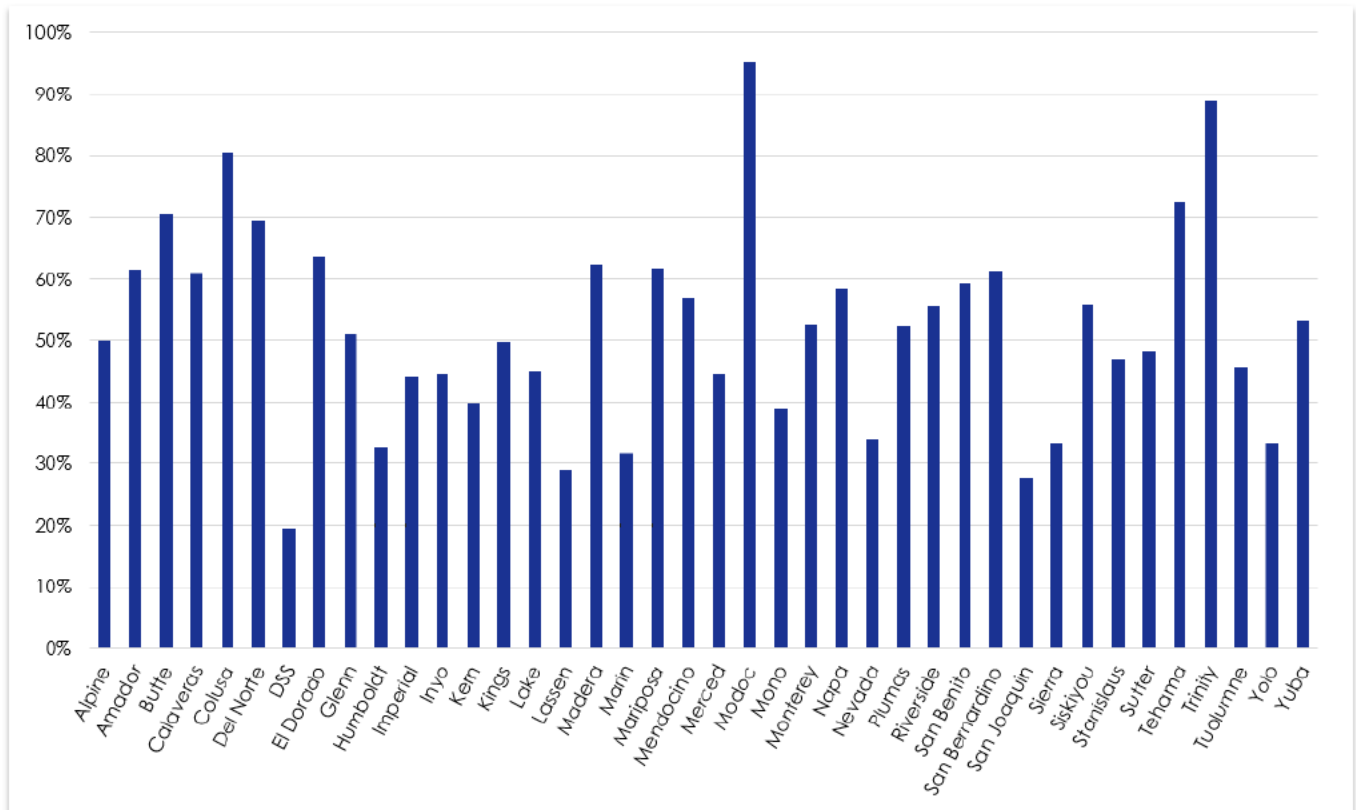
CalSAWS Awareness

The T-6 Month Change Readiness Assessment Survey included one question designed to measure levels of awareness relating to the implementation of the CalSAWS Solution.

Out of the 7,616 C-IV Respondents, 4,717 (61.9%) know where to get the answer when they have a question about CalSAWS Go-Live, as shown in the figure below. This represents a **13.1% increase** from the T-12 Month Survey results.

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Figure 17 – Distribution of C-IV Respondents who are aware of where to get the answer if they have a question about CalSAWS
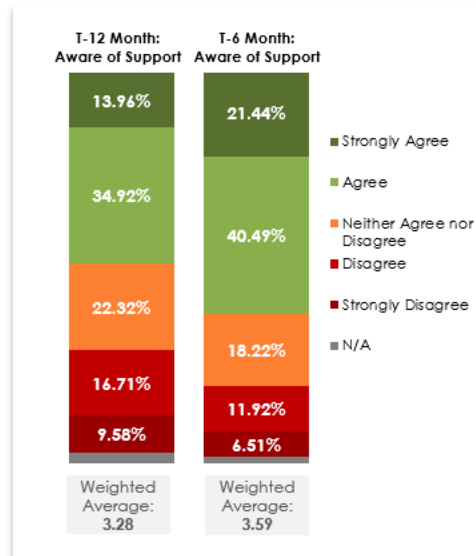
Key Takeaways

By T-6 Month, the Project expected 70% affirmative responses for the one question designed to measure levels of awareness, but received **61.9%** affirmative responses. While there is a significant increase from T-12 Month of **13.1%**, the T-6 Month actual affirmative responses falls short of T-6 Month expectations by **8.1%**. To increase levels of CalSAWS awareness, specifically in regard to where Users can find answers to questions about CalSAWS, the Project identified the following recommendation:

1. Encourage the CNCs to continue to promote themselves as vehicles for support and highlight the available self-service options.

CalSAWS Understanding

The T-6 Month Change Readiness Assessment Survey included three questions designed to measure levels of understanding and number of communications received relating to the implementation of the CalSAWS Solution.

Out of the 7,616 C-IV Respondents, 3,511 (46.1%) understand how their daily system interactions will change after CalSAWS Go-Live, as shown in the figure below. This represents a **9.1% increase** from the T-12 Month Survey results.

Figure 18 – Distribution of C-IV Respondents who understand how their daily system interactions will change after CalSAWS Go-Live
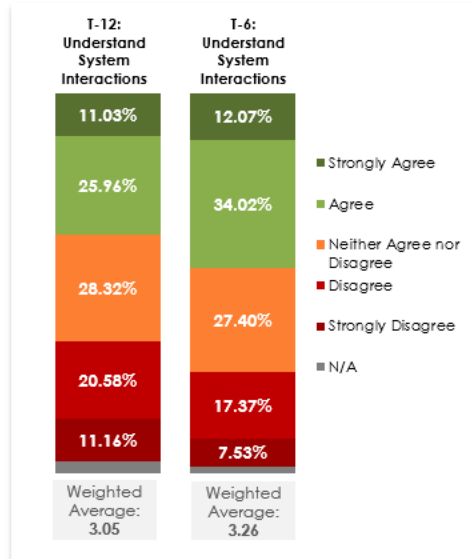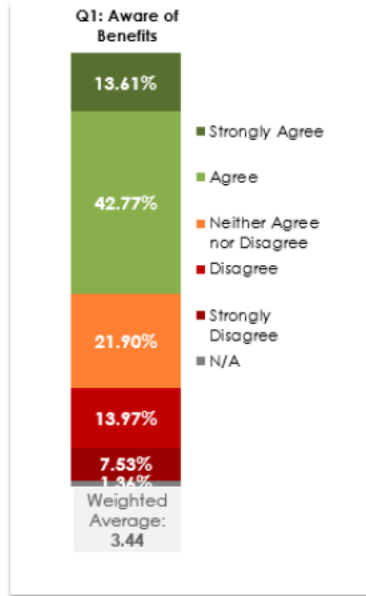

