



# CalSAWS DD&I Weekly Status Report

**Reporting Period: July 5, 2021 to July 11, 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
59	CalSAWS Migration Work Plan Update #27	PMO		Final Deliverable (FDEL) is in progress. Submission of the FDEL is due on July 12, 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:
  - 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	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	<ul style="list-style-type: none"> <li>• Continued planning facility capacity and equipment needs for CalSAWS DD&amp;I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training</li> </ul>
2	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring/ Summer 2021	<ul style="list-style-type: none"> <li>• 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</li> </ul>

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on July 7, 2021
- ▶ Began preparations for the Section Directors meeting that is scheduled for July 13, 2021
- ▶ Continued CalSAWS Risk Management activities, including:
  - Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks
  - Facilitated the Risk Management Group meeting on July 13, 2021
  - Developed presentation materials regarding the CalSAWS Project's high risks for the July 15, 2021 CalSAWS Project Steering Committee meeting
- ▶ Continued supporting engagement of project staff working remotely, including:
  - Continued preparations for the next monthly virtual CalSAWS Project All Staff

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- Meeting that is scheduled for July 21, 2021
- Continued development of the next monthly issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on July 15, 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 working with Pingboard technical support to restore the ERIC tool's organization chart; the organization chart has been restored
  - ▶ Continued performing Contract Management activities for the CalSAWS DD&I Project
    - 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 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 August 2021
    - Began developing the documentation for County Purchase SM-01-2021 for San Mateo County. This County Purchase is related to San Mateo County's request for third-party document export support for the CalSAWS Imaging Project
    - 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
  - ▶ Continued supporting the collection of documents for the CalSAWS Operational Readiness Review required for the CalSAWS DD&I Project
  - ▶ Completed development of the CalSAWS IT Project Status Report for June 2021 and preparations for the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for July 14, 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
59	CalSAWS Migration Work Plan Update #27	<ul style="list-style-type: none"><li>• Continued developing the FDEL</li><li>• Submission of the FDEL is due on July 12, 2021</li></ul>

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### 1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
  - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
  - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org):
  - 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 21.07 Communications:
  - Performed activities for the 21.07 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
Uploaded June 2021 Change Control Board Meeting Materials	July 8, 2021	Website Content Update

**Table 1.2.2-2 – CalSAWS.org Usage Statistics**

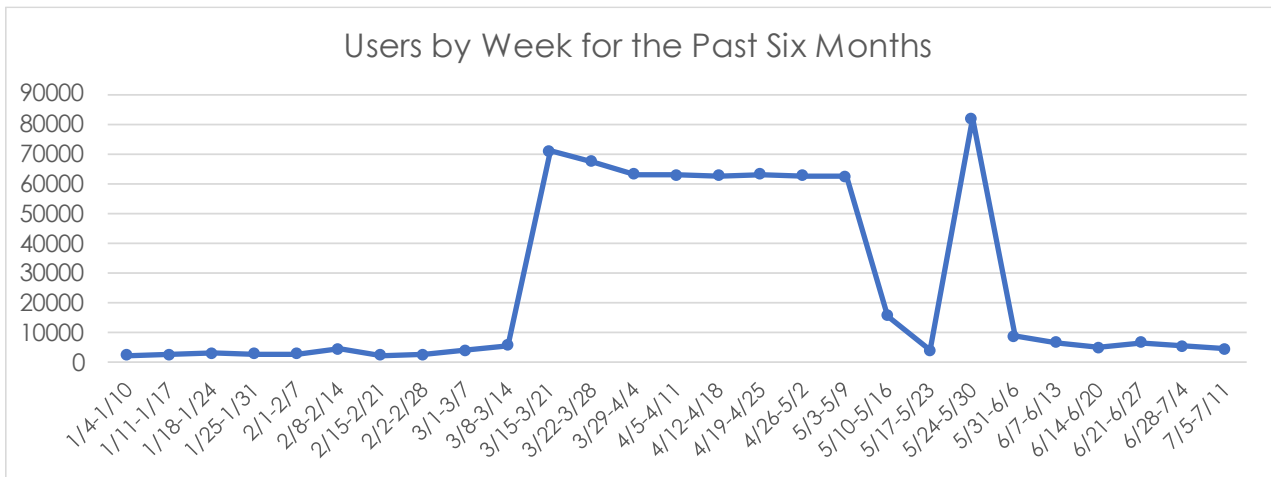
CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	3	925
Total Number of Unique Users	4,482	944,234
Total Number of New Users	3,475	944,234
Total Number of Sessions (Individual Site Visits)	6,307	1,162,251
Average Number of Sessions per User	1.41	1.23
Average Number of Page Views per Session	1.44	1.24
Average Session Duration	1:22	0:53
AskCalSAWS Inquiries – Received/Resolved	4/2	321/317

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



**Note:**

\* Increase in usage from March 15, 2021 to May 16, 2021 was investigated to be from cities in the United States

**Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics**

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	48%
Latest News – News	37%
Meetings – Project Steering Committee	31%
Other Updates – Careers	30%
CalSAWS Committees – CalWORKs/CalFresh	28%

**Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.07 Communication Activities**

TASK	DATE(S)	OWNER
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	July 12, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	July 12, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.07 in CalSAWS/LRS Health Check	July 19, 2021 – July 23, 2021	Production Operations
Webcast on Release 21.07 (C-IV)	TBD	C-IV Training
Webcast on Release 21.07 (CalSAWS/LRS)	July 20, 2021	Production Operations
21.07 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	July 20, 2021	LRS Help Desk/C-IV Training



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TASK	DATE(S)	OWNER
CalSAWS Release 21.07 Greenlight Meeting	July 21, 2021	Release Management/QA
C-IV Release 21.07 Greenlight Meeting	No meeting	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	July 26, 2021 – July 28, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

### 1.2.3 Cultural Transformation

► Phase 1 activities:

○ 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
- Continued alignment with the CalSAWS Innovation team on areas for partnership in second round of Cultural Ambassadors
- Further developed the second round Ambassador initiatives of Cultural Transformation according to Executive Sponsor and Project Leadership edits
- Continued recruitment activities for 2021 Cultural Ambassadors
- 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

### 1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

► Co-Create Phase

○ IDEA Initiatives

- Workshops
  - Completed workshop session #3
- CalSAWS Table Talks
  - Began preparations for CalSAWS Table Talks session for July 27, 2021 topic "How Life Has Changed Post 2020"
- We Are One
  - Continued to update the CalSAWS IDEA calendar with most recent events

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- Leadership Coaching
  - Concluded diversity, equity, and inclusion leadership coaching
  - Continued preparing the leadership coaching session post surveys
- Pulse Survey
  - Completed preparation for the Pulse Survey to be sent
- o IDEA General
  - 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
  - Created a "Journey to Success" visual for IDEA, outlining what the plans are in the next coming years

**1.3 CRFI/CIT Communications Information**

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending July 11, 2021

**Table 1.3-1 – CITs**

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0168-21	CalWIN Implementation Support Services- Publication of Q&A Log	Informational	July 7, 2021	Regional Managers	Greg Postulka
0170-21	Monthly CalSAWS De-Duplication Report Posted	Informational	July 8, 2021	Cristy Sharma	Paul Trisler
0171-21	CalSAWS Countdown to Go-Live Infographic	Informational	July 8, 2021	Araceli Gallardo	Helen Cruz

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending July 11, 2021

**Table 1.3-2 – CRFIs**

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-033	Request for Additional LMS Access Participants	June 14, 2021	Closed	June 30, 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 July 11, 2021

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### 1.4 Activities for the Next Reporting Period

#### 1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
  - 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:
  - Continue to work with risk owners to monitor risks and update risk mitigation plans
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for July 14, 2021
- ▶ Complete preparations and participate in the Section Directors Meeting that is scheduled for July 13, 2021
- ▶ Continue activities to support Project staff working remotely
  - Continue preparations for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for July 21, 2021
  - Complete development of the next issue of the CalSAWS Connect newsletter and distribute the newsletter to the CalSAWS Project Team on July 15, 2021
  - 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
- ▶ Participate in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for July 14, 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
59	CalSAWS Migration Work Plan Update #27	<ul style="list-style-type: none"><li>• Finalize and submit the FDEL to the Consortium for review and feedback on July 12, 2021</li><li>• Facilitate a touchpoint meeting with Deliverable reviewers on July 15, 2021 to address comments and questions, as needed</li></ul>

#### 1.4.2 Communications Management

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

**Table 1.4.2-1 – Website Support Activities**

TASK	DATE(S)	TASK TYPE
None for the reporting period		

**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 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
- ▶ Plan and execute cross-Project initiatives to increase employee-driven innovation and entrepreneurship across the CalSAWS Project
- ▶ Continue recruiting Culture Ambassadors for second round of Ambassador initiatives
- ▶ Finalize CalSAWS Culture Initiatives onboarding session materials

**1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)**

- ▶ Continue to update IDEA documents on “We Are One” file/section of the CalSAWS Project SharePoint
- ▶ Continue to prepare for the next “Being The Change” ideation session 2
- ▶ Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training
- ▶ 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

- ▶ Continued development and integration workshops with BenefitsCal
  - Logged 2 UAT new defects (BCUAT- 909, and BCUAT- 838)
  - In progress 4 defects (CSPM- 16653, CSPM- 11038, CSMP- 20518, CSMP- 20503)
  - Closed 16 defects overall
- ▶ Deployed configurations for 'Hot-Hot' architecture for disaster recovery to development environment
- ▶ Performed performance tests on ForgeRock BenefitsCal APIs and provided results to the CalSAWS Performance Testing team
- ▶ Received Consortium approval for Technical Budget Change Request (TBCR) for 'Implement Hot-Hot Architecture for Disaster Recovery' request
- ▶ Submitted change request for 21.07.16 Priority Release to deploy 'Hot-Hot' architecture in production environment
- ▶ Submitted change request to enable County Delegated Administrators to update users' status

**Table 2.1-1 – ForgeRock Milestones**

MILESTONES	DUE DATE	STATUS
Implement Hot-Hot Architecture for DR	July 17, 2021	In progress
Support BenefitsCal Cycle 2 Performance Testing	July 19 – July 30, 2021	In progress
Enable CBO Management for BenefitsCal in Production Environment	July 30, 2021	In progress
ForgeRock 21.07 Production Deployment	July 30, 2021	Not started
Migrate ADF Devices from Duo to ForgeRock	August 27, 2021	In progress

- ▶ Performance Test
  - Continued automated regression tests run by ForgeRock Build pipeline to validate functional response and response thresholds < 1s (authentication and identity management API) – passed
  - Continued automated weekly load test scheduled covers the following:
    - Test covers Enterprise Authentication APIs at max load of approximately 2,300 users per minute
    - Test executes against Dev instance shared across all Test/User Acceptance Testing (UAT) environments
    - Test coverage to include Customer Authentication and Identity APIs
    - Test workload to include predicted load of CalSAWS, BenefitsCal, OCAT, Salesforce and API calls
- ▶ Integrated Performance Test at 40 County volume
  - Continued planning across teams including ForgeRock and BenefitsCal
  - Supported the BenefitsCal team in exploring options to integrate with BenefitsCal performance scripts
    - Completed BenefitsCal ForgeRock API Performance Test dry run
    - Completed Identify, compile, and review BenefitsCal ForgeRock API calls

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- Completed: Perform Gatling performance test of BenefitsCal ForgeRock APIs and provide test results to CalSAWS Performance Test team
  - Planned cycle from July 12, 2021 – July 30, 2021
    - Targeting July 19, 2021 for specific ForgeRock cycles
- ▶ Continued Innovation Lab activities
  - Deployed Operational Decision Making (ODM) Rules *(Describe Phase)*
    - Continued progress on analysis of CalSAWS monolithic application
  - Streamlined CalSAWS Lobby Application *(Describe Phase)*
    - Reached out to additional vendors to prepare for demonstration
  - System Status for End Users *(Co-Create Phase)*
    - Set up session to walk through prototype considerations
  - CalSAWS Production Calendar *(Discovery Phase)*
    - Began prototype project management timeline and activities
  - Cybersecurity Awareness Program *(Discovery Phase)*
    - Set up session with potential vendor to discuss potential partnership

**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**

- ▶ Monitor/Support ForgeRock 21.07.16 Priority Release
- ▶ Continue to support BenefitsCal User Acceptance Testing (UAT)
  - Triage existing Partner Integration Testing defects and address new UAT defects as they arise
- ▶ Complete ServiceNow user bulk upload into production environment
- ▶ Continue ForgeRock C-IV migration planning activities
  - Mock Conversion III BenefitsCal enterprise/admin/external user bulk uploads
- ▶ Support BenefitsCal Performance Testing (July 19 – 20, 2021)
- ▶ Innovation Lab
  - Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    - Continue development of requirements from monolithic application analysis
  - Streamline CalSAWS Lobby Application *(Describe Phase)*
    - Prepare vendors for demos
  - System Status for End Users *(Co-Create Phase)*
    - Prepare for discussion to provide update and receive approval on prototype roadmap
  - CalSAWS Production Calendar *(Describe Phase)*
    - Continue to update project timeline for prototype
  - Cybersecurity Awareness Program *(Discovery Phase)*
    - Meet with potential vendor to discuss next steps

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### 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

- ▶ Updated Amazon Web Services (AWS) Snowball Process for C-IV imaging migration
  - Shipped AWS Snowball 5 and Snowball 6 to Hyland AWS
- ▶ Continued to monitor database migration process
- ▶ Continued validation of Los Angeles County's AWS Snowball transfer with Hyland
- ▶ Continued production transfer of images to new Snowballs 7 and 8
- ▶ Continued to review UAT findings and log defects where appropriate
- ▶ Implemented CA-214059 Imaging DDID 2520 - Imaging Reports
- ▶ Conducted Placer County Document Migration Discovery Session Check-in on July 6, 2021
- ▶ Conducted Santa Clara County Document Migration Discovery Session Check-in on July 7, 2021
- ▶ Conducted Sacramento County Document Migration Kick-Off on July 8, 2021
- ▶ Conducted Orange County Document Migration Discovery Session Check-in on July 8, 2021
- ▶ Conducted Los Angeles County Document Migration Discovery Session Check-in on July 8, 2021
- ▶ Scheduled Santa Barbara County Document Migration Discovery Session Check-in on July 12, 2021
- ▶ Scheduled Placer County Document Migration Discovery Session Check-in on July 13, 2021
- ▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in on July 14, 2021
- ▶ Scheduled San Luis Obispo County Document Migration Kick-Off on July 15, 2021
- ▶ Scheduled CalSAWS Imaging Committee Meeting on July 15, 2021
- ▶ Scheduled Orange County Document Migration Discovery Session Check-in on July 15, 2021
- ▶ Scheduled Ventura County Document Migration Discovery Session Check-in on July 15, 2021
- ▶ Scheduled Los Angeles County Document Migration Discovery Session Check-in on July 15, 2021



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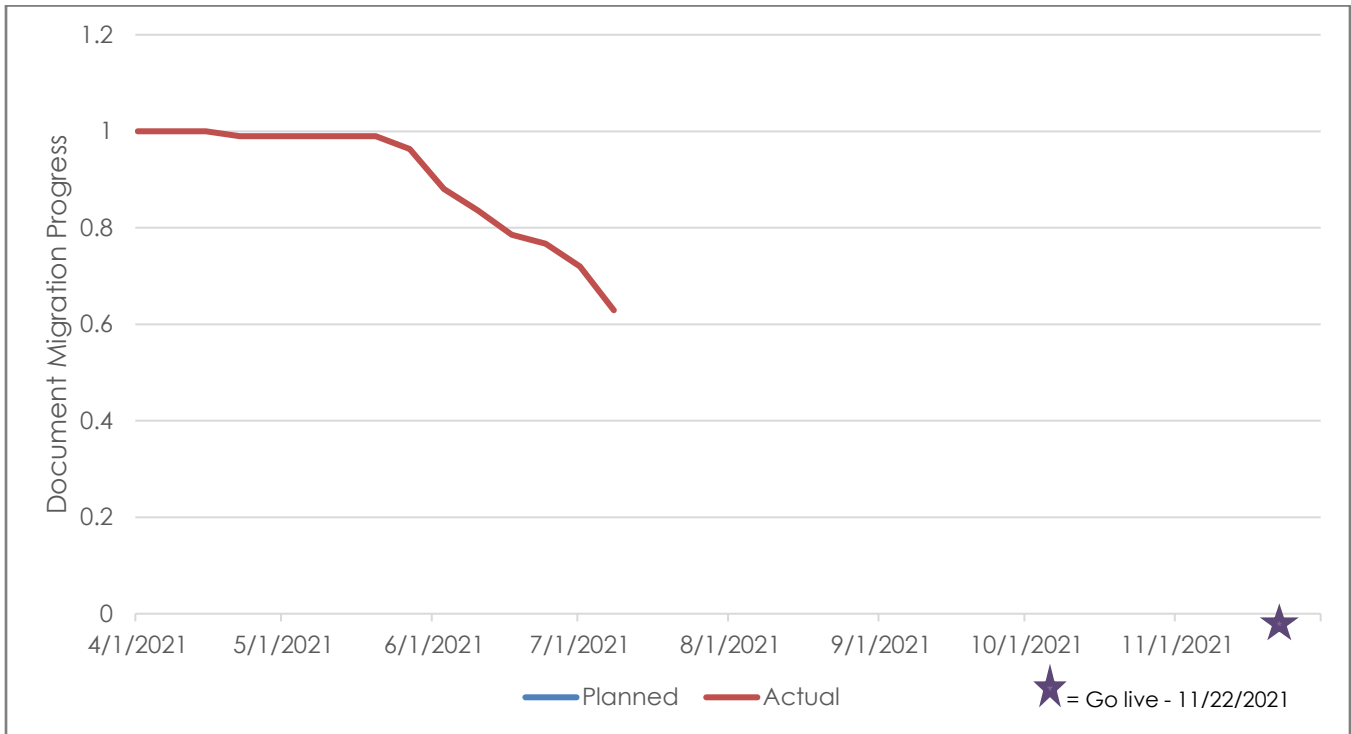
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**Table 3.1-1 – CalSAWS Imaging Project Milestones**

