CalSAWS DD&I
Weekly Status Report

Reporting Period: May 10, 2021 to May 16, 2021

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1.0   Project Management

1.1   Project Deliverables Summary

Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	Application Development	🟢	Submitted the Draft Deliverable (DDEL) on May 14, 2021. Comments for the DDEL are due on May 21, 2021
56	CalSAWS Migration Work Plan Update #25	PMO	🟢	Submitted the Final Deliverable (FDEL)on May 12, 2021. Approval of the FDEL is due on May 19, 2021

[1] Status: Green: On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

1.2   Highlights of the Reporting Period

1.2.1   Project Management

► Continued CalSAWS DD&I Facility Management activities, including:
  o Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

Table 1.2.1-1 – Key Facility Initiatives/Projects

Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
1	Audio/ Visual (A/V) Upgrades	Rancho Cordova	Spring 2021	• Due to the need to re-order certain equipment for the A/V upgrades, installation work for the Rancho Cordova Project office has been rescheduled for May 31 – June 4, 2021
2	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	• Continued planning facility capacity and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training
3	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring/ Summer 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices

Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
				• Sent communication to the CalSAWS Project staff on April 26, 2021 regarding the revised RTO guidance for the Rancho Cordova and Norwalk project offices, including a revised RTO Request form and links to the RTO materials

► Facilitated the CalSAWS Weekly Status Meeting that was held on May 12, 2021
► Began preparations for the Section Directors Meeting scheduled for on May 18, 2021
► Continued CalSAWS Risk Management activities, including:
  o Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks
  o Continued preparations for the next monthly Risk Management Group meeting that is scheduled for June 9, 2021
► Continued supporting engagement of project staff working remotely, including:
  o Continued preparations for the next monthly virtual CalSAWS Project All Staff Meeting scheduled for May 19, 2021
  o Distributed the CalSAWS Connect newsletter to the CalSAWS Project Team on May 13, 2021
► Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
► Continued distribution of Mentimeter licenses to CalSAWS teams to support virtual polling/surveys
► Continued performing Contract Management activities for the CalSAWS DD&I Project
  o Continued development of LRS Change Notice No. Ten which will include the use of funds from the LRS contract's R&A Change Budget Services allocation for UAT support required to support the BenefitsCal portal and the implementation of additional SCRs for CalHEERS interface maintenance for SFY 2020/21. This Change Notice is planned to be submitted to the JPA Board of Directors for approval in July 2021
  o Submitted the documents for County Purchase CC-01-2021 to Contra Costa County on May 13, 2021. This County Purchase is related to Contra Costa County's request for third-party document export support for the CalSAWS Imaging Project
  o Continued development of County Purchases for Yolo and Santa Clara Counties' requests for third-party document export support for the CalSAWS Imaging Project
  o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
► Participated in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that was held on May 12, 2021
► Continued preparations for the next CalSAWS Project orientation session for new project staff, which is tentatively planned for June 21, 2021

► Continued performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
56	CalSAWS Migration Work Plan Update #25	• Finalized and submitted the FDEL to the Consortium for review and feedback on May 12, 2021 • Approval of the FDEL is due on May 19, 2021

1.2.2   Communications Management

► CalSAWS Communications Management activities including:
  o Continued to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy:
  o Continued oversight and management of Power of 58 materials
► CalSAWS External Website (www.calsaws.org):
  o Continued the administration and support of the CalSAWS external website
    ► See Table 1.2.2-1 for details on Website Support Activities
► CalSAWS Migration DD&I Release 21.05 Communications:
  o Performed activities for the 21.05 release. See Table 1.2.2-4 for completed and planned activities

Table 1.2.2-1 – Website Support Activities
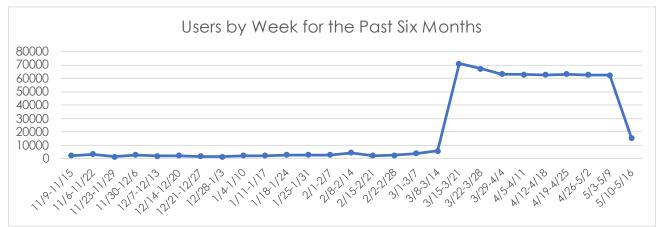
TASK	DATE(S)	TASK TYPE
None for the reporting period		

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	5	769
Total Number of Unique Users	15,601	835,224
Total Number of New Users	15,036	835,224
Total Number of Sessions (Individual Site Visits)	16,808	994,590
Average Number of Sessions per User	1.08	1.19
Average Number of Page Views per Session	1.15	1.23
Average Session Duration	0:43	0:52
AskCalSAWS Inquiries – Received/Resolved	3/4	236/235

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend*

Users by Week for the Past Six Months

* Increase in usage from March 15, 2021 to May 16, 2021 is being investigated with the Accenture Security team. The Google Analytics data has been shared with the Accenture Security team. A specialized usage report has been generated by WordPress and forwarded it over to the Accenture Security team for further investigation. Additional questions have been addressed by the WordPress Support team. We are currently working with the Accenture Technical Operations team and Consortium Security team to migrate CalSAWS.org to AWS

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	51%
Latest News – News	38%
Other Updates – Careers	32%
Meetings – Project Steering Committee	31%
CalSAWS Committees – CalWORKs/CalFresh	30%

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.05 Communication Activities

TASK	DATE(S)	OWNER
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	May 11, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	May 10, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.05 in CalSAWS/LRS Health Check	May 17, 2021 – May 21, 2021	Production Operations
Webcast on Release 21.05 (C-IV)	None	C-IV Training
Webcast on Release 21.05 (CalSAWS/LRS)	May 18, 2021	Production Operations

TASK	DATE(S)	OWNER
21.05 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	May 18, 2021	LRS Help Desk/C-IV Training
CalSAWS Release 21.05 Greenlight Meeting	May 19, 2021	Release Management/QA
C-IV Release 21.05 Greenlight Meeting	May 20, 2021	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	May 24, 2021 – May 26, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

1.2.3   Cultural Transformation

► Phase 3 activities:
  o Overall:
    ► Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
    ► Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-project coaching program and employee resource groups
    ► Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
    ► Continued to support development of the monthly CalSAWS Connect Newsletter
    ► Facilitated one 2021 Ambassador ideation sessions on May 13, 2021 and further developed the first iteration of the next round of Culture Ambassador groups
    ► Continued 2021 Ambassador recruitment
    ► Managed website for Power of 58 swag shop, which opened on May 10, 2021
    ► Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and on boarding training
    ► Continued the development of a CalSAWS Culture-focused orientation for new joiners
  o Culture Ambassadors' Initiatives:
    ► Cross-Pollination (CP):
      ▪ Continued coordination to have GPTW absorb Cross-Pollination for next round of ambassador initiatives
      ▪ Facilitated the fourth Cross-Project Coffee Break with Deloitte and ClearBest

1.2.4   Inclusion, Diversity and Equity Advancement (IDEA)

- ► Co-Create Phase
  - o IDEA Initiatives
    - ► Pulse Survey
      - ▪ Sent email to retrieve feedback for "IDEA: We Are One" SharePoint tab because it is excluded from the Pulse Survey
      - ▪ Began configuring all Pulse Survey questions for June Pulse Survey
    - ► Workshops
      - ▪ Continued to add content to the overview deck for the workshops we have had so far and have upcoming
    - ► CalSAWS Table Talks
      - ▪ Continued to add content to the SharePoint for CalSAWS Table Talks outputs
      - ▪ Began to plan for the next "pop-up" CalSAWS Table Talks for the end of May to acknowledge the current state in India
    - ► We Are One
      - ▪ Updated CalSAWS IDEA Calendar with most recent events
      - ▪ Sent out an email with 2-question survey to retrieve feedback on the "IDEA: We Are One" SharePoint tab
    - ► Me, You, Us Training
      - ▪ Began to invite people to the Teams channel for Me, You, Us Training discussions
  - o IDEA General
    - ► Began creating Joint Powers Authority June meeting video
    - ► Concluded interviews of the Diversity and Inclusion Director with CalSAWS leads
    - ► Continued to collaborate with Great Place to Work (GPTW), Soft Skills, and Cultural Transformation to discuss the image of consolidated offerings to the CalSAWS Project team
    - ► Continued to work with the CalSAWS Connect team to provide content for diversity, equity and inclusion related topics and an IDEA overview

1.3   CRFI/CIT Communications Information

► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending May 16, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0116-21	L.A. County DPSS and DCFS CalSAWS LMS Access Update	Informational	May 10, 2021	Ashley Arnold	Shivani Smith
0117-21	CalSAWS Power of 58 Store Go-Live	Informational	May 11, 2021	CPMO	
0118-21	L.A. County T-6M Imaging Change Readiness Assessment Survey	Informational	May11, 2021	Helen Cruz	Araceli Gallardo
0119-21	CIT 0119-21 CalSAWS Duplicate CIN Report Group Related Cases and CINs	Informational	May 11, 2021	Cristy Sharma	Paul Trisler

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending May 16, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-027	Request to Update County Site Plans Operational Working Document	April 21, 2021	Open	May 14, 2021	Consortium Helpdesk
21-028	Custom Curriculum Enrollment Form	May 5, 2021	Open	June 7, 2021	Ashley Arnold

Table 1.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

► No Overdue CRFIs for the reporting period ending May 16, 2021

1.4   Activities for the Next Reporting Period

1.4.1   Project Management

►   Continue CalSAWS DD&I Facility Management activities, including:
  o   Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
►   Continue CalSAWS Risk Management activities, including:
  o   Continue to work with risk owners to monitor risks and update risk mitigation plans
  o   Continue preparations for the next monthly Risk Management Group meeting that is scheduled for June 9, 2021
►   Facilitate the CalSAWS Weekly Status Meeting scheduled for May 19, 2021
►   Complete preparations and participate in the Section Directors Meeting that is scheduled for May 18, 2021
►   Continue activities to support Project staff working remotely
  o   Conduct virtual CalSAWS Project All Staff Meeting that is scheduled for May 19, 2021
  o   Begin preparations for the next issue of the CalSAWS Connect newsletter, scheduled for distribution to the CalSAWS Project Team on June 10, 2021
  o   Continue developing Project communications, as needed
►   Continue to plan and prepare for CalSAWS Project staff to return to the Project offices once the State and Local Government Shelter At Home ordinances have been lifted
►   Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
►   Continue preparations for the next CalSAWS Project orientation session for new project staff, which is tentatively planned for June 21, 2021
►   Continue performing Contract Management activities for the CalSAWS DD&I Project
►   Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
56	CalSAWS Work Plan Update #25	• Facilitate a touchpoint meeting with Deliverable reviewers on May 18, 2021 to address comments and questions, as needed • Approval of the FDEL is due on May 19, 2021