Key Takeaways

By the next survey, T-3 Month, the Project expects to have 70% affirmative responses for the one question designed to measure levels of understanding in regard to how Users' daily system interactions will change after CalSAWS Go-Live. The T-6 Month survey results for this question needs to increase by **23.9%** in order to meet expectations. To maintain and further increase the levels of CalSAWS understanding, the Project identified the following recommendation:

1. Focus on how daily system interactions will change for users by providing Day-in-the-Life system demonstrations for various types of workers (Eligibility, Employment Services, and Fiscal).

Out of the 7,616 C-IV Respondents, 4,294 (56.4%) know what system enhancements are coming with CalSAWS, as shown in the figure below.

Figure 19 – Distribution of C-IV Respondents who know what system enhancements are coming with CalSAWS

Q1: Aware of Benefits

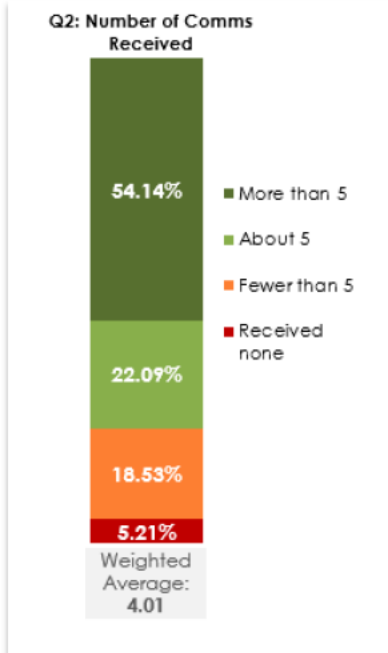|	
13.61%	Strongly Agree
42.77%	Agree
21.90%	Neither Agree nor Disagree
13.97%	Disagree
7.53%	Strongly Disagree
1.36%	N/A

Weighted Average: 3.44

Key Takeaways

By the next survey, T-3 Month, the Project expects to have 70% affirmative responses for the one question designed to measure levels of understanding in regard to knowing what system enhancements are coming with CalSAWS. The T-6 Month survey results for this question needs to increase by **13.6%** in order to meet expectations. To maintain and further increase the levels of CalSAWS understanding, the Project identified the following recommendation:

1. Provide support materials that clearly define what system enhancements are coming to CalSAWS.

Out of the 7,616 C-IV Respondents, 5,807 (76.2%) received approximately 5 or more communications about the C-IV Migration to CalSAWS, as represented in the figure below.

Figure 20 – Distribution of C-IV Respondents who have received approximately 5 or more communications about the C-IV Migration to CalSAWS

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Q2: Number of Comms Received

- 54.14% — More than 5
- 22.09% — About 5
- 18.53% — Fewer than 5
- 5.21% — Received none

Weighted Average: 4.01

Key Takeaways

By T-6 Month, the Project expected to have 70% affirmative responses for the one question designed to measure levels of understanding in regard to the number of CalSAWS communications Users have received. The survey results surpassed this affirmative projection by **6.2%**. To maintain and further increase the levels of Users who receive five or more CalSAWS communications, the Project identified the following recommendations:
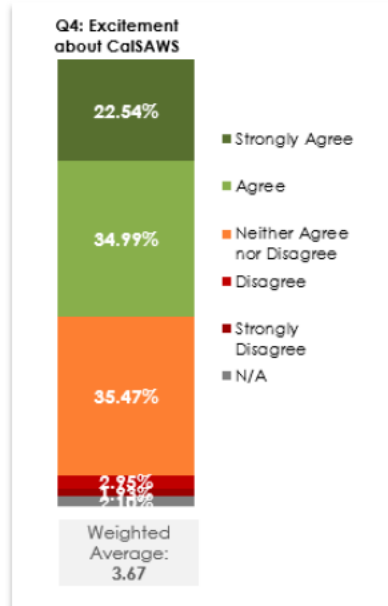
1. Continue to leverage CNCs to disseminate Communications materials. Continue to provide multiple methods for how to distribute materials.

CalSAWS Acceptance

The T-6 Month Change Readiness Assessment Survey included one question designed to measure the level of acceptance relating to the implementation of the CalSAWS Solution.

Out of the 7,616 C-IV Respondents, 4,382 (57.5%) are excited about the transition to CalSAWS.

Figure 21 – Distribution of C-IV Respondents who are excited about the transition to CalSAWS

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Q4: Excitement about CalSAWS

- Strongly Agree: 22.54%
- Agree: 34.99%
- Neither Agree nor Disagree: 35.47%
- Disagree: 2.95%
- Strongly Disagree
- N/A: 2.11%

Weighted Average: 3.67

Key Takeaways

By the final survey, T-3 Week, the Project expects to have 70% affirmative responses for the one question designed to measure levels of acceptance in regard to the percentage of Users who are excited about the C-IV Migration to CalSAWS. The T-6 Month survey results for this question need to increase by **12.47%** in order to meet expectations. To maintain and further increase the levels of CalSAWS acceptance, the Project identified the following recommendation:

1. Continue to build excitement by distributing more communications and assuring Users that the changes they will experience in C-IV will enhance their ability to do their work.

Summary

Overall, the T-6 Month results for the migration to CalSAWS showed a positive trend across all questions, which indicates that C-IV users are progressing well along the Change Commitment Curve from Awareness to Understanding, and ultimately Acceptance. The Project has identified the following key recommendations to continue this momentum towards Understanding and Acceptance:

1. Focus on how daily system interactions will change for users by providing Day-in-the-Life system demonstrations for various types of workers (Eligibility, Employment Services, and Fiscal).
2. Provide a Summary of High-Impact Changes, as well as details about the Migration Training materials, so users understand the main areas of change and the resources available to support their understanding.
3. Provide the Change Network Champions (CNCs) with information to encourage attendance at relevant CalSAWS meetings and to promote the Migration Training program.