MILESTONES	SUBMISSION DUE DATE	STATUS
Application Build Activities	March 25, 2021	Completed
Release 21.01	November 25, 2020	Completed
Release 21.03	January 28, 2021	Completed
Release 21.05	March 25, 2021	Completed
User Acceptance Testing Environment Build-out	April 23, 2021	Completed
C-IV UAT Imaging Admin week	July 2, 2021	Completed
C-IV UAT Imaging Admin Retest week	July 19, 2021	Scheduled
Migration Activities	October 1, 2021	In progress
Conduct Placer County Document Migration Discovery Session Check-in	July 6, 2021	Completed
Conduct Santa Clara County Document Migration Discovery Session Check-in	July 7, 2021	Completed
Conduct Sacramento County Document Migration Kick-Off	July 8, 2021	Completed
Conduct Orange County Document Migration Discovery Session Check-in	July 8, 2021	Completed
Conduct Los Angeles County Document Migration Discovery Session Check-in	July 8, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	July 12, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	July 13, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	July 14, 2021	Scheduled
Conduct San Luis Obispo County Document Migration Kick-Off	July 14, 2021	Scheduled
CalSAWS Imaging Committee Meeting - July	July 15, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	July 15, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	July 15, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	July 15, 2021	Scheduled



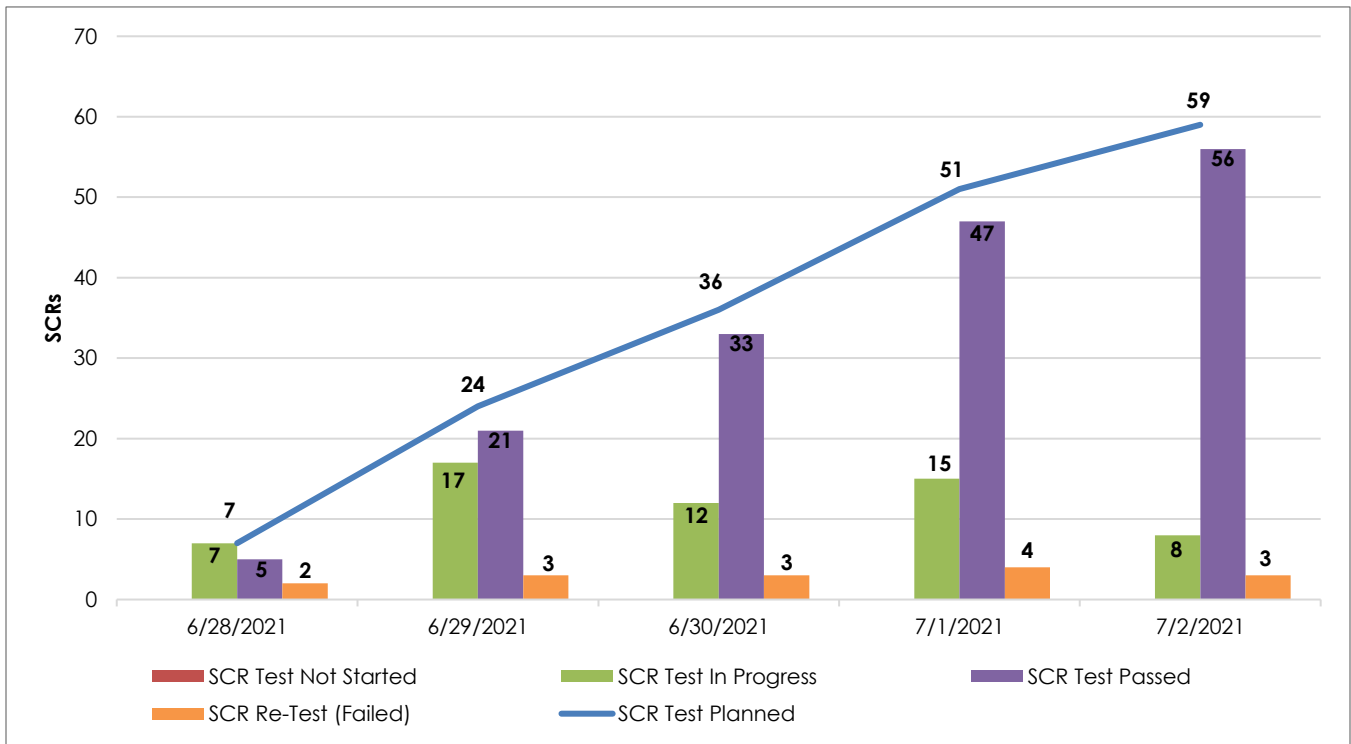
Figure 3.1-1 – Los Angeles (Nexlogica)\*



Note:

\* Please see CalSAWS Project Risk #234

Figure 3.1-2 – C-IV UAT Imaging Burnup



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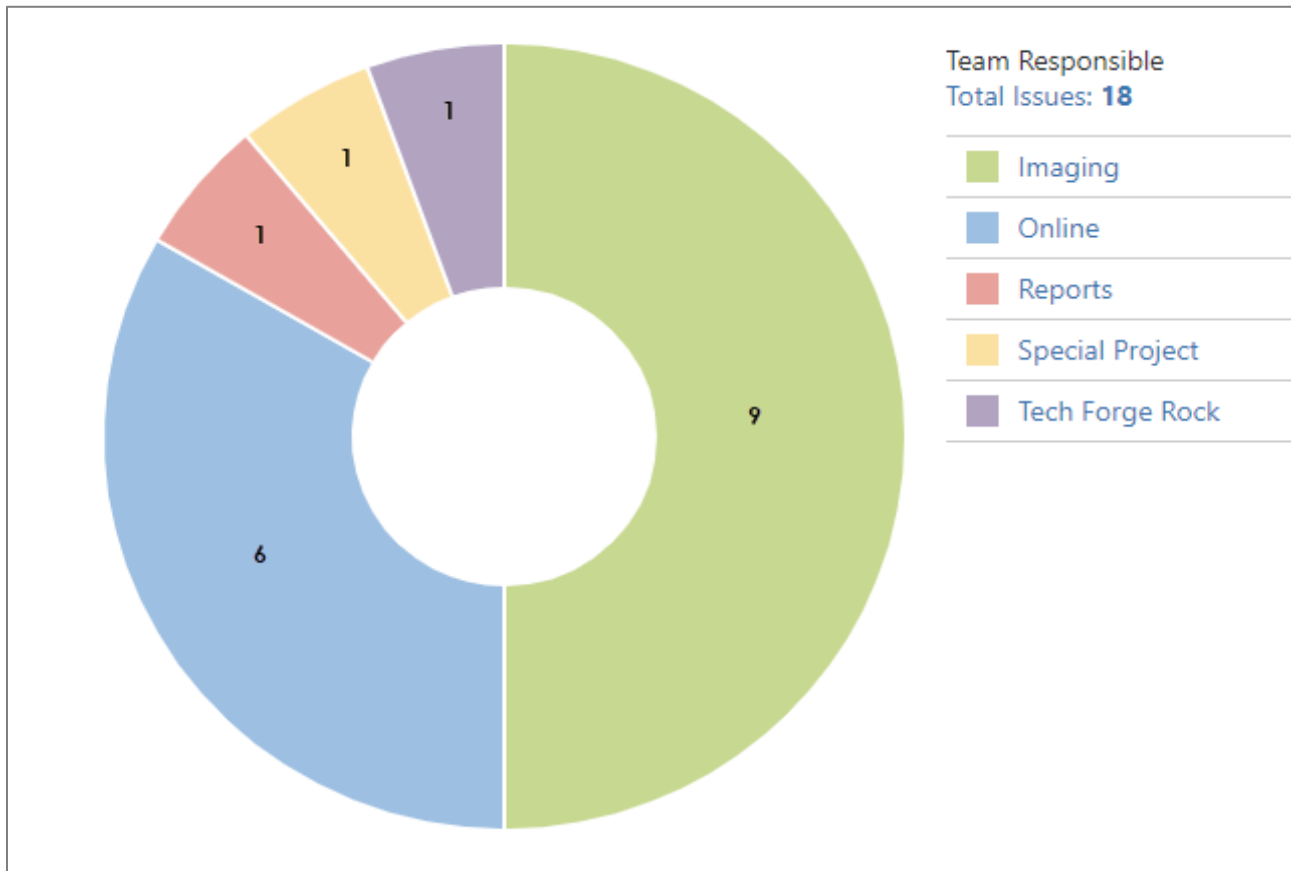
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**Table 3.1-5 – C-IV UAT Imaging Execution**

CalSAWS UAT	Total Scenarios	Not Executed	PASSED	FAILED	BLOCKED	NOTES
<b>IN PROGRESS</b>						
Imaging Admins	59	0	56	3	0	
Failed Test Case Reasons:						
<ul style="list-style-type: none"> <li>• UAT-T2: Task Configuration Failed due to slow task window display; Multiple tasks generated</li> <li>• UAT-T41: R - &lt;County&gt; No Case No case not assigning county code to documents</li> <li>• UAT-T14: Ignore Barcode File Capture Profile Barcode is being set by OCR system</li> </ul>						
<b>UPCOMING DEFECT RETEST WEEK</b>						
Imaging Admins	3					<ul style="list-style-type: none"> <li>• Retest all Prior Failed Scenarios</li> </ul>

**Figure 3.1-3 – C-IV UAT Imaging Defects**



**Table 3.1-6 – C-IV UAT Imaging Defects**

STATUS	2-NORMAL/MEDIUM	3-NORMAL/LOW	4-COSMETIC	TOTAL
Assigned	0	1	0	1
Pending Rejection	1	0	0	1
Rejected	2	2	0	4
In Development	2	0	1	3
System Test	1	2	0	3
Test Completed	2	0	0	2
In Production	3	1	0	4
Total Issues	11	6	1	18

### 3.2 Activities for the Next Reporting Period

- ▶ Update AWS Snowball Process for C-IV imaging migration
  - AWS importing data off AWS Snowball 5 and Snowball 6
  - Validate contents of AWS Snowball 5 and Snowball 6
- ▶ Continue to monitor database migration process
- ▶ Continue validation of Los Angeles County's AWS Snowball transfer with Hyland
- ▶ Continue production transfer of images to new AWS Snowballs 7 and 8
- ▶ Continue to correct and test defects logged during Imaging UAT
- ▶ Schedule C-IV User Acceptance Testing (UAT) Retest for July 19, 2021 – July 23, 2021
- ▶ Conduct Santa Barbara County Document Migration Discovery Session Check-in on July 12, 2021
- ▶ Conduct Placer County Document Migration Discovery Session Check-in on July 13, 2021
- ▶ Conduct Santa Clara County Document Migration Discovery Session Check-in on July 14, 2021
- ▶ Conduct San Luis Obispo County Document Migration Kick-Off on July 14, 2021
- ▶ Conduct CalSAWS Imaging Committee Meeting on July 15, 2021
- ▶ Conduct Orange County Document Migration Discovery Session Check-in on July 15, 2021
- ▶ Conduct Ventura County Document Migration Discovery Session Check-in on July 15, 2021
- ▶ Conduct Los Angeles County Document Migration Discovery Session Check-in on July 15, 2021
- ▶ Schedule Santa Barbara County Document Migration Discovery Session Check-in on July 19, 2021
- ▶ Schedule San Diego County Document Migration Discovery Session Check-in on July 20, 2021
- ▶ Schedule Placer County Document Migration Discovery Session Check-in on July 20, 2021
- ▶ Schedule Santa Clara County Document Migration Discovery Session Check-in on July 21, 2021
- ▶ Schedule Fresno County Document Migration Discovery Session Check-in on July 21, 2021
- ▶ Schedule Orange County Document Migration Discovery Session Check-in on July 22, 2021

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- ▶ Schedule Ventura County Document Migration Discovery Session Check-in on July 22, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in on July 22, 2021

## 3.3 Deviations from Plan/Adjustments

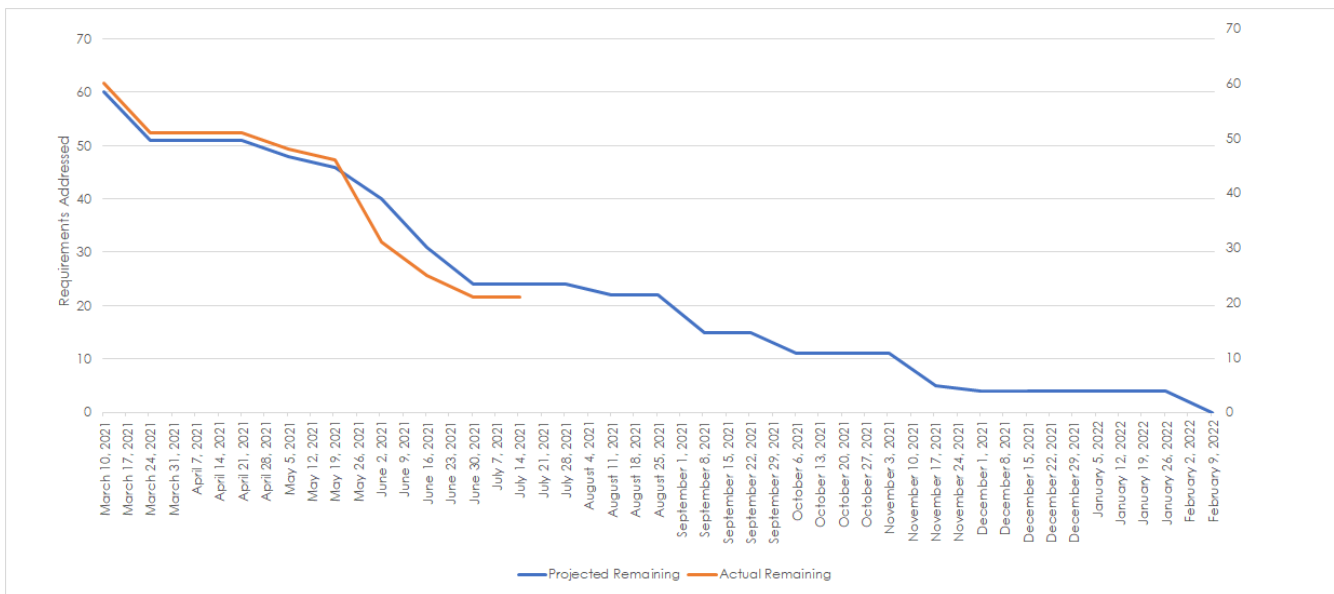
- ▶ None for the reporting period

## 4.0 Customer Service Center

### 4.1 Highlights of the Reporting Period

- ▶ Updated Schedule Callback design to incorporate committee feedback
- ▶ Continued to review Contact Center Executive Summary presentation
- ▶ Began augmenting Outbound IVR design with application development content; completion scheduled for end of the month

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



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**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	Approved	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Approved	22.03
Admin Page - Core Tech Design (CA-226672)	May 26, 2021	Approved	22.05
Inbound IVR (CA-226837)	June 9, 2021	Submitted	22.05
Scheduled Callback (CA-229573)	July 7, 2021	Submitted	22.05
Environments (CA-227045)	July 28, 2021	Draft in progress	21.11
External Party Access IVR - Core Tech and App Dev Design (CA-226839)	September 22, 2021	Draft in progress	22.01
Telephonic Signature - Core Tech and App Dev Design (CA-226838)	September 22, 2021	Draft in progress	22.01
Outbound IVR - App Dev (CA-228699)	July 28, 2021	Draft in progress	21.11
Voice Authentication: All Languages - App Dev (CA-TBD)	November 24, 2021	Not started	22.03
Admin Page – App Dev (CA-TBD)	January 26, 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 Contact Center Environments
- ▶ Schedule review sessions for Environment design
- ▶ Review Contact Center executive summary and Los Angeles planning workshop material with Amazon Web Services (AWS) and Consortium
- ▶ Plan and prepare for the build phase