1.4.2   Communications Management

▶ Continue to monitor usage and update materials as requested
  o See Table 1.4.2-1 for planned Website Support Activities
▶ CalSAWS Communications Management activities including:
  o Continue to gather key communication milestones from the Project teams
▶ CalSAWS Enhanced Communications Strategy:
  o Continue oversight and management of Power of 58 roll out

Table 1.4.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Add CalSAWS Text Terms and Conditions page	May 24, 2021	Website Content Update

1.4.3   Cultural Transformation

▶ Continue to provide tips via email, Microsoft Teams, and coaching to help the CalSAWS Project Team transition to working virtually 100% through the COVID-19 Work from Home ordinances
▶ Anticipate and plan for cultural impacts pertaining to current climate and returning to work once the California return to work orders are announced and it is safe to return to the office
▶ Plan and execute cross-Project initiatives to increase employee engagement
▶ Plan and execute cross-Project initiatives to increase feedback
▶ Plan and execute cross-Project initiatives to increase employee wellness
▶ Recruit Culture Ambassadors for second round of Ambassador initiatives
▶ Develop CalSAWS Culture Initiatives onboarding session materials

1.4.4   Inclusion, Diversity & Equity Advancement (IDEA)

▶ Continue to update IDEA documents on "We Are One" CalSAWS Project SharePoint tab
▶ Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training
▶ Continue to prepare video overview of IDEA for the June 2021 CalSAWS JPA Annual Conference and Member Representatives meeting in preparation for walkthrough meeting
▶ Continue to meet with Project 986 Consulting to prepare for May Leadership Coaching Series session
▶ Continue to distribute email with survey link embedded for those initiatives not measured in the Pulse Survey
▶ Continue to work with CalSAWS Connect team to provide content for the monthly newsletter

1.5   Deviations from Plan/Adjustments

► None for the reporting period

2.0   Technical Infrastructure and Cloud Enablement

2.1   Highlights of the Reporting Period

► C-IV Mock Conversion Activities
   o ForgeRock has started to perform mock loads of C-IV users as part of supporting prep activities for conversion and working with the conversion team to address any findings.
► ZScaler POC complete
► Decoupling Design -ForgeRock and Consortium aligned on approach to federate with Los Angeles County
► Continued development and integration workshops with BenefitsCal
   o Supported BenefitsCal Partner Integration Testing (PIT) efforts and defect triage

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
Update Password Policies in Production environment	May 28, 2021	In Progress
ForgeRock 21.05 Production Deployment	May 28, 2021	Not Started
Update "Forgot Password?" Link Logic in Production environment	June 25, 2021	In Progress
Implement Hot-Hot Architecture for DR	June 25, 2021	In Progress
ForgeRock 21.06 Production Deployment	June 25, 2021	Not Started
Enable CBO Management for BenefitsCal in Production environment	July 30, 2021	In Progress
Migrate ADF Devices from Duo to ForgeRock	July 30, 2021	In Progress
ForgeRock 21.07 Production Deployment	July 30, 2021	Not Started

► ForgeRock: Hot-Hot Architecture for Disaster Recovery (DR) Implementation has been rescheduled from May 28, 2021 to June 25, 2021 due to prioritization of BenefitsCal testing
► Continued Innovation Lab activities
   o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
      ► Continued progress on work plan with new resource
   o Streamlined CalSAWS Lobby Application *(Describe Phase)*
      ► Developed prototype and pilot scope
   o System Status for End Users *(Co-Create Phase)*
      ► Continued with developing prototype and pilot scope
   o CalSAWS Production Calendar *(Discovery Phrase)*
      ► Began prototype considerations for business case
   o Transform Communications and Collaboration *(Co-Create Phase)*
      ► Confirmed pilot evaluation steps

- o Cybersecurity Awareness Program *(Discovery Phase)*
  - ► Reached out to potential vendors

Deliverable Management

Table 2.1-2 – Technical Infrastructure and Cloud Enablement Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

2.2   Activities for the Next Reporting Period

- ► Continue development and integration workshops with BenefitsCal
  - o Continue to support BenefitsCal Partner Integration Testing (PIT) efforts and defect triage
- ► Continue ForgeRock C-IV migration planning activities
  - o Resolve ForgeRock-related mock conversion defects
  - o Align with Learning Management System (LMS) team on LMS ForgeRock C-IV conversion impact
- ► Continue to support the migration of ForgeRock integrated applications to the ForgeRock Assembly Test (AT) environment
- ► Continue development work on 'hot-hot' architecture for disaster recovery implementation
- ► Submit ForgeRock 21.05.28 Production Release Change Request for Consortium approval
  - o Produce release notes and outage notice for ForgeRock 21.05.28 Production Release
- ► Upgrade ForgeRock as a product to version 7.1 in the development environment
- ► Innovation Lab
  - o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    - ► Continue development of requirements
  - o Streamlined CalSAWS Lobby Application *(Describe Phase)*
    - ► Began vendor conversations
  - o System Status for End Users *(Co-Create Phase)*
    - ► Develop level of effort for prototyping effort
  - o CalSAWS Production Calendar *(Describe Phrase)*
    - ► Complete business case
  - o Transform Communications and Collaboration *(Co-Create Phase)*
    - ► Combine pilot into the Design team's existing pilot
  - o Cybersecurity Awareness Program *(Discovery Phase)*
    - ► Begin to research potential vendors

Deliverable Management

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

2.3   Deviations from Plan/Adjustments

► None for the reporting period

3.0   Imaging

3.1   Highlights of the Reporting Period

► Conducted Placer County Document Migration Discovery Session Check-in on May 11, 2021
► Conducted Orange County Document Migration Discovery Session Check-in on May 11, 2021
► Conducted Santa Clara County Document Migration Discovery Session Check-in on May 12, 2021
► Conducted Los Angeles County Document Migration Discovery Session Check-in on May 13, 2021
► Scheduled Santa Barbara Document Migration Discovery Session Check-in on May 17, 2021
► Scheduled Placer County Document Migration Discovery Session Check-in on May 18, 2021
► Scheduled Santa Clara County Document Migration Discovery Session Check-in on May 19, 2021
► Scheduled Orange County Document Migration Discovery Session Check-in on May 20, 2021
► Scheduled Los Angeles County Document Migration Discovery Session Check-in on May 20, 2021
► Scheduled CalSAWS Lobby Management and Imaging Committee Meeting on May 20, 2021

Table 3.1-1 – CalSAWS Imaging Project Milestones

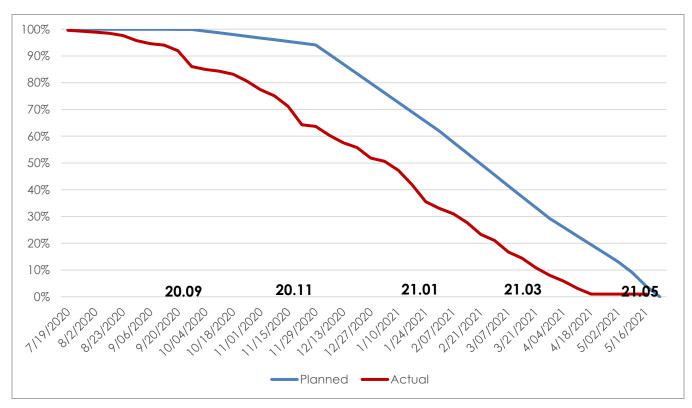| MILESTONES	SUBMISSION DUE DATE	STATUS
Application Build Activities	March 25, 2021	Complete
Release 21.01	November 25, 2020	Complete
Release 21.03	January 28, 2021	Complete
Release 21.05	March 25, 2021	Complete
User Acceptance Testing Environment Build-out	April 23, 2021	Complete
Migration Activities	October 1, 2021	In progress
Placer Document Migration Check-In Session	May 11, 2021	Complete

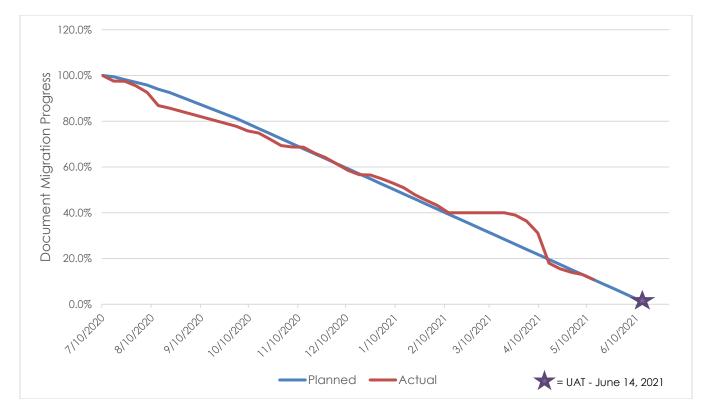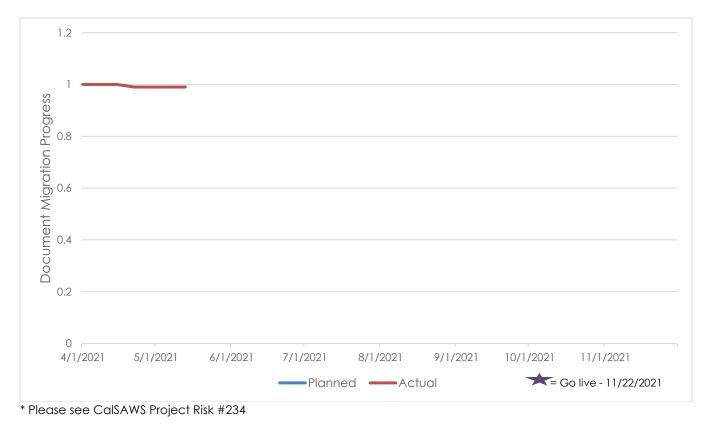| MILESTONES	SUBMISSION DUE DATE	STATUS
Orange Document Migration Check-In Session	May 11, 2021	Complete
Santa Clara County Document Migration Check-in Session	May 12, 2021	Complete
Los Angeles County Document Migration Check-in Session	May 13, 2021	Complete
Santa Barbara County Document Migration Check-In Session	May 17, 2021	Scheduled
Placer County Document Migration Check-In Session	May 18, 2021	Scheduled
Santa Clara County Document Migration Check-in Session	May 19, 2021	Scheduled
Orange County Document Migration Check-in Session	May 20, 2021	Scheduled
Los Angeles County Document Migration Check-in Session	May 20, 2021	Scheduled
CalSAWS Lobby Management and Imaging Committee Meeting	May 20, 2021	Scheduled