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4. Continue to create and leverage opportunities for feedback, such as the Change Network Champion Feedback Form. Through this feedback we can confirm the information we are providing is useful and clear.
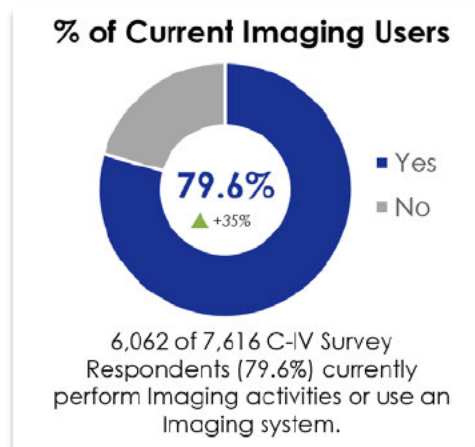
T-6 Month Change Readiness Survey Results for Imaging

Imaging Change Readiness Assessment Survey questions were integrated into the existing T-6 Month Change Readiness Assessment Survey to minimize the volume of surveys and reduce impact to C-IV users. The purpose of the Imaging section is to assess Imaging-specific communication effectiveness, and measure User awareness, understanding, and acceptance of the CalSAWS Imaging Solution.

The T-6 Month Change Readiness Assessment Survey included a skip logic question that was designed to identify survey respondents as current Imaging users. Answering "Yes" prompted respondents to more detailed questions about the CalSAWS Imaging Solution; answering "No" moved respondents past the Imaging section.

Out of the 7,616 survey respondents, 6,062 self-identified as Imaging users, as show in the figure below. The T-6 Month results revealed a **35.5% increase** of self-identified Imaging users as compared to the T-12 Month results, which is closer to the expected target of 99% based on the Imaging Stakeholder Analysis.

Figure 22 – Percentage of C-IV Survey Respondents who Self-Identified as Imaging Users

% of Current Imaging Users

79.6%
▲ +35%

■ Yes
■ No

6,062 of 7,616 C-IV Survey Respondents (79.6%) currently perform Imaging activities or use an Imaging system.
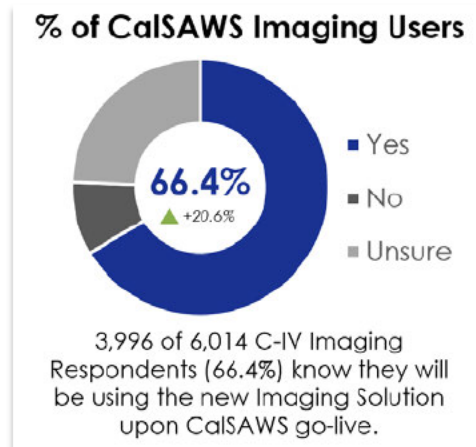
Imaging Awareness

The T-6 Month Change Readiness Assessment Survey for Imaging included two questions designed to measure levels of awareness relating to the implementation of the CalSAWS Imaging Solution.
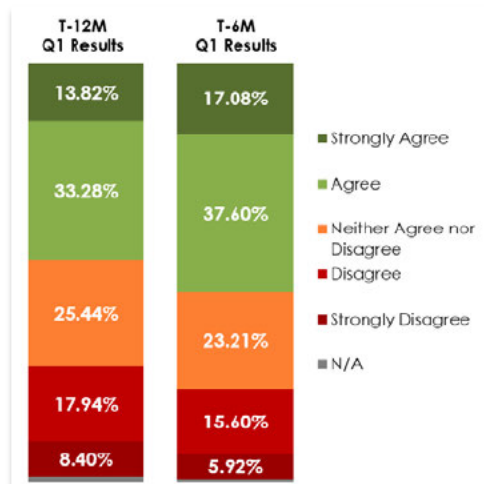
Out of the 6,014 C-IV Imaging Respondents, 3,996 (66.4%) knew they will be using the new Imaging Solution upon CalSAWS Go-Live, as shown in the figure below. This represents a **20.6% increase** from the T-12 Month Survey results.

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Figure 23 – Percentage of C-IV Imaging Respondents who are aware of the Implementation of the CalSAWS Imaging Solution

% of CalSAWS Imaging Users

66.4%
▲ +20.6%

- Yes
- No
- Unsure

3,996 of 6,014 C-IV Imaging Respondents (66.4%) know they will be using the new Imaging Solution upon CalSAWS go-live.

The following awareness question asked survey respondents to rate the following statement from Strongly Disagree to Strongly Agree: If I have a question about the CalSAWS Imaging Solution, I know where to get the answer. Out of the 6,014 C-IV Imaging Respondents, **3,288 (54.7%) responded with positively (either Strongly Agree or Agree)** to the statement, representing an **8.7% increase** from the T-12 Month results.

Figure 24 – Distribution of Responses relating to the CalSAWS Imaging Support Resources from C-IV Imaging Respondents

T-12M Q1 Results

- 13.82%
- 33.28%
- 25.44%
- 17.94%
- 8.40%

T-6M Q1 Results

- 17.08%
- 37.60%
- 23.21%
- 15.60%
- 5.92%

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree
- N/A

Key Takeaways

By T-6 Month, the Project expected to have 70% affirmative responses for the three questions designed to measure levels of awareness. The survey results for Imaging fell slightly short of this affirmative target – receiving 66% and 54.7% affirmative responses by the order of the questions above. To increase levels of Imaging awareness, the Project identified the following recommendations:

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1. In outgoing Imaging Communications, emphasize the implementation@CalSAWS.org alias and the County IPOCs and PPOCs as Imaging support resources
2. Encourage the Change Network Champions (CNCs) and County IPOCs and PPOCs to highlight County self-service options as they relate to Imaging
3. Continue to highlight key benefits of the Imaging Solution in outgoing Imaging Communications
4. Encourage a wider distribution of outgoing Imaging Communications
5. Encourage attendance at the upcoming Imaging Demonstrations

Imaging Understanding

The T-6 Month Change Readiness Assessment Survey for Imaging included two questions designed to measure levels of understanding of the direct impacts and benefits resulting from the CalSAWS Imaging Solution.

The first understanding question asked survey respondents to rate the following statement from Strongly Disagree to Strongly Agree: I understand the benefits of the CalSAWS Imaging Solution. Out of the 6,014 C-IV Imaging Respondents, **2,899 (48.2%) responded positively** to the statement, resulting in an **8% increase** from the T-12 Month results.

Figure 25 – Distribution of Responses relating to understanding the benefits of CalSAWS Imaging from C-IV Imaging Respondents
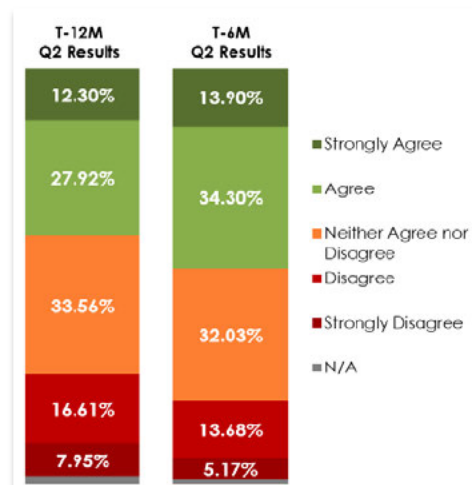
The next understanding question asked survey respondents to rate the following statement from Strongly Disagree to Strongly Agree: I understand how the CalSAWS Imaging Solution will be different from what Counties do today. Out of the 6,014 C-IV Imaging Respondents, **2,901 (48.2%) responded positively** to the statement, representing a **10% increase** from the T-12 Month results.