### 4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Analytics

### 5.1 Highlights of the Reporting Period

#### 5.1.1 Analytics Summary

**Table 5.1.1-1 – CalSAWS Analytics Summary**

ANALYTICS RELEASE	STATUS	SOFT LAUNCH DATE	HARD LAUNCH DATE	DASHBOARDS	STATE & MGMT. REPORTS	TOTAL	% OF TOTAL
C	In Production	Deployed	Deployed	2	0	2	0%
D	In Production	Deployed	Deployed	4	33	37	9%
E	In Production	Deployed	Deployed	7	60	67	23%
F	In Soft Launch	Deployed	Deployed	3	74	77	40%
G	In Soft Launch	Deployed	Deployed	4*	45	49	51%
H	In Soft Launch	Deployed	Planned September 2021	6	65	71	67%
I	In Development	October 29, 2021	TBD	1	75	76	
J	Future Development	January 15, 2022	TBD	0	75	75	
<b>TOTAL REPORTS</b>				<b>27</b>	<b>427</b>	<b>454</b>	

**Note:** \*The 3 C-IV Dashboards in Release G will be hard launched on September 2, 2021

#### 5.1.2 Soft Launch

- ▶ Deployed Release H dashboards and reports (Milestone #16 OBIEE CIV Reports R8 and Milestone #5 Report Release R8) and deployed to soft launch as planned on June 30, 2021
- ▶ Continued pre-County Validation testing on Release H dashboards and reports

#### 5.1.3 Production (Hard Launch)

- ▶ No incidents reported affecting the generation of Analytics dashboards or reports in production
- ▶ Deployed Hard Launch #3 deployment to production on July 7, 2021

#### 5.1.4 Performance and Scalability

- ▶ Completed all soft and hard launch deployed dashboards and reports (Los Angeles data only) within the batch window
- ▶ Continued 40 County Analytics Isolation Performance testing on release H code base (this will be the final code base prior to cutover)

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- ▶ Batch End-to-End Performance Testing (with 40 County Data) – Analytics
  - Executed Batch End-to-End Performance testing for dashboards with the roughly same run times experienced in the 40 County Analytics Isolation Performance Testing
  - Reviewed results from June 25, 2021 run and identified indexes that need to be added. DBA team is reviewing a potential performance conflict with ingestion and batch jobs
  - Continued the 40 County Performance test preparation for the on-request reports from June 15, 2021

### 5.1.5 40 County System Test

- ▶ Continued executing 40 County System Test on dashboards and reports that have been soft launched and are in production. This testing is 85% complete and team remains on-plan to complete by August 8, 2021

### 5.1.6 User Acceptance Testing (UAT)

- ▶ Continued to provide Analytics team support for UAT
- ▶ Continued to review the Analytics inventory as well as the UAT batch schedule to generate and deliver dashboard and reports during the UAT timeframe as new reports and dashboards become available
- ▶ Dashboard and Reports Open Items:
  - Deployed Call Log and SAR dashboards but there is no identified front-page tab to add the link to. Team has sent proposed front-end design to Consortium Technical team (CT). UAT testers can access through, a provided, direct link to the dashboard that is not available from front page

### 5.1.7 Development and Testing

- ▶ Release H
  - Created SCR CA-230429 to track the progress on the remaining 3 C-IV reports rescheduled from Release H. These reports are planned for deployment prior to the C-IV Counties' cutover to the CalSAWS System
    - Longitudinal Analysis Report - Solution is in progress and a demonstration to the Consortium is targeted for mid-July
    - Engagement Analysis Report - Solution is in progress and a demonstration to the Consortium is targeted for mid-July
    - Caseload Inventory Report – Development and testing remains in progress
- ▶ Release I
  - Dashboards
    - Curation build, dashboards build, and testing are in progress and on schedule for the October 29, 2021 soft launch

Figure 5.1.7-1 – CalSAWS Analytics – Release I Burndown (OBIEE)

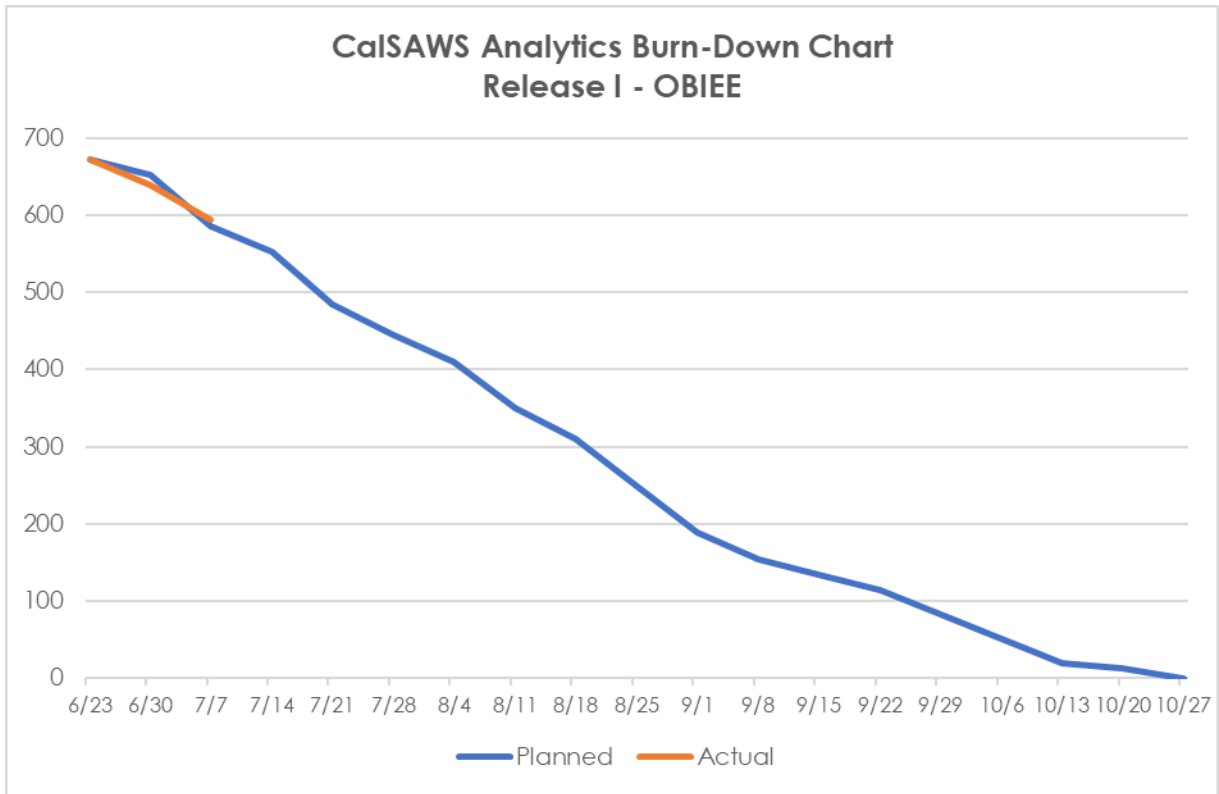


Figure 5.1.7-2 – CalSAWS Analytics – Release I Status Matrix (OBIEE)

Dashboard	Subject Area	Category	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
Soft Launch (10/30)										
Statistical Reports	Pending Applications	Pending Applications				8/31	9/24	10/27	10/27	HL #5 (1/28/22)
	Application Processing	Application Processing				8/31	9/24	10/27	10/27	HL #5 (1/28/22)
	GEO Coding	Caseload Characteristics				10/8	10/15	10/27	10/27	HL #5 (1/28/22)
	Ehit	Medi-Cal Renewal	9/1	9/24	10/27	9/24	10/1	10/27	10/27	HL #5 (1/28/22)
	Caseload	Active Caseload	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
		Terminations	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
		Graphs	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
Performance Measures	Performance Measures	9/15	10/8	10/27	10/8	10/15	10/27	10/27	HL #5 (1/28/22)	

Legend:
Complete
Complete as of this week
In Progress

- o Reports
  - Curation and Visualization Build are In-Progress and On-Schedule for the October 29, 2021 Soft-Launch



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Figure 5.1.7-3 – CalSAWS Analytics – Release I Burndown (State & Management)

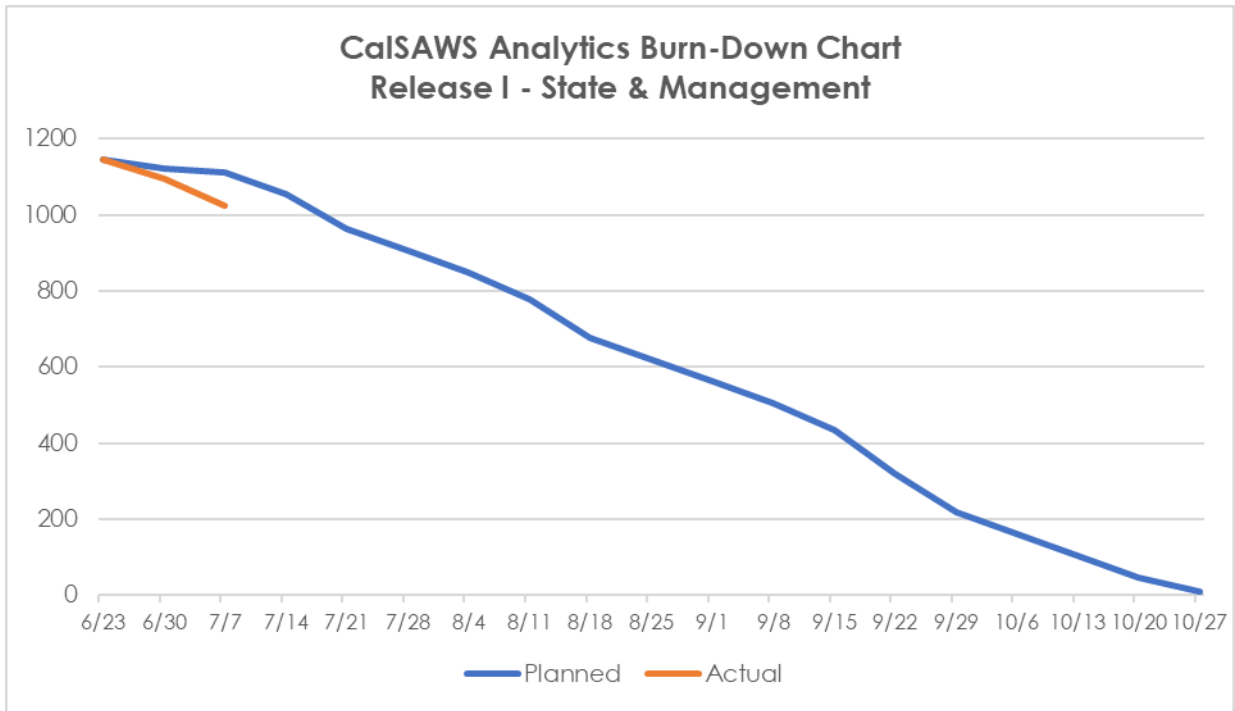


Figure 5.1.7-4 – CalSAWS Analytics – Release I Status Matrix (State & Management)

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	12	7/15	100%	8/20	17%	9/10	17%	10/27	0%	9/30	17%	10/15	0%	10/27	0%
	Case Activity	23	7/15	100%	8/20	4%	9/10	4%	10/27	0%	9/30	4%	10/15	0%	10/27	0%
	Employment Services	3	7/15	100%	8/20	0%	9/10	0%	10/27	0%	9/30	0%	10/15	0%	10/27	0%
	Fiscal	33	7/15	100%	8/20	33%	9/10	21%	10/27	0%	9/30	18%	10/15	0%	10/27	0%
	Special Units	2	7/15	50%	8/20	0%	9/10	0%	10/27	0%	9/30	0%	10/15	0%	10/27	0%
	State	2	7/15	100%	8/20	0%	9/10	0%	10/27	0%	9/30	0%	10/15	0%	10/27	0%
TOTAL		75	74 of 75 99%		14 of 64 22%		10 of 64 16%		0 of 64 16%		9 of 75 12%		0 of 75 0%		0 of 75 0%	

**Legend:**

- Complete
- Complete as of this week
- In Progress

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**5.1.8 Change Enablement**

- ▶ Qlik Platform Capabilities
  - Deployed Bookmarks and Object Interaction Web Based Training (WBT) to production Learning Management System (LMS)

**5.2 Re-Platform Migration Schedule**

**Table 5.2-1 – Analytics Reports Re-Platform Release Migration Schedule**

<b>Release C (Migration Window: November 2020 – March 2021): In Production</b>			
<b>Dashboards</b>			
LRS	• CalWORKs	Daily	18 Sheets
	• QA	Daily	10 Sheets
<b>Release D (Migration Window: February 2020 – June 2020): In Production</b>			
<b>Dashboards</b>			
LRS	• CalFresh	Daily	30 Sheets
	• CalFresh Meals	Monthly	2 Sheets
	• Managed Personnel	Daily	1 Sheet
	• SSI/SSP	Daily	2 Sheets
<b>State &amp; Management</b>			
	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
<b>Release E (Migration Window: May 2020 – September 2020): In Production</b>			
<b>Dashboards</b>			
LRS	• Med-Cal	Daily	30 Sheets
	• General Relief	Daily and Monthly	32 Sheets
	• Program Assignment	Monthly	1 Sheet
	• DPSSTATS Scorecard	Daily	1 Sheet
	• AAP (CWS)	Daily	21 Sheets
	• Foster Care (CWS)	Daily	21 Sheets
	• Kin-Gap (CWS)	Daily	21 Sheets
<b>State &amp; Management</b>			
	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

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	<ul style="list-style-type: none"> <li>Fiscal</li> </ul>	34	0
	<ul style="list-style-type: none"> <li>State</li> </ul>	13	0
	<ul style="list-style-type: none"> <li>Special Units</li> </ul>	1	0
	<ul style="list-style-type: none"> <li>Resource Data Bank</li> </ul>	1	0
<b>Release F (Migration Window: August 2020 – December 2020) In Production</b>			
<b>Dashboards</b>			
LRS	<ul style="list-style-type: none"> <li>Operational Reports</li> </ul>	Monthly	30 Sheets
	<ul style="list-style-type: none"> <li>Task Management</li> </ul>	Daily	19 Sheets
	<ul style="list-style-type: none"> <li>Welfare Fraud Prevention &amp; Investigation</li> </ul>	Monthly	4 Sheets
<b>State &amp; Management</b>			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	2	2
	<ul style="list-style-type: none"> <li>Case Activity</li> </ul>	3	5
	<ul style="list-style-type: none"> <li>Employment Services</li> </ul>	0	1
	<ul style="list-style-type: none"> <li>Fiscal</li> </ul>	28	2
	<ul style="list-style-type: none"> <li>Resource Data Bank</li> </ul>	0	0
	<ul style="list-style-type: none"> <li>State</li> </ul>	26	0
	<ul style="list-style-type: none"> <li>Special Units</li> </ul>	0	5
<b>Release G (Migration Window: November 2020 – March 2021) In Production</b>			
<b>Dashboards</b>			
C-IV	<ul style="list-style-type: none"> <li>Call Log (In UAT)</li> </ul>	Daily	19 Sheets
	<ul style="list-style-type: none"> <li>Semi Annual Reporting (In UAT)</li> </ul>	Daily	11 Sheets
	<ul style="list-style-type: none"> <li>WPR and Engagement (In UAT)</li> </ul>	Daily	46 Sheets
LRS / C-IV	<ul style="list-style-type: none"> <li>Reception Log (In Production)</li> </ul>	Daily	10 Sheets
<b>State &amp; Management</b>			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	3	0
	<ul style="list-style-type: none"> <li>Case Activity</li> </ul>	4	3
	<ul style="list-style-type: none"> <li>Employment Services</li> </ul>	0	1
	<ul style="list-style-type: none"> <li>Fiscal</li> </ul>	33	1
	<ul style="list-style-type: none"> <li>State</li> </ul>	0	0
	<ul style="list-style-type: none"> <li>Special Units</li> </ul>	0	0
	<ul style="list-style-type: none"> <li>Resource Data Bank</li> </ul>	0	0
	<ul style="list-style-type: none"> <li>New Reports</li> </ul>	0	0
<b>Release H (Migration Window: February 2021 – June 2021) In Soft Launch</b>			
<b>Dashboards</b>			
LRS	<ul style="list-style-type: none"> <li>Caseload History</li> </ul>	Monthly	9 Sheets
	<ul style="list-style-type: none"> <li>Alerts</li> </ul>	Daily	5 Sheets