Figure 3.1-1 – CalSAWS Imaging Releases Burndown

Figure 3.1-2 – Overall C-IV Imaging Migration in Preparation for UAT

Figure 3.1-5 – Los Angeles (NexLogica) Imaging Migration*

* Please see CalSAWS Project Risk #234

3.2 Activities for the Next Reporting Period

► Conduct Santa Barbara Document Migration Discovery Session Check-in on May 17, 2021
► Conduct Placer County Document Migration Discovery Session Check-in on May 18, 2021
► Conduct Santa Clara County Document Migration Discovery Session Check-in on May 19, 2021
► Conduct Orange County Document Migration Discovery Session Check-in on May 20, 2021
► Conduct Los Angeles County Document Migration Discovery Session Check-in on May 20, 2021
► Conduct CalSAWS Lobby Management and Imaging Committee Meeting on May 20, 2021
► Schedule Santa Barbara Document Migration Discovery Session Check-in on May 24, 2021
► Schedule Placer County Document Migration Discovery Session Check-in on May 25, 2021
► Schedule Santa Clara County Document Migration Discovery Session Check-in on May 26, 2021
► Schedule Orange County Document Migration Discovery Session Check-in on May 27, 2021
► Schedule Los Angeles County Document Migration Discovery Session Check-in on May 27, 2021

3.3 Deviations from Plan/Adjustments

► None for the reporting period

4.0   Customer Service Center

4.1   Highlights of the Reporting Period

- ► Presented demonstration of Enhanced CCP to the IVR/CC Committee
- ► Presented and submitted designs for Enhanced Call Control Panel (CCP) and work-from-home modifications
- ► Began designs for Telephonic Signature and External Party Access IVR
- ► Continued work on designs for Admin Page and Environments (for Contact Center)

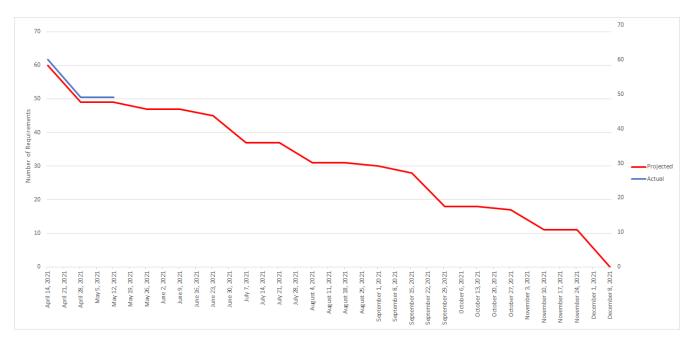**Figure 4.1-1 – CalSAWS Customer Service Center – Requirements Burndown**

Table 4.1-2 – Customer Service Center Milestones

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	21.11
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	Submitted	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Submitted	22.03
Outbound IVR - App Dev (CA-228699)	July 30, 2021	Draft in progress	21.11
Environments (CA-227045)	August 27, 2021	Draft in progress	21.11

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Inbound IVR (CA-226837)	September 22, 2021	Draft in progress	22.05
External Party Access IVR (CA-226839)	September 24, 2021	Draft in progress	22.01
Telephonic Signature (CA-226838)	September 24, 2021	Draft in progress	22.01
Voice Authentication: All Languages - App Dev (CA-TBD)	November 26, 2021	Not started	22.03
Admin Page (CA-226672)	January 28, 2022	Draft in progress	22.05

4.2   Activities for the Next Reporting Period

► Continue work on designs for Telephonic Signature, External Party Access IVR, and Environments (for Contact Center)
► Complete Admin Page design and prepare for IVR/Contact Center Committee on May 26, 2021
► Continue internal design/review sessions for:
  o Telephonic Signature
  o Environments
► Continue coordination with vendor partners for design validation

4.3   Deviations from Plan/Adjustments

► None for the reporting period

5.0   Analytics

5.1   Highlights of the Reporting Period

► General
  o Continued executing 40 County System Test on dashboards and reports soft launched and in production
  o Continued 40 County analytics performance testing. Team testing progress is at-risk accessing a C-IV OBIEE environment with static unmasked source data to compare against legacy dashboards. Remediation plan is to confirm, by the end of the week of May 21, 2021, the appropriate C-IV OBIEE environment to continue like-for-like testing
► Release F
  o County Validation complete. County would like to re-validate monthly WAR and Global dashboard for April's 2021 data (completed on May 17, 2021)
► Release G
  o Continued supporting County Validation and on-schedule to complete by the end of the month
  o Release G testing activities for C-IV Dashboards to Stage 2 (40 County data). Team testing progress is also at-risk due to the same risk identified above. Team will execute mitigation strategies and determine when testing can complete prior to UAT start on June 14, 2021
► Release H
  o Continued development and testing of Release H Dashboards and Reports.
    ► On-request reports are dependent on ODAG/DV Excel functionality (concurrent users) to be available/delivered by May 19,2021 and may impede progress to testing the team enables, develops, and tests this Qlik feature on current build
    ► Complexities associated with On-Requests reports has slowed progress; however, team is confident that we can get back on plan by the end of May
► Training
  o Qlik Platform Capabilities
    ► Continued development of Bookmarks and Object Interaction Web Based Training (WBT) content
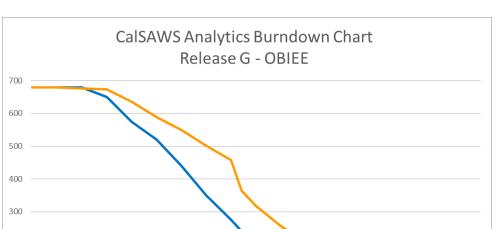
Figure 5.1-1 – CalSAWS Analytics – Release G Burndown (OBIEE)

CalSAWS Analytics Burndown Chart
Release G - OBIEE

LRS - Planned | LRS - Actual | C-IV Planned | C-IV Actual

Figure 5.1-2 – CalSAWS Analytics – Release G Status Matrix (OBIEE)

Release G	Dashboard	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
				Soft Launch (3/31)					
OBIEE	LRS Reception Log - Historical	1/29	2/15	3/19	2/15	2/26	3/26	3/30	HL #3 (6/15)
	LRS Reception Log - Real Time				3/5	3/10	3/26	3/30	HL #3 (6/15)
				40 County System Test (4/30)					
OBIEE - C-IV	C-IV Call Log	3/5	3/12	5/28	4/1	5/21	5/28	6/4	HL #4 (9/2)
	C-IV Semi Annual Reporting	3/5	3/12	5/28	4/1	5/21	5/28	6/4	HL #4 (9/2)
	C-IV WPR and Engagement	3/5	3/12	5/28	4/1	5/21	5/28	6/4	HL #4 (9/2)

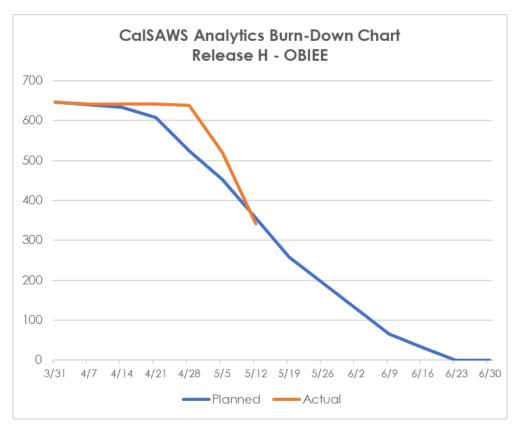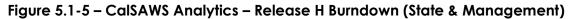| Legend: |
|---|
| Complete |
| Complete as of this week |
| In Progress |

Figure 5.1-3 – CalSAWS Analytics – Release H Burndown (OBIEE)

Figure 5.1-4 – CalSAWS Analytics – Release H Status Matrix (OBIEE)

Release H	Dashboard	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
	Soft Launch (6/30)								
OBIEE	LRS Alerts	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS CWS Alerts	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS Work Order	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS Placement Vendor Exception	5/21	5/28	6/20	6/4	6/11	6/25	6/29	HL #4 (9/2)
	LRS Welfare to Work	5/21	5/28	6/20	6/4	6/11	6/25	6/29	HL #4 (9/2)
	LRS Caseload History				6/4	6/11	6/25	6/29	HL #4 (9/2)

Legend:
Complete
Complete as of this week
In Progress

Figure 5.1-5 – CalSAWS Analytics – Release H Burndown (State & Management)
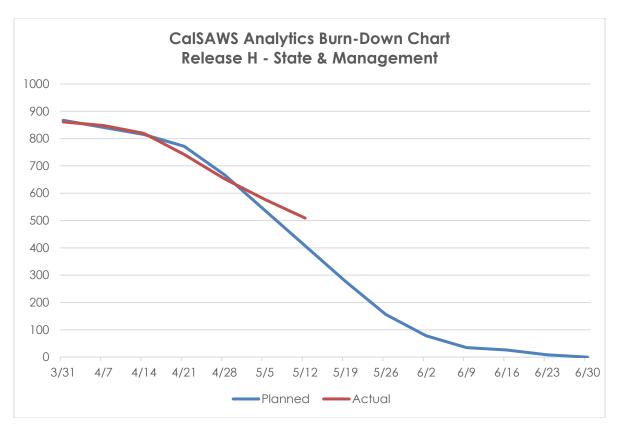

Figure 5.1-6 – CalSAWS Analytics – Release H Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering		Curation Build		Curation Test		Consortium Curation Test		Visualization Build		Visualization Test		Consortium Viz Validation	
			Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp
Mgmt	Administration	15	4/15	100%							6/11	47%	6/18	0%	6/25	0%
	Case Activity	8	4/15	100%	5/21	50%	5/31	50%	6/18	0%	6/11	25%	6/18	0%	6/25	0%
	Employment Services	11	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	55%	6/18	0%	6/25	0%
	Fiscal	22	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	50%	6/18	0%	6/25	0%
	Resource Data Bank	2	4/15	100%							6/11	0%	6/18	0%	6/25	0%
	Special Units	6	4/15	100%							6/11	50%	6/18	0%	6/25	0%
	State	3	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	0%	6/18	0%	6/25	0%
TOTAL		67	67 of 67		8 of 9		8 of 9		0 of 9		29 of 67		0 of 67		0 of 67	
			100%		89%		89%		0%		43%		0%		0%	

Legend:
Complete
Complete as of this week
In Progress

5.2   Activities for the Next Reporting Period

► Cloud Analytics
  o Continue executing 40 County System Test
  o Remediate identified risks (see above in Highlights of the Reporting Period) that may impede testing progress for 40 County System Test as well as Release G testing
  o Release F
    ► Close out County validation by completing County re-validation of monthly WAR and Global dashboard (completed on May 17, 2021)
    ► Begin Functional End-to-End Testing in SYS6 in preparation for Hard Launch on June 15, 2021
  o Release G
    ► Continue to support County validation
    ► Continue testing of C-IV dashboards in stage 2 (40 County data)
  o Release H
    ► Continue build and testing activities
  o Training
    ► Qlik Platform Capabilities
      ▪ Continue development of Bookmarks and Object Interaction Web Based Training (WBT) content
    ► Support the Consortium by facilitating the Ad-Hoc Connect and Query training sessions for EDR and APEX