Figure 26 – Distribution of Responses relating to understanding the functional changes of CalSAWS Imaging from C-IV Imaging Respondents
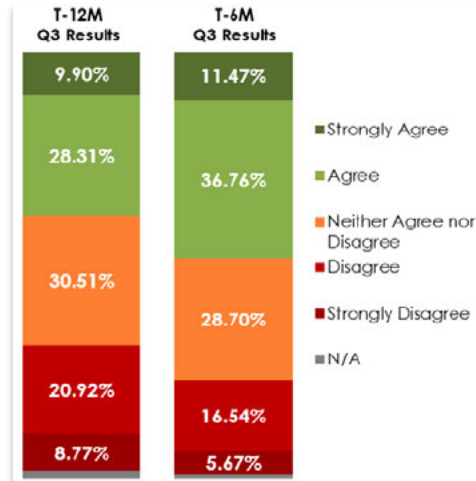
Key Takeaways

While the Project did not set a target for T-6 Month levels of understanding, the T-3 Month target for Imaging understanding is set at 70% affirmative responses. The T-6 Month survey results for the questions above need to increase by **21.8%**, in order to meet this target. To increase levels of Imaging understanding, the Project identified the following recommendations to implement before the T-3 Month Change Readiness Assessment Survey:
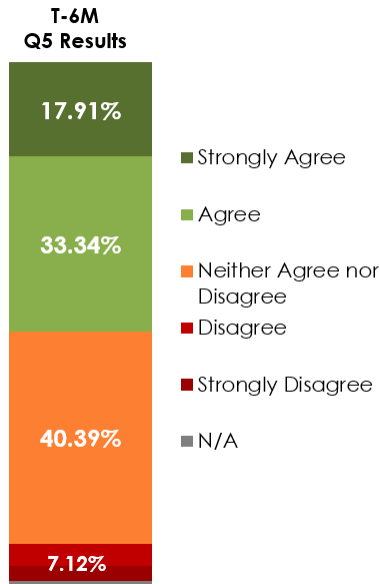
1. Continue to highlight the functional changes of the CalSAWS Imaging solution in outgoing Imaging Communications
2. Encourage a wider distribution of these outgoing Imaging Communications
3. Encourage attendance at the upcoming Imaging Demonstrations, which will provide detailed information about new Imaging functionality and will increase users' understanding of the functional changes
4. County providing information about Imaging key changes and associated benefits to the CNCs, IPOCs and PPOCs
5. Encourage internal County communications relating to new Imaging business processes and responsibilities by role

Imaging Acceptance

The T-6 Month Change Readiness Assessment Survey for Imaging included one question designed to establish a baseline level of acceptance of the CalSAWS Imaging Solution, including the key Imaging changes and changes to Imaging responsibilities.

The baseline acceptance question asked survey respondents to rate the following statement from Strongly Disagree to Strongly Agree: I am excited about the transition to the CalSAWS Imaging Solution. Out of the 6,014 C-IV Imaging Respondents, **3,082 (51.25%) responded positively** to the statement, as shown in the figure below.

Figure 27 – Distribution of Responses relating to the excitement for CalSAWS Imaging from C-IV Imaging Respondents

T-6M
Q5 Results

17.91%	■ Strongly Agree
33.34%	■ Agree
	■ Neither Agree nor Disagree
40.39%	■ Disagree
	■ Strongly Disagree
7.12%	■ N/A

Key Takeaways

By the final survey, T-3 Week, the Project expects to have 70% affirmative responses for the Acceptance question. The T-6 Month survey results for this question need to increase by **18.7%** in order to meet this expectation. To further increase the levels of Imaging acceptance, the Project identified the following recommendation:

1. Continue to build excitement by highlighting the benefits of the CalSAWS Imaging Solution in outgoing Imaging Communications
2. Encourage attendance at the upcoming Imaging Demonstrations

Summary

Overall, the T-6 Month results for Imaging showed a positive trend across the Imaging questions, which indicates that C-IV Imaging users are progressing well along the Change Commitment Curve from Awareness to Understanding. The Project has identified the following key recommendations to continue this momentum towards Understanding and Acceptance:

1. Encourage a wider distribution of outgoing Imaging Communications before the T-3 Month Change Readiness Assessment Survey
2. Encourage attendance at the upcoming Imaging Demonstrations, which will provide detailed information about new Imaging functionality and increase user's' understanding of changes
3. Encourage internal County communications regarding changes to business processes and Imaging responsibilities
4. Expand engagement with the CNCs, IPOCs, and PPOCs by providing more content. Encourage the CNCs, IPOCs, and PPOCs to socialize provided content with County staff
5. Provide Imaging Training Program information to Counties in outgoing Imaging communications (e.g., Training Program infographic) and during relevant meetings (e.g. Monthly CNC meetings, Quarterly Regional Touchpoint #3)

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Implementation Readiness

As of April 9, 2021, 4 out of 6 milestones/tasks are complete. 1 out 6 are in progress for Implementation Readiness.

Implementation Support is a coordinated effort of the County Implementation Points of Contact (IPOCs) and Project Targeted On-Site Support (TOSS) teams. The IPOCs serve an essential role as the conduits of communication and facilitators of readiness activities from their respective counties to the Project TOSS teams.

The Readiness activities for C-IV user groups will focus on **preparing Counties to transition** from using the C-IV System to using CalSAWS. The activities are structured to confirm readiness throughout the Implementation process, enabling the Consortium to determine if key milestones are met and progress to the Readiness Plan is staying on track.

Monthly IPOC Engagement

The Implementation Team meets on a monthly basis with all 39 County IPOCs. In addition, each IPOC meets on a regular basis with their Project TOSS team to coordinate and monitor milestones and tasks on their individual County Readiness checklist. As the Migration date nears, these meetings will increase to more frequent reoccurrences.