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	<ul style="list-style-type: none"> <li>Alerts (CWS)</li> </ul>	Daily	3 Sheets
	<ul style="list-style-type: none"> <li>Placement Vendor Exception Report (CWS)</li> </ul>	Daily	3 Sheets
	<ul style="list-style-type: none"> <li>Work Order (CWS)</li> </ul>	Daily	6 Sheets
	<ul style="list-style-type: none"> <li>Welfare to Work</li> </ul>	Daily	7 Sheets
<b>State &amp; Management</b>			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	0	14
	<ul style="list-style-type: none"> <li>Case Activity</li> </ul>	0	8
	<ul style="list-style-type: none"> <li>Employment Services</li> </ul>	0	11
	<ul style="list-style-type: none"> <li>Fiscal</li> </ul>	2	20
	<ul style="list-style-type: none"> <li>State</li> </ul>	5	0
	<ul style="list-style-type: none"> <li>Special Units</li> </ul>	0	6
	<ul style="list-style-type: none"> <li>Resource Data Bank</li> </ul>	0	2
<b>Release I (Migration Window: May 2021 – September 2021) In Design and Development</b>			
<b>Dashboards</b>			
LRS	<ul style="list-style-type: none"> <li>Statistical Reports</li> </ul>	Monthly	79 Sheets
<b>State &amp; Management</b>			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	11	1
	<ul style="list-style-type: none"> <li>Case Activity</li> </ul>	19	5
	<ul style="list-style-type: none"> <li>Employment Services</li> </ul>	3	0
	<ul style="list-style-type: none"> <li>Fiscal</li> </ul>	28	5
	<ul style="list-style-type: none"> <li>State</li> </ul>	2	0
	<ul style="list-style-type: none"> <li>Special Units</li> </ul>	1	1
<b>Release J (Migration Window: September 2021 – January 2022)</b>			
<b>State &amp; Management</b>			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	<ul style="list-style-type: none"> <li>Administrative</li> </ul>	4	3
	<ul style="list-style-type: none"> <li>Case Activity</li> </ul>	14	1
	<ul style="list-style-type: none"> <li>Employment Services</li> </ul>	7	0
	<ul style="list-style-type: none"> <li>Fiscal</li> </ul>	36	1
	<ul style="list-style-type: none"> <li>Resource Data Bank</li> </ul>	1	0
	<ul style="list-style-type: none"> <li>Special Units</li> </ul>	5	3

**Note:**

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

### 5.3 Activities for the Next Reporting Period

- ▶ Cloud Analytics
  - Continue executing 40 County system test and end-to-end performance testing
  - Continue to support User Acceptance Test (UAT)
  - Release G
    - Continue testing of last C-IV dashboard - Workload Productivity Report (WPR) – in stage 2 (40 County data)
  - Release H
    - Complete pre-validation testing and preparation for County validation testing
  - Release I
    - Continue development of release I reports and dashboards
  - Training
    - Conduct S3 and Relational Database Service (RDS) Purpose Build Data Sets (PBDS) connect and query training on July 14, 2021
  - Continue Glue POC post C-IV cutover

### 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	21.06	21.07	21.11	22.01	22.02	22.03	22.05	22.06	22.07	22.09
Design	New	0	2	5	22	0	25	12	0	1	4
	Design in Progress	0	3	9	9	0	3	0	0	0	0
	Ready for Committee	0	0	1	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	0	0	1	0	0	0	0	0	0
Build	Approved	0	1	3	1	0	1	2	1	1	1
	In Development	0	10	15	0	0	0	0	0	0	0
	Development Complete	0	1	0	0	0	0	0	0	0	0
	In Assembly Test	0	0	1	0	0	0	0	0	0	0
Test	System Test	1	17	0	0	0	0	0	0	0	0
	Test Complete	1	26	0	0	0	0	0	0	0	0
	In Production	5	0	0	0	0	0	0	0	0	0
	<b>Grand Total</b>	<b>7</b>	<b>60</b>	<b>34</b>	<b>33</b>	<b>0</b>	<b>29</b>	<b>14</b>	<b>1</b>	<b>2</b>	<b>5</b>

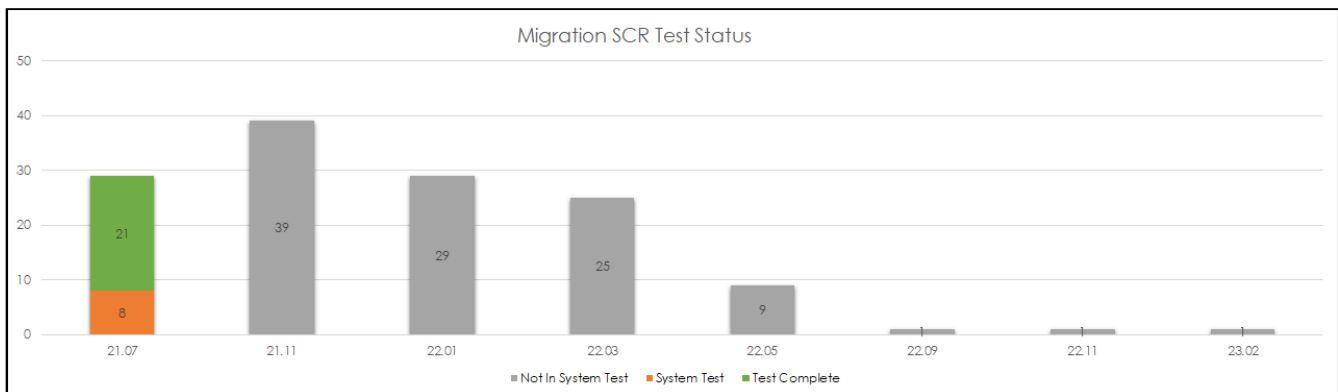
SCRs in Production	675
SCRs with Release TBD	4

**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." Two of four 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

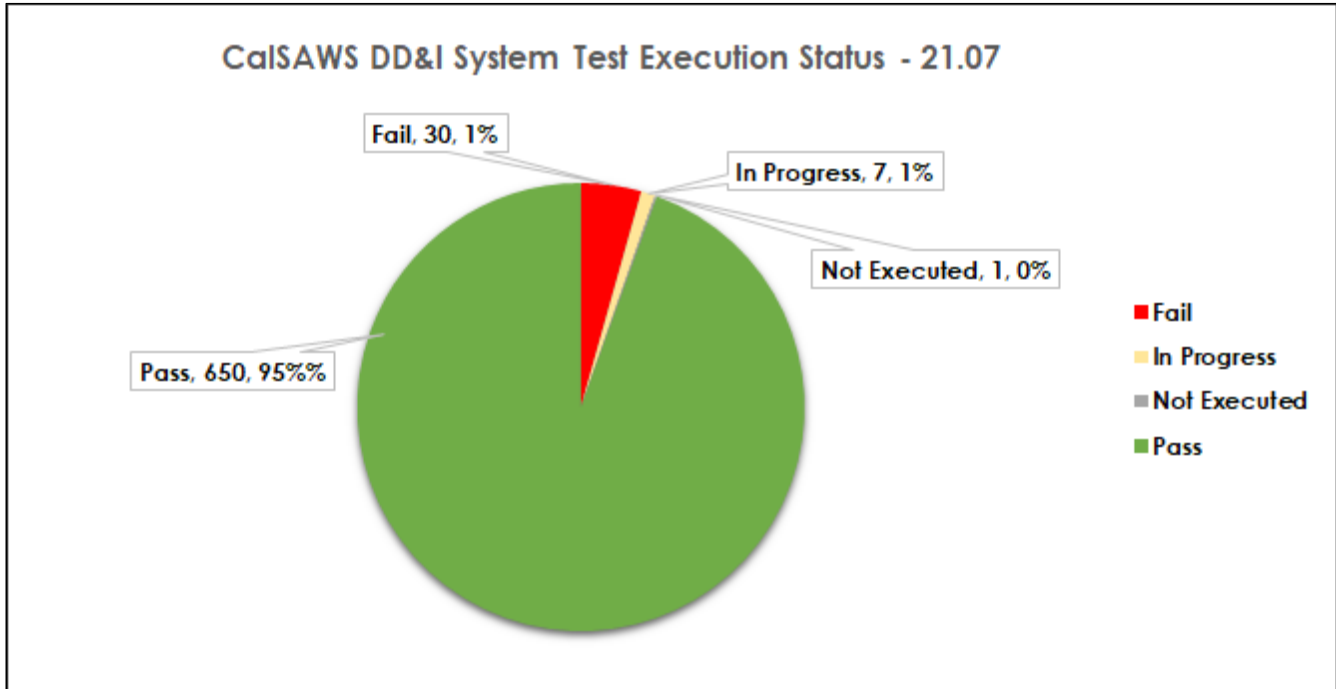
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**Table 6.1.2-1 – DDID System Test Status**

Pass Rate Target as of July 9, 2021	<b>75%</b>
Pass Rate Actual as of July 9, 2021	<b>95%</b>
System Test Complete Date: July 21, 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 and development activities for DDIDs. Status is provided in Figure 6.1.1-1 (CalSAWS DDID Design Status) above
- ▶ Continued test execution for 21.07. Status is provided in Figure 6.1.2-1 (CalSAWS DDID System Test Execution Status) above

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

**Table 6.1.3-1 – Consortium Partners**

CONSORTIUM PARTNER	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
EICT (CalWIN)	N/A	N/A	0/3	July 9, 2021*
OCAT	1/1	July 6, 2021	1/2	July 16, 2021

**Note:**

- \*eICT: Design Change CA-230811 has been logged to update logic that applies Los Angeles County Business Logic to all incoming ICTs regardless of County. Testing targeted to resume during week of July 19, 2021

**Table 6.1.3-2 - State Partners**

STATE PARTNER	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
CalHEERS	3/3	June 10, 2021	29/31	July 16, 2021*
CCSAS (DCSS)	N/A	N/A	2/6	July 23, 2021
CDSS (DSS)	N/A	N/A	2/3	July 16, 2021*
CMIPS (OSI)	N/A	N/A	1/2	July 2, 2021*
CMSP	1/1	June 14, 2021	0/1	July 9, 2021*
EBT (FIS)	0/2	June 16, 2021*	0/2	July 31, 2021
MEDS (DHCS)	N/A	N/A	0/3	July 23, 2021
WDTIP (OSI)	N/A	N/A	0/2	July 31, 2021*
WIS (DSS)	N/A	N/A	0/2	July 31, 2021*

**Notes:**

- CalHEERS: Defect CA-230857 created to update C-IV outbound transactions from CalSAWS with the correct sending system indicator. Targeted for resolution on July 15, 2021. In addition, on July 7, 2021 CalSAWS was notified that the CalHEERS project requires a conversion to occur in order to process, send and receive C-IV transactions to CalSAWS. Next meeting with CalHEERS scheduled on July 14, 2021 to discuss next steps
- CCSAS (DCSS): Defect CA-230813 created to address FTP job failure was resolved on July 8, 2021. Interface testing to resume
- CDSS (DSS): Defect CA-230565 created due to a missing property was resolved on July 9, 2021. Interface testing to resume
- CMIPS (OSI): Initial Interface files from CMIPS were being sent to the wrong environment. This has now been corrected and interface testing has resumed
- CMSP: Defect CA-230549 created due to a missing property was resolved on July 9, 2021. Interface testing to resume.
- EBT (FIS): FIS currently routes files through the C-IV servers. CalSAWS and FIS has completed the necessary changes to route files through CalSAWS and production connectivity testing scheduled for July 15, 2021
- WDTIP (OSI): Meeting scheduled for July 13, 2021 to discuss pending interface questions
- WIS (DSS): Defect CA-230565 created due to a missing property was resolved on July 9, 2021. Interface testing to resume



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**Table 6.1.3-3 – C-IV Counties**

C-IV COUNTY PARTNER	SERVER CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
Alpine County	N/A	N/A	N/A	N/A*
Amador County	1/1	June 15, 2021	0/1	July 31, 2021*
Butte County	1/2	July 2, 2021*	0/2	July 31, 2021
Calaveras County	2/2	July 1, 2021	2/2	July 8, 2021
Colusa County	1/1	July 1, 2021	0/1	July 23, 2021
Del Norte County	2/2	July 12, 2021	2/2	July 12, 2021
El Dorado County	2/2	June 22, 2021	2/2	July 12, 2021
Glenn County	2/2	July 2, 2021	1/2	July 9, 2021*
Humboldt County	1/2	July 9, 2021*	0/2	TBD*
Imperial County	1/2	June 22, 2021*	0/2	July 16, 2021
Inyo County	1/2	July 2, 2021*	0/2	July 31, 2021
Kern County	2/2	June 18, 2021	2/2	July 8, 2021
Kings County	2/2	July 2, 2021	0/2	July 23, 2021
Lake County	1/2	July 2, 2021*	0/2	July 31, 2021
Lassen County	3/3	July 2, 2021	1/2	July 23, 2021
Madera County	2/2	July 9, 2021	0/2	TBD*
Marin County	2/2	June 15, 2021	2/2	June 30, 2021
Mariposa County	3/3	July 2, 2021	1/1	July 8, 2021
Mendocino County	2/2	July 9, 2021	0/2	July 31, 2021
Merced County	0/2	July 2, 2021*	0/2	July 31, 2021
Modoc County	2/2	July 9, 2021	0/2	July 16, 2021
Mono County	2/2	June 25, 2021	2/2	July 12, 2021
Monterey County	1/2	July 2, 2021*	0/2	July 31, 2021
Napa County	2/2	June 15, 2021	2/2	July 9, 2021
Nevada County	2/2	June 24, 2021	2/2	July 9, 2021
Plumas County	0/2	June 22, 2021*	0/2	July 31, 2021
Riverside County	2/2	June 25, 2021	0/2	July 31, 2021*
San Benito County	2/2	July 9, 2021	0/2	July 31, 2021
San Bernardino County	0/1	July 2, 2021*	0/1	July 31, 2021
San Joaquin County	2/2	July 7, 2021	0/2	July 31, 2021
Shasta County	2/2	June 24, 2021	1/2	July 9, 2021*
Sierra County	1/1	July 9, 2021	0/1	July 31, 2021
Siskiyou County	1/2	July 16, 2021	0/2	July 16, 2021
Stanislaus County	1/2	June 25, 2021*	0/2	July 31, 2021
Sutter County	2/2	July 2, 2021	2/2	July 9, 2021
Tehama County	1/2	July 16, 2021*	0/2	July 31, 2021
Trinity County	2/3	July 2, 2021*	0/3	July 31, 2021

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C-IV COUNTY PARTNER	SERVER CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
Tuolumne County	2/3	July 2, 2021*	0/2	July 30, 2021
Yuba County	0/2	July 16, 2021*	0/2	July 16, 2021

### Notes:

- Alpine County: Team has confirmed there is no Inbound or Outbound traffic sent to this County
- Amador County: County technical contact unavailable until the week of July 19, 2021. File exchange test meeting scheduled for this date
- Butte County: CalSAWS working with County to establish a new connectivity path, similar to the legacy C-IV approach. This new connectivity path was approved by Consortium last week
- Glenn County: Interface Testing rescheduled to July 13, 2021 due to resource availability.
- Humboldt County: CalSAWS continuing to troubleshoot connectivity with County. Troubleshooting session scheduled for July 13, 2021
- Imperial County: CalSAWS continuing to troubleshoot with County. Troubleshooting session scheduled for July 15, 2021
- Inyo County: Public IP address provided is not working. Pending response from County
- Lake County: CalSAWS continuing to troubleshoot connectivity with County. Troubleshooting session to be scheduled
- Madera County: Connectivity test completed on July 9, 2021. Interface file testing pending county response on availability
- Merced County: Inbound traffic confirmed to not be reaching CalSAWS. Troubleshooting on July 12, 2021 identified additional changes are required from Merced County to establish connectivity
- Monterey County: CalSAWS continuing to troubleshoot connectivity with County. Email communication actively occurring
- Plumas County: CalSAWS working with County to establish a new connectivity path, similar to the legacy C-IV approach. This new connectivity path was approved by Consortium last week
- Riverside County: Connectivity testing completed July 8, 2021. An issue has been identified with the Outbound file, Defect CA-230855 has been logged to address this issue to change from standard FTP to SSH FTP
- San Bernardino County: CalSAWS continuing to troubleshoot with County. Troubleshooting session scheduled for July 13, 2021
- Shasta County: Interface Testing rescheduled to July 14, 2021 due to resource availability
- Stanislaus County: CalSAWS working with County to establish a new connectivity path, similar to the legacy C-IV approach. This new connectivity path was approved by Consortium last week.
- Tehama County: CalSAWS continuing to troubleshoot connectivity with County. Troubleshooting session to be scheduled
- Trinity County: Continuing to work with County for both Outbound and Inbound file testing. Pending confirmation of one remaining Outbound server
- Tuolumne County: CalSAWS working with County to establish a new connectivity path, similar to the legacy C-IV approach. This new connectivity path was approved by Consortium last week
- Yuba County: County to provide network design status update. County does not have technical resources available to verify server IP address until July 15, 2021