5.3   Re-Platform Migration Schedule

Table 5.3-1 – Analytics Reports Re-Platform Release Migration Schedule

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	• CalWORKs	Daily	
	• QA	Daily	
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	• CalFresh	Daily	
	• CalFresh Meals	Monthly	
	• Managed Personnel	Daily	
	• SSI/SSP	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	4	0
	• Case Activity	7	0
	• Fiscal	15	0
	• State	6	0

Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	• Med-Cal	Daily	
	• General Relief	Daily and Monthly	
	• Program Assistance	Monthly	
	• DPSSTATS Scorecard	Daily	
	• AAP (CWS)	Daily	
	• Foster Care (CWS)	Daily	
	• Kin-Gap (CWS)	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	7	0
	• Case Activity	4	0
	• Employment Services	0	0
	• Fiscal	34	0
	• State	13	0
	• Special Units	1	0
	• Resource Data Bank	1	0
Release F (Migration Window: August 2020 – December 2020) In Soft Launch Environment			
Dashboards			
LRS	• Operational Reports	Monthly	
	• Task Management	Daily	
	• Welfare Fraud Prevention & Investigation	Monthly	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	2	2
	• Case Activity	3	5
	• Employment Services	0	1
	• Fiscal	28	2
	• Resource Data Bank	0	0
	• State	26	0
	• Special Units	0	5
Release G (Migration Window: November 2020 – March 2021) In Soft Launch Environment			
Dashboards			
C-IV	• Call Log	Daily	
	• Semi Annual Reporting	Daily	
	• WPR and Engagement	Daily	
LRS / C-IV	• Reception Log	Daily	

State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	3	0
	• Case Activity	4	3
	• Employment Services	0	1
	• Fiscal	33	1
	• State	0	0
	• Special Units	0	0
	• Resource Data Bank	0	0
	• New Reports	0	0

Release H (Migration Window: February 2021 – June 2021) In Progress		
Dashboards		
LRS	• Caseload History	Monthly
	• Alerts	Daily
	• Alerts (CWS)	Daily
	• Placement Vendor Exception Report (CWS)	Daily
	• Work Order	Daily
	• Welfare to Work	Daily

State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	0	14
	• Case Activity	1	8
	• Employment Services	0	11
	• Fiscal	2	20
	• State	5	0
	• Special Units	0	6
	• Resource Data Bank	0	2

Release I (Migration Window: May 2021 – September 2021)		
Dashboards		
LRS	• Statistical Reports	Monthly

State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	• Administrative	11	1
	• Case Activity	19	5
	• Employment Services	3	0
	• Fiscal	28	5
	• State	2	0

		Number of Scheduled Reports	Number of On Request Reports
	• Special Units	1	1
Release J (Migration Window: September 2021 – January 2022)			
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
	• Fiscal	36	1
	• Resource Data Bank	1	0
	• Special Units	5	3

NOTE: State & Management number of reports might change as per analysis with Application Development and other dependencies

5.4 Deviations from Plan/Adjustments

► None for the reporting period

6.0 Application Development and Test

6.1 Highlights of the Reporting Period

6.1.1 Application Development Summary

Table 6.1.1-1 – CalSAWS Application Development Summary

	Status	21.05	21.06	21.07	21.11	22.01	22.03	22.05	22.07	22.09	22.11
Design	New	2	0	2	13	28	22	5	1	4	0
	Design in Progress	0	0	7	21	4	2	0	0	0	0
	Ready for Committee	1	0	0	0	0	0	0	0	0	0
	Committee Review	0	0	1	0	0	0	0	0	0	0
	Pending Approval	0	0	2	0	1	0	0	0	0	0
Build	Approved	0	0	4	2	5	15	1	1	1	1
	In Development	0	0	24	4	4	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	0	10	0	0	0	0	0	0	0
Test	System Test	4	1	1	0	0	0	0	0	0	0
	Test Complete	50	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	57	1	51	40	42	39	6	2	5	1

SCRs in Production	594
SCRs with Release TBD	6

Notes: This table includes Application Development SCRs with migration impact. SCRs in Production represents a count of any SCR that have a project phase of migration and have been deployed to production. SCRs with Release to be Determined includes any migration impact SCR where the fix version is "TBD." Four of six SCRs are related to Client Correspondence SCRs.
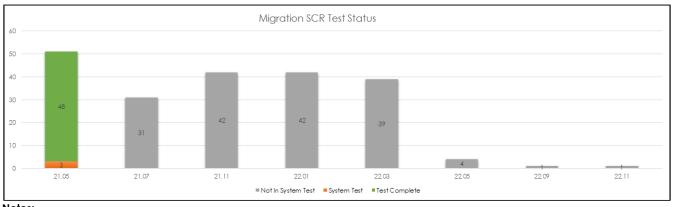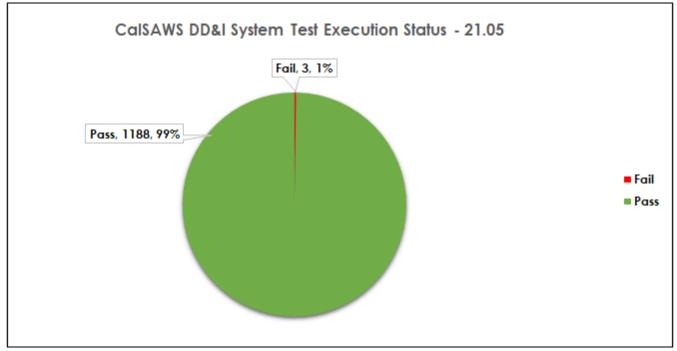
6.1.2   DDID System Test Status

Figure 6.1.2-1 – DDID System Test Status

Notes:

- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In Production statuses; Test Complete includes Test Complete; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery
- Counts are higher in this chart (as compared with Design and Build Status) due to the inclusion of all CalSAWS DD&I SCRs targeted for the release, such as DD&I Training and Technical SCRs

Table 6.1.2-1 – DDID System Test Status

Pass Rate Target as of May 14, 2021	**88%**
Pass Rate Actual as of May 14, 2021	**99%**
System Test Complete Date: May 19, 2021	

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

► Continued drafting designs for DDIDs. Status is provided in Figure 6.1.1-1 (CalSAWS DDID Design Status) above
► Continued build activities. Status is provided in Figure 6.1.2-1 (CalSAWS DDID Build Status) above
► Continued test execution for CalSAWS Release 21.05. Status is provided in Figure 6.1.2-1 (CalSAWS DDID System Test Execution Status) above

6.1.3 State & C-IV County Interface Partner File Exchange Test

► Meetings to further plan and discuss File Exchange test execution during June 2021 to July 2021
  o Meetings during the reporting period:
    ► MEDS/DHCS: May 13, 2021 (10:00 a.m. – 11:00 a.m.)
  o Upcoming Meetings:
    ► CCSAS: May 19, 2021 (3:30 p.m. – 4:00 p.m.)
    ► CMIPS/OSI: May 20, 2021 (3:00 p.m. – 3:30 p.m.)
    ► Marin County: May 25, 2021 (1:00 p.m. – 1:30 p.m.)
    ► MEDS/DHCS: May 27, 2021 (10:00 a.m. – 11:00 a.m.)

6.1.4 Non-State Forms (NSF):

► Continued development for 21.07 SCRs:
  o CA-215168: DDID 2669 FDS: Non-State Forms – Add State Form GEN 201 (Version 201)
► Completed design for RWR SCRs:
  o CA-220610: Replace CSF 105 with GEN 102
► State form translations
  o The following table shows status of State form translation SCRs

STATE FORMS – TRANSLATION SCRs	FORM COUNT
New	1
In Design	20
In Development	8
In Test	1
Test Complete	5
Grand Total	**35**

6.1.5 Task Management

► Continued to meet with Consortium Business Analysts and Quality Assurance (QA) team to develop designs for the 21.11 release
  o CA-214901 DDID 2197
► Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
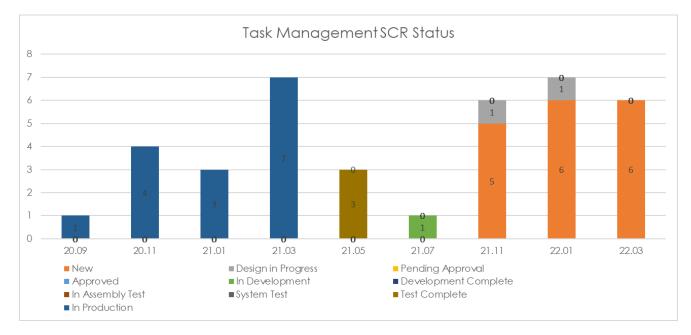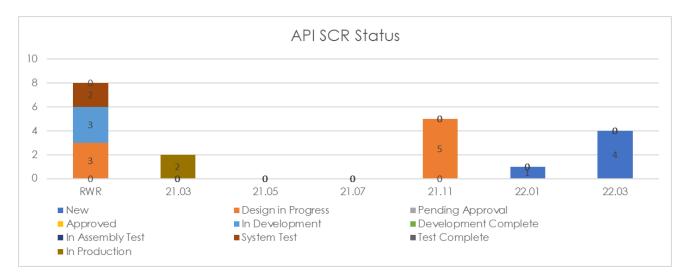 o CA-214915 DDID 2251

Figure 6.1.6-1 – Task Management DDID Status

6.1.6 API

► Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs for the 21.11 release
  o CA-214759 – DDID 2356 FDS: API - Worker Info API
  o CA-214757 – DDID 2354 FDS: API - Verifications API
  o CA-214750 – DDID 2347 FDS: API - Issuance API
  o CA-214744 – DDID 2341 FDS: API - Activity Agreements API
  o CA-214746 - DDID 2343 FDS: API - Barriers API

Figure 6.1.7-1 – API DDID Status

API SCR Status

6.1.7   GA/GR

► General:
  o Provided the weekly status update to Consortium on May 11, 2021
  o Discussed the GA GR Correspondence deliverables and design clarifications on May 11, 2021 and May 13, 2021
  o Discussed the GA GR Correspondence web service design clarifications on May 12, 2021 and May 14, 2021
  o Discussed 21.07 release changes with Section Directors on May 14, 2021
  o Reviewed with Consortium Business Analysts the below design on May 13, 2021 for
      ► SCR CA-215670 - GA GR Group 1 forms draft version
  o Completed System Testing of below 21.05 SCRs
      ► CA-215675 – Two party check: C-IV and Los Angeles County changes
      ► SCR CA-224044 – Display GA/GR left Navigation for Managed GR. Filter GR program in Run EDBC. Auto post GA/GR EBT Repayment for Managed GR
      ► SCR CA-223610 – Program code update in Workload Inventory, SSIAP Workload Page for Managed and Non-Managed GR
  o Continued with development of 21.07 SCRs
      • CA-215666 – (Phase 1, Batch 2 [12 rules])
      • CA-215664 – Employment Services- phase 1
  o Continued with 21.11 designs
      • CA-215916 – (Phase 2, Batch 1 [8 rules])
      • CA-215927 – (Phase 2, Batch 2 [8 rules])
      • CA-215672 – (Phase 2, Batch 3 (6 rules))
      • CA-215664 – DDID 2313 FDS: GA GR Employment Services – Phase 1
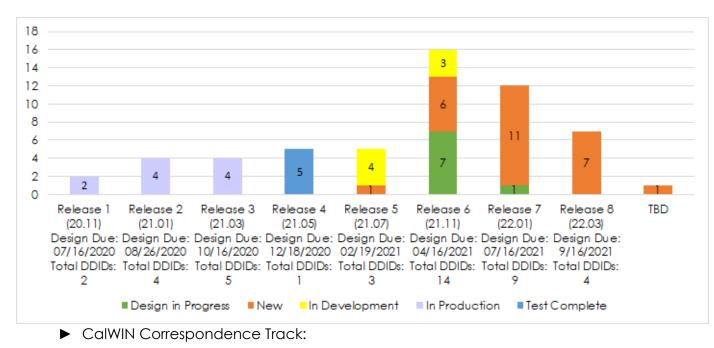
Figure 6.1.8-1 – GA/GR DDID Status