Figure 28 - Implementation Readiness Milestones/Tasks
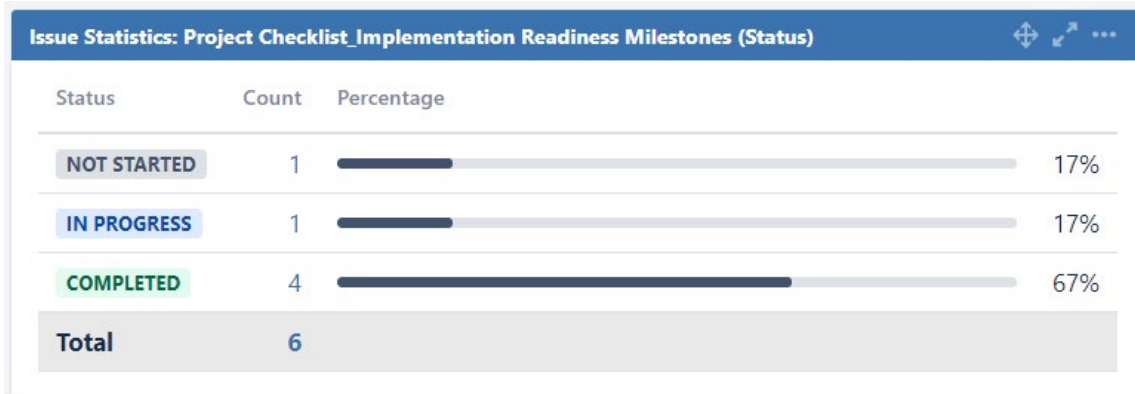
Upcoming Tasks

Figure 29 – Implementation Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date ↑
CI-7484	PROJECT - Finalize Post-Deployment Approach	IN PROGRESS	11/23/2020	05/31/2021
CI-803	PROJECT - Engage the Counties on staff profile/security administration updates	NOT STARTED	05/03/2021	08/27/2021

Metrics of Key Milestones in Progress

Regional Touchpoints

The CalSAWS Implementation Team is hosting four Quarterly Regional Touchpoints for the C-IV Counties. The intended attendees for these sessions are Managers, Supervisors, Trainers, Policy Experts, and other County Stakeholders who may be involved with internal County migration efforts and would like to learn more about the CalSAWS timeline and migration activities. The Team hosted the first two Regional Touchpoints and is currently preparing for the third which occurs in May 2021.

Table 22 - Regional Touchpoint Delivery Schedule

Title		Status	Delivery Date
Regional Touchpoint #1	Region 1	Completed	09/29/2020
	Region 2	Completed	09/30/2020
	Region 3	Completed	09/23/2020
	Region 4	Completed	09/22/2020
	Region 5	Completed	09/21/2020
Regional Touchpoint #2	Region 1	Completed	02/02/2021
	Region 2	Completed	01/28/2021
	Region 3	Completed	01/27/2021
	Region 4	Completed	01/27/2021
	Region 5	Completed	02/03/2021
Regional Touchpoint #3	Region 1	Planning in Progress	05/25/2021
	Region 2	Planning in Progress	05/25/2021
	Region 3	Planning in Progress	05/25/2021
	Region 4	Planning in Progress	05/25/2021
	Region 5	Planning in Progress	05/25/2021
Regional Touchpoint #4	Region 1	Not Started	Aug-2021
	Region 2	Not Started	Aug-2021
	Region 3	Not Started	Aug-2021
	Region 4	Not Started	Aug-2021
	Region 5	Not Started	Aug-2021

C-IV County Sandbox Usage Statistics

The **CalSAWS Sandbox** Environment provides select County staff with the opportunity to use CalSAWS in a non-production environment where they can experience and familiarize themselves with CalSAWS functionality, at a point in time as of the last CalSAWS Release, prior to migration. The Table below shows the number of Counties that logged into the Sandbox Environment during each reporting period (since 10/19/2020).

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Figure 30 - Total Number of C-IV County Logins/Week

Total Number of County Logins/Week
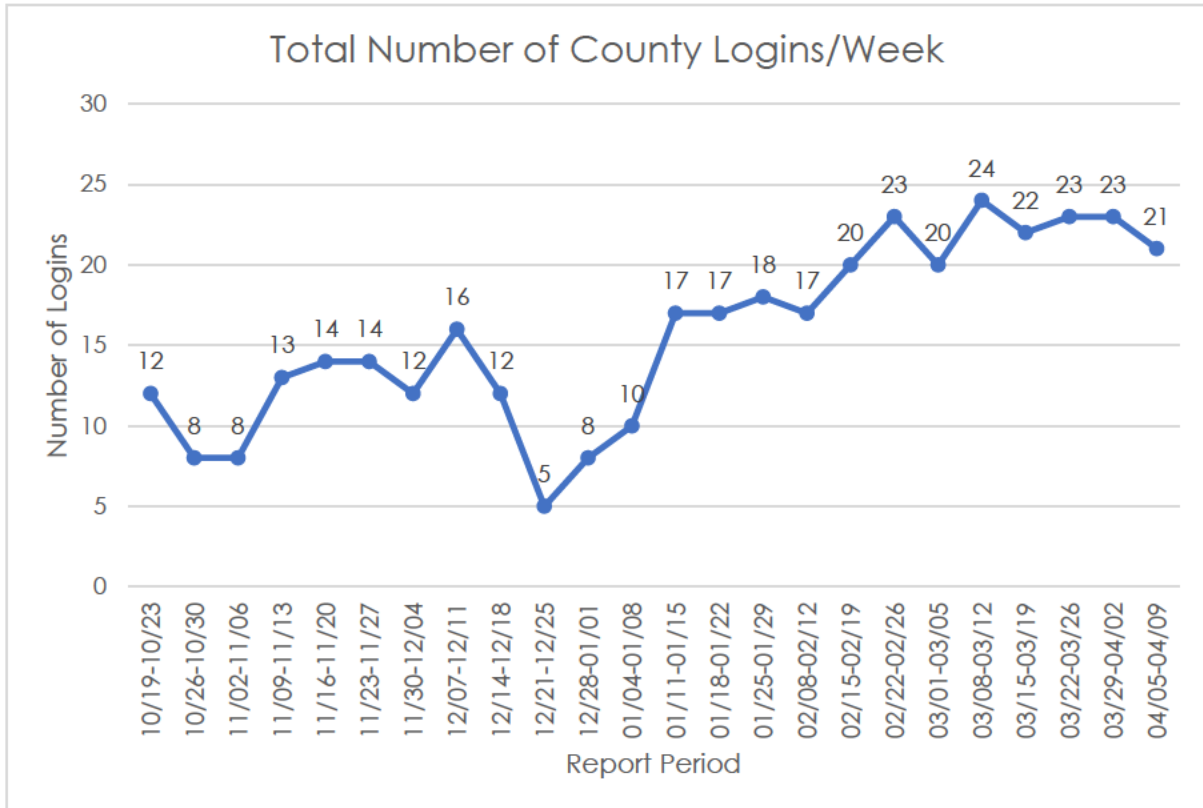
The Chart below shows the number of Sandbox logins per C-IV County since October 19, 2021. Note, the axis has been skewed to accommodate San Bernardino County's high log in count.

