CalSAWS DD&I
Weekly Status Report

Reporting Period: July 12, 2021 to July 18, 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	🟢	Submitted the Final Deliverable (FDEL) on July 12, 2021. Approval of the FDEL is due on July 19, 2021

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

1.2 Highlights of the Reporting Period

1.2.1 Project Management

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

Table 1.2.1-1 – Key Facility Initiatives/Projects

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	• Continued planning facility capacity and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training
2	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring/ Summer 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices

► Facilitated the CalSAWS Weekly Status Meeting that was held on July 14, 2021
► Completed preparations and participated in the Section Directors meeting that was held on July 13, 2021
► Continued CalSAWS Risk Management activities, including:
  o Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks
  o Facilitated the Risk Management Group meeting on July 13, 2021
  o 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:
  o Continued preparations for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for July 21, 2021
  o Finalized the July 2021 issue of the CalSAWS Connect newsletter which was 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
  o Continued development of LRS Amendment No. 27 which is planned to include the following:
    • Technical updates to Exhibit W (Statement of Work for the CalSAWS Cloud Enablement and Interim Maintenance & Operations)
    • Additional R&A Services for UAT support for the BenefitsCal portal and enhancements related to GA/GR, HTML 5 and ForgeRock
  o Continued development of LRS Change Notice No. 10 which is planned to include the use of funds from the LRS contract's R&A Change Budget Services allocation for enhancements related to CalHEERS interface maintenance for SFYs 2020/21 and 2021/22, updates to APIs to support the BenefitsCal Portal/GetCalFresh, and enhancements for the redesign of Medi-Cal redetermination packets. This Change Notice is planned to be submitted to the JPA Board of Directors for approval in August 2021
  o Submitted the documentation for San Mateo County Purchase SM-01-2021 on July 16, 2021. This County Purchase is related to San Mateo County's request for third-party document export support for the CalSAWS Imaging Project
  o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
► Continued supporting the collection of documents for the CalSAWS Operational Readiness Review required for the CalSAWS DD&I Project
► Participated in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that was held on 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	• Finalized and submitted the FDEL to the Consortium for review and feedback on July 12, 2021 • Facilitated a touchpoint meeting with Deliverable reviewers on July 15, 2021 to address comments and questions, as needed

1.2.2 Communications Management

► CalSAWS Communications Management activities including:
  o Continued to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy:
  o Continued oversight and management of Power of 58 materials
► CalSAWS External Website (www.calsaws.org):
  o Continued the administration and support of the CalSAWS external website
    • See Table 1.2.2-1 for details on Website Support Activities
► CalSAWS Migration DD&I Release 21.07 Communications:
  o 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
None for the reporting period		

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	14	939
Total Number of Unique Users	5,149	948,686
Total Number of New Users	4,078	948,686
Total Number of Sessions (Individual Site Visits)	7,164	1,169,415
Average Number of Sessions per User	1.39	1.23
Average Number of Page Views per Session	1.47	1.24
Average Session Duration	1:20	0:53
AskCalSAWS Inquiries – Received/Resolved	4/2	321/317

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

Users by Week for the Past Six Months
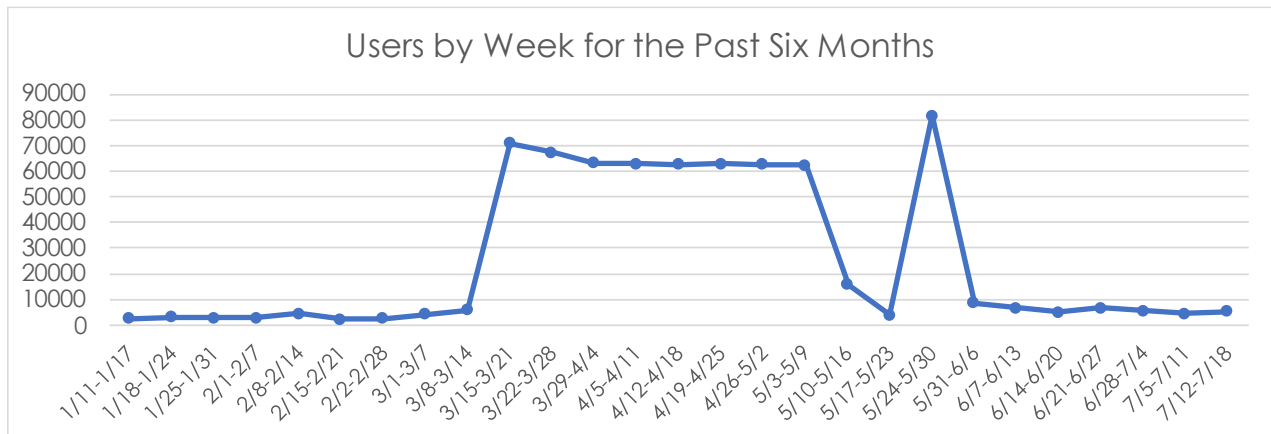
Note:
  * Increase in usage from March 15, 2021 to May 16, 2021 was investigated to be from cities in the United States

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)	None (No demonstrations requested)	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

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:
  o Overall:
    • Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
    • Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-project coaching program and employee resource groups
    • Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
    • Continued to support development of the monthly CalSAWS Connect Newsletter
    • 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 for an August 2021 rollout
    • 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
  o IDEA Initiatives
    • Workshops
      ▪ Began to place workshop output into the overall deck
    • Leadership Session
      ▪ Began discussion on the conclusion on the leadership series collaborative post session
    • We Are One
      ▪ Continued to update the CalSAWS IDEA calendar with most recent events

- CalSAWS Table Talks
    - Completed preparation for the next CalSAWS Table Talks
        o Session date: July 27, 2021
- Pulse Survey
    - Finalized all Pulse Survey plans to present during the virtual CalSAWS Project All Staff Meeting, July 21, 2021 and release to the Project following the announcement
  o IDEA General
    - Completed preparations for the next Being The Change ideation session scheduled for July 23, 2021
    - 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
    - Completed 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 18, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0174-21	CA-224251 CalSAWS Updates for BenefitsCal Changes – Release 1	Informational	July 12, 2021	Dymas Pena	Laura Ould
0176-21	CalSAWS SFY 20-21 Third Quarter County Share Adjustment	Informational	July 15, 2021	Tina Weinmeister and Stacey Drohan	Diana Lam and Britt Carlsen
0178-21	CA-228698/CIV-109021 Lists of HBFC Placements	Informational	July 15, 2021	Ignacio Lázaro	Michelle Ramos and Laura Ould

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending July 18, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-041	Central Print Correspondence	July 14, 2021	Open	July 23, 2021	Julie Holmes

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 18, 2021

1.4   Activities for the Next Reporting Period

1.4.1   Project Management

► Continue CalSAWS DD&I Facility Management activities, including:
  o Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
► Continue CalSAWS Risk Management activities, including:
  o Continue to work with risk owners to monitor risks and update risk mitigation plans
► Facilitate the CalSAWS Weekly Status Meeting scheduled for July 21, 2021
► Begin preparations for the Section Directors Meeting that is scheduled for July 27, 2021
► Continue activities to support Project staff working remotely
  o Complete preparations and facilitate the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for July 21, 2021
  o Begin development of the next issue of the CalSAWS Connect newsletter which will be distributed to the CalSAWS Project Team on August 12, 2021
  o Continue developing Project communications, as needed
► Continue to plan and prepare for CalSAWS Project staff to return to the Project offices once the State and Local Government Shelter At Home ordinances have been lifted
► Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
► Continue 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	• Work with Deliverable reviewers to address comments on the FDEL, as needed • Approval of the FDEL is due on July 19, 2021

1.4.2   Communications Management

► Continue to monitor usage and update materials as requested
  o See Table 1.4.2-1 for planned Website Support Activities
► CalSAWS Communications Management activities including:
  o Continue to gather key communication milestones from the Project teams

► CalSAWS Enhanced Communications Strategy:
  o Continue oversight and management of Power of 58 roll out

Table 1.4.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
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 entrepreneurism 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" tile/section of the CalSAWS Project SharePoint
► Conduct the final walk through 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
► Announce the pulse survey release at the virtual CalSAWS Project All Staff Meeting July 21, 2021

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
- o Logged 2 UAT new defects, resolved, and deployed to System Integration Test (SIT), 1 UAT defect closed
- o Deployed 5 defects to SIT
- o In Progress 3 defects
- o Closed 19 defects overall

► Continued performance tests on ForgeRock BenefitsCal APIs, and continued to furnish results to the CalSAWS Performance Testing team

► Successfully deployed Hot-Hot Architecture in Production Environment in 21.07.16 Priority Release

► Implemented change to enable County Delegated Administrators to update users' status

► Continued ForgeRock C-IV migration planning activities
- o Mock Conversion III BenefitsCal enterprise/ admin/ external user bulk uploads

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
Implement Hot-Hot Architecture for Disaster Recovery	July 16, 2021	Complete
Support BenefitsCal Cycle 2 Performance Testing	July 19 – July 30, 2021	In progress
Implement ForgeRock Policy Exclusions for Generic Accounts	July 30, 2021	In progress
Enable Email Validation for all C-IV and CalWin users	July 30, 2021	Not started
Enable Email Notifications for Inactive Password Expiration Scenarios	July 30, 3021	Not started
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
- o Continued automated regression tests run by ForgeRock Build pipeline to validate functional response and response thresholds < 1s (authentication and identity management API) – passed
- o 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 development 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
  - o Continued planning across teams including ForgeRock and BenefitsCal
  - o 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
    - • Continued Perform Gatling performance test of BenefitsCal ForgeRock APIs and provide test results to CalSAWS Performance Test team- currently providing additional performance results
  - o Planned cycle from July 12, 2021 – July 30, 2021
    - • Targeting July 19, 2021 for specific ForgeRock cycles
- ► Continued Innovation Lab activities
  - o Deployed Operational Decision Making (ODM) Rules *(Describe Phase)*
    - • Continued progress on analysis of CalSAWS monolithic application
  - o Streamlined CalSAWS Lobby Application *(Describe Phase*
    - • Set up discussion with additional vendor
  - o System Status for End Users *(Co-Create Phase)*
    - • Set up session to walk through prototype considerations
  - o CalSAWS Production Calendar *(Discovery Phrase)*
    - • Continued prototype project management timeline and activities
  - o Cybersecurity Awareness Program *(Discovery Phase)*
    - • Set up demo with initiative leads

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

- ► Support BenefitsCal User Acceptance Testing (UAT)
  - o Triage existing Partner Integration Testing defects and address new UAT defects
- ► Continue ForgeRock C-IV migration planning activities
  - o Learning Management System (LMS) General Training user bulk uploads into the ForgeRock Production
- ► Support BenefitsCal Performance Testing on July 19 – 20, 2021
- ► Update and distribute Delegated Administrator training materials to reflect enablement of changing user status capabilities
- ► Secure Change Approval Board (CAB) approval for ForgeRock 21.07.30 Production Release
- ► Implement solution to address policy exclusions for generic accounts
- ► Innovation Lab
  - o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    - • Continue development of requirements from monolithic application analysis
  - o 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 Phrase)*
>   - Continue to update project timeline for prototype
> - Cybersecurity Awareness Program *(Discovery Phase)*
>   - Meet with potential vendor to discuss next steps

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 8 and Snowball 9 to Hyland AWS
   - Completed transferring data from AWS Snowball 5 and Snowball 7 to Hyland AWS
   - Validating contents of AWS Snowball 5 and Snowball 7
▶ Continued to monitor database migration process
▶ Continued validation of Los Angeles County's AWS Snowball transfer with Hyland
▶ Continued to correct and test defects logged during Imaging UAT
▶ Scheduled C-IV User Acceptance Testing (UAT) retest for July 19, 2021 – July 23, 2021
▶ Conducted Placer County Document Migration Discovery Session Check-in on July 13, 2021
▶ Conducted San Luis Obispo County Document Migration Kick-Off on July 14, 2021
▶ Conducted CalSAWS Imaging Committee Meeting on July 15, 2021
▶ Conducted Orange County Document Migration Discovery Session Check-in on July 15, 2021
▶ Conducted Los Angeles County Document Migration Discovery Session Check-in on July 15, 2021
▶ Scheduled Santa Barbara County Document Migration Discovery Session Check-in for July 19, 2021
▶ Scheduled San Diego County Document Migration Discovery Session Check-in for July 20, 2021
▶ Scheduled Placer County Document Migration Discovery Session Check-in for July 20, 2021
▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in for July 21, 2021
▶ Scheduled Fresno County Document Migration Discovery Session Check-in for July 21, 2021
▶ Scheduled Orange County Document Migration Discovery Session Check-in for July 22, 2021

► Scheduled Ventura County Document Migration Discovery Session Check-in for July 22, 2021
► Scheduled Los Angeles County Document Migration Discovery Session Check-in for July 22, 2021