► CalWIN Correspondence Track:

Figure 6.1.8-2 – GA/GR Correspondence

Figure 6.1.8-3 – CalWIN GA/GR Correspondence Development
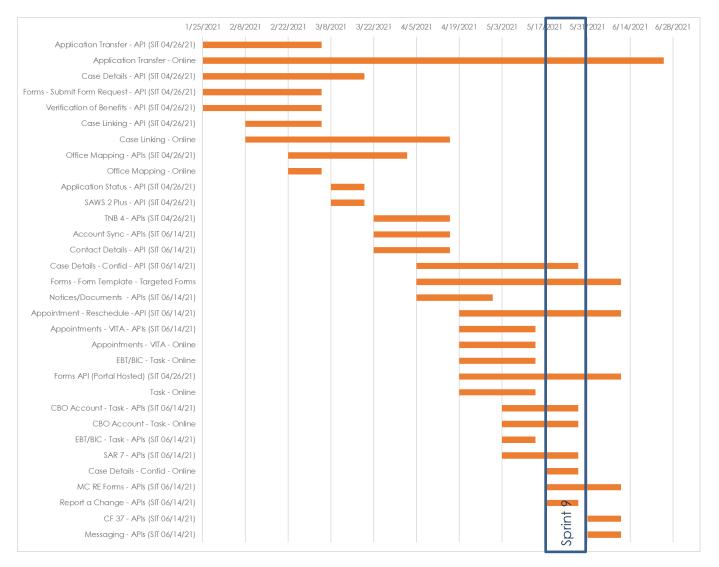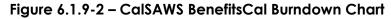
6.1.8 CalSAWS Portal Integration
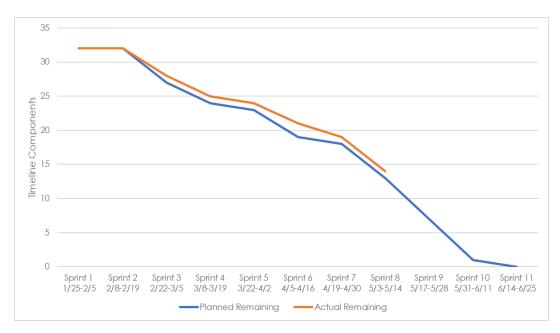
Figure 6.1.9-1 – CalSAWS BenefitsCal Component Timeline

► Completed Sprint 8 activities on May 14, 2021. The following components were completed:
  o Notices/Documents - APIs (SIT June 14, 2021)
  o Appointments - VITA - APIs (SIT June 14, 2021)
  o Appointments - VITA – Online
  o Task – Online
  o EBT/BIC - Task - Online
► The EBT/BIC – Task – API component will extend beyond Sprint 8. Additional enhancements are required to the API and BenefitsCal system
► Began Sprint 9 activities and met with Consortium Business Analysts and Quality Assurance (QA) team for design and development activities

Figure 6.1.9-2 – CalSAWS BenefitsCal Burndown Chart

6.1.9   Batch Regression Test

► First pass scenario execution for batch regression has completed for all 2,300 scripts
► There are 30 scenarios marked as failed with 18 defects tracking their resolution
  o Some scenarios have the same issue and are being tracked with the same defect
  o Defect resolution and re-testing plan is in progress

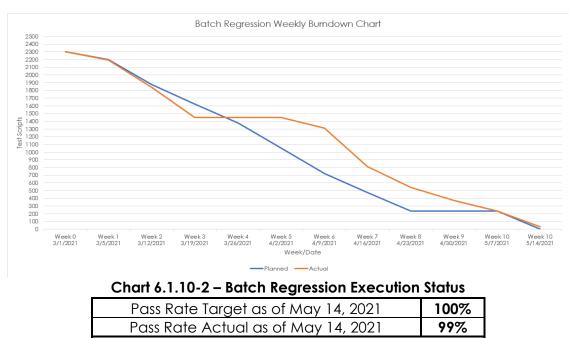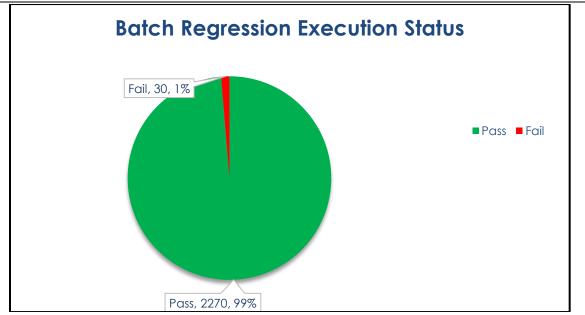**Figure 6.1.10-1 – Batch Regression Burndown Chart**

Chart 6.1.10-2 – Batch Regression Execution Status

Pass Rate Target as of May 14, 2021	100%
Pass Rate Actual as of May 14, 2021	99%
Regression Test Complete Date: May 14, 2021	

Batch Regression Execution Status

Fail, 30, 1%

Pass, 2270, 99%

■ Pass ■ Fail

6.1.10   Case Purge

In July 2020, a team was formed to design, build, test, and deploy a Case Purge solution for the C-IV and LRS/CalSAWS Systems. This Purge functionality is based on the records retention policy approved by the CalSAWS Project Steering Committee in September 2019. The Purge team is using the Agile methodology for this effort and will be deploying functionality to Production at the conclusion of each Sprint. This team is operating independently of the existing Design, Application Development, Training, and Test teams

- ► Case Purge in C-IV officially kicked off on April 16, 2021
  - o   51.1% complete with all Case Purge processing
  - o   Resumed processing on May 10, 2021. Running on 10 Threads
  - o   Estimated to finish by mid-June 2021
- ► Sprint 13 – CalSAWS Porting Planning Sprint
  - o   Completed planning for CalSAWS Porting
  - o   Estimate for loading LDS Data to be completed by end of week

6.1.11   Deliverable Management

Table 6.1.12-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	• Finalized and submitted the DDEL to the Consortium for review and feedback on May 14, 2021 • Comments for the DDEL are due on May 21, 2021

6.2   Activities for the Next Reporting Period

► Continue drafting designs for Migration Impact SCRs
► Complete test execution for CalSAWS 21.05 Release
► Continue build activities for Release 21.07

Deliverable Management

Table 6.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	• Begin developing the FDEL based on feedback received on the DDEL • Submission of the FDEL is due on May 28, 2021

6.3   Deviations from Plan/Adjustments

► None for the reporting period

7.0   Conversion

7.1   Highlights of the Reporting Period

► C-IV Conversion
  o On schedule to deliver GDS#4 to the project on May 20, 2021
  o Continued activities for Mock Conversion #1-1B with revised plan to Complete on May 17, 2021
  o Continued build activities for Golden Data Set (GDS)#5
  o Continued Design and Development on Consolidated Case Review (prioritized) report

Table 7.1-1 – C-IV Mock Conversion Schedule

MILESTONES	TARGETED MONTH	STATUS
C-IV Mock Conversion #1	May 2021	• In Progress
C-IV Mock Conversion #2	June 2021	• Not started
C-IV Mock Conversion #3 - County Validation	July 2021	• Not started

► CalWIN Conversion:
  o Continued Performance Discovery Runs
    ► Completed executing CalWIN Wave 1 (filtered Data)
  o Data Model Update Epic approximately 40% Complete with a plan to complete by the end of May 2021

- ► Continued Data Model Update Sprints 1 and 2 (20 items moved to EDBC match)
  - o EDBC Match Epic Sprints 1 and 2 are approximately 50% Complete with a plan to complete by the end of May 2021
    - ► Completed EDBC Match Sprint 1 and began Sprint 2
  - o Conversion System Test Epic is approximately 65% Complete with a plan to complete by the beginning of June 2021
    - ► Continued scenarios identified for Initial Online Functional Area
    - ► Began scenarios identified for Special Units Functional Area
  - o Continued Converted Data Delivery planning updates
- ► CalWIN Data Migration (Gainwell Technologies)
  - o The team continued to meet with the document migration team
  - o CalWIN Extracted Wave 1 and 2 Counties on May 16, 2021
- ► CalWIN Data Retention M&O (Gainwell Technologies)
  - o All counties have completed initial data retention runs
  - o Planning for future data retention in progress
- ► Ancillary Systems Conversion:
  - o Automated Framework
    - ► 382 files have been uploaded during the month of April 2021
    - ► 5 functional areas for individual Counties are sending production size data sets
  - o Access to Amazon Web Services (AWS)
    - ► Received 29 of the 29 County and functional area users have been granted access to the CalSAWS Amazon Web Services (AWS) Cloud for uploading County extracted files
  - o Continued to provide weekly status updates regarding the Ancillary Systems Conversion effort

Table 7.1-3 – Ancillary Status by Functional Area

Phase	Collections	Fraud	Task Management
Data Mapping	On-schedule	On-schedule	On-schedule
Transformation	13 of 14 Counties have successfully submitted	All Counties have successfully submitted	All Counties have successfully submitted
Risk or Issues	None	None	None

Table 7.1-4 – 6 Month Horizon Milestones

MILESTONES	TARGETED MONTH	STATUS
Facilitate Ancillary Conversion data mapping workshops	October 2020 – January 2021	• Complete
Design/build/test conversion routines	October 2020 – July 2021	• In-progress (on-schedule)
Facilitate on-going support for Ancillary Conversion data mapping	February 2021 – September 2023	• In-progress (on-schedule)

Table 7.1-5 – CalWIN Conversion Statistics
21.01 - 21.03 (April 2021 - May 2021)