Figure 31 - Number of Sandbox Logins per C-IV County Since October 19, 2020

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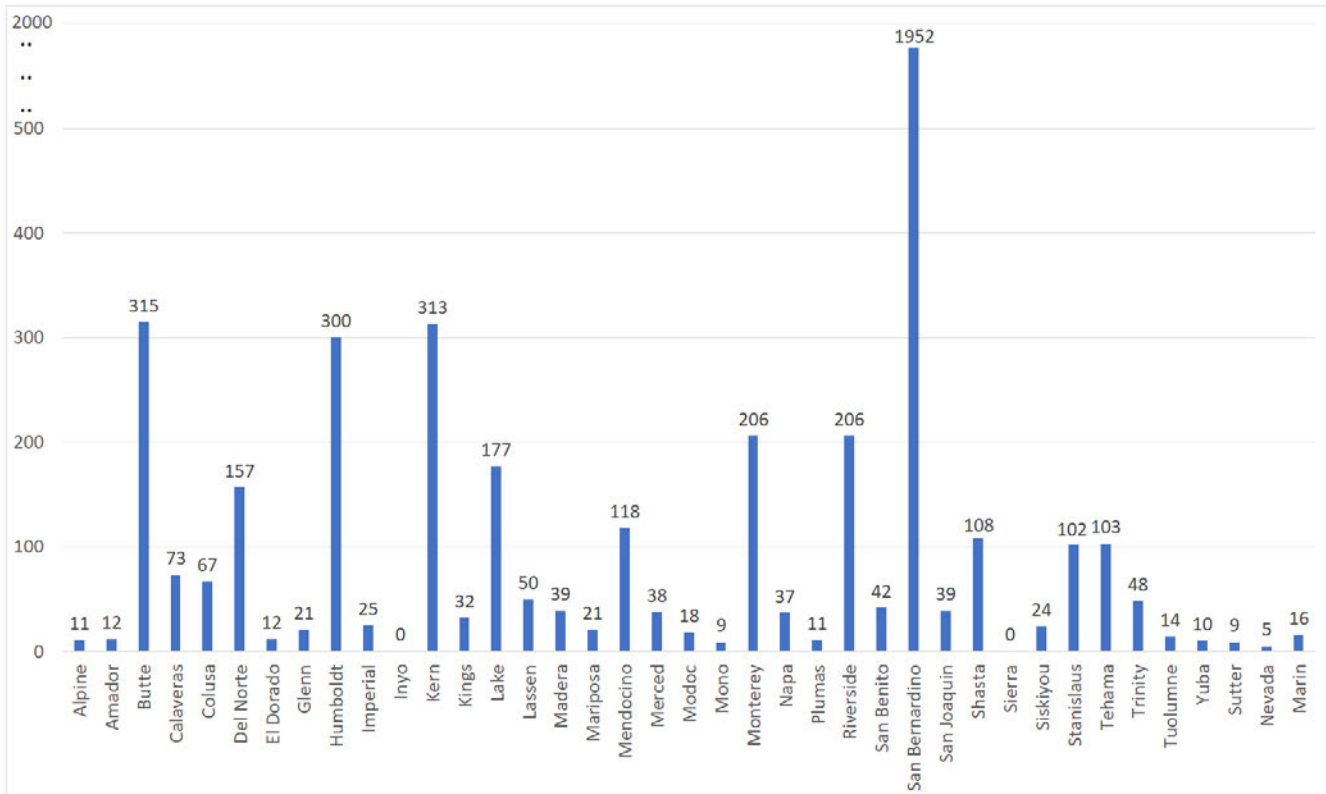
C-IV MIGRATION UPCOMING MILESTONES/TASKS

Table 23 - C-IV Migration Upcoming Milestones/Tasks

Milestone Name	Start Date	Due Date	Notes
Complete C-IV Migration Training Materials	03/02/2020	04/15/2021	
Initiate Case Data removal	04/16/2021	04/18/2021	
Submit FCED Plan for Change Management	03/29/2021	04/21/2021	
Complete Case Data removal	04/30/2021	04/30/2021	
Complete SD-WAN & Extranet Network enablement, for all C-IV Counties	11/01/2020	04/30/2021	
Execution of Converted Data Test	12/15/2020	04/30/2021	
Load C-IV Migration WBTs and Users Guides to the LMS	04/05/2021	05/01/2021	
Transition Central Print Vendors	4/19/2021	TBD	CalSAWS Consortium is currently working through planning efforts tied to transitioning the existing print vendors. Additional details will be provided in the May Readiness packet that share key information on timing and current status of the transition.

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BENEFITSCAL EXECUTIVE HIGHLIGHTS

This section will contain the executive highlights from the BenefitsCal system and user standpoint and will include a summary of key accomplishments for the previous period, as well as the highlights for the next period.

The BenefitsCal status below is effective **03/06/21** through **04/09/21**.

Executive Highlights

- **Development** of increment 2 is in progress and is proceeding on-schedule. **System Test** of Increment 1, Cycle 1 is complete.
- Approval of the **GSD/TSD Functional and Technical Design** deliverables was received on 03/10/21.
- Submitted the **Communications Strategy** on 03/26/21. Drafted the pre go-live communications and social media toolkit for review and feedback.
- Round 3 of the User Centered Design (UCD) **usability tests** completed and insights and updates are incorporated, to continuously validate and measure the current system designs.
- Delivered an updated **User Acceptance Test (UAT)** weekly schedule to support ongoing planning and preparation.
- Provided templates to support the review and validation of **CBO accounts** in preparation for account **conversion**. C4Y counties are reviewing the accounts and will provide updated accounts for conversion by 05/30/21.
- Looking ahead to the next reporting period, key activities will include the development of the **Training Strategy and Plan**, as well as the **Production Go-Live Activities** to plan the detailed events during the go-live weekend.

BenefitsCal Readiness Milestones

The BenefitsCal project monitors **overall operational readiness through four (4) key milestones**. These milestones are significant events in development and readiness toward the September 2021 Go-live for the BenefitsCal system for C-IV counties. Additional milestones will be defined for the November 2021 readiness for YBN replacement (LA County).

Key Milestones	Status	Evaluation Start Date	Decision Date	Go?	Notes
Exit System Test	NS	07/16/21	07/23/21		
Exit UAT	NS	08/20/21	09/03/21		
Production Dry Run	NS	08/06/21	08/13/21		
Production Green-Light	NS	09/06/21	09/10/21		

Milestone Legend

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

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BENEFITSCAL OPERATIONAL READINESS

BENEFITSCAL READINESS AREAS

The operational readiness of BenefitsCal is comprised of several readiness areas that measure progress and overall readiness for a production deployment. The scale used to evaluate readiness is defined below:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

Area	Category	End Date	Current Period	Previous Period
Application	Design	03/10/21	C	G
	Development	06/11/21	G	G
	System Test	07/16/21	G	G
	UAT	09/03/21	G	NS
	Usability Test	09/03/21	G	NS
Integration	Design	03/10/21	C	G
	Development	06/11/21	G	G
	System Test	07/16/21	G	NS
	Interface Partner Test	07/16/21	G	NS
Technical	Infrastructure	09/24/21	NS	NS
	Security Testing	08/06/21	G	NS
	Performance Testing	09/03/21	G	NS
Conversion	Conversion Readiness	09/27/21	NS	NS
	Converted Data Test	07/16/21	G	NS
Training	Training Plan	05/28/21	G	NS
	Training Materials	07/30/21	NS	NS
	Training Delivery	09/17/21	NS	NS
Implementation	Service Desk	09/10/21	NS	NS
	System Operations	09/03/21	G	NS
	Prod Deployment Plans	09/27/21	NS	NS
Change Readiness	Communications	09/20/21	G	NS
	Partner Readiness	09/20/21	NS	NS

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Application Readiness

Below is the status of the Application Readiness of the BenefitsCal system. **22 tasks** are tracked to support the **Application Readiness** of the BenefitsCal system. As of 04/09/21, all Application Readiness Tasks are on time and on target, and several tasks are ahead of schedule.