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 13, 2021	Completed
Conduct San Luis Obispo County Document Migration Kick-Off	July 14, 2021	Completed
CalSAWS Imaging Committee Meeting - July	July 15, 2021	Completed
Conduct Orange County Document Migration Discovery Session Check-in	July 15, 2021	Completed
Conduct Los Angeles County Document Migration Discovery Session Check-in	July 15, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	July 19, 2021	Scheduled
Conduct San Diego County Document Migration Discovery Session Check-in	July 20, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	July 20, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	July 21, 2021	Scheduled
Conduct Fresno County Document Migration Discovery Session Check-in	July 21, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	July 22, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	July 22, 2021	Scheduled

Figure 3.1-1 – Los Angeles (Nexlogica)*
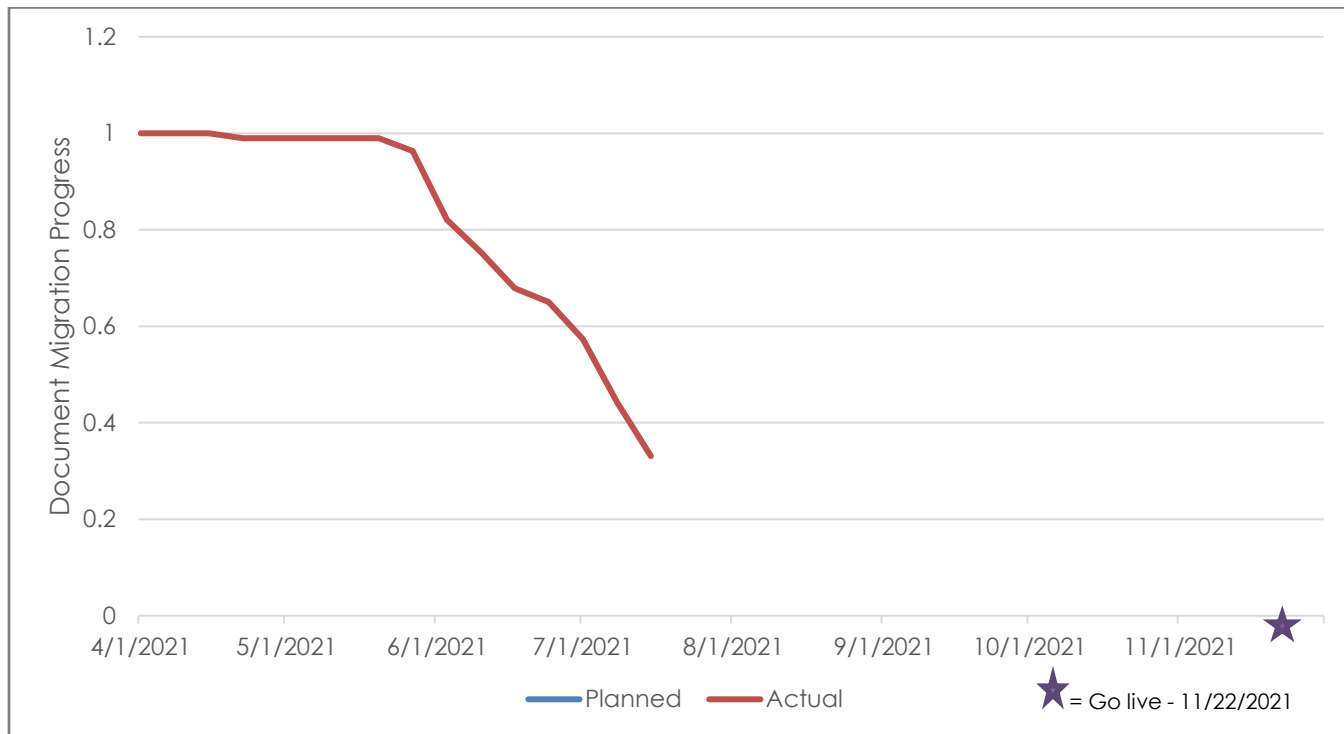
Note:

* Please see CalSAWS Project Risk #234

Figure 3.1-2 – C-IV UAT Imaging Burnup
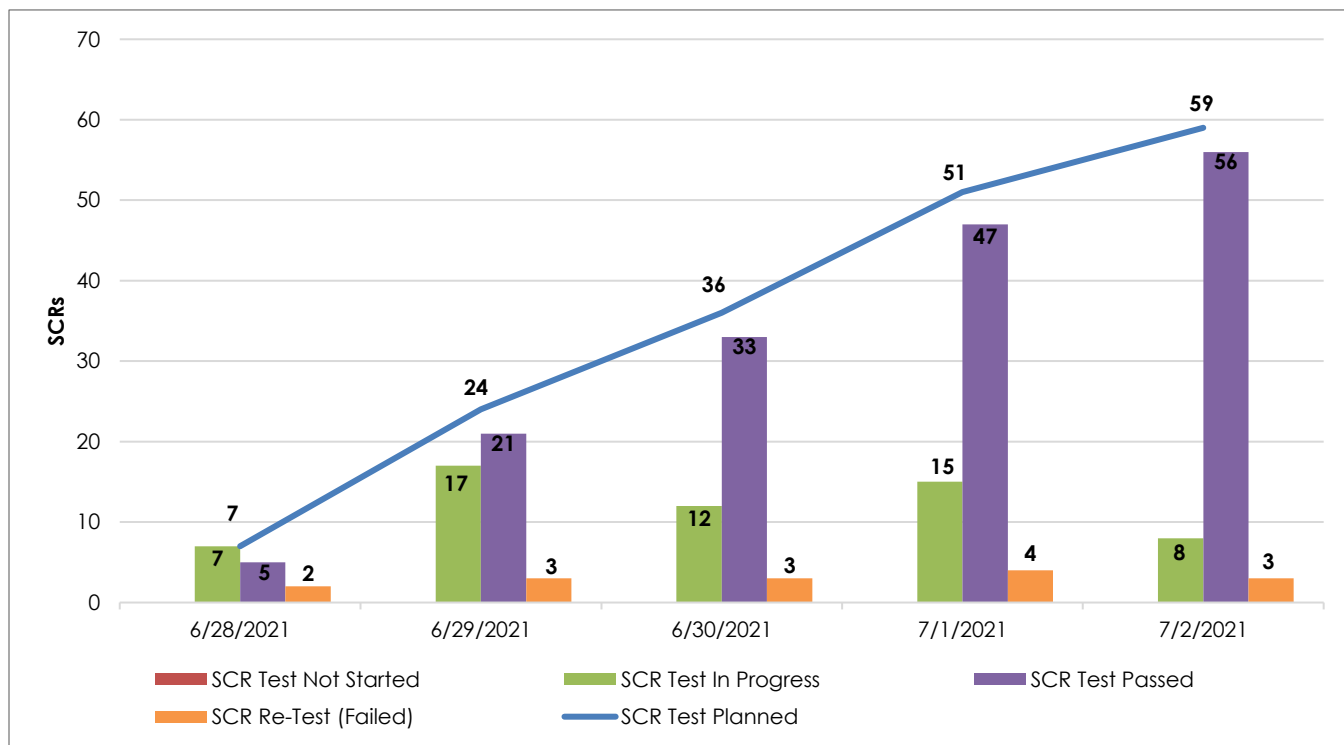
Table 3.1-5 – C-IV UAT Imaging Execution

CalSAWS UAT	Total Scenarios	Not Executed	PASSED	FAILED	BLOCKED	NOTES
IN PROGRESS						
Imaging Admins	59	0	56	3	0	
Failed Test Case Reasons:						
- UAT-T2: Task Configuration Failed due to slow task window display; Multiple tasks generated - UAT-T41: R - <County> No Case No case not assigning county code to documents - UAT-T14: Ignore Barcode File Capture Profile Barcode is being set by OCR system						
UPCOMING DEFECT RETEST WEEK						
Imaging Admins	3					• Retest all Prior Failed Scenarios

Figure 3.1-3 – C-IV UAT Imaging Defects
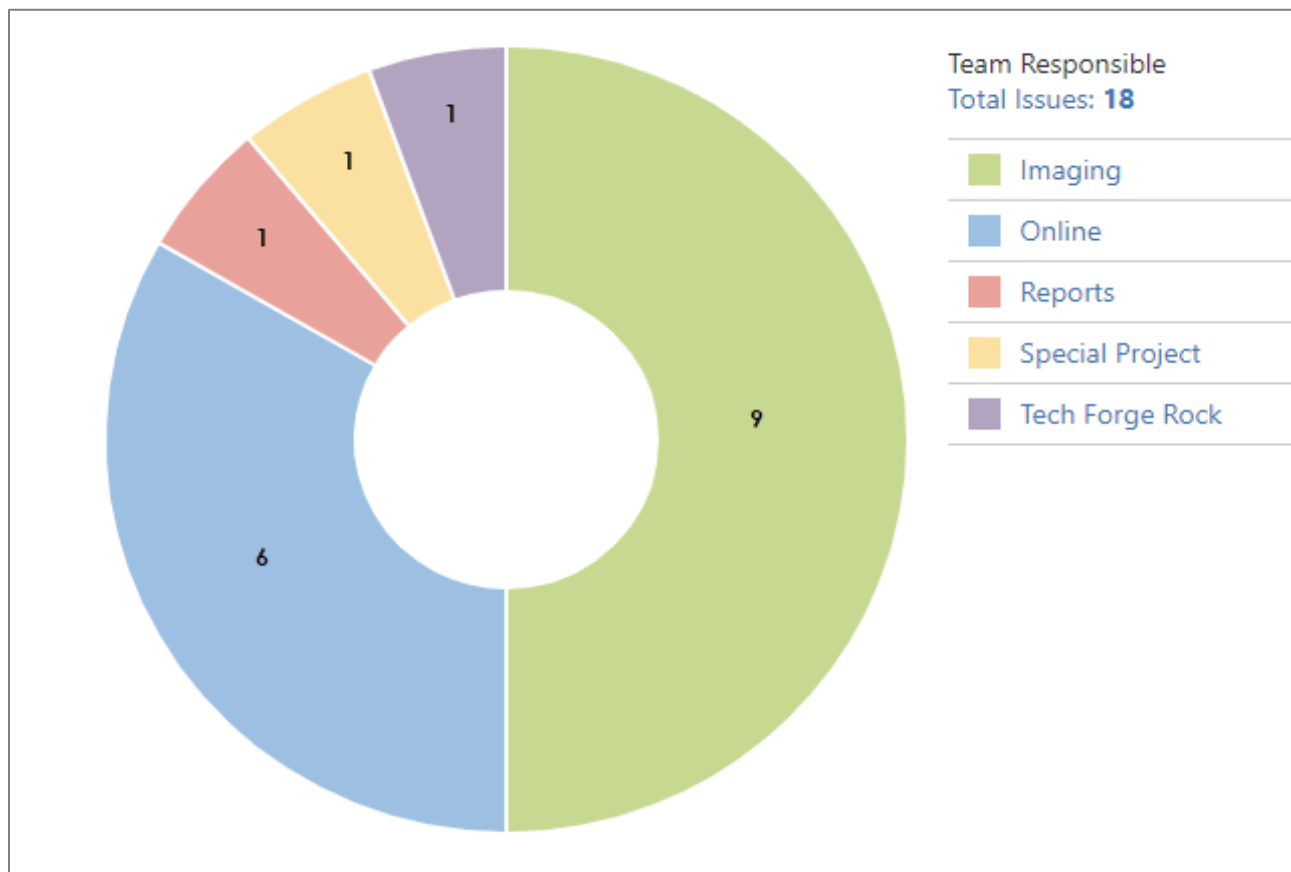
Table 3.1-6 – C-IV UAT Imaging Defects

STATUS	2-NORMAL/MEDIUM	3-NORMAL/LOW	4-COSMETIC	TOTAL
Assigned	0	0	0	0
Pending Rejection	1	0	0	1
Rejected	2	2	0	4
In Development	1	1	0	2
System Test	0	1	0	1
Test Completed	4	1	1	6
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
  o AWS importing data off AWS Snowball 8 and Snowball 9
  o Continue to validate contents of AWS Snowball 5 and Snowball 7
► Continue to monitor database migration process
► Continue validation of Los Angeles County's AWS Snowball transfer with Hyland
► Conduct 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 19, 2021
► Conduct San Diego County Document Migration Discovery Session Check-in on July 20, 2021
► Conduct Placer County Document Migration Discovery Session Check-in on July 20, 2021
► Conduct Santa Clara County Document Migration Discovery Session Check-in on July 21, 2021
► Conduct Fresno County Document Migration Discovery Session Check-in on July 21, 2021
► Conduct Ventura County Document Migration Discovery Session Check-in on July 22, 2021
► Conduct Los Angeles County Document Migration Discovery Session Check-in on July 22, 2021
► Schedule Placer County Document Migration Discovery Session Check-in for July 27, 2021
► Schedule Santa Clara County Document Migration Discovery Session Check-in for July 28, 2021
► Schedule Orange County Document Migration Discovery Session Check-in for July 29, 2021
► Schedule Ventura County Document Migration Discovery Session Check-in for July 29, 2021
► Schedule Los Angeles County Document Migration Discovery Session Check-in for July 29, 2021