CalSAWS Conversion Data Model Updates: 21.01-21.03			Item Status							
Sprint	Total Items	Sprint Duration	Not Started	Analysis and Mapping in Progress	Ready for Consortium Review	Build in Progress	On Hold	Completed	CNR	Deferred
Planning	32	3/22/2021 - 4/2/2021	32 additional items identified for 21.01 and 21.03 Release changes (not previously planned)							
Data Model Sprint 1	34	4/5/2021 – 5/3/2021	0	1	0	12	0	21	0	0
EDBC Match Sprint 1	41	4/5/2021 – 5/3/2021	0	0	0	0	0	41	0	0
Data Model Sprint 2	56	5/3/2021 - 5/31/2021	25	6	0	9	0	16	0	0
EDBC Match Sprint 2	40	5/3/2021 - 5/31/2021	16	2	0	22	0	0	0	0

NOTES: 'Conversion Not Required' (CNR) represents those target tables that during analysis or mapping was determined there is no need to convert into the targeted CalSAWS table. The 'Deferred' column represents differences which are dependent on CalSAWS Application Development Team designs

Table 7.1-6 – CalWIN 21.01-21.03 (April 2021 – May 2021) - System test Scenario Progress

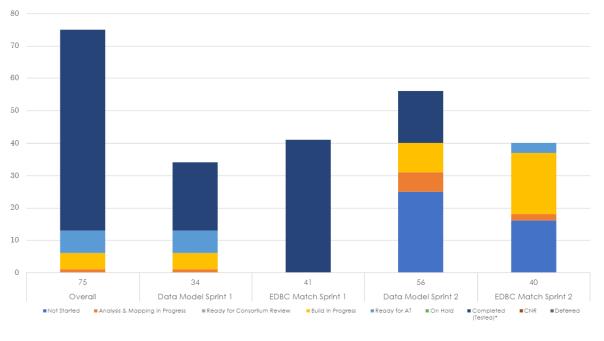| CalWIN - System test (Online)			Item Status		
Sprint	Total Items	Sprint Duration	Not Started	Build in Progress	Completed
ST Driving Queries (Online)	46	3/22/2021 - 4/23/2021	0	3	43
ST JTM Scenarios (Online)	46	3/22/2021 - 4/23/2021	0	1(4 on hold)	41
ST Driving Queries (Special Units)	25	5/3/2021 - 6/4/2021	24	0	1
ST JTM Scenarios (Special Units)	25	5/3/2021 - 6/4/2021	14	0	11

Table 7.1-7 – CalWIN 21.01-21.03 (April 2021 – May 2021) - Issue Status breakdown
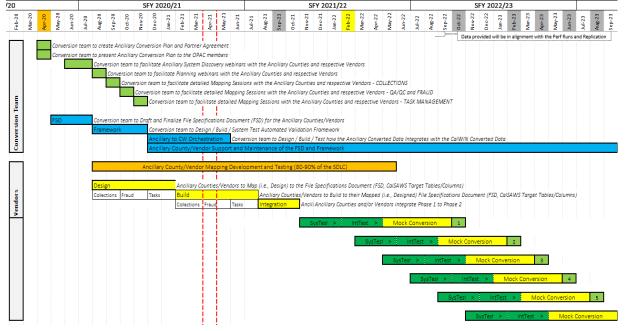

Figure 7.1-3– Ancillary Systems Conversion Gantt Chart

Table 7.1-8 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Complete	Exception handing for Ancillary provided Data is ready for the Counties	Completed
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build Complete	Development activities dependent Design Mapping are ready to Start (or are Complete)	In-progress
January 2022	System Test Complete	System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete)	Not started
April 2022	Integration Test Complete	End-to-End Test execution dependent on test scripts and System Test Complete are ready to Start (or are Complete)	Not started
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions	Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete)	Not started
August 2023	Wave 1 – 6 Mock Conversions Data Validation	Validation of Data (from Mock Conversion) are ready to Start (or are Complete)	Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Complete)	Not started

Table 7.1-9 – Ancillary Systems Conversion Milestones - Network Connectivity

FINISH	TECHNICAL MILESTONE	TECHNICAL MILESTONE DESCRIPTION
January 2021	Ancillary System Drop Zone Identified (in CalSAWS AWS)	Accounts in the CalSAWS AWS have been created for the Ancillary Counties to send files/data
February 2021	Protocol for Sending Data Confirmed	Ancillary Counties and CalSAWS Project Technical teams have determined and agreed to the methods and processes for sending files/data to CalSAWS AWS (S3)
February 2021	Identity and Access Management Credentials Enabled	CalSAWS Project Technical teams have provided Ancillary Counties credentials granting the Access to send files to CalSAWS AWS (S3)
June 2021	Test File Transmission Successful	Ancillary Counties and CalSAWS Project Technical teams have successfully sent files to CalSAWS AWS (S3)

Deliverable Management

Table 7.1-10 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2   Activities for the Next Reporting Period

- ► C-IV Conversion:
  - o Continue to execute Eligibility Determination Benefit Calculation (EDBC) Match
  - o Continue to work on GDS #5
  - o Complete 1B Mock 1
- ► CalWIN Conversion:
  - o Continue Discovery runs in performance environment with filtered data
  - o Complete Data Model Update Sprint 1
  - o Continue EDBC match bug resolutions Sprint 2
  - o Continue Data Model Update Sprint 2
  - o Complete System Test Online scenario Sprint 1
  - o Continue System test Special Units scenario Sprint 2
  - o Continue Converted Data Delivery planning activities
- ► CalWIN Data Migration (Gainwell Technologies)
  - o Continue documentation with CalSAWS on extraction plans around shell cases
  - o Deliver Wave 1 and 2 Data to Conversion teams
- ► CalWIN Data Retention M&O (Gainwell Technologies)
  - o Continue planning for future Data Retention runs
- ► Ancillary Systems Conversion:
  - o On-going support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
  - o Continue design/build/test of data conversion routines and remains on schedule for completion by end of May 2021
  - o Continue to update the Ancillary Systems file specifications documents (as needed)
  - o Continue to update the Ancillary Systems Conversion Plan work product (as needed)

Deliverable Management

Table 7.2-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.3   Deviations from Plan/Adjustments

- ► None for the reporting period

8.0   Training

8.1   Highlights of the Reporting Period

► Hosted weekly Training Touchpoint meeting on May 11, 2021
► Continued work on R21.07 Training SCRs
► Continued development of C-IV Migration Web Based Training (WBT) Design and Build
► Continued to update the CalSAWS Learning Management System (LMS) with Migration materials
► Continued development of Training Environment Roadshow materials and guide
► Imaging
   o Presented Imaging Training updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on May 11, 2021
   o Hosted Imaging Overview WBT Walkthrough on May 13, 2021
   o Continued Imaging WBT Build
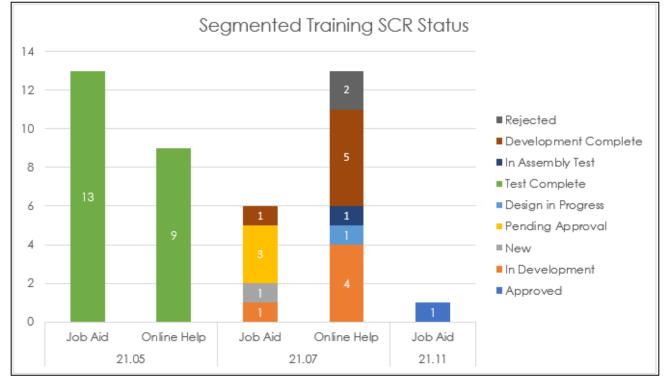   o Continued Imaging Quick Guide development

Figure 8.1-1 Training SCR Status

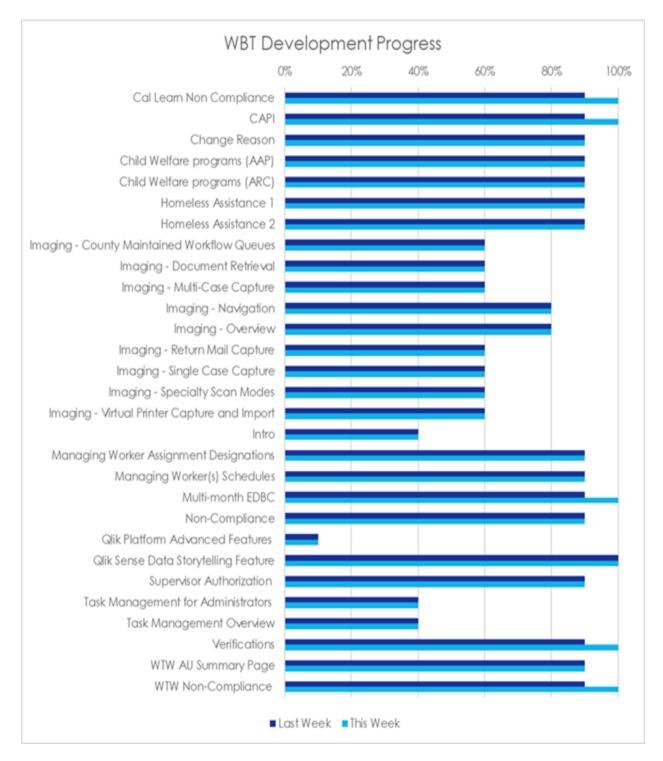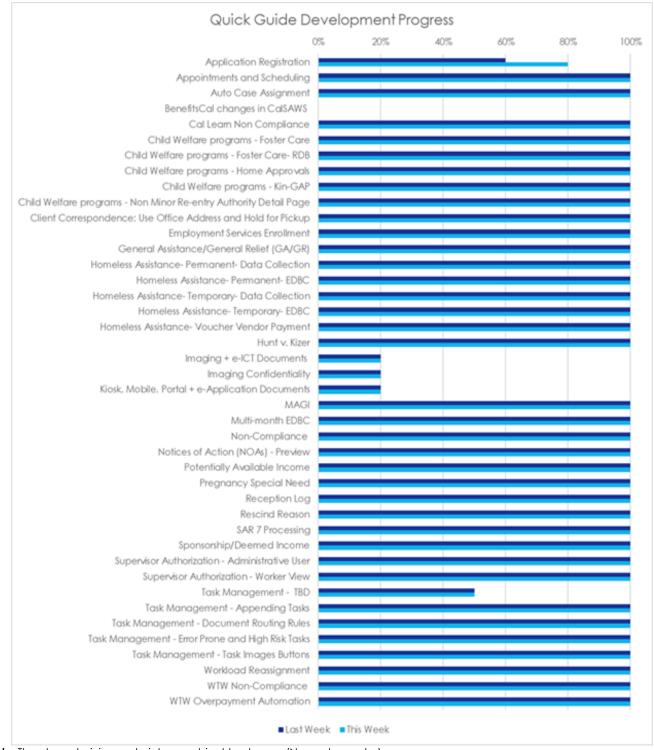**Note:** The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

Table 8.1-2 – C-IV Migration WBT Development Progress

Note: The above training materials are subject to change (Name, type, etc.)