**6.1.4 Non-State Forms (NSF):**

- ▶ State form translations
  - The following table shows status of State form translation SCRs

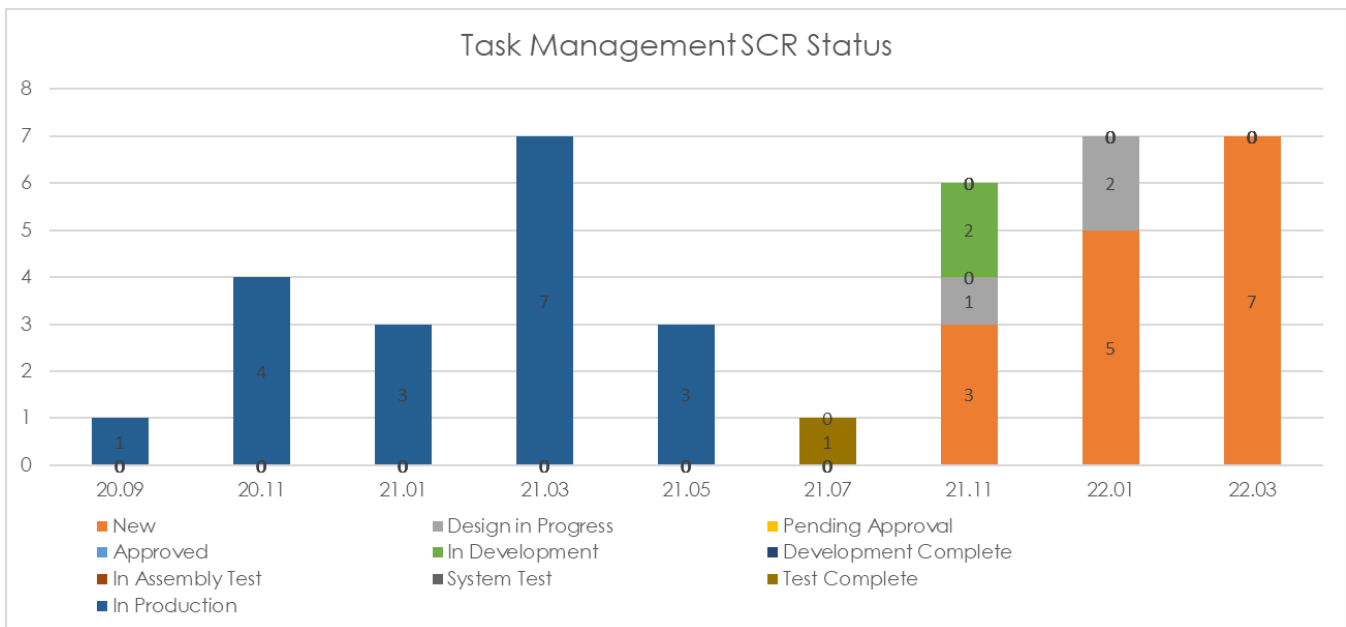
**Table 6.1.4-1 – State form translation SCRs**

STATE FORMS – TRANSLATION SCRs	FORM COUNT
In Design	1
In Development	12
In Test	4
Test Complete	2
In Production	16
<b>Grand Total</b>	<b>35</b>

**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
  - CA-214901 DDID 2197
- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
  - CA-214923 DDID 2389
  - CA-214902 DDID 2209

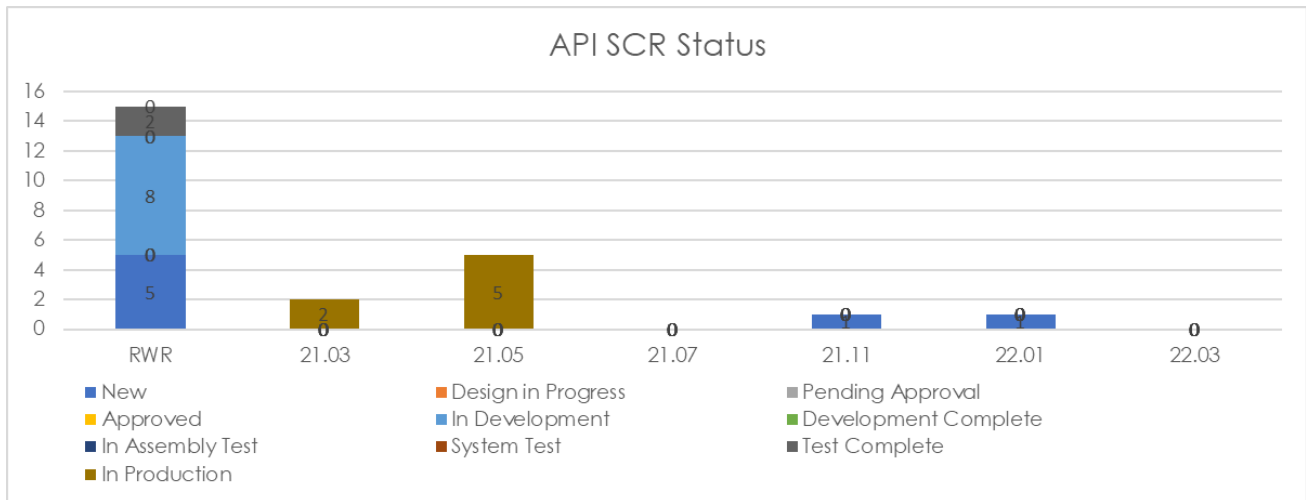
**Figure 6.1.5-1 – Task Management DDID Status**



**6.1.6 API**

- ▶ Completed meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs
  - CA-228213 – Update Journal API

**Figure 6.1.6-1 – API DDID Status**



**6.1.7 GA/GR**

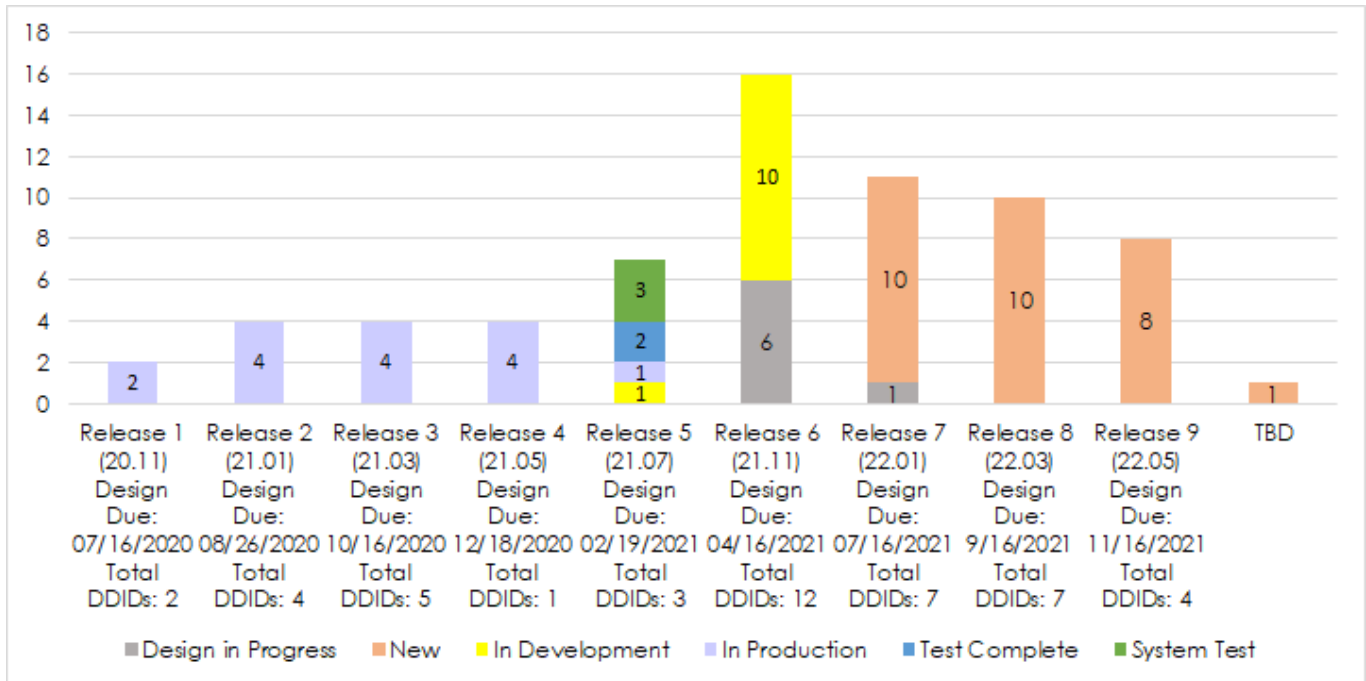
- ▶ General:
  - Provided the weekly status update to Consortium on July 6, 2021
  - Discussed the GA GR Correspondence deliverables and design clarifications on July 6, 2021 and July 8, 2021
  - Discussed the GA GR Correspondence web service design clarifications on July 7
  - Continued System Testing of 21.07 SCRs
    - CA-215665 – Batch 1/2/3 Online changes Batch 1 (11 Rules) Non-Financial Rules, NOA Reasons
    - CA-227318 – Remove sanction details from non-compliance screen for CalWIN GA GR solution
    - CA-215664 – Employment Services - phase 1
  - Continued with development of 21.11 SCRs
    - CA-228982 – (Phase 1, Batch 2 (9 Rules) Non-Financial rules, NOA Reasons)
    - CA-215926 – (Phase 1, Batch 3 (11 Rules) Non-Financial rules, NOA Reasons)
    - CA-215927 – DDID 2314b, DDID 2321 FDS: GA GR Fiscal Changes
    - CA-215916 – (Phase 2, Batch 1 [8 rules])
  - Continued with 21.11 designs
    - CA-215927 – (Phase 2, Batch 2 [8 rules])
    - CA-215672 – (Phase 2, Batch 3 (6 rules))
    - CA-215914 – DDID 2313 FDS: GA GR Employment Services – Phase 2
    - CA-225943 – DDID 2319 FDS: GA GR - API Correspondence Service
    - CA-215920 – DDID 2314/2319 FDS: GA GR NOA/Form Generations from EDBC Phase 1

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**Figure 6.1.7-1 – GA/GR DDID Status**



► CalWIN Correspondence Track:

**Figure 6.1.7-2 – GA/GR Correspondence**

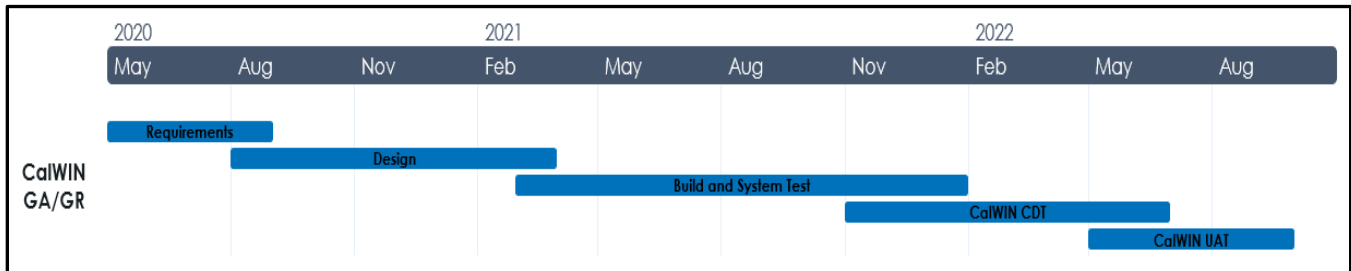
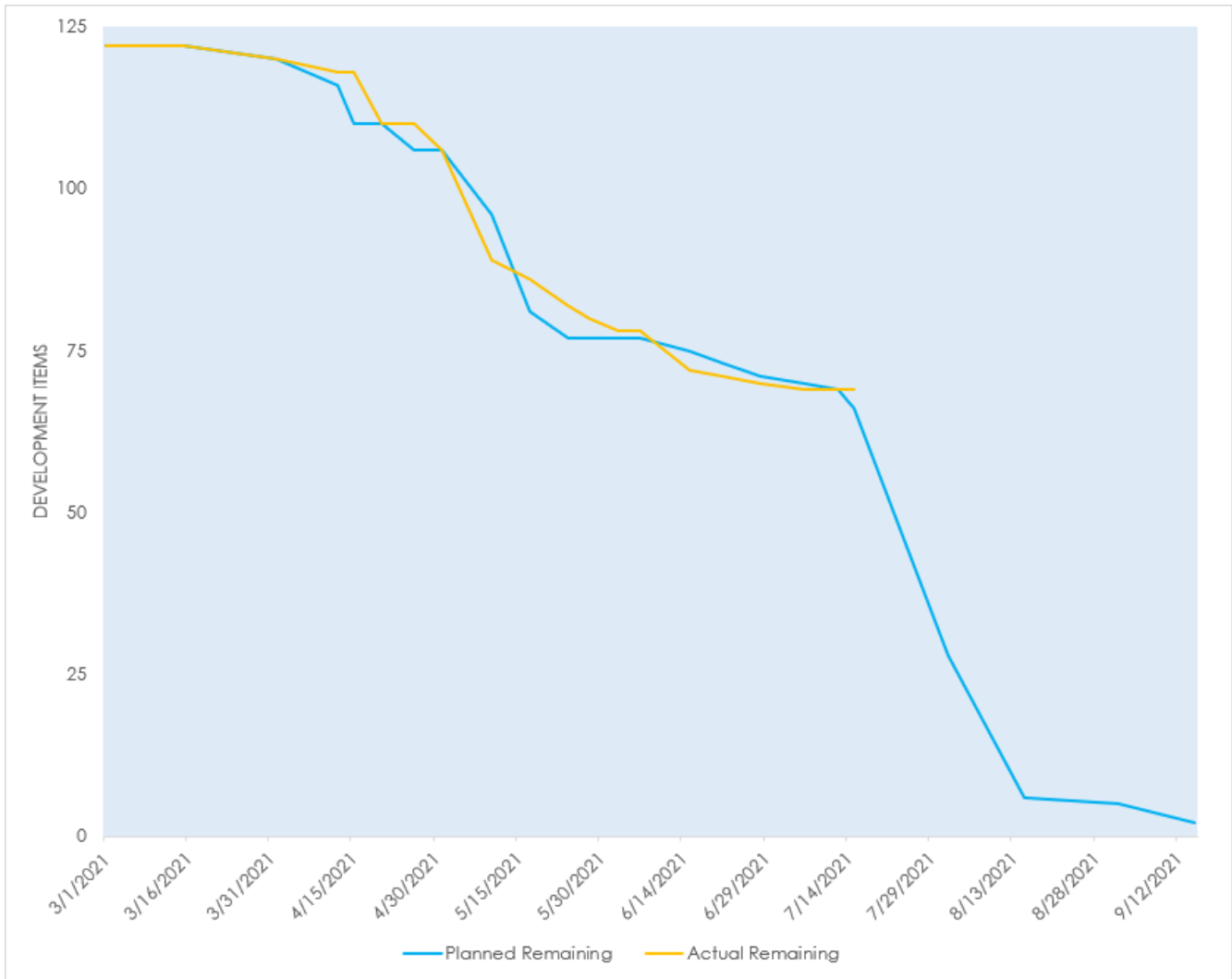