## 3.3 Deviations from Plan/Adjustments

► None for the reporting period

4.0 Customer Service Center

4.1 Highlights of the Reporting Period

- ▶ Reviewed Contact Center Environment design with Amazon Web Services (AWS)
- ▶ Reviewed Contact Center Executive Summary presentation with AWS
- ▶ Completed modifications to the Contact Center Executive Summary presentation
- ▶ Integrated design with Application Development for Telephonic Signature and External Party Access IVR

Figure 4.1-1 – CalSAWS Customer Service Center – Requirements Burndown
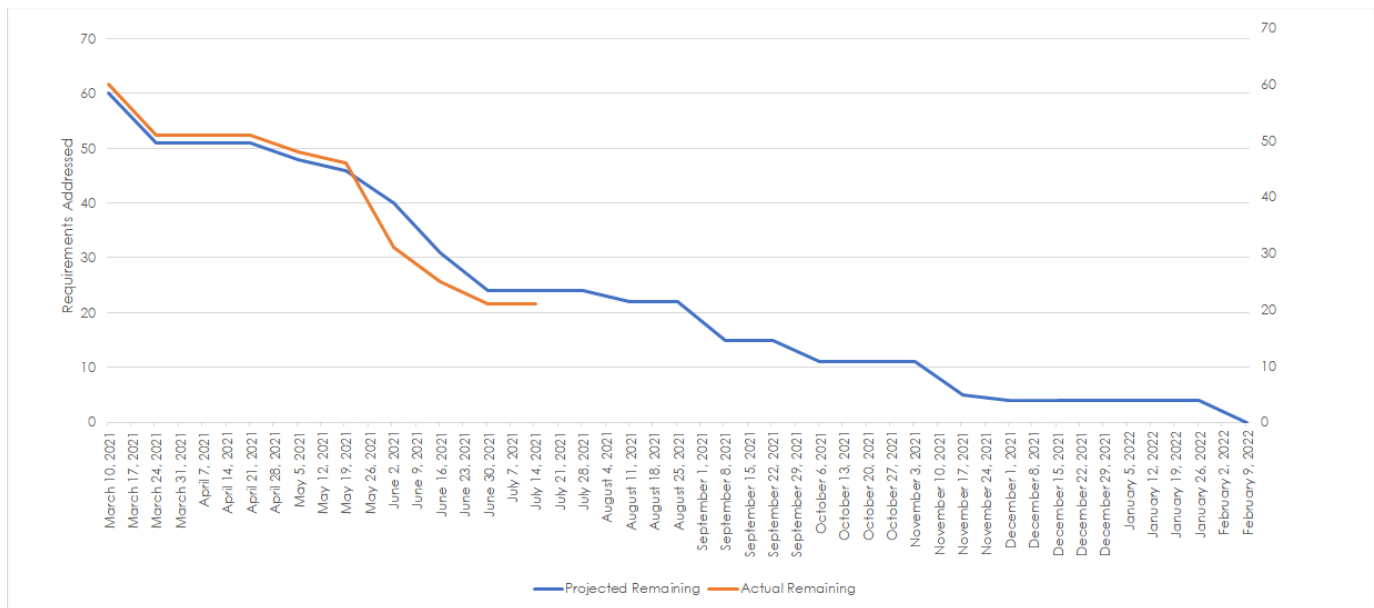
Table 4.1-2 – Customer Service Center Milestones

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	21.11
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	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

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
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)	August 18, 2021	Draft in progress	22.01
Telephonic Signature - Core Tech and App Dev Design (CA-226838)	September 8, 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 integrated designs with App Dev for Telephonic Signature and External Party Access IVR
► Finalize and submit App Dev designs for Outbound IVR
► Review App Dev updates to Voice Authentication and Admin Page designs
► Finalize Contact Center Environments design, review with Consortium, and prepare for build
► Finalize Contact Center executive summary with 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	January 28, 2022	1	75	**76**	
J	Future Development	January 15, 2022	TBD	0	75	**75**	
TOTAL REPORTS				**27**	**427**	**454**	

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

5.1.2 Soft Launch
► 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

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)
   o Identified potential performance issue with Data Lake to RDS dashboard jobs. DBA recommendation is to increase to next instance size to avoid jobs being CPU bound on writer instance. Plan to re-test this recommendation this week.
► Batch End-to-End Performance Testing (with 40 County Data) – Analytics
   o Reviewing latest run (July 15 – 16, 2021) of Release H end to end code to compare to isolation test results and see if new indexes improved ingestion timings
   o Began monthly job 40 County testing

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. Report testing is 95% complete and dashboards is 87% 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. Release H to be delivered with new GDS 6 next week.
► Dashboard and Reports Open Items:
   o Deployed Call Log and SAR dashboards but there was no identified front-page tab to add the link to. Team has sent proposed front-end design to Consortium Technical team (CT). This is still pending approval from the Consortium Technical team. UAT testers can access through, a provided, direct link to the dashboard that is not available from front page
   o Deployed Release H Reports for UAT by July 26, 2021

5.1.7   Development and Testing

► Release H
   o Created SCR CA-230429 to track the progress on the remaining 3 C-IV reports rescheduled from Release H. Overview of prototype for these is scheduled for this week. 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
   o 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

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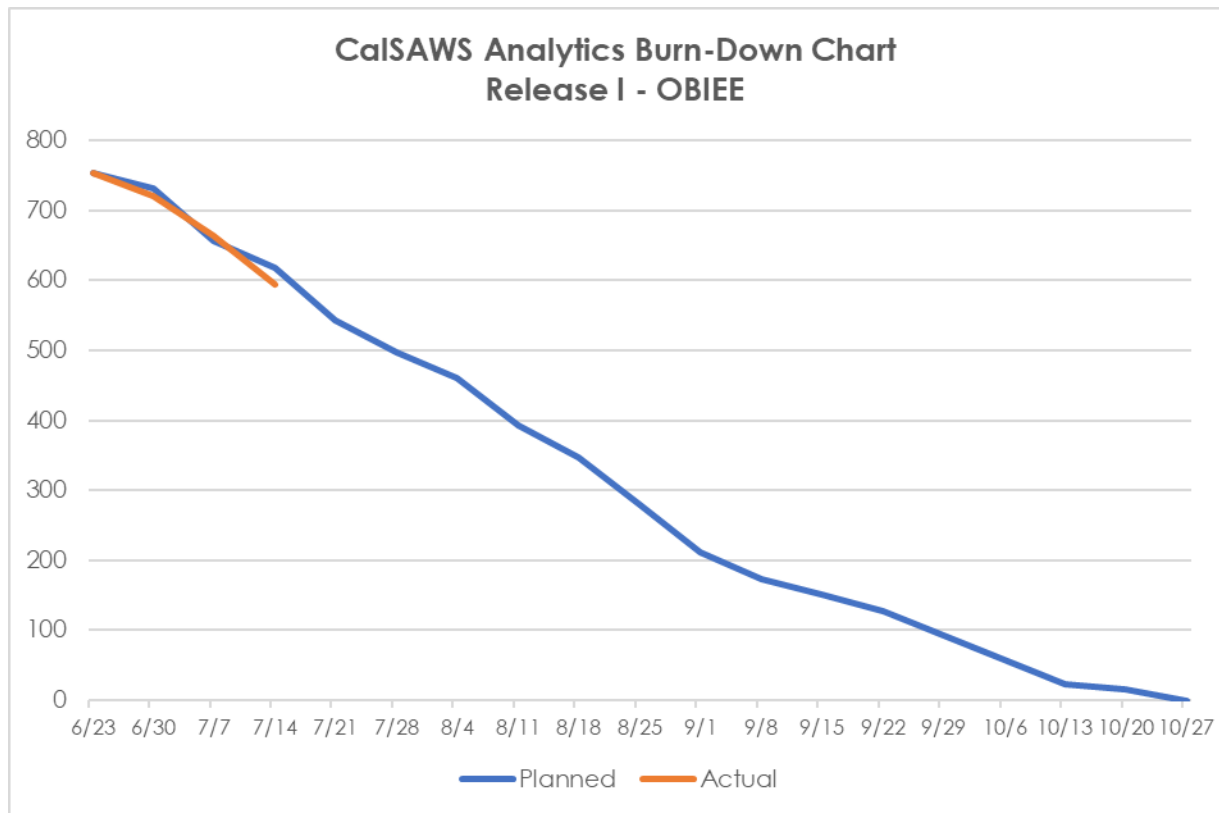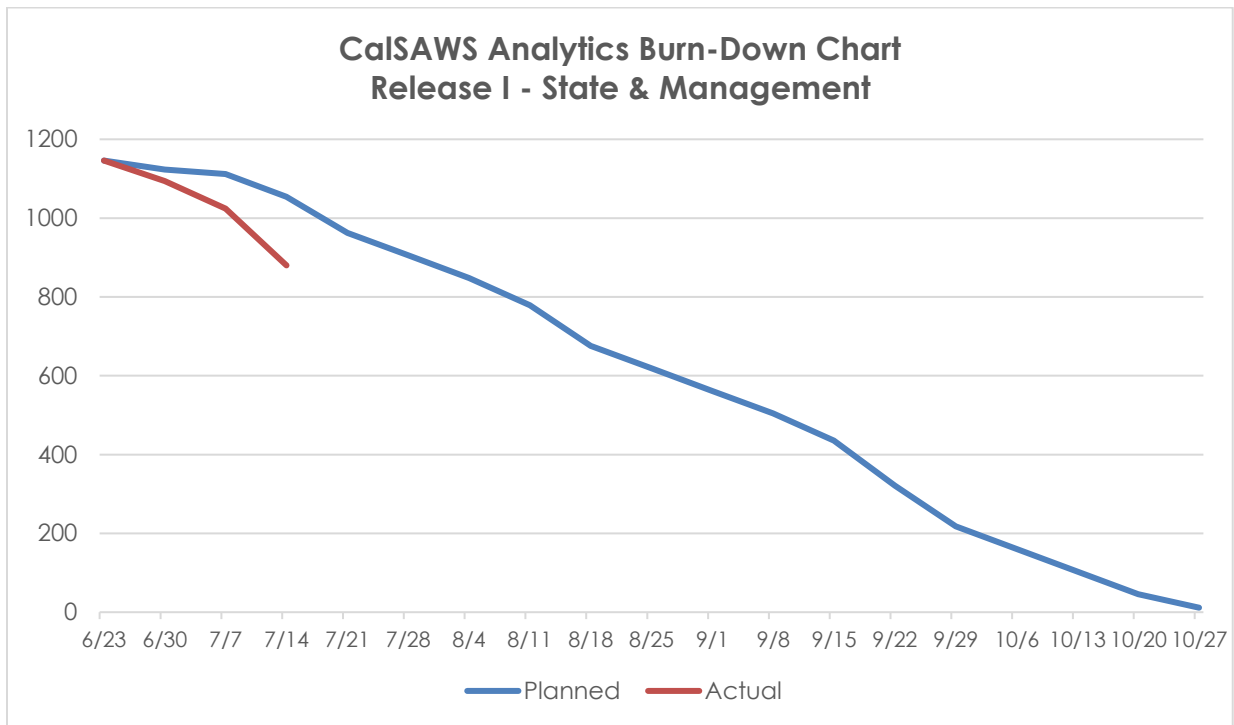

Figure 5.1.7-4 – CalSAWS Analytics – Release I Status Matrix (State & Management)

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	17%	10/27	0%
	Case Activity	23	7/15	100%	8/20	4%	9/10	4%	10/27	0%	9/30	13%	10/15	4%	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	33%	10/27	0%	9/30	27%	10/15	15%	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		14 of 64		14 of 64		0 of 64		14 of 75		8 of 75		0 of 75	
			99%		22%		22%		22%		19%		11%		0%	

Legend:	
Complete	
Complete as of this week	
In Progress	

5.1.8 Change Enablement

► Qlik Platform Capabilities
  o Completed Ad hoc Developer training July 14, 2021, which included
    • How to connect Crystal Reports to Oracle Ad Hoc database
    • How to connect toad to Oracle Ad Hoc database
    • Understanding S3 Data Lake, data sets, and technical requirements to connect to the Data Lake
    • Understanding MySQL RDS purpose-built data sets and technical requirements to connect to the RDS database

5.2   Re-Platform Migration Schedule

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

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	• CalWORKs	Daily	18 Sheets
	• QA	Daily	10 Sheets
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	• CalFresh	Daily	30 Sheets
	• CalFresh Meals	Monthly	2 Sheets
	• Managed Personnel	Daily	1 Sheet
	• SSI/SSP	Daily	2 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	4	0
	• Case Activity	7	0
	• Fiscal	15	0
	• State	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	• Med-Cal	Daily	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
State & Management			
	Category	Number of	Number of