Table 8.1-3 – C-IV Migration Quick Guide Development Progress

Note: The above training materials are subject to change (Name, type, etc.)
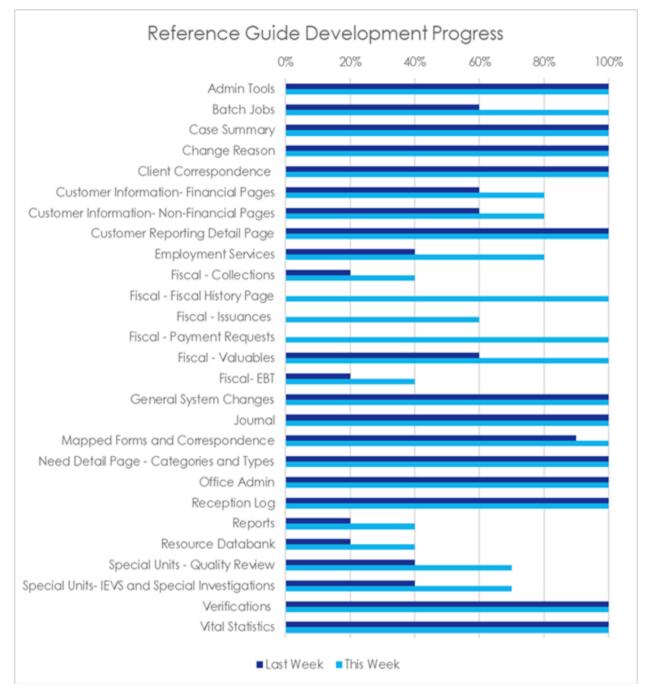
Table 8.1-4 – C-IV Migration Reference Guide Development Progress

Reference Guide Development Progress

Note: The above training materials are subject to change (Name, type, etc.)

Deliverable Management

Table 8.1-5 – Training Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.2   Activities for the Next Reporting Period

- ► Host weekly Training Touchpoint meeting on May 17, 2021
- ► Host Monthly Training team meeting on May 18, 2021
- ► Continue working on R21.07 Training SCRs
- ► Continue to provide support to the Consortium Training team on Migration Web Based Training (WBT) development
- ► Continue to provide support to the Consortium Business Analysts and ClearBest on the process for updating job aids
- ► Continue to provide support to the Consortium Training Team and Production Operations team on the new Release Notes process
- ► Continue to review the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
- ► Imaging
  - o Host Imaging Navigation WBT Walkthrough on May 18, 2021
  - o Continue Imaging WBT Build
  - o Continue Imaging Quick Guide development

Deliverable Management

Table 8.2-1 – Training Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.3   Deviations from Plan/Adjustments

- ► None for the reporting period

9.0 Deployment

9.1 Highlights of the Reporting Period

9.1.1 Implementation

► Compiled the data for the May Implementation Readiness Packet and Dashboard, with an effective date of May 7, 2021
► Participated in the Mock Conversion Exercise: 1B-C-IV Cutover
► Continued preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
  o Continued preparing the template for the green light and pre green light meetings
► Continued compiling inputs into a County Preparation Phase packet, which will include actions that County users, Security Administrators, and Office Supervisors/Managers may have to take once C-IV user data is converted into CalSAWS
  o Continued refinement of the Conversion Security Matrix, which will include a list of all the new CalSAWS-only security groups maintained at the County level
► Continued to coordinate with the Conversion Team to plan for a Connectivity Test Overview Meeting, to be hosted on May 18, 2021 with C-IV Counties to review the purpose, their roles, and steps to take to perform the connectivity test and the steps to report issues
► Continued coordination with the BenefitsCal Implementation team on the Integrated Readiness Approach for the CalSAWS Portfolio
► Continued to develop an in-depth post-deployment support plan, as well as a County Preparation Phase support plan for the C-IV Counties and their security administrators
► Hosted the dry-run for the Quarterly Implementation Regional Touchpoint #3 on May 11, 2021. The touchpoints will be hosted based on the below schedule:

Table 9.1.1-1 – Implementation Regional Touchpoint #3 Schedule

REGION	DATE AND TIME
1	May 26, 2021 1:30 p.m. – 4:30 p.m.
2	May 25, 2021 1:30 p.m. – 4:30 p.m.
3	May 25, 2021 9:00 a.m. – 12:00 p.m.
4	May 18, 2021 9:00 a.m. – 12:00 p.m.
5	May 27, 2021 1:30 p.m. – 4:30 p.m.

► Continued to maintain a master FAQ document of all Implementation-related questions asked across various meetings, emails, and other feedback mechanisms (posted monthly to the Web Portal)
► Continued the maintenance of the County and Project Readiness Checklists in JIRA as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation Readiness
  o Continued maintenance by comparing Project Readiness Checklist to the CalSAWS Migration Work Plan to existing tasks and milestones
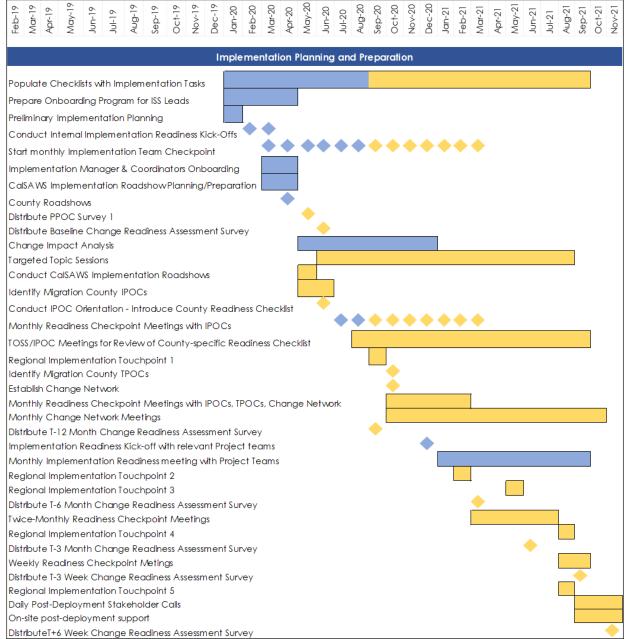
- ► Continued to maintain the Project-level checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration
- ► Continued to maintain the Master County Readiness Checklist (updating each County's respective checklist as applicable), confirming with relevant Project teams on the accuracy of task descriptions, owners, target started dates, and target completion dates
  - o Regional TOSS teams continued their May occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
  - o Continued tracking actual completion dates for each County, as tasks are coming due
  - o Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist
  - o Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate
- ► Continued tracking the County profiles, which includes attributes that define a County's Readiness Tasks, including number of workers, being task-based, having an intranet, etc.
- ► Maintained schedule of Implementation meetings (see Table 9.1.1-2)
- ► Imaging
  - o Attended Regional Touchpoint #3 Dry Run on May 11, 2021
  - o Continued to maintain Imaging tasks on Project and County readiness checklists
  - o Continued supporting Implementation team in answering County Imaging questions
  - o Finalized Imaging content for Regional Touchpoint #3

Figure 9.1.1-1 – Implementation Gantt Chart

NOTE: Activities in yellow indicate direct interaction with the C-IV Counties

Table 9.1.1-2 – C-IV Migration Implementation Readiness Meetings with Key Stakeholders

DAY	BEGIN DATE	FREQUENCY	PARTICIPANTS
Pre-Implementation			
Monthly Implementation Readiness Checkpoint	T-18 Months March 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Project pre-meets to Implementation Readiness Checkpoints	T-15 Months June 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Implementation Readiness Checkpoint – added participants	T-14 Months July 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs
TOSS/IPOC Meetings for Review of County-specific Readiness Checklist	T-13 Months August 2020	As established by IPOC preference	TOSS, IPOCs, Regional Managers
Regional Implementation Touchpoints	T-12 Months September 2020	Quarterly	TOSS, Regional Managers, IPOCs (regional), Regional Stakeholders
Monthly Implementation Readiness Checkpoint – added participants	T-9 Months December 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs
Bi-Monthly Implementation Readiness Checkpoint	T-5 Months April 2021	Bi-monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs
Weekly Implementation Readiness Checkpoint	T-1 Month August 2021	Weekly	Implementation team/Training, Regional Managers, IPOCs, TPOCs, CNCs
Post-Implementation			
Daily Post-Deployment Support Meeting	September 2021	Daily (30 Business Days)	Implementation team (including onsite support team members)
Daily Post Deployment Stakeholder Call	September 2021	Daily (30 Business Days)	Implementation team/Training, Regional Managers, IPOCs, TPOCs, and County Stakeholders

Deliverable Management

Table 9.1.1-3 – Deployment Deliverable Status for Current Reporting Period

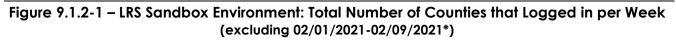| DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.1.2   Change Management

► Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live
► Continued to add and track Communications Events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other Change Communications
► Change Network
  o Continued to monitor input from the Change Network Champion (CNC) Feedback Form and provide responses in a timely manner
  o Held the May 2021 occurrence of the Change Network Meetings on May 13, 2021
  o Began to compile May Change Network Meeting follow-up materials, including the Q&A document and the County Sharing Sandbox materials
► Targeted Topics/Just-in-Time (JIT) demonstrations
  o Change Reason
    ► Continued to prepare for the Change Reason Just-in-Time Demonstration, to be hosted on May 18, 2021
    ► Held Change Reason Just-in-Time Demonstration dry-run on May 11, 2021
  o Continued preparation for the Day in the Life of an Eligibility Worker and Day in the Life of an Employment Services Worker Just-in-Time Sessions in June 2021
► Communication
  o News Blast #4
    ► Began Identifying topics for the final News Blast #4 to be distributed in August 2021
  o Infographics
    ► Distributed three Training Infographics: Imaging Train-the-Subject Matter Expert (IITSME), Training Overview, and Training Learning Management System (LMS) Overview, to be reviewed by the CIT/CRFI Review Group
    ► Began identifying topics for the next Infographic Bundle
  o Go-Live Packet
    ► Continued developing the Informational Migration Packet
  o User Readiness Assessment Survey
    ► Continued developing the T-3 Month User Readiness Assessment Survey for distribution in June 2021, as well as the corresponding communications
  ► Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
    o Reviewed 1,143 designs/design differences
      ► 774 have been identified as having some level of impact
      ► 22 have been identified as having a high level of impact
      ► 146 have been identified as having a medium level of impact
      ► 606 have been identified as having a low level of impact
      ► 369 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)
    o Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.