Figure 6.1.7-3 – CalWIN GA/GR Correspondence Development



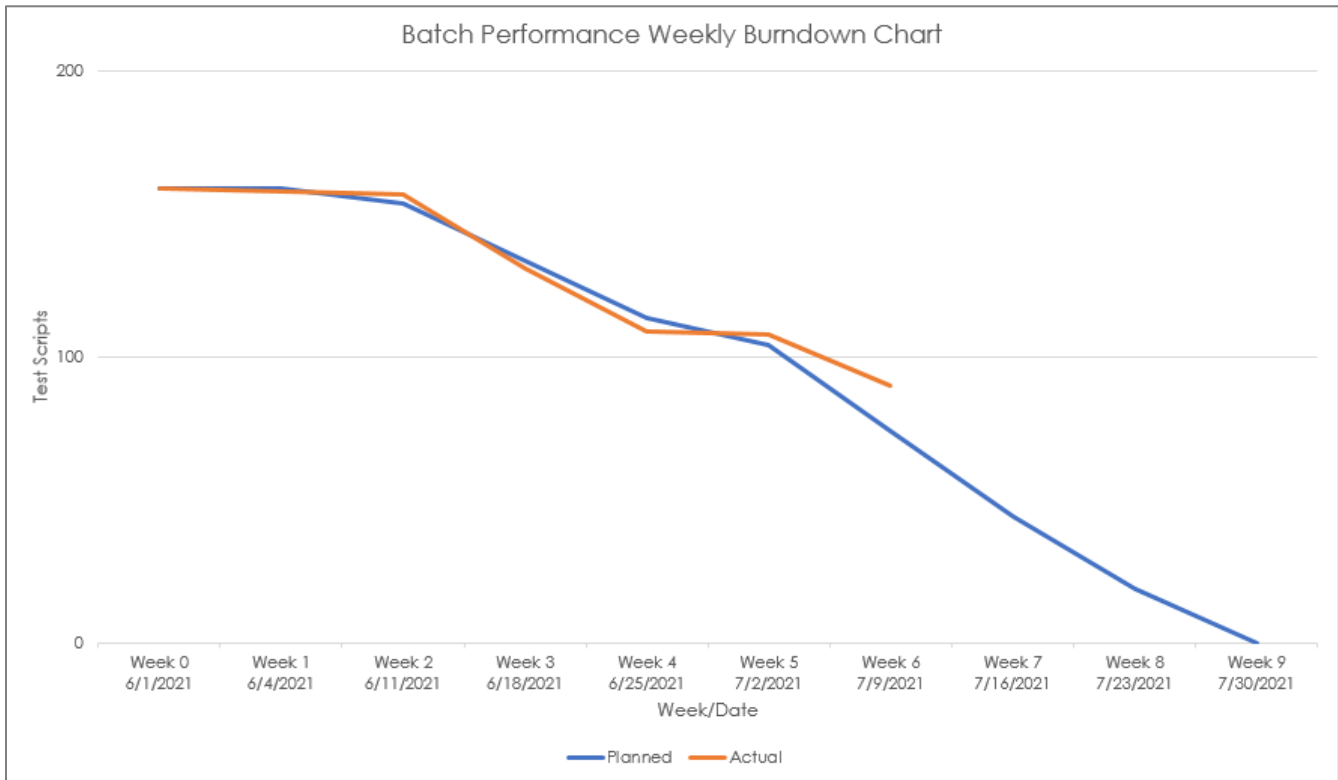
### 6.1.8 CalSAWS Portal Integration

- ▶ Continued supporting BenefitsCal system integration test activities and user acceptance testing (UAT) activities
- ▶ Participated in weekly calls with Code for America to discuss long term API integration. Sent latest swagger documentation for in-scope APIs and responded to questions

### 6.1.9 Batch Performance Test

- ▶ Prepared for the Inbound File Batch test by gathering daily inbound files for 40 counties, setting up control numbers, and validating data
- ▶ Performance defects have been opened to track batch processes that have been identified for performance analysis. Of the 48 identified defects, 17 are in development, 12 are in the testing phase, 18 are completed, and the remainder are still being researched. The main defects impacting overall batch performance are:
  - CA-229743 - PB00M100 (Workload Assignment Batch folder)
  - CA-229932 - PB00M102 (Workload Assignment Batch folder) – Test Completed
  - CA-230579 – Issuance Threads Using 90% DB CPU
- ▶ Executed Performance tests
  - Executed individual batch jobs to test identified performance fixes in preparation for the next execution
  - July 8, 2021 – execute Inbound File Batch
- ▶ Upcoming Performance test plan for the week of July 6, 2021
  - July 15, 2021 – re-execute Main Payroll Batch

Figure 6.1.9-1 – Batch Performance Burndown Chart



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### 6.1.10 Central Print

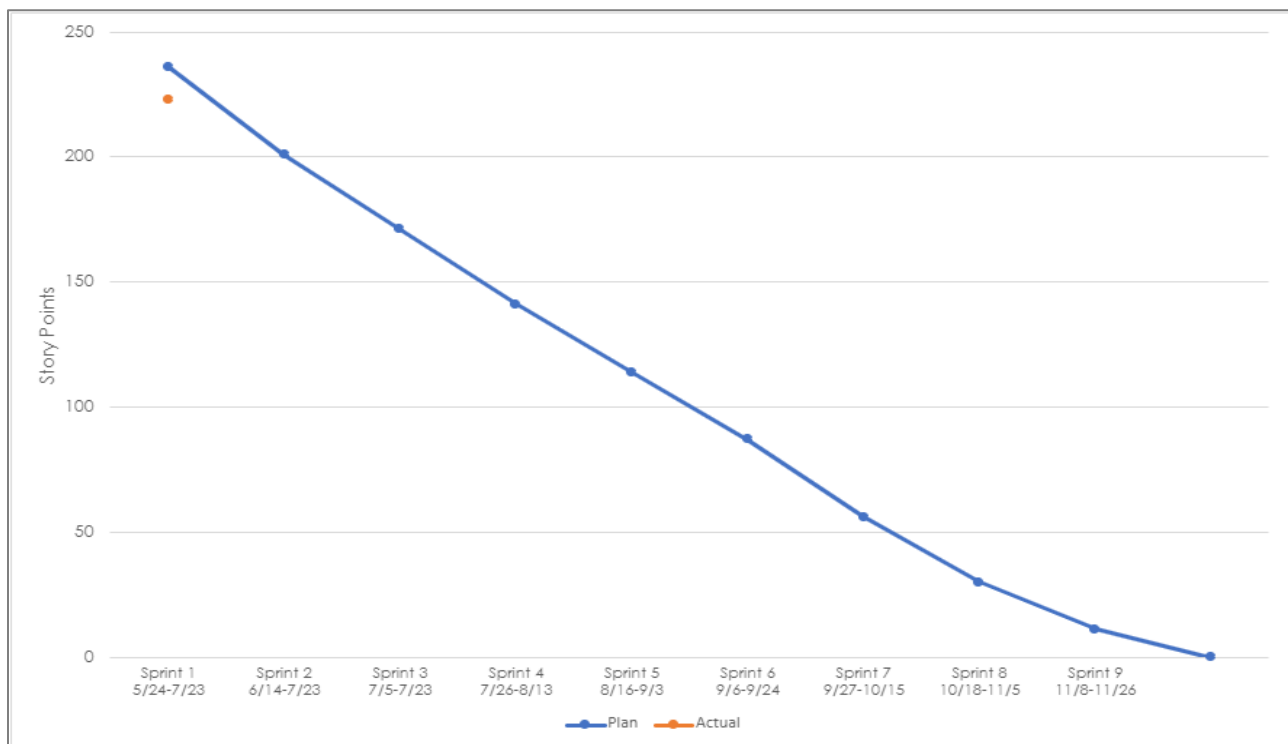
- ▶ The following 21.07x SCRs are in process for central print activities:
  - CA-218205 - Turn on GEN 1365 indicator
  - CA-226573 - Cutover Activities for new Central Print vendor

### 6.1.11 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

- ▶ Continued Sprint 1 of CalSAWS Porting Epic
  - This Epic covers the work to implement what was built for C-IV into CalSAWS
  - Sprint 1 focuses on changes necessary to identify cases in CalSAWS that are eligible for removal under the approved data retention policy
  - Integrated Legacy Data System conversion stories into planned Sprints for CalSAWS port
- ▶ Began Sprint 2 of CalSAWS Porting Epic
  - Sprint 2 focuses on changes necessary for the case deletion modules with exception handling
  - Legacy Data System (LDS) changes for Sprint 2 include creation of the Shell Case versions of the Journal and Issuance History PDFs

**Figure 6.1.11-1 – CalSAWS Case Purge Burndown Chart**





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**Table 6.1.11-1 – Planned Purge Sprints**

<b>Sprint 1</b>	Case Identification, Case Purge Table updates, Data Removal Detail page PDFs, S3 Storage, Translate LDS Flat File into Oracle Database
<b>Sprint 2</b>	Case Exception logging, Case Deletion Batch, Deletion Tables, Create LDS Issuance and Case Journal History PDF process
<b>Sprint 3</b>	Case Summary/Detail page, Data Removal Identification/Override Reports, Document Removal, create new Status for LDS Cases loaded into Case Purge table
<b>Sprint 4</b>	Case Deletion logging, Purge Status, Deletion Table Names, Image Removal, Re-Verification Batch
<b>Sprint 5</b>	Time Limit Aid Summary page, Data Removal Completion Report, Migrate Transformed LDS Data from Temp to Destination Tables Group 1
<b>Sprint 6</b>	Case Locking, Migrate Transformed LDS Data from Temp to Destination Tables Group 2
<b>Sprint 7</b>	Deletion-driven Tables, Document Disaster Recovery Removal, Deletion Trace logging, County Test for LDS Case Data Load
<b>Sprint 8</b>	Performance Environment Preparation and Execution
<b>Sprint 9</b>	Batch Scheduling, Case Purge Transition

**6.1.12 Deliverable Management**

**Table 6.1.12-1 – Deliverable Status for Current Reporting Period**

<b>DEL #</b>	<b>DELIVERABLE NAME</b>	<b>STATUS</b>
	None for the reporting period	

**6.2 Activities for the Next Reporting Period**

- ▶ Continue drafting designs for Migration Impact SCRs
- ▶ Continue test execution for CalSAWS 21.07 Release

**Deliverable Management**

**Table 6.2-1 – Deliverable Status for Next Reporting Period**

<b>DEL #</b>	<b>DELIVERABLE NAME</b>	<b>STATUS</b>
	None for the reporting period	

**6.3 Deviations from Plan/Adjustments**

- ▶ None for the reporting period

## 7.0 Conversion

### 7.1 Highlights of the Reporting Period

#### 7.1.1 C-IV Conversion

- ▶ Delivered Golden Data Set (GDS) #5 Release Notes to the Consortium on July 6, 2021
- ▶ Executed and completed planned Mock Conversion #3 – 1A County Preparation Cutover activities on July 9, 2021
- ▶ Executed Post Mock Conversion #3 – 1A System Testing on Transformed Data with a 99.7% Pass Rate
- ▶ Began preparation activities for Mock Conversion #3 - 1B Go-Live planned to begin on July 15, 2021 at 6:00 p.m.
- ▶ Prepared for post Mock Conversion #3 project activities in this CON7 environment:
  - Generation of Dashboards and Reports:
    - Reports will be generated between July 20, 2021 and July 25, 2021
    - By June 26, 2021, Dashboards and Reports will be available (in the Mock Conversion CON7 environment) to UAT Reports testers, on an as-requested basis, to view Dashboards and Reports not included in the UAT environment.
    - UAT will communicate the same and provide the Mock Conversion CON7 URL as requested.
    - UAT Reports Testers will use the same user credentials to log into the Mock Conversion CON7 environment they used for access to UAT.
  - Conversion County Validation, in the Mock Conversion CON7 environment, will occur between August 2, 2021 and August 13, 2021. Consortium has the list of County Participants and will manage access and communication (Accenture to handle the technical details around both)
  - By July 30, 2021, the Conversion team will generate the Case Review Report and provide this report (via the Conversion Consortium) to the Consortium Regional Managers as well as the County Participants. This report will:
    - Be accompanied by Case Review Instructions (created by the Implementation team)
    - Include metrics by case, program, worker, etc. in an effort for counties to assess and plan the Post-Migration Case Review (or data cleanup) effort
    - Be available on the CalSAWS Project Web Portal under the 'County Documents' folder
  - State Reports Review (DDID 1971), in the Mock Conversion CON7 environment, will occur between August 2, 2021 and August 13, 2021. The Consortium has received the list of C-IV County participants (approximately 30 participants) to view State reports. The Reports team will be available during this timeframe for support
- ▶ Continued analysis and development on Golden Data Set (GDS) #6 items
- ▶ Began analysis and development on the incremental data model changes planned for the 21.07 release

**Table 7.1.1-2 – C-IV Mock Conversion Schedule**

MILESTONES	TARGETED MONTH	STATUS
C-IV Mock Conversion #3 - County Validation	1A: July 9, 2021 – July 10, 2021 1B: July 15, 2021 – July 19, 2021	<ul style="list-style-type: none"> <li>• 1A Completed</li> <li>• 1B In Preparation</li> </ul>

**7.1.2 CalWIN Conversion:**

- ▶ Continued performance discovery runs
  - Received all extracted (i.e., retained and filtered) data from the Wave 1 – 6 CalWIN counties.
  - Executed and completed Wave 1 Conversion transformation (discovery) run in June
  - Wave 1 Conversion transformation run is currently in-progress
- ▶ Data Model (DM) 21.05 Epic
  - Overall, approximately 55% complete and did not complete on July 9, 2021 as planned. The team has revised the planned completion date to Friday July 16, 2021 when all remaining open items will be Complete or moved to the Data Model (DM) 21.07 Epic Planning sprint
- ▶ Data Model (DM) 21.07 Epic
  - As a dependency on the completion of Data Model (DM) 21.05 Epic the Data Model (DM) 21.07 Epic has been revised, by one week, to begin the Planning sprint on July 19, 2021

**Table 7.1.2-1 – CalWIN Conversion Statistics 21.05 (June 2021 - July 2021)**

21.05												
Sprint	Total - Deferred Items	Sprint Duration		Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
<b>Overall</b>	<b>53</b>	<b>6/7/2021</b>	<b>7/16/2021</b>	<b>6</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>29</b>	<b>0</b>	<b>0</b>
Planning	50	6/7/2021	6/18/2021	Identified Database changes for 21.05 (22 Stories, 28 Tasks)								
Data Model Sprint 1	27	6/7/2021	6/25/2021	0	0	0	0	2	0	25	0	0
Data Model Sprint 2	21	6/28/2021	7/16/2021	5	8	0	1	4	0	3	0	0
EDBC Match Sprint 3	5	6/7/2021	7/16/2021	1	1	0	1	1	0	1	0	0

- ▶ CalWIN Conversion System Test Development (Epic) is approximately 54% and on-schedule to complete development by the end of October 2021
  - Continued development of the EDBC Functional Area scenarios
  - Continued development of the Special Units Functional Area scenarios
  - Fiscal Functional Area scenarios are ahead of schedule as plan was to begin in July 2021

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**Table 7.1.2-2 – CalWIN System Test Development Status**

Functional Area	System Test	Total	Start	Finish	Not Started	In Progress	On Hold	Completed	% Completed	Planned Completed
<b>Overall</b>	<b>Overall</b>	<b>302</b>	<b>3/22/2021</b>	<b>10/29/2021</b>	<b>121</b>	<b>13</b>	<b>5</b>	<b>163</b>	<b>54%</b>	<b>51%</b>
Online	Queries	46	3/22/2021	4/23/2021	0	0	0	46	100%	100%
Online	Scenarios	46	3/29/2021	4/30/2021	0	0	3	43	93%	100%
EDBC	Queries	20	5/3/2021	6/4/2021	0	0	0	20	100%	100%
EDBC	Scenarios	20	5/3/2021	6/4/2021	0	13	2	5	25%	100%
Special Units	Queries	25	6/7/2021	7/9/2021	3	0	0	22	88%	100%
Special Units	Scenarios	25	6/7/2021	7/9/2021	12	0	0	13	52%	100%

- ▶ Continued Converted Data Delivery planning updates
  - Planned CalWIN Conversion Golden Data Set (GDS) #1 to begin August 9, 2021

**7.1.3 Gainwell Technologies**

- ▶ CalWIN Data Migration (Gainwell Technologies)
  - Planning future data delivery milestones
  - Continued to meet with the document migration team and assess document migration processes
  - Met to discuss additional data points which may be included for shell cases to align with the C-IV shell cases
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
  - Completed initial data retention runs
  - Continued planning for future data retention

**7.1.4 Ancillary Systems Conversion:**

- ▶ Continued to make data mapping and transformation progress
- ▶ Counties continued to make progress submitting Production Dataset Size files. These files are necessary for CalWIN Core Conversion orchestration and integrations

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**Table 7.1.4-1 – Ancillary Status by Functional Area**

PHASE	COLLECTIONS	FRAUD	TASK MANAGEMENT
<b>Data Mapping</b>	8 Counties Data Mapping Complete and 6 In-progress (as they iterate through Mapping and Transformation)	4 Counties Data Mapping Complete, 1 is In-progress (as the county iterates through Mapping and Transformation)	6 Counties Data Mapping Complete and 2 In-progress (as the county iterates through Mapping and Transformation)
<b>Transformation</b>	All Counties Build In-progress and all Counties have successfully submitted either partial or production sized files	All Counties Build In-progress and all have successfully submitted either partial or production sized files	1 County is Build Complete with the remaining Counties Build In-progress and all have successfully submitted either partial or production sized files
<b>Risk or Issues</b>	Team is requesting that all counties submit Production Sized Files on or before July to integrate with the CalWIN Core Golden Data Set (GDS) delivery to Converted Data Testing in November		