		Scheduled Reports	On Request Reports
LRS and C-IV	• Administrative	7	0
	• Case Activity	4	0
	• Employment Services	0	0
	• Fiscal	34	0
	• State	13	0
	• Special Units	1	0
	• Resource Data Bank	1	0
Release F (Migration Window: August 2020 – December 2020) In Production			
Dashboards			
LRS	• Operational Reports	Monthly	30 Sheets
	• Task Management	Daily	19 Sheets
	• Welfare Fraud Prevention & Investigation	Monthly	4 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	2	2
	• Case Activity	3	5
	• Employment Services	0	1
	• Fiscal	28	2
	• Resource Data Bank	0	0
	• State	26	0
	• Special Units	0	5
Release G (Migration Window: November 2020 – March 2021) In Production			
Dashboards			
C-IV	• Call Log (In UAT)	Daily	19 Sheets
	• Semi Annual Reporting (In UAT)	Daily	11 Sheets
	• WPR and Engagement (In UAT)	Daily	46 Sheets
LRS / C-IV	• Reception Log (In Production)	Daily	10 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	3	0
	• Case Activity	4	3
	• Employment Services	0	1
	• Fiscal	33	1
	• State	0	0
	• Special Units	0	0
	• Resource Data Bank	0	0
	• New Reports	0	0

Release H (Migration Window: February 2021 – June 2021) In Soft Launch			
Dashboards			
LRS	• Caseload History	Monthly	9 Sheets
	• Alerts	Daily	5 Sheets
	• Alerts (CWS)	Daily	3 Sheets
	• Placement Vendor Exception Report (CWS)	Daily	3 Sheets
	• Work Order (CWS)	Daily	6 Sheets
	• Welfare to Work	Daily	7 Sheets
State & Management			
	Category	**Number of Scheduled Reports**	**Number of On Request Reports**
LRS and C-IV	• Administrative	0	14
	• Case Activity	0	8
	• Employment Services	0	11
	• Fiscal	2	20
	• State	5	0
	• Special Units	0	6
	• Resource Data Bank	0	2
Release I (Migration Window: May 2021 – September 2021) In Design and Development			
Dashboards			
LRS	• Statistical Reports	Monthly	79 Sheets
State & Management			
	Category	**Number of Scheduled Reports**	**Number of On Request Reports**
LRS	• Administrative	11	1
	• Case Activity	19	5
	• Employment Services	3	0
	• Fiscal	28	5
	• State	2	0
	• Special Units	1	1
Release J (Migration Window: September 2021 – January 2022)			
State & Management			
	Category	**Number of Scheduled Reports**	**Number of On Request Reports**
LRS	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
	• Fiscal	36	1
	• Resource Data Bank	1	0
	• Special Units	5	3

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

5.3   Activities for the Next Reporting Period

▶ Cloud Analytics
  o Continue executing 40 County system test and end-to-end performance testing
  o Continue to support User Acceptance Test (UAT)
  o Practice post cutover conversion steps (Mock 3) on GDS6 and prepare data, reports, and dashboard for UAT and County Validation
  o Release G
    • Continue testing of last C-IV dashboard - Workload Productivity Report (WPR) – in stage 2 (40 County data)
  o Release H
    • Complete pre-validation testing and preparation for County validation testing
  o Release I
    • Continue development of release I reports and dashboards
  o 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	21.07	21.11	22.01	22.02	22.03	22.05	22.06	22.07	22.09	22.11
Design	New	2	3	20	0	25	12	0	1	4	0
	Design in Progress	3	4	7	0	4	0	0	0	0	0
	Ready for Committee	0	0	0	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	1	1	0	0	0	0	0	0	0
Build	Approved	0	0	2	0	1	2	1	1	1	1
	In Development	8	22	1	0	0	0	0	0	0	0
	Development Complete	4	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	1	0	0	0	0	0	0	0	0
Test	System Test	12	0	0	0	0	0	0	0	0	0
	Test Complete	33	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	62	31	31	0	30	14	1	2	5	1

SCRs in Production	683
SCRs with Release TBD	2

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
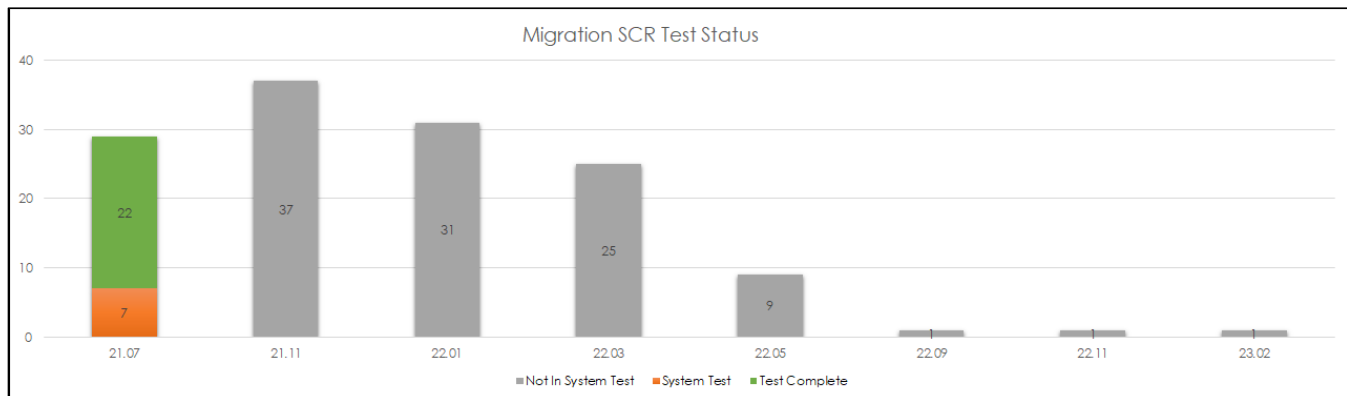
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In 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

Table 6.1.2-1 – DDID System Test Status

Pass Rate Target as of July 9, 2021	**88%**
Pass Rate Actual as of July 9, 2021	**98%**
System Test Complete Date: July 21, 2021	
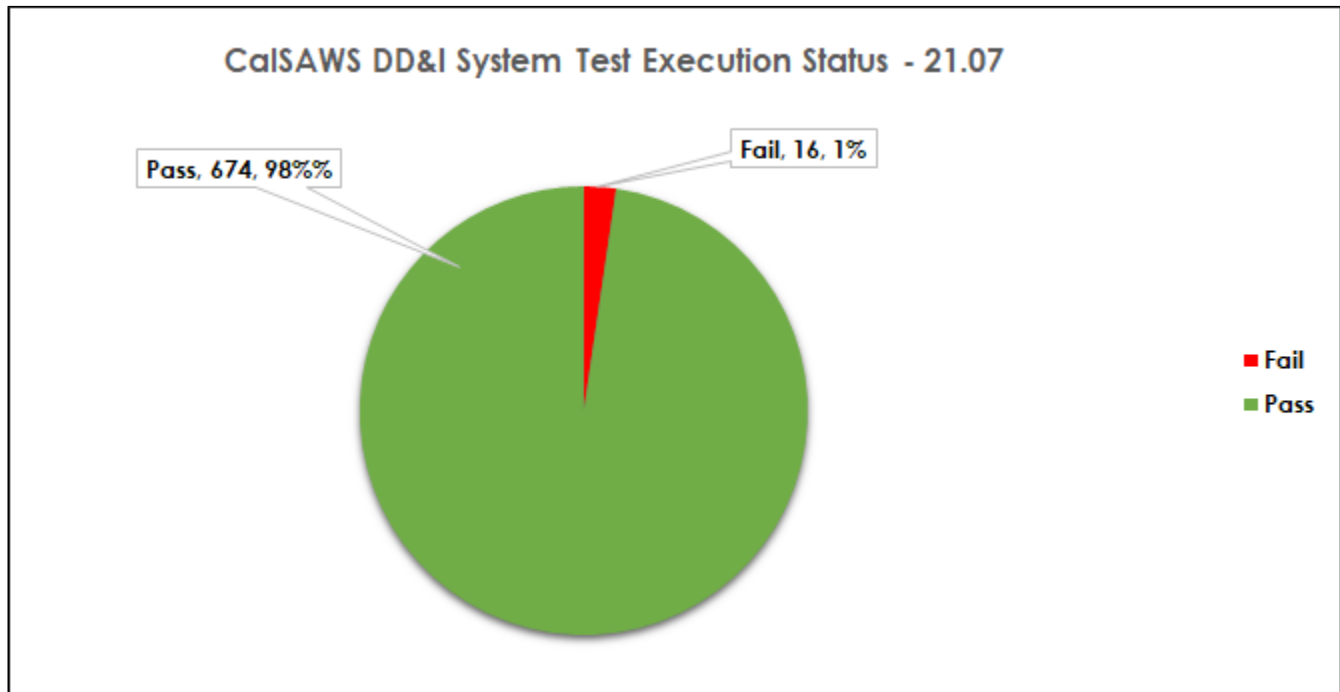
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

► 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

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	0/1	July 9, 2021*
OCAT	1/1	July 6, 2021	1/2	July 16, 2021*

Note:
- EICT (CalWIN): 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 on target to resume on July 20, 2021
- OCAT: Defect 231120 logged for OCAT response error. Testing on target to resume on July 20, 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	31/31	July 19, 2021
CCSAS (DCSS)	N/A	N/A	3/6	July 23, 2021*
CDSS (DSS)	N/A	N/A	2/3	July 16, 2021*
CMIPS (OSI)	N/A	N/A	2/2	July 2, 2021
CMSP	1/1	June 14, 2021	1/1	July 9, 2021
EBT (FIS)	2/2	July 15, 2021	0/2	July 31, 2021*
MEDS (DHCS)	N/A	N/A	1/3	July 23, 2021*
WDTIP (OSI)	N/A	N/A	0/2	July 31, 2021*
WIS (DSS)	N/A	N/A	2/2	July 16, 2021

Notes:
- CalHEERS: Interface testing completed on July 19, 2021. Regarding the CalHEERS project data conversion, the teams met last week and identified an approach for validation using test data during the R21.9 SAWS integration window.
- CCSAS: SCR CA-231168 identified to align the Family Budget Unit (FBU) values for the former C-IV Counties in CalSAWS to match the pre-conversion C-IV System values. Testing on target to resume on July 22, 2021
- CDSS (DSS): Defect CA-231100 created to update the outbound port to be used for the HHSDC interface. Interface testing to resume week of July 19, 2021. Team working with CDSS to confirm date and time
- EBT (FIS): Connectivity confirmed between CalSAWS and FIS on July 15, 2021. Teams are now working on a production implementation schedule and interface testing date and time
- MEDS (DHCS): Interface testing targeted for July 21, 2021.
- WDTIP (OSI): Defect CA-231115 created for errors encountered during file transfer. Teams are actively investigating and troubleshooting

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	1/2	July 31, 2021*
Butte County	2/2	July 2, 2021	1/2	July 31, 2021*
Calaveras County	2/2	July 1, 2021	2/2	July 8, 2021
Colusa County	1/1	July 1, 2021	1/1	July 13, 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	2/2	July 13, 2021
Humboldt County	2/2	July 13, 2021	2/2	July 13, 2021
Imperial County	1/2	June 22, 2021*	1/2	July 16, 2021
Inyo County	2/2	July 9, 2021	0/2	July 31, 2021*
Kern County	2/2	June 18, 2021	2/2	July 8, 2021

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CalSAWS DD&I Project Phase
Weekly Status Report Period: July 12, 2021 to July 18, 2021

C-IV COUNTY PARTNER	SERVER CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
Kings County	2/2	July 2, 2021	2/2	July 14, 2021
Lake County	2/2	July 15, 2021	2/2	July 15, 2021
Lassen County	3/3	July 2, 2021	1/2	July 23, 2021
Madera County	2/2	July 9, 2021	2/2	July 14, 2021
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	1/2	July 31, 2021
Merced County	2/2	July 12, 2021	1/2	July 31, 2021
Modoc County	2/2	July 9, 2021	1/1	July 14, 2021
Mono County	2/2	June 25, 2021	2/2	July 12, 2021
Monterey County	2/2	July 16, 2021	1/2	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	2/2	July 15/2021	1/1	July 15, 2021
Riverside County	2/2	June 25, 2021	0/2	July 31, 2021*
San Benito County	2/2	July 9, 2021	0/1	July 31, 2021
San Bernardino County	1/1	July 15, 2021	0/1	July 31, 2021*
San Joaquin County	2/2	July 7, 2021	2/2	July 14, 2021
Shasta County	2/2	June 24, 2021	2/2	July 14, 2021
Sierra County	1/1	July 9, 2021	0/1	July 31, 2021
Siskiyou County	1/1	July 16, 2021	1/1	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	2/2	July 13, 2021	2/2	July 13, 2021
Trinity County	2/3	July 2, 2021*	0/3	July 31, 2021
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:
- Amador County: File exchange test meeting for outbound transfer completed on July 19, 2021. Additional inbound server being set up and configured. Configuration target completion July 22, 2021
- Butte County: Connectivity established and verified on July 14, 2021. Outbound testing to resume the week of July 19, 2021
- Imperial County: CalSAWS continuing to troubleshoot with County. Troubleshooting session scheduled for July 20, 2021
- Inyo County: Connectivity established on July 15, 2021. Interface testing to proceed the week of July 19, 2021 pending County response on availability
- Monterey County: Connectivity established July 16, 2021. Interface testing to proceed the week of July 19, 2021
- Riverside County: 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, currently defect is in the assembly test phase
- San Bernardino County: Connectivity established July 13, 2021. Interface testing and troubleshooting proceeding the week of July 19, 2021
- Stanislaus County: CalSAWS continuing to troubleshoot outbound connectivity with County. CalSAWS and County to apply network changes the evening of July 19, 2021. Interface testing to resume on July 20, 2021
- Trinity County: Continuing to work with County for both Outbound and Inbound file testing. Pending confirmation of one remaining Outbound server
- Tuolumne County: Interface testing scheduled for July 20, 2021. Pending confirmation of one remaining Outbound server