- ► Continued coordination and collaboration with Conversion team on Change Management's role in communicating and tracking manual case reviews, as well as downstream application/batch impacts based on unreconcilable data
- ► Continued to monitor Sandbox performance and follow up on the status of open environment defects
- ► Imaging
  - o Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
  - o Presented Imaging Change Management updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on May 11, 2021
  - o Hosted Bi-Weekly Imaging Change Management, Training, and Implementation Touchpoint with Consortium Staff on May 12, 2021
  - o Attended Weekly Change Management Touchpoint with Consortium Change Management Leads on May 12, 2021
  - o Attended May C-IV Change Network Champion meeting on May 13, 2021
  - o Hosted Imaging demonstrations
    - ► Region 4: May 11, 2021
    - ► Region 5: May 13, 2021
  - o Los Angeles County T-6 Month Imaging Change Readiness Assessment
    - ► Distributed CIT
    - ► Finalized recipient list
  - o Continued planning June Imaging communications for Los Angeles County and C-IV Counties
- ► Task Management
  - o Continued coordination with Task Management Application Development teams for overview of the solution and change
  - o Continued review and development of Task Management training and change management materials, including migration WBTs, infographics, and targeted topic session materials.
- ► FCED
  - o Continued reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

Figure 9.1.2-1 – LRS Sandbox Environment: Total Number of Counties that Logged in per Week (excluding 02/01/2021-02/09/2021*)
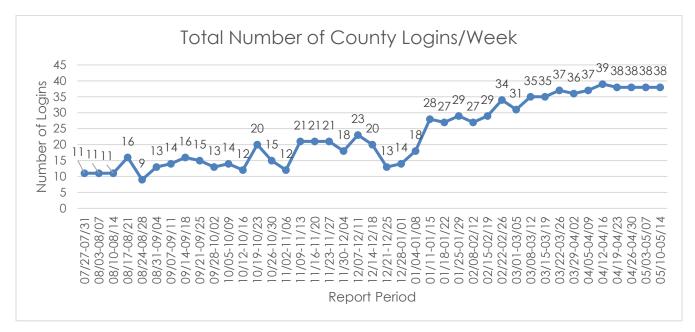

Figure 9.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (excluding 02/01/2021-02/09/2021*)

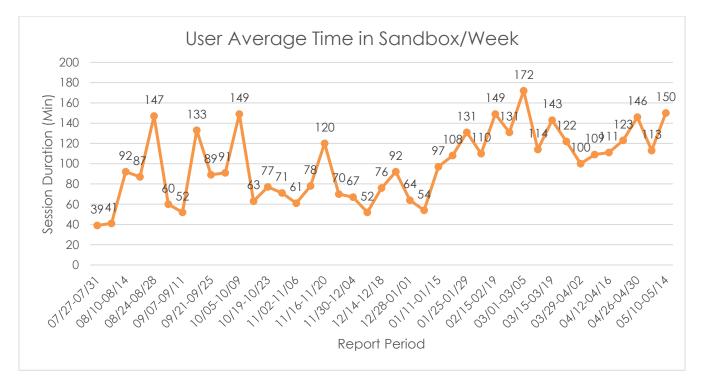### Table 9.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	Users 1, 6	2	01:13:29
Alpine	User 4	1	00:18:15
Butte	Users 1, 3, 4	46	13:19:31
Contra Costa	Users 1, 2, 3, 5, 6	87	08:14:17
El Dorado	Users 1, 2, 3, 4, 5	7	00:56:25
Glenn	Users 1, 2, 6	7	01:40:19
Humboldt	Users 1, 2, 3, 4, 5	25	19:23:12
Imperial	User 4	2	00:41:38
Kern	User 2	1	00:01:37
Kings	User 1	1	00:07:22
Lake	Users 1, 2	6	01:00:35
Los Angeles	Users 4, 6	25	20:27:21
Madera	Users 1, 5	3	00:36:23
Marin	Users 1, 2, 3, 5	22	13:15:51
Mariposa	User 5	3	02:46:52
Mendocino	Users 1, 3	3	01:47:35
Monterey	Users 1, 4, 6	8	02:14:07
Orange	Users 1, 2, 3, 6	20	08:25:23
Placer	User 3	1	00:57:17
Plumas	Users 4, 5, 6	5	01:18:16
Riverside	Users 1, 2, 3, 5, 6	24	03:31:40
Sacramento	Users 1, 2	2	00:25:47
San Benito	Users 1, 3, 4, 5, 6	27	14:50:10
San Bernardino	Users 1, 2, 3, 4, 5, 6	74	15:38:21
San Diego	Users 1, 2, 4, 5, 6	58	16:57:07
San Francisco	Users 1, 2, 3, 4, 5	18	10:52:19
San Luis Obispo	Users 1, 2, 3, 6	23	08:07:32
Santa Clara	Users 1, 2, 6	18	17:16:44
Shasta	Users 1, 3	2	01:06:31
Solano	User 1	2	00:04:45
Stanislaus	Users 1, 2, 3, 4, 5	34	16:00:38
Sutter	Users 1, 2, 3, 4, 5, 6	37	14:01:14
Tehama	Users 1, 2, 3, 4, 5	13	07:41:28
Trinity	Users 2, 3, 4	5	00:45:20
Ventura	Users 5, 6	6	05:37:47
Yolo	Users 1, 5, 6	11	02:42:49

9.2　Activities for the Next Reporting Period

9.2.1　Implementation

- ► Host the bi-monthly occurrence of the Implementation Readiness Checkpoint meeting with the C-IV Counties on May 19, 2021, in which the following topics will be covered: BenefitsCal Demonstrations, CalSAWS Migration Training Guide Overview, Outcomes of Conversion Data Test (CDT), UAT Updates, Change Management Communications, and Imaging
- ► Host the Implementation Readiness Checkpoint Pre-Meet with the Region Managers on May 20, 2021, in which the following topics will be covered: Greenlight Meetings, County Preparation Packet, and the Post-Deployment Support Model
- ► Host the Implementation Readiness Working Session with Project teams on May 20, 2021, in which the Project teams will communicate on updates/changes to Implementation Readiness tasks, alert Implementation on status updates, escalate issues, and establish any mitigation plans for behind/at-risk tasks
- ► Host the CalSAWS Quarterly Implementation Regional Touchpoint #3 for Region 4 on May 18, 2021, in which the following topics will be covered: System Demonstration, Change Management Update, Implementation Readiness, Training Overview, Imaging, BenefitsCal, Conversion, UAT, Analytics, and Technical Benefit & Readiness
- ► Coordinate with Conversion to host the Connectivity Test Overview Meeting on May 18, 2021 to review the purpose, participants' roles, and steps to take to perform the connectivity test and the steps to report issues
- ► Begin coordination with the new Central Print Vendor on how to track readiness across all portfolios within the CalSAWS project
- ► Continue compiling inputs into a County Preparation Phase packet, which will include actions that County users, Security Administrators, and Office Supervisors/Managers may have to take once C-IV user data is converted into CalSAWS
  - o Continue refinement of the Conversion Security Matrix, which will include a list of all the new CalSAWS-only security groups maintained at the County level
- ► Continue to develop a County Preparation Phase support model
- ► Continue coordination with the BenefitsCal Implementation team on an integrated readiness approach
- ► Continue preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
  - o Continue preparing a presentation template for the green light and pre green light meetings
- ► Continue to maintain Project-level and County-level Readiness checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
  - o Continue to update County-specific checklists based on feedback from IPOCs
  - o Continue to track upcoming task due dates and actual completion dates
  - o Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria
- ► Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities
- ► Imaging

- o Present Imaging content at Region 4 Quarterly Regional Touchpoint #3 on May 18, 2021
- o Present Imaging updates at Twice-Monthly Implementation Readiness Checkpoint on May 19, 2021
- o Attend Pre-Meet for Monthly Implementation Readiness Checkpoint with Consortium Regional Managers on May 20, 2021
- o Continue supporting Implementation team in answering County Imaging questions
- o Continue monitoring Project Implementation Readiness tasks for Imaging
- o Create Project and County Imaging Readiness Checklists for Los Angeles County Imaging implementation

Deliverable Management

Table 9.2.1-1 – Deployment Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.2.2 Change Management

- ► Continue to maintain Deliverable #41 Ongoing Working Document (OWD)
- ► Continue to add Communications Events and expected completion dates to the Change Management Communications Roadmap for Change Management activities and County engagement points
  - o Based on Change Readiness Assessment Surveys results, Change Network feedback, and Change Impact Analysis outcomes, continue to determine topics and create content for change communications, such as infographics, videos, and the CalSAWS Newsletter
    - ▪ Continue content for Change Communications (infographics, news blasts, videos etc.)
- ► Change Network
  - o Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
  - o Begin to prepare for the June occurrence of the Change Network Champions (CNC) Monthly meeting
  - o Continue to compile follow-up materials from the May CNC Meeting, including Q&A document and additional County sharing materials
- ► Targeted Topics / Just-in-Time (JIT) Demonstrations
  - o Finalize Change Reason Just-in-Time (JIT) presentation for the upcoming session on May 18, 2021
  - o Continue preparation for the Day in the Life of an Eligibility Worker and Day in the Life of an Employment Services worker Just-in-Time Sessions
- ► Communication
  - o News Blast #4
    - ► Continue discussing which topics to include in the final News Blast to be distributed in August 2021
  - o Infographics
    - ► Continue to incorporate feedback from the CIT/CRFI review group for

the three Training Infographics (Imaging Train-the-Subject Matter Expert (ITTSME), Training Overview, and Training LMS Overview) and distribute to the C-IV Counties via CIT
- ► Begin creating the fourth Infographic bundle
  - o Go-Live Packet
    - ► Continue working on the Informational Migration Packet
- ► User Readiness Assessment Survey
  - o Continue developing the T-3 Month User Readiness Assessment Survey in preparation for distribution in June 2021
- ► Continue to drive change team efforts phase of the C-IV to CalSAWS Change Impact Analysis
  - o Continue coordination with Training Team on Organizational Change Management (OCM) recommendations based on Change Impact Analysis (CIA) outcomes
- ► Continue coordination with Conversion on case review tracking, Application Development Team input, and necessary County outreach
  - o Continue to review Conversion impacts from JIRA extract
- ► Continue to monitor Sandbox environment performance and escalate issues as necessary
- ► Imaging
  - o Host Region 6 Imaging demonstration on May 17, 2021
  - o Host bi-weekly Imaging Materials Review session with Consortium Business Analysts on May 19, 2021
  - o Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on May 19, 2021
  - o Draft June Imaging communications for Los Angeles County and C-IV Counties
  - o Finalize content for Los Angeles County Imaging Change Network monthly meeting
  - o Consolidate and questions and answers from C-IV County Imaging Demonstrations
  - o Draft Imaging questions for T-3 Month Migration Change Readiness Assessment
- ► Task Management
  - o Continue coordination with Task Management Application Development teams for overview of the solution and change
  - o Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs
- ► FCED
  - o Continue reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

9.3 Deviations from Plan/Adjustments

- ► None for the reporting period

10.0 Appendices

Appendix A – CalSAWS Deliverable Summary
Appendix B – CalSAWS Migration Work Plan Summary
Appendix C – CalSAWS DD&I Project Gantt Chart
Appendix D – CalSAWS Project Risks and Issues
Appendix E – OBIEE and State & Management Master Inventory