Figure 32 - Application Readiness
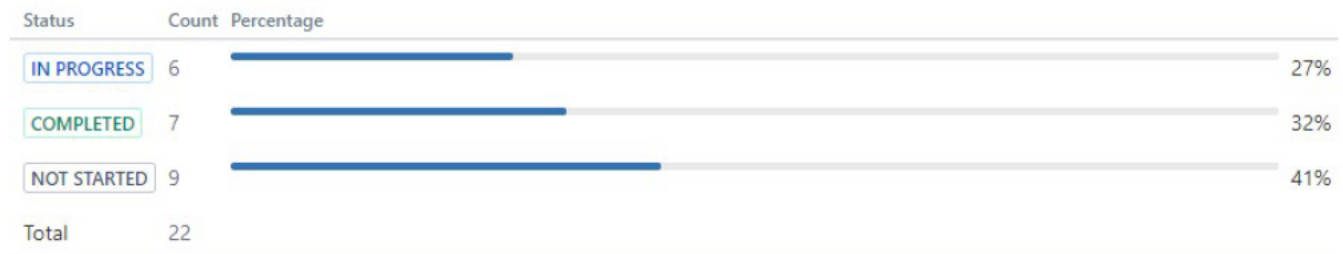
Status	Count	Percentage	
IN PROGRESS	6		27%
COMPLETED	7		32%
NOT STARTED	9		41%
Total	22		

Upcoming Tasks

The table below includes a summary of the application readiness tasks planned with the due date, actual percent complete, and planned percent complete.

Table 24 – Application Readiness Upcoming Tasks

Key	Summary	Status	Due Date ^	Actual % Complete	Planned % Complete
CSPM-6726	Complete Development Iteration - 2	IN PROGRESS	23/Apr/21	80	80
CSPM-6724	Begin Development Iteration -3	NOT STARTED	26/Apr/21	0	0
CSPM-6645	Approve BenefitsCal System Test Scripts.	IN PROGRESS	10/May/21	50	50
CSPM-6644	Submit BenefitsCal System Test Scripts.	IN PROGRESS	10/May/21	66	50
CSPM-6739	Complete writing UAT Test Scripts	IN PROGRESS	28/May/21	10	10

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Integration Readiness

Below is the status of the integration readiness of the BenefitsCal system. **12 tasks** are tracked to support the **Integration Readiness** of the BenefitsCal system. As of 04/09/21, all Integration Readiness Tasks are on time and on target.

Figure 33 - Integration Readiness

Status	Count	Percentage	
IN PROGRESS	1		8%
COMPLETED	4		33%
NOT STARTED	7		58%
Total	12		

Upcoming Tasks

There are no integration readiness tasks planned for the next reporting period. The table below includes a summary of the integration readiness tasks planned with the due date, actual percent complete, and planned percent complete.
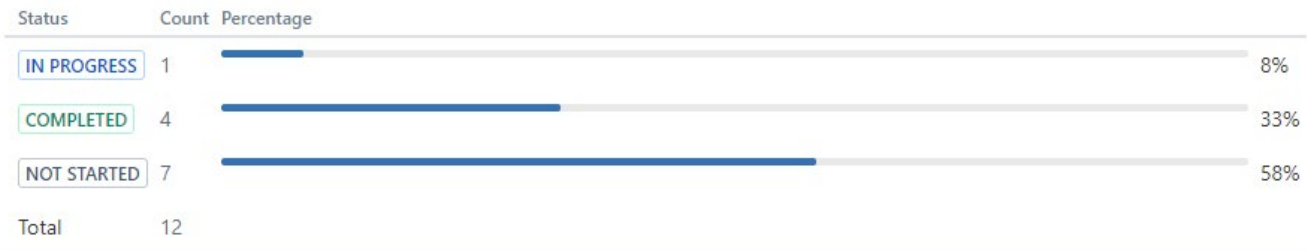
Table 25 – Integration Readiness Upcoming Tasks

Key	Summary	Status	Due Date	Actual % Complete	Planned % Complete
CSPM-6710	Complete Integration Development Iteration - 2	NOT STARTED	23/Apr/21	0	0
CSPM-6708	Begin Integration Development Iteration -3	NOT STARTED	26/Apr/21	0	0
CSPM-6711	Complete Integration Development Iteration - 3	NOT STARTED	11/Jun/21	0	0
CSPM-6734	Start BenefitsCal Integration UAT.	NOT STARTED	14/Jun/21	0	0
CSPM-6733	Complete BenefitsCal Integration System Test.	NOT STARTED	16/Jul/21	0	0

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Technical Readiness

Below is the status of the technical readiness of the BenefitsCal system. **10 tasks** are tracked to support the **Technical Readiness** of the BenefitsCal system. As of 04/09/21, all Technical Readiness Tasks are on time and on target.

Figure 34 - Technical Readiness

Status	Count	Percentage	
IN PROGRESS	1		10%
NOT STARTED	9		90%
Total	10		
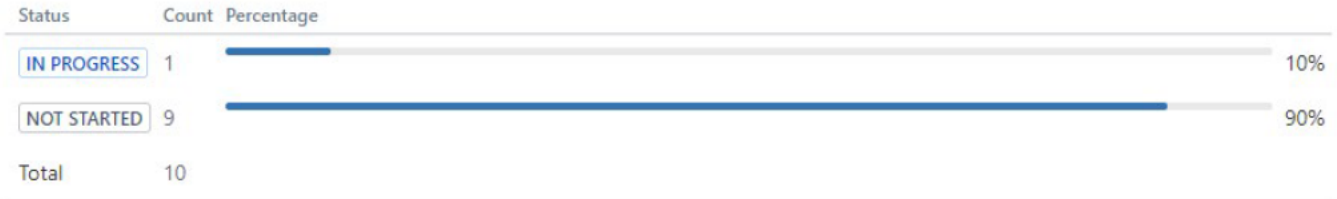
Upcoming Tasks

There are no technical readiness tasks planned for the next reporting period. The table below includes a summary of the technical readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.

Table 26 – Technical Readiness Upcoming Tasks

Key	Summary	Status	Due Date ⌃	Actual % Complete	Planned % Complete
CSPM-6716	Start Performance test.	NOT STARTED	26/Apr/21	0	0
CSPM-6718	Start BenefitsCal pre-production source code vulnerability scans (SAST / DAST).	NOT STARTED	14/Jun/21	0	0
CSPM-6713	Start penetration test.	NOT STARTED	28/Jun/21	0	0
CSPM-6714	Complete penetration test and share penetration test results.	NOT STARTED	13/Jul/21	0	0
CSPM-6719	Complete all BenefitsCal pre-production source code vulnerability scans (SAST / DAST).	NOT STARTED	16/Jul/21	0	0

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Conversion Readiness

Below is the status of the Conversion Readiness of the BenefitsCal system. **15 tasks** are tracked to support the **Conversion Readiness** of the BenefitsCal system. As of 04/09/21, all Conversion Readiness Tasks are on time and on target.