- Yuba County: County to complete configuration changes on July 21, 2021. Troubleshooting to resume on July 22, 2021

6.1.4   Non-State Forms (NSF):

► State form translations
  o 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	1
In Test	11
Test Complete	0
In Production	22
Grand Total	**35**

6.1.5   Task Management

► Continued to meet with Consortium Business Analysts and Quality Assurance (QA) team to develop designs for the 21.11 release
  o CA-214901 DDID 2197, 2386
► Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
  o CA-214912 DDID 2246, 2240

Figure 6.1.5-1 – Task Management DDID Status
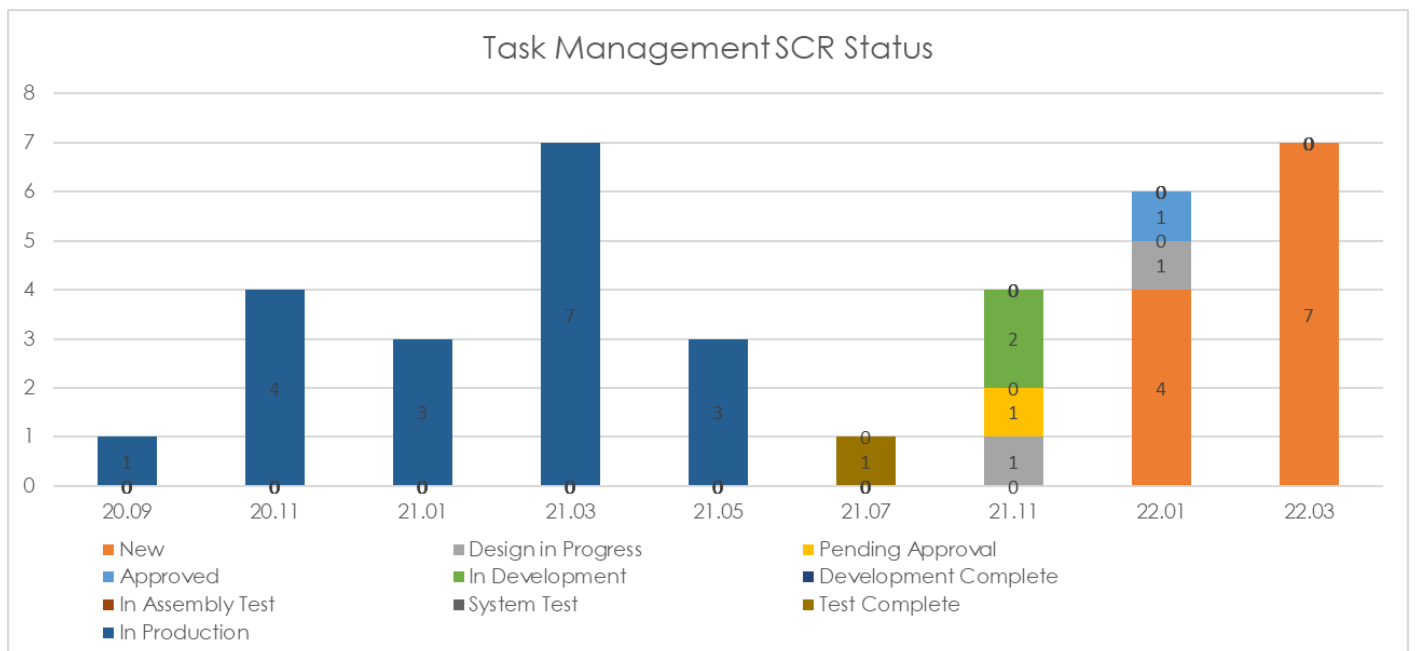
6.1.6   API

► Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs

Figure 6.1.6-1 – API DDID Status

6.1.7   GA/GR

► General:
  o Provided the weekly status update to Consortium on July 13, 2021
  o Discussed the GA GR Correspondence deliverables and design clarifications on July 13, 2021 and July 15, 2021
  o Discussed the GA GR Correspondence web service design clarifications on July 14, 2021
  o Discussed the GA GR Correspondence web service Technical Clarifications on July 13, 2021 and July 16, 2021
  o Completed System Testing of 21.07 SCRs
    • CA-215665 – Batch 1/2/3 Online changes Batch 1 (11 Rules) Non-Financial Rules, NOA Reasons
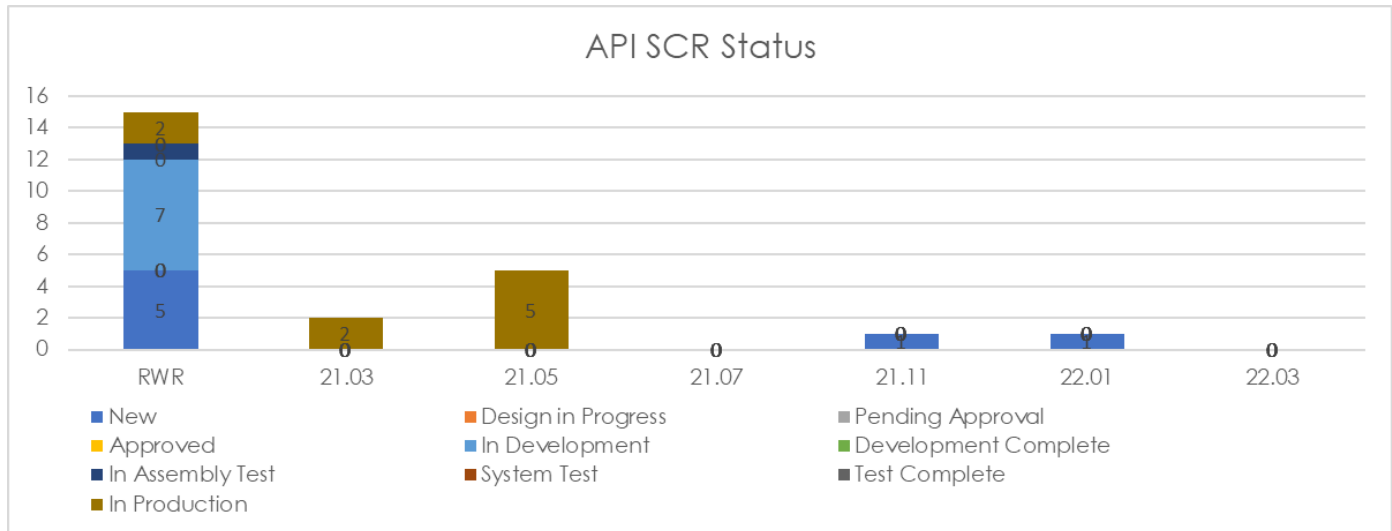   • CA-227318 – Remove sanction details from non-compliance screen for CalWIN GA GR solution
    • CA-215664 – Employment Services - phase 1
  o Continued with development of 21.11 SCRs
    • CA-228982 – (Phase 1, Batch 2 (9 Rules) Non-Financial rules, NOA Reasons)
    • CA-215926 – (Phase 1, Batch 3 (11 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])
    • CA-215672 – (Phase 2, Batch 2 [8 rules])
    • 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
    • CA-215914 – DDID 2313 FDS: GA GR Employment Services – Phase 2

- CA-215688 – DDID 2686 FDS: Phase 4 - GA GR - API – Emulator
- CA-224578 – DDID 2686/2314 FDS: GA GR Phase 2 Batch 3 (3 Rules) - Income Rules and Corresponding NOA Reasons
- CA-226400 – Phase 2 Non-Financial, Income Additional Changes - Correspondence from EDBC
- CA-229071 – Phase 2 Non-Financial, Income EDBC Additional Changes - EDBC Display Reason
  - o Continued with 21.11 designs
    - CA-224578 – (Phase 2, Batch 3 (6 rules))
  - o Started 22.01 designs
    - CA-215678 - DDID 2375 FDS: GA GR Splitting grant into Multiple Warrants
    - CA-215673 – DDID 2323 FDS: GA GR - GR recoverable offset batch
    - CA-215917 – DDID 2314 FDS: GA GR Rules Phase 3 - Resource, Reporting Rules and corresponding NOA Reasons, MU triggers

Figure 6.1.7-1 – GA/GR DDID Status
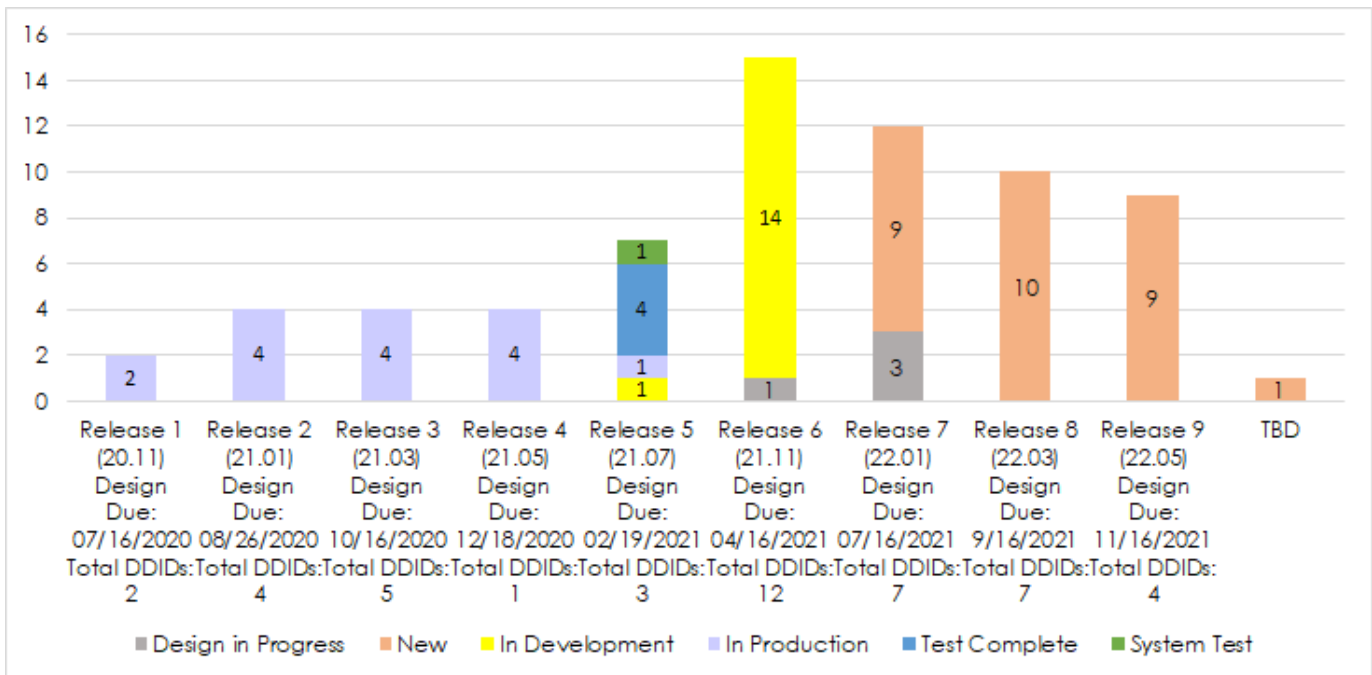
► CalWIN Correspondence Track:

Figure 6.1.7-2 – GA/GR Correspondence
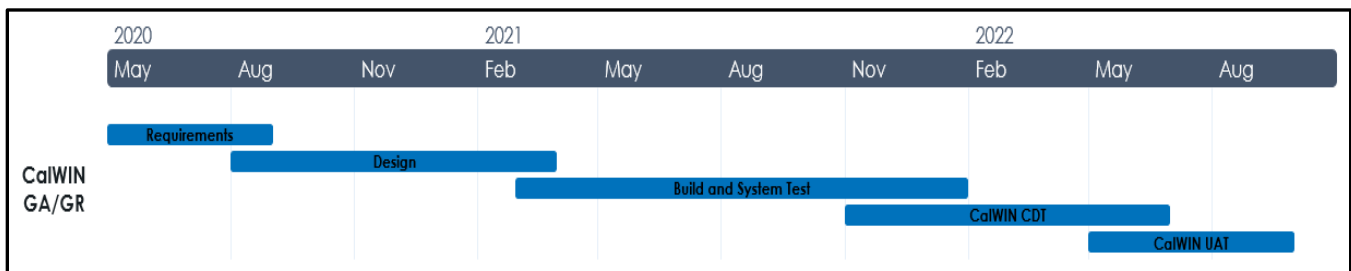
Figure 6.1.7-3 – CalWIN GA/GR Correspondence Development
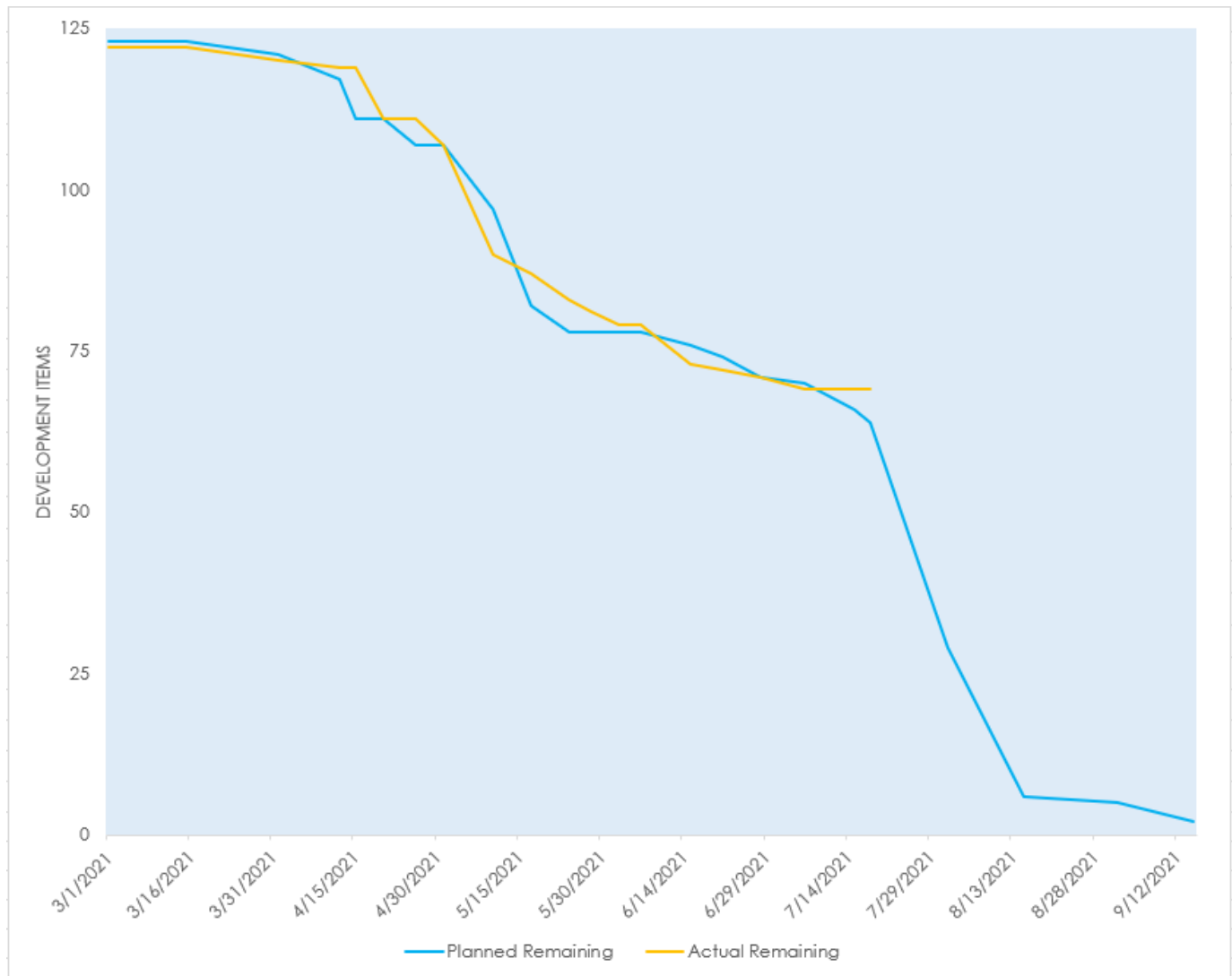
6.1.8 CalSAWS Portal Integration

► Continued supporting BenefitsCal system integration test activities and user acceptance testing (UAT) activities.
  o Delivered Code Drop 2 to UAT on November 18, 2021
  o Continued reviewing findings and resolving defects
► 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 the Batch Performance environment for a simulated daily volume by running Automated Test scripts over the weekend for a Monday test execution
► Performance defects have been opened to track batch processes that have been identified for performance analysis. Of the 72 identified defects, 14 are in development, 7 are in the testing phase, 48 are resolved, and the remainder are still being researched. The main defects impacting overall batch performance are:
    o CA-229743 - PB00M100 (Workload Assignment Batch folder)
    o CA-229932 - PB00M102 (Workload Assignment Batch folder) – Test Completed
    o CA-230579 – Issuance Threads Using 90% DB CPU
► Executed Performance tests
    o Executed individual batch jobs to test identified performance fixes in preparation for the next execution
    o Re-executed Main Payroll Batch July 15, 2021
► Upcoming Performance test plan for the week of July 19, 2021
    o Configured the newly approved additional 2 batch servers in the performance environment July 19, 2021
    o Re-executed Main Payroll Batch July 20, 2021

Figure 6.1.9-1 – Batch Performance Burndown Chart
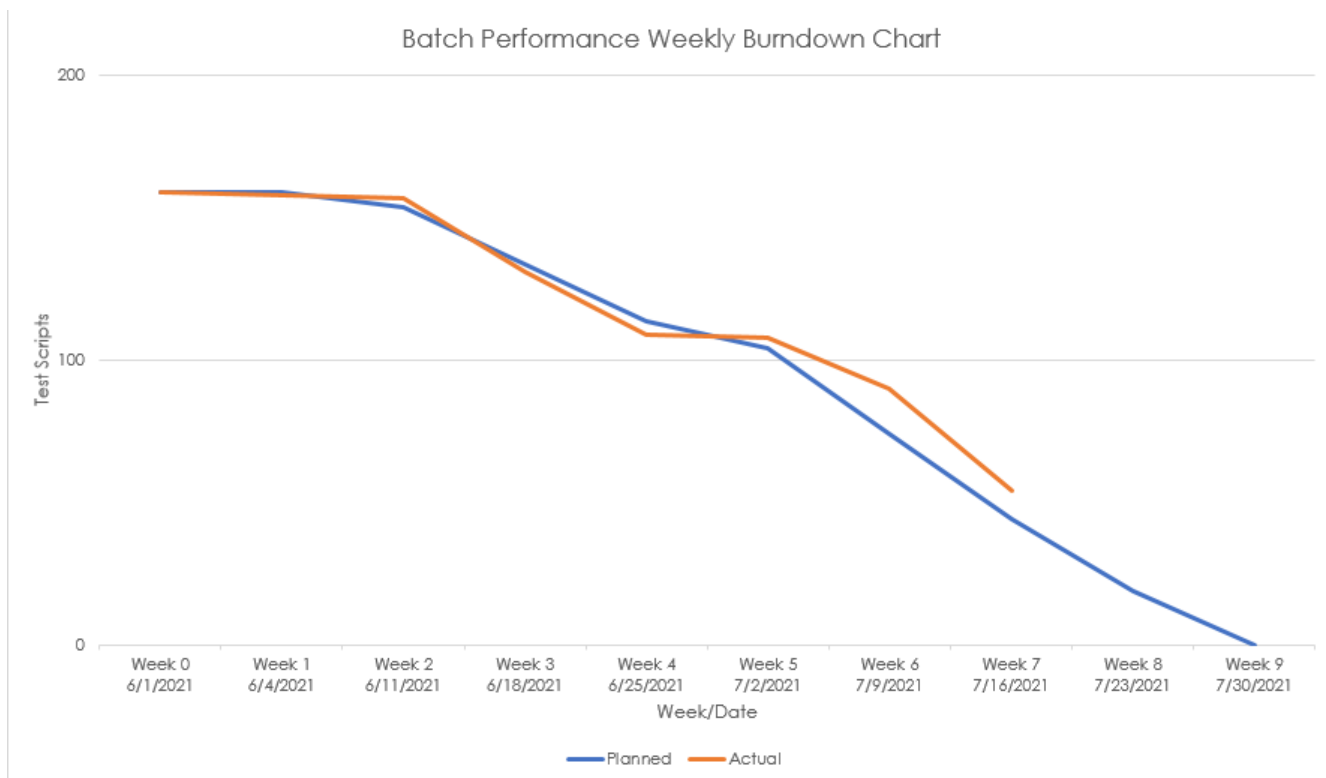
6.1.10 Central Print

> ► Continued discussion on test files and timing
> ► The following 21.07x SCRs are in process for central print activities:
> > o CA-218205 - Turn on GEN 1365 indicator
> > o 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
> > o This Epic covers the work to implement what was built for C-IV into CalSAWS
> > o Sprint 1 focuses on changes necessary to identify cases in CalSAWS that are eligible for removal under the approved data retention policy
> > o Integrated Legacy Data System conversion stories into planned Sprints for CalSAWS port
> ► Continued Sprint 2 of CalSAWS Porting Epic
> > o Sprint 2 focuses on changes necessary for the case deletion modules with exception handling
> > o 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
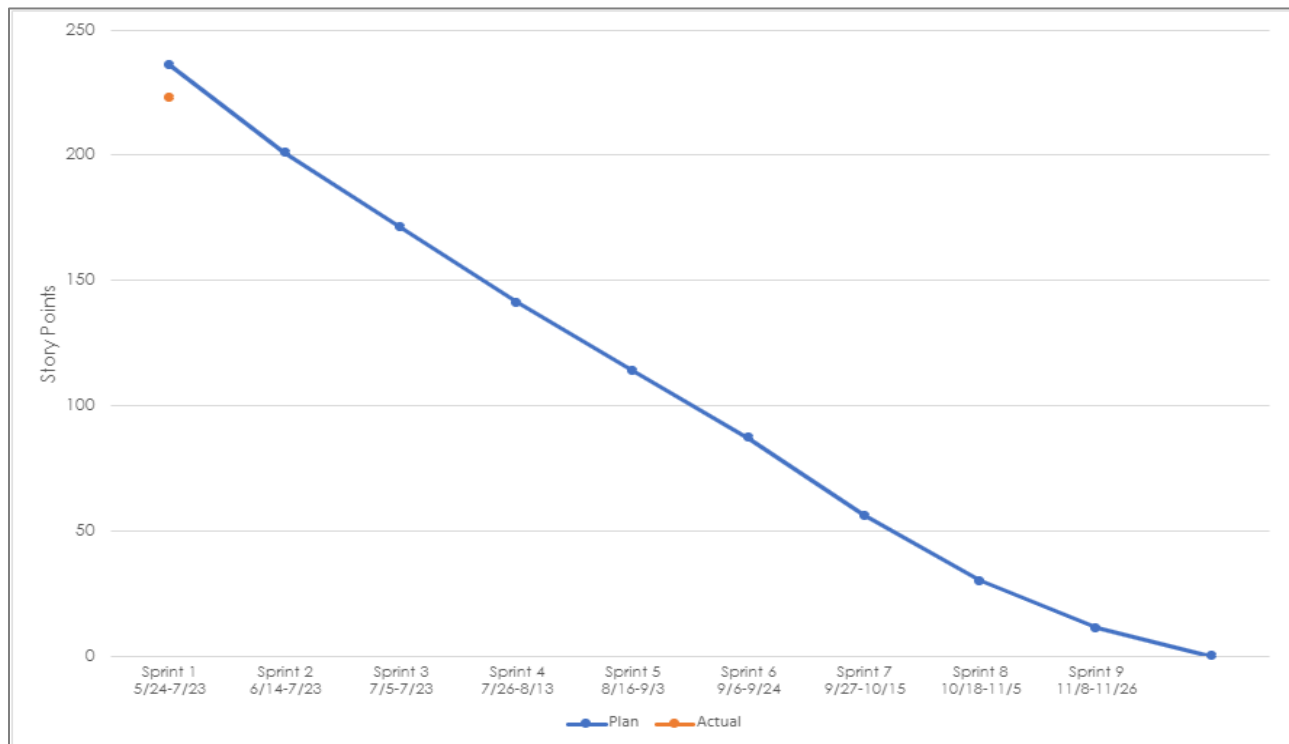
Table 6.1.11-1 – Planned Purge Sprints

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

6.1.12 Deliverable Management

Table 6.1.12-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	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

DEL #	DELIVERABLE NAME	STATUS
	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