**Table 7.1.4-2 – County Status by Ancillary System**

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Contra Costa	<b>Design Completed and Build In-progress</b> Received Production Sized Files	N/A	N/A
Placer	<b>Design Completed and Build In-progress</b> Received Production Sized Files	<b>Design Completed and Build In-progress</b> Requested Production Sized Files	<b>Design Completed and Build In-progress</b> Received Production Sized Files
Yolo	<b>Design Completed and Build In-progress</b> Requested Production Sized Files	N/A	N/A
Santa Clara	N/A	N/A	<b>Design and Build In-progress</b> Received Production Sized Files
Tulare	<b>Design and Build In-progress</b> Received Production Sized Files	N/A	N/A
Orange	<b>Design Completed and Build In-progress</b> Received Production Sized Files	<b>Design Completed and Build In-progress</b> Received Production Sized Files	<b>Design and Build Completed</b> Received Production Sized Files

**CalSAWS – California Statewide Automated Welfare System**

CalSAWS DD&I Project Phase

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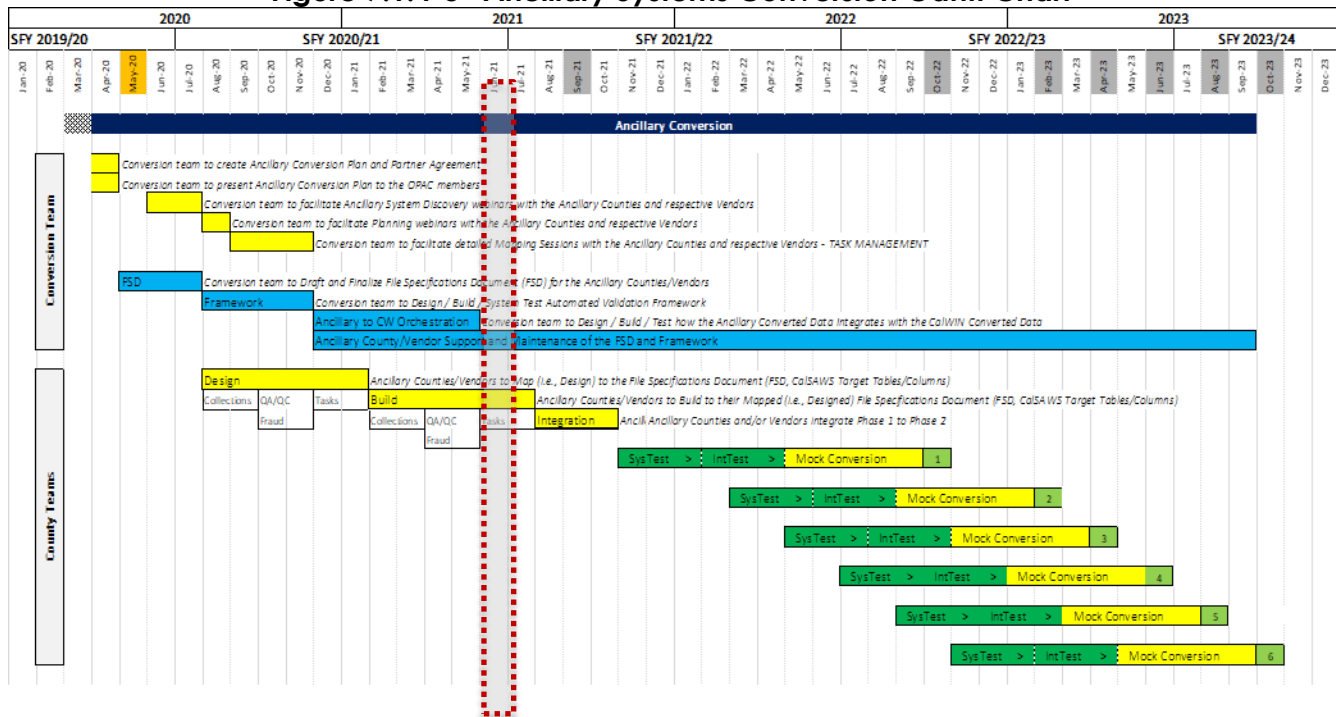
COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Santa Barbara	N/A	N/A	<b>Design Completed and Build In-progress</b> Requested Production Sized Files
Ventura	<b>Design Completed and Build In-progress</b> Received Production Sized Files	N/A	N/A
San Mateo	<b>Design Completed and Build In-progress</b> Received Production Sized Files	N/A	<b>Design Completed and Build In-progress</b> Requested Production Sized Files
Santa Cruz	<b>Design and Build In-progress</b> Received Production Sized Files	N/A	<b>Design and Build In-progress</b> Received Production Sized Files
Solano	<b>Design and Build In-progress</b> Received Production Sized Files	N/A	N/A
Alameda	<b>Design and Build In-progress</b> Requested Production Sized Files	<b>Design and Build In-Progress</b> Received Production Sized Files	N/A
Fresno	<b>Design Completed and Build In-progress</b> Received Production Sized Files	N/A	N/A
Sonoma	<b>Design and Build In-progress</b> Requested Production Sized Files	N/A	<b>Design Completed and Build In-progress</b> Received Production Sized Files
Sacramento	N/A	<b>Design Completed and Build In-progress</b> Received Production Sized Files	<b>Design Completed and Build In-progress</b> Received Production Sized Files
San Francisco	<b>Design and Build In-progress</b> Received Production Sized Files	N/A	N/A
San Luis Obispo	<b>Design Completed and Build In-progress</b> Requested Production Sized Files	<b>Design Completed and Build In-progress</b> Received Production Sized Files	N/A

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**Figure 7.1.4-3– Ancillary Systems Conversion Gantt Chart**



**Table 7.1.4-4 – 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 handling 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

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
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 7.1.4-5 – Ancillary Systems Conversion Milestones - Network Connectivity**

FINISH	TECHNICAL MILESTONE	TECHNICAL MILESTONE DESCRIPTION	STATUS
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	Completed
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)	Completed
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)	Completed
June 2021	Test File Transmission Successful	Ancillary Counties and CalSAWS Project Technical teams have successfully sent files to CalSAWS AWS (S3)	In-progress

**Deliverable Management**

**Table 7.1.4-6 – Conversion Deliverable Status for Current Reporting Period**

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	



## 7.2 Activities for the Next Reporting Period

### 7.2.1 C-IV Conversion:

- ▶ Continue to execute Eligibility Determination Benefit Calculation (EDBC) Match
- ▶ Prepare of Mock Conversion 3 activities
- ▶ Continue to work on Golden Data Set (GDS) #6 items
- ▶ Start work on 21.07 Incremental Changes

### 7.2.2 CalWIN Conversion:

- ▶ Continue discovery runs in performance environment with filtered data
  - Execute wave 3 on latest 21.05 Data Model (DM) and code
- ▶ Continue EDBC match defect resolutions Sprint 3
- ▶ Update Development Environments to 21.07 DM and begin DM epic 21.07 sprint 1
- ▶ Continue system test Scenario Development
- ▶ Continue Converted Data Delivery planning activities

### 7.2.3 Gainwell Technologies

- ▶ CalWIN Data Migration (Gainwell Technologies)
  - Continue documentation with CalSAWS on extraction plans around shell cases
  - Continue planning for future CalWIN extractions
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
  - Continue planning for future data retention runs

### 7.2.4 Ancillary Systems Conversion:

- ▶ Continue on-going support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
- ▶ Continue design/build/test of data conversion routines and remains on schedule for completion by end of July 2021
- ▶ Continue to update the Ancillary Systems file specifications documents (as needed)
- ▶ Continue to update the Ancillary Systems Conversion Plan work product (as needed)

### 7.2.5 Deliverable Management

**Table 7.2.5-1 – 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 July 6, 2021
- ▶ Attended the Training Committee Meeting on July 7, 2021
- ▶ Hosted Learning Management System (LMS) County Training Coordinator Learning Session on July 7, 2021
- ▶ Hosted first Training Environment Roadshow to Region 2 on July 8, 2021
- ▶ Consortium Training team conducted Early Training General Session on July 6, 2021
- ▶ Confirmed Refresh Schedule for the Training Production Environment
- ▶ Confirmed new process for the Major Upcoming Changes (MUC) email and release communication plan for CalSAWS
- ▶ Learning Management System (LMS)
  - Continued preparing the LMS access option user load, scheduled for July 23, 2021
- ▶ Continued preparing for Dry Run #2 scheduled on July 19, 2021 for the Job Aid Process Presentation scheduled for July 27, 2021
- ▶ Imaging
  - Attended Weekly Training Touchpoint with Consortium Training Manager on July 6, 2021
  - Attended Early Training General Session on July 6, 2021
  - Presented Imaging Training updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on July 6, 2021
  - Presented Imaging Training updates at Monthly Implementation Readiness Checkpoint on July 7, 2021
  - Attended Early Training Open Session on July 9, 2021
  - Completed development of materials for Early Training Imaging Office Hour sessions
  - Sent Imaging Train-the-Subject Matter Expert (ITTSME) welcome email and Learning Management System (LMS) Guide for ITTSME Participants
  - Continued drafting Imaging Train-the-Subject Matter Expert (ITTSME) materials

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**Table 8.1-1 Early Training ServiceNow Tickets by Incident Type and Status**

INCIDENT TYPES BY STATUS	STATUS					TOTAL INCIDENTS
	RESOLVED	REASSIGNED TO ForgeRock	IN PROGRESS – PROJECT	IN PROGRESS – WAITING ON COUNTY USER	WILL BE CLOSED - WAITING ON COUNTY USER INFORMATION	
Cancelled	1	0	0	0	0	1
County Help Desk Question	1	0	0	0	0	1
Duplicate	2	0	0	1	2	5
ForgeRock Inactive User	9	5	0	0	0	14
ForgeRock Password Reset	0	6	0	0	0	6
LMS County Training Coordinator Issue	6	0	0	0	0	6
Not Early Training Participant	1	0	0	0	0	1
Other ForgeRock/LMS Issue	0	0	2	0	0	2
Training Materials related	3	0	0	0	0	3
Login Issues	31	0	0	20	0	51
<b>Total Incidents</b>	<b>54</b>	<b>11</b>	<b>2</b>	<b>21</b>	<b>2</b>	<b>90</b>

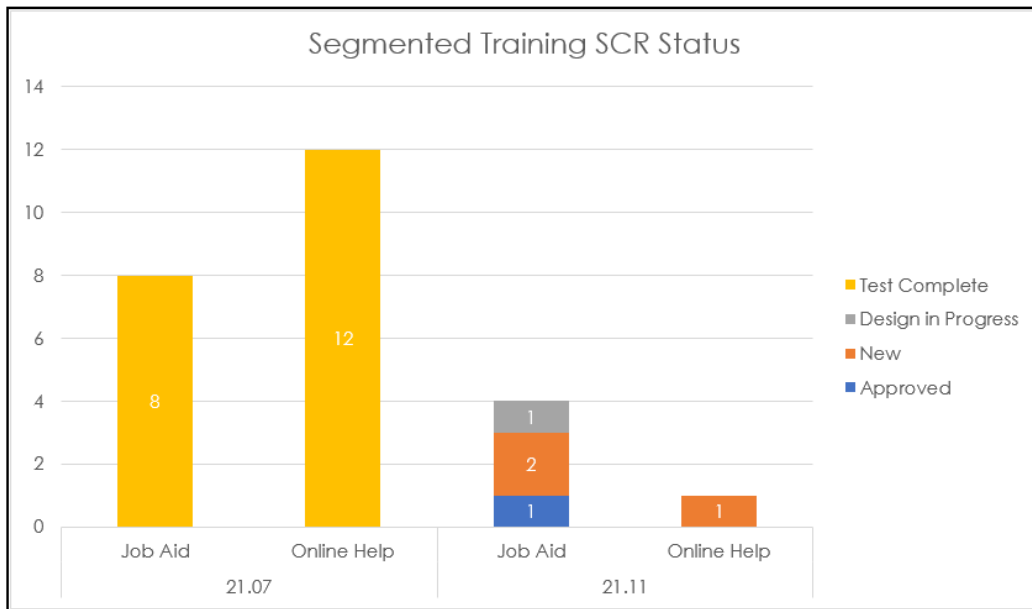
**Table 8.1-2 Early Training Participant Totals**

PARTICIPANT TYPE	TOTAL
Early Training Participants	320
ITTSME Participants	248
County Training Coordinators	65
Total	510
Total using LMS	208

**Note:**

- Remaining participants have either not attempted to log in or are being resolved as reported through the Help Desk tickets

**Figure 8.1-3 Training SCR Status**



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

**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 July 12, 2021
- ▶ Present Training Roadshow Region 5 on July 12, 2021
- ▶ Present Training Roadshow Region 4 on Jul 13, 2021
- ▶ Present Training Roadshow Region 3 on July 14, 2021
- ▶ Continue Hosting Early Training Sessions
- ▶ Continue Impact Analysis for 21.11 Training SCRs
- ▶ Continue to work with CalSAWS Production Operations in the development of Training-related ServiceNow forms
- ▶ 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
  - Host Early Training Imaging Office Hours on July 12, 2021
  - Attend Weekly Training Touchpoint with Consortium Training Manager on July 12, 2021
  - Attend Early Training Open Session on July 13, 2021
  - Continue development of Imaging Train-the-Subject Matter Expert (ITTSME) materials

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- o Review and finalize Learning Management System (LMS) settings for Imaging Train-the-Subject Matter Expert (ITTSME)

**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

- ▶ Hosted the Implementation Readiness Checkpoint with the C-IV Counties on July 7, 2021, in which the following topics were covered BenefitsCal Social Media and Awareness Toolkits, Post-Deployment Support Update, Training Environment Roadshows, Imaging Communications, and Upcoming Readiness Tasks
- ▶ Presented the Post-Deployment Support Model at the July 8, 2021 Change Network Champion Meeting
- ▶ Compiled data for the July Implementation Readiness Packet and Dashboard, with an effective date of July 2, 2021
- ▶ Began gathering responses from C-IV Counties on which offices will be accepting on-site visitors during the post-deployment support period
- ▶ Began coordination with Conversion and Eligibility teams to create an instructional guide on how to review cases with a Yellow Case Review Flag post-conversion
- ▶ Continued refinement of the Greenlight Presentation
  - Continued coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness approach, as well as an integrated greenlight reporting approach
- ▶ Continued coordination with the User Acceptance Test (UAT) team on testing outcomes and their impact on the Implementation team, as appropriate
- ▶ Continued to develop an in-depth post-deployment support plan, including logistic details for on-site support and the Command Center
- ▶ 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
  - 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 Readiness
- ▶ 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
  - Regional TOSS teams completed June occurrences and began July occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
  - Continued tracking actual completion dates for each County, as tasks are coming due
  - Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist

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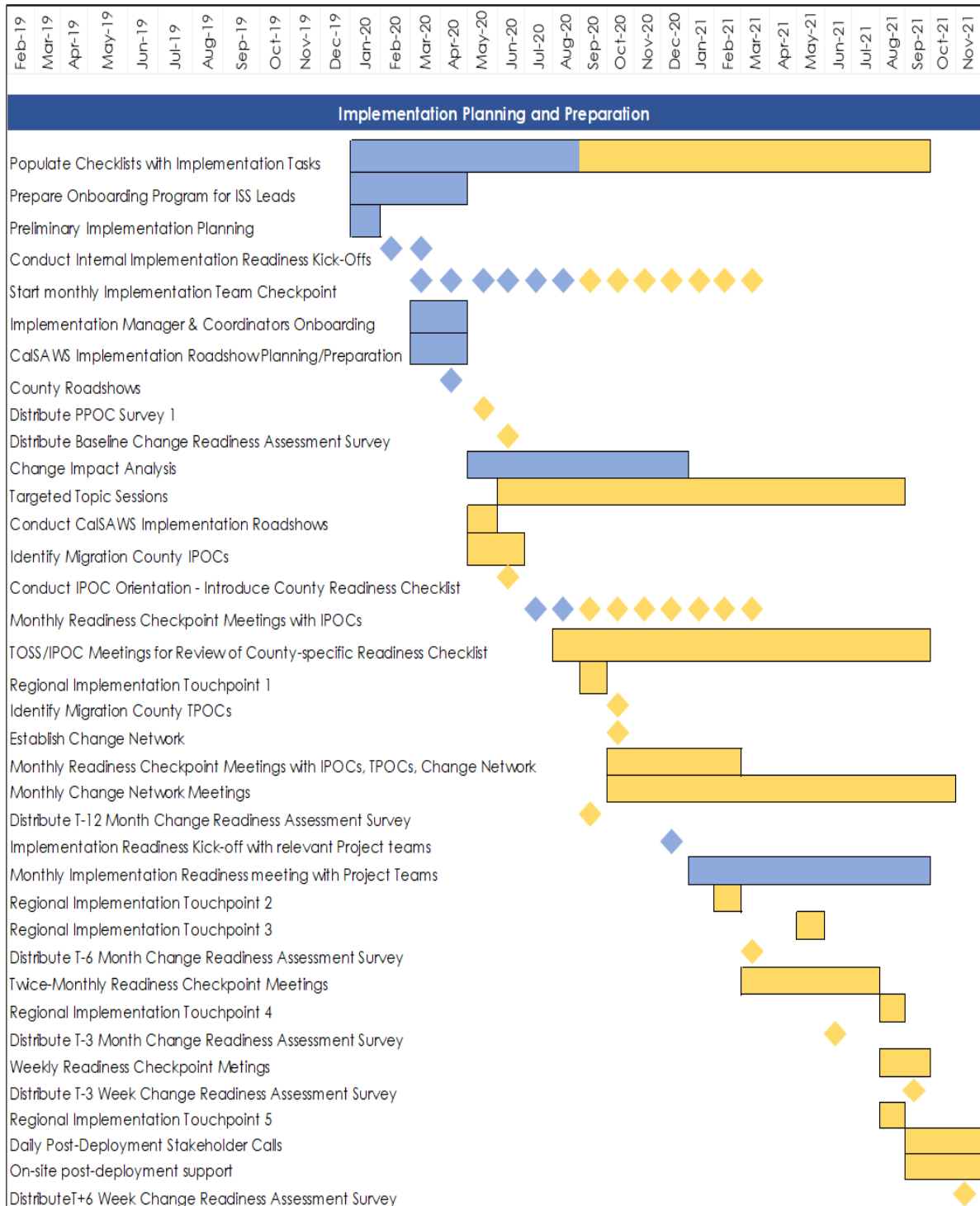
- o Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate
- ▶ Continued tracking the County profiles, which includes attributes that define a County's Readiness Tasks, including number of workers, being task-based, having an intranet, etc.
- ▶ Maintained schedule of Implementation meetings (see Table 9.1.1-2)
- ▶ Imaging
  - o Presented Imaging Implementation updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on July 6, 2021
  - o Presented Imaging updates at Monthly Implementation Readiness Checkpoint on July 7, 2021
  - o Continued to maintain Imaging tasks on Project and County readiness checklists
  - o Continued supporting Implementation team in answering County Imaging questions
  - o Continued development of Project and County Imaging Readiness Checklists for Los Angeles County
  - o Continued planning for Los Angeles County Implementation Readiness Checkpoints