Figure 35 - Conversion Readiness

Status	Count	Percentage	
IN PROGRESS	1		7%
NOT STARTED	14		93%
Total	15		

Upcoming Tasks

There are no conversion readiness tasks planned for the next reporting period. The table below includes a summary of the conversion readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.
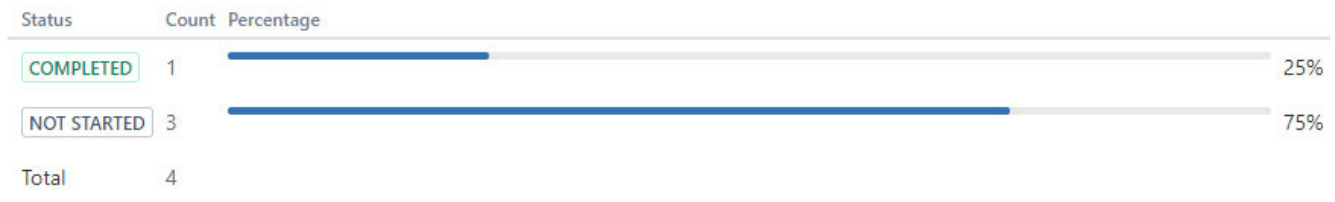
Table 27 – Conversion Readiness Upcoming Tasks

Key	Summary	Status	Due Date ^	Actual % Complete	Planned % Complete
CSPM-6665	Provide extract of the CBO and Admin users on UAT	NOT STARTED	28/May/21	0	0
CSPM-6664	Provide extract of regular users (non-CBO and non-admin users) account data from C4Y system on UAT	NOT STARTED	28/May/21	0	0
CSPM-6668	Load legacy user data in pre-production BenefitsCal database	NOT STARTED	11/Jun/21	0	0
CSPM-6667	Execute Conversion on Pre-Production-Create user accounts within ForgeRock for BenefitsCal Customer and CBO users. ForgeRock team to execute.	NOT STARTED	11/Jun/21	0	0
CSPM-6666	Create administrative on Pre-Production user accounts within ForgeRock for BenefitsCal admin	NOT STARTED	11/Jun/21	0	0

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Training Readiness

Below is the status of the Training Readiness of the BenefitsCal system. **4 tasks** are tracked to support the **Training Readiness** of the BenefitsCal system. As of 04/09/21, all Training Readiness Tasks are on time and on target.

Figure 36 - Training Readiness

Status	Count	Percentage	
COMPLETED	1	▬▬▬▬▬	25%
NOT STARTED	3	▬▬▬▬▬▬▬▬▬▬▬	75%
Total	4		

Upcoming Tasks

The table below includes a summary of the integration readiness tasks planned with the due date, actual percent complete, and planned percent complete.

Table 28 – Training Readiness Upcoming Tasks

Summary	Status	Due Date ^	Actual % Complete	Planned % Complete
Draft BenefitsCal Portal training materials.	NOT STARTED	10/May/21	5	0
Approve BenefitsCal Portal training materials.	NOT STARTED	06/Aug/21	0	0
Deliver BenefitsCal Portal training materials.	NOT STARTED	13/Aug/21	0	0

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Change Readiness

Below is the status of the Change Readiness of the BenefitsCal system. **6 tasks** are tracked to support the **Change Readiness** of the BenefitsCal system. As of 04/09/21, all Change Readiness Tasks are on time and on target.

Figure 37 - Change Readiness

Status	Count	Percentage
NOT STARTED	6	100%
Total	6	

Upcoming Tasks

There are no change readiness tasks planned for the next reporting period. The table below includes a summary of the change readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.

Table 29 – Change Readiness Upcoming Tasks

Key	Summary	Status	Due Date ^	Actual % Complete	Planned % Complete
CSPM-6655	Draft go-live communications	NOT STARTED	23/Aug/21	0	0
CSPM-6656	Review and approve go-live communications	NOT STARTED	30/Aug/21	0	0
CSPM-6657	Distribute go-live communications	NOT STARTED	07/Sep/21	0	0
CSPM-6660	Confirm correspondence (mail and email) includes an updated reference to the new BenefitsCal System	NOT STARTED	20/Sep/21	0	0
CSPM-6659	Confirm other Systems have updated their URL to point to the new BenefitsCal.	NOT STARTED	20/Sep/21	0	0

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Implementation Readiness

Below is the status of the Implementation Readiness of the BenefitsCal system. **31 tasks** are tracked to support the **Implementation Readiness** of the BenefitsCal system. As of 04/09/21, all Implementation Readiness Tasks are on time and on target.

Figure 38 – Implementation Readiness

Status	Count	Percentage
NOT STARTED	31	100%
Total	31	

Upcoming Tasks

There are no implementation readiness tasks planned for the next reporting period. The table below includes a summary of the implementation readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.

Table 30 – Implementation Readiness Upcoming Tasks

Key	Summary	Status	Due Date	Actual % Complete	Planned % Complete
CSPM-6703	Contingency Planning	NOT STARTED	04/Jun/21	10	10
CSPM-6736	Start Production Playbook (pre-cutover and cutover event activities)	NOT STARTED	28/Jun/21	0	0
CSPM-6693	Plan service desk support and communications.	NOT STARTED	16/Jul/21	0	0
CSPM-6704	Plan system operations support and communications.	NOT STARTED	30/Jul/21	0	0
CSPM-6688	Operational management reports / dashboards are implemented (Service Desk Reports).	NOT STARTED	06/Aug/21	0	0

KEY UPCOMING TASKS

Table 31 – Key Upcoming Tasks

Task Name	Start Date	Due Date	Measure/Description
Complete Development - Increment 2	03/01/21	04/23/21	100% of Development for Increment 2 tasks are complete.
Complete Development - Increment 3	04/26/21	06/11/21	100% of Development for Increment 3 tasks are complete.
Increment 1 SIT	03/01/21	04/23/21	100% of the System Test cases are loaded into the X-ray tool for execution. 100% of the smoke test cases are executed.
Approve Communications Strategy	04/12/21	04/21/21	Receive approval for the Communications Strategy Final Work Product (FWP).
Develop Training Strategy and Plan	04/05/21	04/30/21	Finalize the Training Strategy and Plan.
Submit the System Security Plan Work Product	05/03/21	05/03/21	Submit the System Security Plan Draft Work Product (DWP).
Receive final list of CBO accounts for Conversion	03/19/21	05/30/21	Counties to provide final list of CBO accounts for conversion.

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