► Executed activities for Mock Conversion #3 - 1B Go-Live
► Prepared for post Mock Conversion #3 project activities in this CON7 environment:
  o 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 UAT environment) for UAT Reports testers to view
  o 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)
  o By July 30, 2021, the Conversion team will generate the Case Review Report and provide this report (via the Consortium Conversion Team) 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
  o 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	• 1A Completed • 1B Completed

7.1.2   CalWIN Conversion:

► Continued performance discovery runs
  o Received all extracted (i.e., retained and filtered) data from the Wave 1 – 6 CalWIN counties
  o Executed and completed Wave 1 Conversion transformation (discovery) run in June 2021
  o Completed Wave 1 and 2 Conversion transformation run
  o In-progress Wave 3 Conversion transformation run
► Data Model (DM) 21.05 Epic
  o Overall, approximately 77% complete. The team is completing this Epic when all remaining open items will either be completed or assigned to a Data Model (DM) 21.07 Sprint (see below):
    • 5 Items delivered to system test will remain in 21.05 pending successful closure
    • 4 items moved to 21.07 epic
► Data Model (DM) 21.07 Epic
  o 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, however, will begin the Planning sprint on July 19, 2021

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

21.05												
					Item Status							
				0%	25%	30%	50%	75%	5%	100%	100%	0%
Sprint	**Total - Deferred Items**	**Sprint Duration**		**Not Started**	**Analysis & Mapping in Progress**	**Ready for Consortium Review**	**Build In Progress**	**Ready for AT**	**On Hold**	**Completed** *(Tested)**	**CNR**	**Deferred**
Overall	52	6/7/2021	7/16/2021	3	1	0	5	3	0	40	0	0
Planning	50	6/7/2021	6/18/2021	Idenitfied Database changes for 21.05 (22 Stories, 28 Tasks)								
Data Model Sprint 1	27	6/7/2021	6/25/2021	0	0	0	0	0	0	27	0	0
Data Model Sprint 2	20	6/28/2021	7/16/2021	3	1	0	5	3	0	8	0	0
EDBC Match Sprint 3	5	6/7/2021	7/16/2021	0	0	0	0	0	0	5	0	0

► CalWIN Conversion System Test Development (Epic) is approximately 63% and on-schedule to complete development by the end of October 2021
  o Continued development of the EDBC Functional Area scenarios
  o Continued development of the Special Units Functional Area scenarios
  o Continued development of the Fiscal Functional Area scenarios

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
Overall	**Overall**	**302**	**3/22/2021**	**10/29/2021**	**106**	**0**	**7**	**189**	**63%**	**55%**
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	0	2	18	90%	100%
Special Units	Queries	25	6/7/2021	7/9/2021	0	0	0	25	100%	100%
Special Units	Scenario	25	6/7/2021	7/9/2021	0	0	2	23	92%	100%
Fiscal	Queries	22	7/12/2021	8/13/2021	15	0	0	7	32%	17%
Fiscal	Scenario	22	7/12/2021	8/13/2021	15	0	0	7	32%	17%
Batch/Interfaces	Queries	38	8/16/2021	9/30/2021	38	0	0	0	0%	0%
Batch/Interfaces	Scenario	38	8/16/2021	9/30/2021	38	0	0	0	0%	0%

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

7.1.3 Gainwell Technologies

► CalWIN Data Migration (Gainwell Technologies)
   o Planning future data delivery milestones
   o Continued to meet with the document migration team and assess document migration processes
   o 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)
   o Completed initial data retention runs
   o 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

Table 7.1.4-1 – Ancillary Status by Functional Area

PHASE	COLLECTIONS	FRAUD	TASK MANAGEMENT
Data Mapping	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)
Transformation	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
Risk or Issues	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	**Design Completed and Build In-progress** Received Production Sized Files	N/A	N/A
Placer	**Design Completed and Build In-progress** Received Production Sized Files	**Design Completed and Build In-progress** Requested Production Sized Files	**Design Completed and Build In-progress** Received Production Sized Files
Yolo	**Design Completed and Build In-progress** Received Production Sized Files	N/A	N/A
Santa Clara	N/A	N/A	**Design and Build In-progress** Received Production Sized Files
Tulare	**Design and Build In-progress** Received Production Sized Files	N/A	N/A
Orange	**Design Completed and Build In-progress** Received Production Sized Files	**Design Completed and Build In-progress** Received Production Sized Files	**Design and Build Completed** Received Production Sized Files

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

Figure 7.1.4-3– Ancillary Systems Conversion Gantt Chart
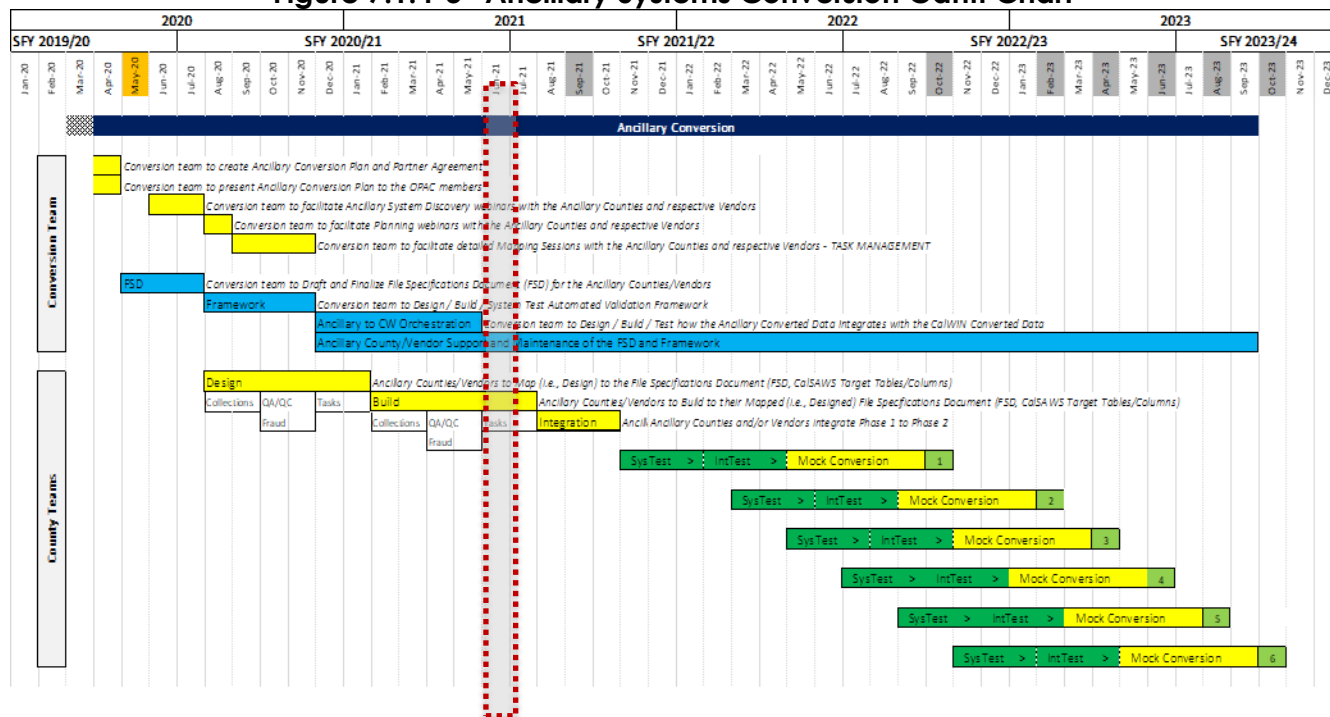
Table 7.1.4-4 – Ancillary Systems Conversion Milestones

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 handing for Ancillary provided Data is ready for the Counties	Completed
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build Complete	Development activities dependent Design Mapping are ready to Start (or are Complete)	In-progress
January 2022	System Test Complete	System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete)	Not started
April 2022	Integration Test Complete	End-to-End Test execution dependent on test scripts and System Test Complete are ready to Start (or are Complete)	Not started

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)	Completed

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 Fallout/Exception Reports from Mock Conversion 3
► Continue to work on Golden Data Set (GDS) #6 items
► Continue work on 21.07 Incremental Changes

7.2.2   CalWIN Conversion:

► Continue discovery runs in performance environment with filtered data
   o 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)
   o Continue documentation with CalSAWS on extraction plans around shell cases
   o Continue planning for future CalWIN extractions
► CalWIN Data Retention M&O (Gainwell Technologies)
   o 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 12, 2021
- ► Hosted the following Training Environment Roadshows:
  - o Region 5 (July 12, 2021)
  - o Region 4 (July 13, 2021)
  - o Region 3 (July 14, 2021)
- ► Supported the Consortium Training team with Early Training Sessions during the week of July 12-16, 2021
- ► Learning Management System (LMS)
  - o Continued preparing the LMS access option user load, scheduled for July 23, 2021
- ► Monitored Training Staging Environment updates for User Access after baseline R21.07
- ► Continued preparing for Dry Run #2 scheduled on July 19, 2021 for the Job Aid Process Presentation scheduled for July 27, 2021
- ► LMS Access Key Actions:
  - o Distributed CIT on updated/enhanced LMS Guide
  - o Distributed ForgeRock report on accounts (existing and inactive) to Regional Managers
- ► Imaging
  - o Hosted Early Training: Imaging session on July 12, 2021
  - o Attended Weekly Training Touchpoint with Consortium Training Manager on July 12, 2021
  - o Attended Early Training: Open Session on July 13, 2021
  - o Attended Early Training: Open Session on July 16, 2021
  - o Continued drafting Imaging Train-the-Subject Matter Expert (ITTSME) materials
  - o Finalized Learning Management System settings for Imaging Train-the-Subject Matter Expert (ITTSME) sessions

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

INCIDENT TYPES BY STATUS	STATUS			
INCIDENT TYPE	RESOLVED	IN PROGRESS – PROJECT	IN PROGRESS – WAITING ON COUNTY USER	TOTAL INCIDENTS
Cancelled	1	0	0	1
County Help Desk Question	1	0	0	1
Duplicate	9	0	0	9
ForgeRock Account Locked	0	1	0	1
ForgeRock Inactive User	14	2	4	20
ForgeRock Password Reset	7	4	0	11
ForgeRock Server Error	0	0	1	1
LMS Issue	12	1	0	13
LMS SAML Tag Error	0	2	0	2
Not Early Training Participant	3	0	1	4
Sandbox Access	0	1	0	1
Login Issues	63	0	27	90
Total Incidents *	**110**	**11**	**33**	**154**

Note:

* Total Incidents show incidents as of July 5, 2021

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	306

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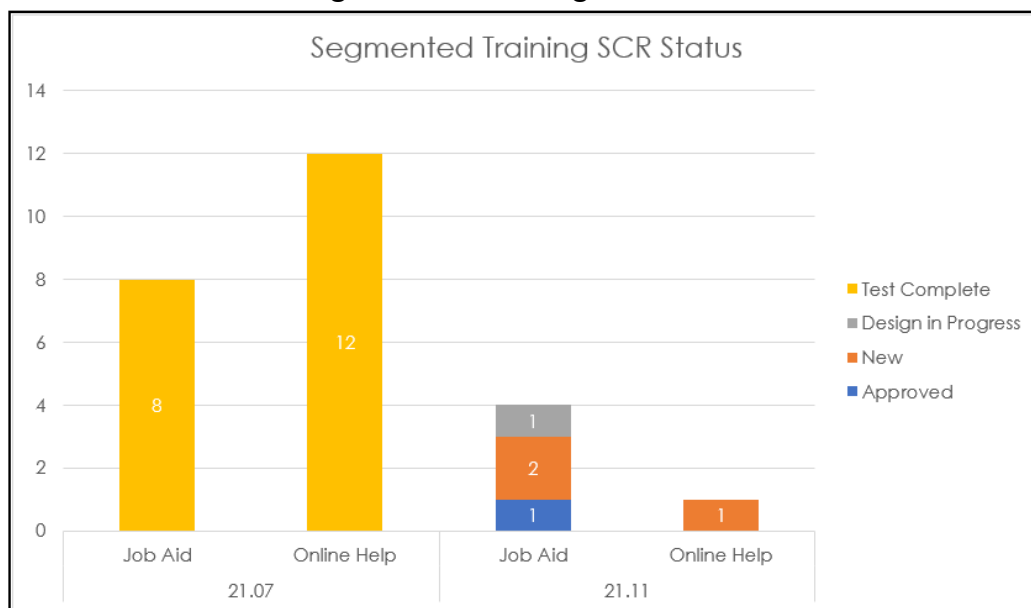
Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

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 19, 2021
► Meet with Regional Managers to discuss ForgeRock/LMS Mitigation Strategies on July 20, 2021
► Prepare to present two Training Roadshow sessions for Region 6 on July 22, 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
► Conduct LMS Option Loads on July 23, 2021
► Continue to monitor progress for Training Staging Environment changes
► Continue to provide support to the Consortium Training Team and Production Operations team on the new Release Notes process
► Continue to review the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
► Imaging
   o Attend Weekly Training Touchpoint with Consortium Training Manager on July 19, 2021
   o Present Imaging Training updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on July 20, 2021