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**Figure 9.1.1-1 – Implementation Gantt Chart**



**Note:**

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



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

DAY	BEGIN DATE	FREQUENCY	PARTICIPANTS
<b>Pre-Implementation</b>			
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
<b>Post-Implementation</b>			
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
  - Continued to monitor input from the Change Network Champion (CNC) Feedback Form and provide responses in a timely manner
  - Hosted the July CNC Meeting on July 8, 2021
  - Began compiling the July CNC Meeting follow-up materials
  - Began to develop the August CNC Meeting presentation
- ▶ Targeted Topics/Just-in-Time (JIT) demonstrations
  - Eligibility Processing
    - Continued compiling the Eligibility Processing Just-in-Time demonstration follow-up materials
  - Employment Services
    - Continued compiling the Eligibility Processing Just-in-Time demonstration follow-up materials
  - Supervisor Authorization
    - Continued to develop and prepare for this Just-in-Time demonstration in early August 2021
- ▶ Communication
  - News Blast #4
    - Continued developing News Blast #4 in preparation for August distribution
  - Infographics
    - Finalized developing “Countdown to Go-Live” infographic and CIT and distributed to Counties
  - Go-Live Packet
    - Continued finalizing the Informational Migration Packet
  - User Readiness Assessment Survey
    - Closed the T-3 Month User Readiness Assessment Survey on June 28, 2021
    - Prepared the final survey readout and prepared results to share in PSC, CNC Monthly meetings, and Region 5 Site Visit
- ▶ Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
  - Reviewed 1,143 designs/design differences
    - 777 have been identified as having some level of impact
    - 23 have been identified as having a high level of impact
    - 147 have been identified as having a medium level of impact
    - 607 have been identified as having a low level of impact
    - 367 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)
  - 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

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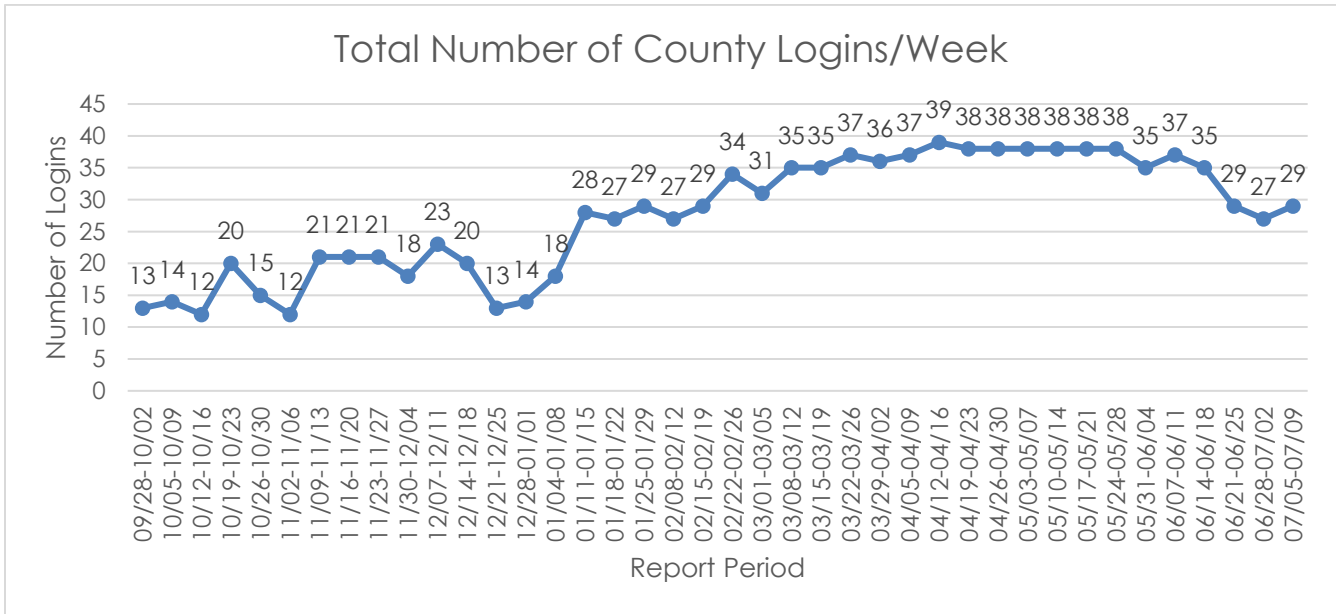
Weekly Status Report Period: July 5, 2021 to July 11, 2021

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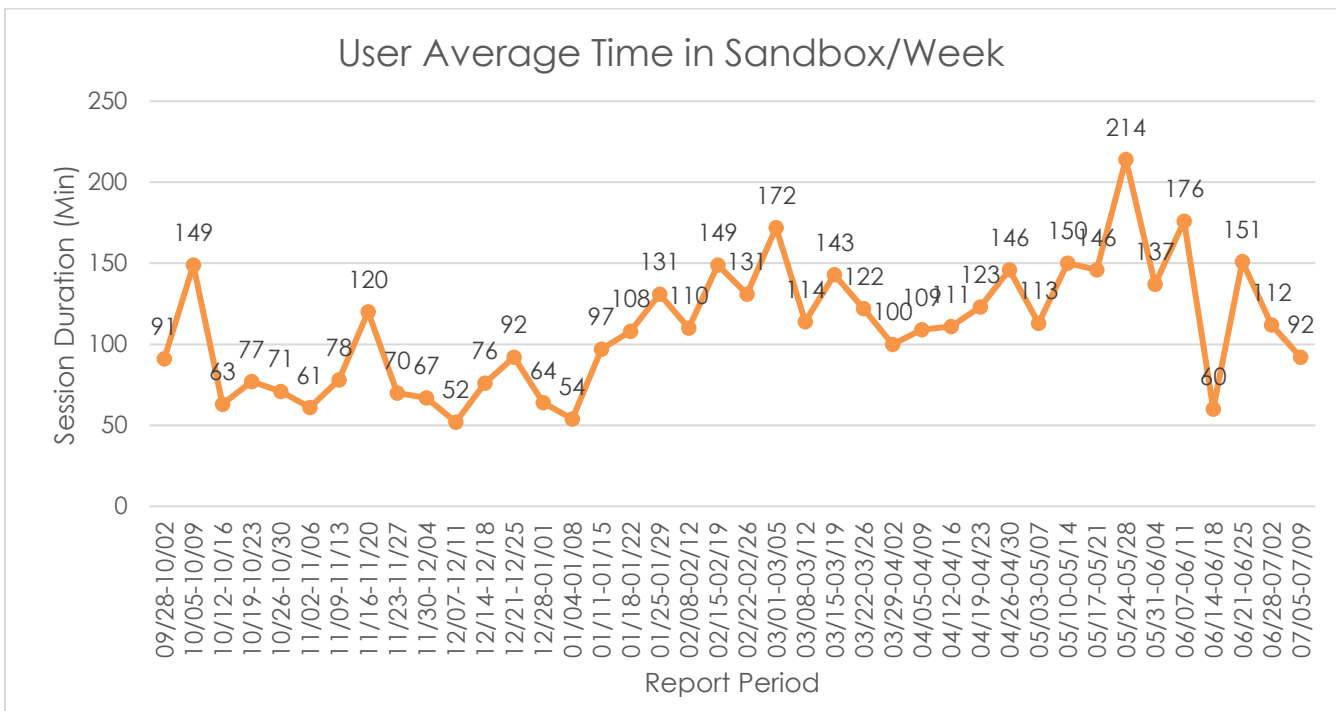
downstream application/batch impacts based on unreconcilable data

- ▶ Continued to monitor Sandbox performance and follow up on the status of open environment defects
- ▶ Imaging
  - Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
  - Attended Customer Engagement Management Team meeting on July 6, 2021
  - Presented Imaging Change Management updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on July 6, 2021
  - Presented Imaging Change Management updates at Monthly Implementation Readiness Checkpoint on July 7, 2021
  - Attended Weekly Change Management Touchpoint with Consortium Change Management Leads on July 7, 2021
  - Presented Imaging Change Management and Training updates at CalSAWS Imaging and Contact Center Projects Joint Status Meeting on July 7, 2021
  - Prepared to present analysis of Imaging responses from T-3 Month Migration Change Readiness Assessment for the C-IV Counties
  - Finalized Imaging content for Migration News Blast #4
  - Continued drafting July Imaging infographic
  - Los Angeles County Imaging Change Management
    - Continued planning for Los Angeles County Imaging Change Network July monthly meeting
    - Completed draft of CalSAWS Imaging Newsletter #3
- ▶ Task Management
  - Continued coordination with Task Management Application Development teams for overview of the solution and change
  - Continued review and development of Task Management training and change management materials, including migration WBTs, infographics, and targeted topic session materials.
- ▶ FCED
  - 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)**



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

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Butte	User 1	3	00:23:29
Colusa	User 1	1	00:00:23
Contra Costa	Users 1, 2, 4	24	12:29:07
Del Norte	User 4	1	00:35:13
El Dorado	Users 2, 3	3	00:30:00
Fresno	Users 1, 2	6	05:01:09
Glenn	User 2	2	01:44:58
Humboldt	Users 1, 2, 5	7	02:46:06
Lake	Users 1, 2, 3, 4, 6	1	00:19:43
Los Angeles	User 4	7	07:35:10
Marin	Users 1, 6	2	01:50:28
Mendocino	User 6	2	00:28:49
Merced	User 1	1	00:02:29
Modoc	Users 3, 4	1	01:29:59
Monterey	Users 1, 4, 5	5	05:29:08
Napa	User 6	6	03:14:22
Orange	Users 1, 2, 3, 4, 5	11	08:20:04
Placer	User 3	1	01:00:22
Riverside	Users 1, 3, 5, 6	1	05:59:37
San Bernardino	Users 1, 2, 3, 4, 5, 6	5	07:19:50
San Luis Obispo	Users 1, 3	1	02:03:31
San Mateo	Users 1, 6	2	03:54:24
Santa Barbara	Users 1, 2, 6	3	02:39:50
Santa Clara	Users 1, 4	2	07:54:45
Shasta	Users 1, 2	2	01:00:37
Stanislaus	Users 1, 2, 4	2	02:17:07
Sutter	Users 3, 4, 5, 6	3	04:59:26
Ventura	Users 2, 3	2	04:50:08
Yolo	User 6	6	06:00:03

## 9.2 Activities for the Next Reporting Period

### 9.2.1 Implementation

- ▶ Host the Implementation Readiness Pre-Meet with the Regional Managers on July 15, 2021, in which the following topics will be covered: T-3 Month Change Readiness Assessment Results and Updates on Greenlight Presentation for County Director Checkpoints
- ▶ Host the Implementation Readiness Working Sessions with the Project teams on July 15, 2021, during which the Project team are asked to 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
- ▶ Continue to refine content for the Greenlight Presentation
  - Present the updated Greenlight Presentation at the Section Directors Meeting on July 12, 2021 and incorporate feedback as necessary
- ▶ Send July Implementation Readiness Packet and Dashboard to the CIT/CRFI review group, with an effective date of July 2, 2021
- ▶ Distribute 2 CRFIs identifying CalWIN volunteers who would like to observe post-deployment on-site support and Los Angeles County staff who would like to provide an extra level of support
- ▶ Continue gathering responses from C-IV Counties on which offices will be accepting on-site visitors during the post-deployment support period
  - Begin to compile a County office visit schedule logistics tracker based on responses
- ▶ Begin to update the County Preparation Phase Packet and Security Matrix with updates from the latest Golden Data Set, as well as release 21.07
- ▶ Continue coordination with the User Acceptance Test (UAT) team on UAT outcomes relevant to the Implementation, Change, and Training teams
  - Continue having Implementation team representation at the UAT Weekly Kick off, daily triage, and daily stand-up calls
- ▶ 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
  - Continue to update County-specific checklists based on feedback from IPOCs
  - Continue to track upcoming task due dates and actual completion dates
  - 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
  - Attend Pre-Meet for Monthly Implementation Readiness Checkpoint on July 15, 2021
  - Attend Monthly Implementation Readiness Working Session with CalSAWS Teams on July 15, 2021
  - Continue supporting Implementation team in answering County Imaging questions
  - Continue monitoring Project Implementation Readiness tasks for Imaging
  - Continue creating Project and County Imaging Readiness Checklists for Los Angeles County Imaging implementation

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- o Continue planning for Los Angeles County Implementation Readiness Checkpoints
- o Send meeting invitations for Los Angeles County Implementation Readiness Checkpoints

### 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 Distribute the July CNC Meeting follow-up materials once they have been collected
- ▶ Targeted Topics / Just-in-Time (JIT) demonstrations
  - o Eligibility Processing
    - Finalize follow-up materials from the demonstration to distribute
  - o Employment Services
    - Continue to collect the follow-up materials from the demonstration to distribute
  - o Supervisor Authorization
    - Continue to prepare for the Supervisor Authorization Just-in-Time demo in July 2021
- ▶ Communication
  - o Finalize development of the final News Blast #4 that is planned to be distributed in August 2021
  - o Go-Live Packet
    - Continue editing the Informational Migration Packet for distribution in July 2021
- ▶ User Readiness Assessment Survey
  - o Finalize the survey analysis and the T-3 Month Survey Readout and prepare to present at the PSC meeting, and the Region 5 Site Visit
- ▶ Continue to drive change team efforts phase of the C-IV to CalSAWS Change Impact Analysis



## CalSAWS – California Statewide Automated Welfare System

CalSAWS DD&I Project Phase

Weekly Status Report Period: July 5, 2021 to July 11, 2021

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- 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
  - Continue to review Conversion impacts from JIRA extract
- ▶ Continue to monitor Sandbox environment performance and escalate issues as necessary
- ▶ Imaging
  - Attend meeting with Consortium Change Management Leads regarding T-3 Month User Readiness Assessment Results on July 12, 2021
  - Attend Customer Engagement Management Team meeting on July 13, 2021
  - Host Los Angeles County T-3 Month Imaging Change Readiness Assessment Planning session with Region 6 Regional Managers, Consortium Change Management Leads, and Los Angeles County Imaging Leads on July 13, 2021
  - Host Bi-Weekly Imaging Materials Review session with Consortium Imaging Analysts on July 14, 2021
  - Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on July 14, 2021
  - Attend CalSAWS Imaging Committee Meeting on July 15, 2021
  - Finish development of July Imaging Infographic for C-IV Counties
  - Draft CIT Imaging Newsletter #3 for Los Angeles County
  - Continue planning for Los Angeles County Imaging Change Network July Monthly Meeting
  - Start planning Imaging content for C-IV County Change Network August Monthly Meeting
- ▶ Task Management
  - Continue coordination with Task Management Application Development teams for overview of the solution and change
  - Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs
- ▶ FCED
  - 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 Inventor