- o Continue development of Imaging Train-the-Subject Matter Expert (ITTSME) materials
- o Start building cases for ITTSME demonstrations and hands-on practice

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 Pre-Meet with the Regional Managers on July 15, 2021, in which the following topics were covered, T-3 Month Change Readiness Assessment Results and Updates on Greenlight Presentation for County Director Checkpoints

► Hosted the Implementation Readiness Working Sessions with the Project teams on July 15, 2021, during which the Project teams provide any updates/changes to Implementation Readiness tasks, alert Implementation on status updates, escalate issues, and establish any mitigation plans for behind/at-risk tasks

► Continued to refine content for the Greenlight Presentation
  o Presented the updated Greenlight Presentation at the Section Directors Meeting on July 12, 2021 and incorporated feedback as necessary
  o Continued coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness and greenlight reporting approach

► Sent July Implementation Readiness Packet and Dashboard to the CIT/CRFI review group, with a data effective date of July 2, 2021

► Distributed 2 CRFIs, one identifying CalWIN volunteers who would like to observe post-deployment on-site support and one identifying Los Angeles County staff who would like to provide an extra level of support

► Gathered responses from C-IV Counties on which offices will be accepting on-site visitors during the post-deployment support period
  o Began to compile a County office visit schedule logistics tracker based on responses

► Began to update the County Preparation Phase Packet and Security Matrix with updates from the latest Golden Data Set, as well as release 21.07

► Began planning for the Implementation Regional Touchpoint #4, to be hosted in late August

► Continued coordination with Conversion and Eligibility teams to create an instructional guide on how to review cases with a Yellow Case Review Flag post-conversion

► Began coordination with the Conversion team on conducting the County Data Validation for Mock Conversion 3

► Continued coordination with the User Acceptance Test (UAT) team on testing outcomes and their impact on the Implementation team, as appropriate

► 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 across the below readiness areas as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation Readiness: Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation
Support Readiness, and Integration Readiness

► Continued coordination with the Implementation Points of Contact (IPOCs) on tracking their County's readiness

- o Regional TOSS teams continued July occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
- o Continued tracking actual completion dates for each County, as tasks are coming due
- o Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist
- o Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate
- ► Maintained schedule of Implementation meetings (see Table 9.1.1-2)
- ► Imaging
  - o Attended Pre-Meet for Monthly Implementation Readiness Checkpoint on July 15, 2021
  - o Attended Monthly Implementation Readiness Working Session with CalSAWS Teams on July 15, 2021
  - o Continued to maintain Imaging tasks on Project and County readiness checklists
  - o Continued supporting Implementation team in answering County Imaging questions
  - o Loaded Project and County Imaging Readiness Checklists for Los Angeles County into JIRA
  - o Continued planning for Los Angeles County Implementation Readiness Checkpoints

Figure 9.1.1-1 – Implementation Gantt Chart
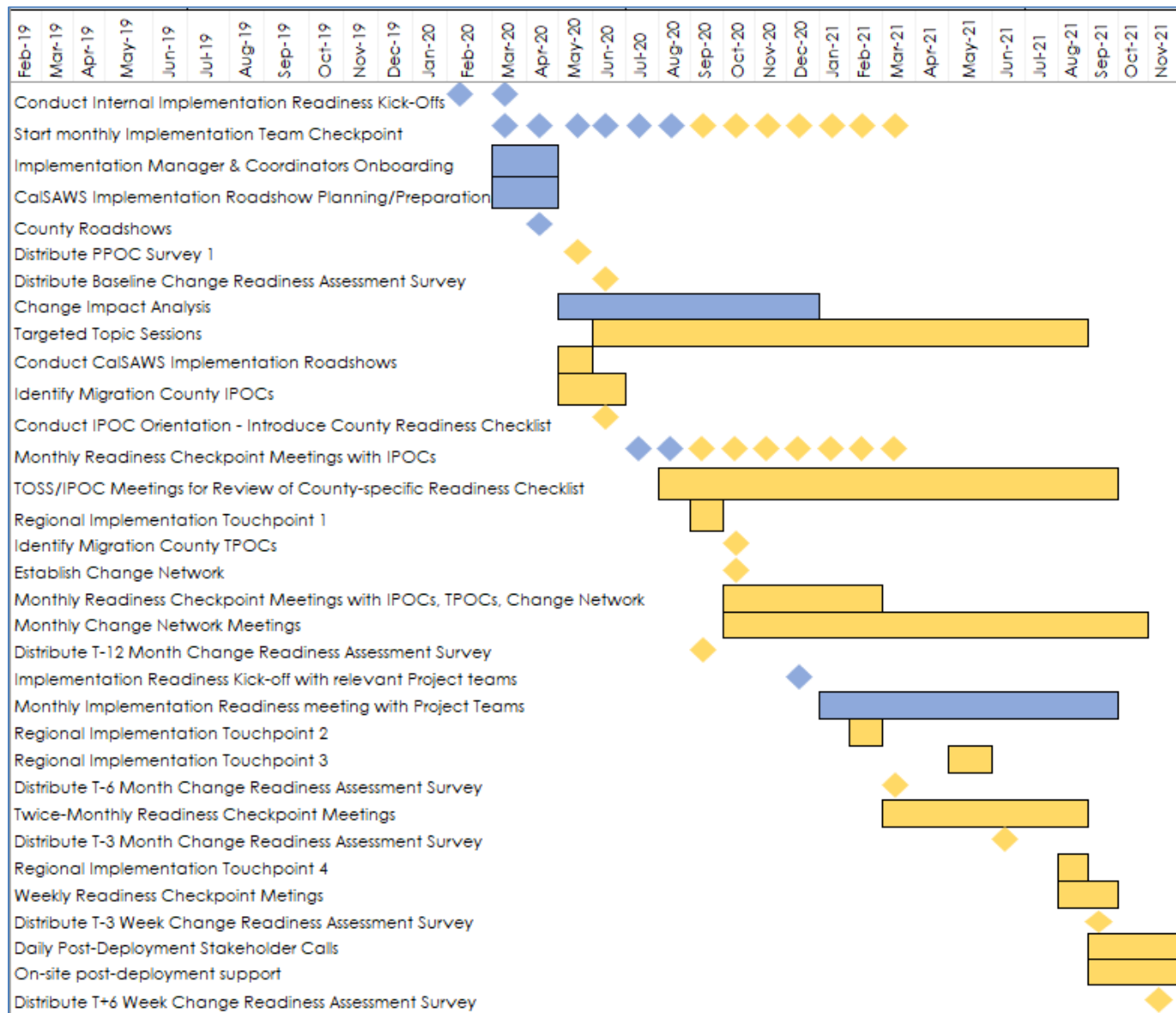
Note:

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

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

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

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.1.2   Change Management

► Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live

► Continued to add and track communications events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other change communications

► Change Network
  o Continued to monitor input from the Change Network Champion (CNC) Feedback Form and provide responses in a timely manner
  o Compiled and distributed the July CNC Meeting follow-up materials
  o Continue to develop the August CNC Meeting presentation

► Targeted Topics/Just-in-Time (JIT) demonstrations
  o Eligibility Processing
    • Continued compiling the Eligibility Processing Just-in-Time demonstration follow-up materials
  o Employment Services
    • Continued compiling the Eligibility Processing Just-in-Time demonstration follow-up materials
  o Supervisor Authorization
    • Continued to develop and prepare for this Just-in-Time demonstration in August 2021

► Communication
  o News Blast #4
    • Continued developing News Blast #4 in preparation for August distribution
  o Go-Live Packet
    • Continued developing the Informational Migration Packet
  o Regional Touchpoint #4
    • Developed Change Management Slides for Regional Touchpoint #4
  o User Readiness Assessment Survey
    • Finalized the T-3M final survey readout and shared the results during the monthly PSC meeting, Region 5 Site Visit, and Bi-Weekly Pre-Meet with Regional Managers

► Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
  o 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)
  o Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.

► Continued coordination and collaboration with Conversion team on Change Management's role in communicating and tracking manual case reviews, as well as downstream application/batch impacts based on unreconcilable data

► Continued to monitor Sandbox performance and follow up on the status of open

environment defects
► Imaging
  o Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
  o Attended meeting re: T-3 Month C-IV User Readiness Assessment with Consortium Change Management Leads on July 12, 2021
  o Attended Customer Engagement Management Team meeting on July 12, 2021
  o Hosted bi-weekly Imaging Materials Review session with Consortium Imaging Analysts on July 14, 2021
  o Attended Weekly Change Management Touchpoint with Consortium Change Management Leads on July 14, 2021
  o Attended CalSAWS Imaging Committee meeting on July 15, 2021
  o Finished drafting July Imaging communication re: Optical Character Recognition and Exception Queue Management
  o Los Angeles County Imaging Change Management
    • Hosted Los Angeles County T-3 Month Imaging Change Readiness Assessment Planning Session with Region 6 Regional Managers, Los Angeles County Imaging Leads, and Consortium Change Management Leads on July 13, 2021
    • Finalized presentation for Los Angeles County Imaging Change Network July monthly meeting
    • Updated CalSAWS Imaging Newsletter #3 per internal review comments
    • Drafted CIT for CalSAWS Imaging Newsletter #3
► Task Management
 o Continued coordination with Task Management Application Development teams for overview of the solution and change
  o Continued review and development of Task Management training and change management materials, including migration WBTs, infographics, and targeted topic session materials.
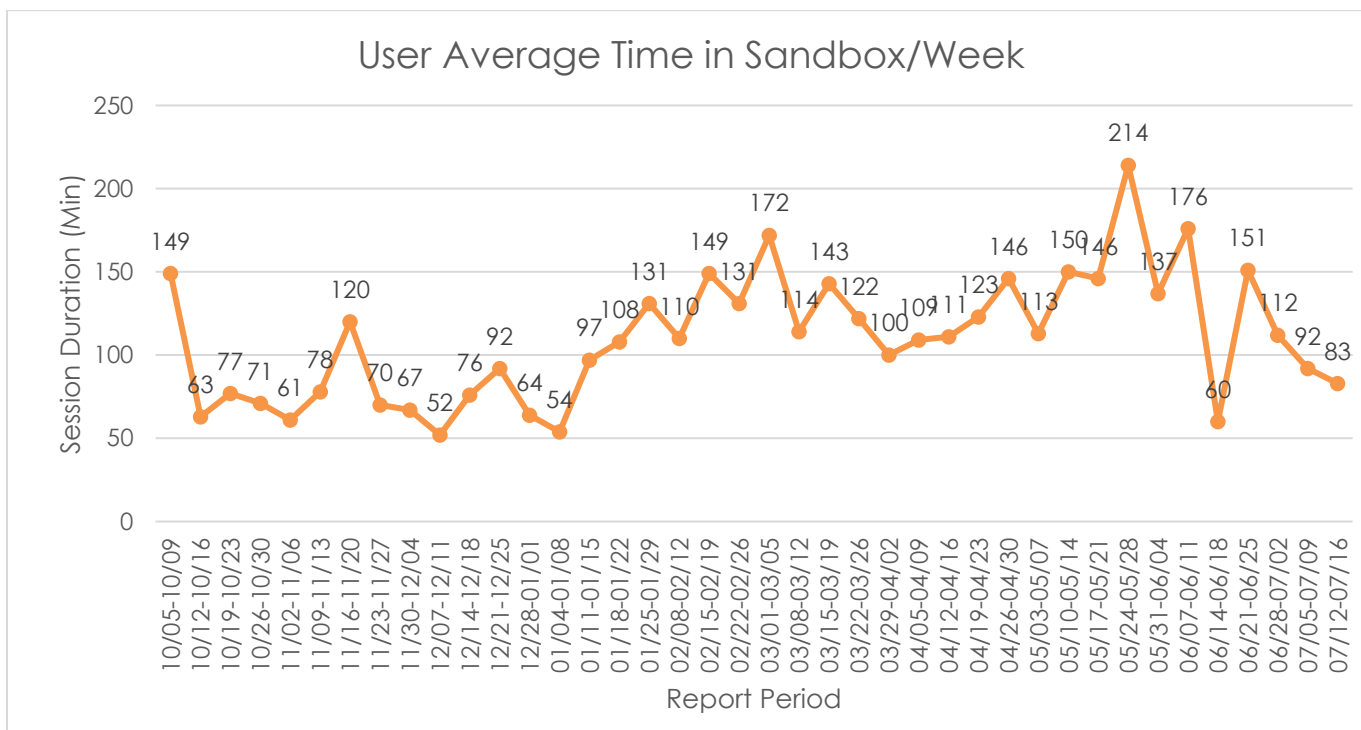► FCED
  o Continued reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

Figure 9.1.2-1 – LRS Sandbox Environment: Total Number of Counties that Logged in per Week (excluding 02/01/2021-02/09/2021)
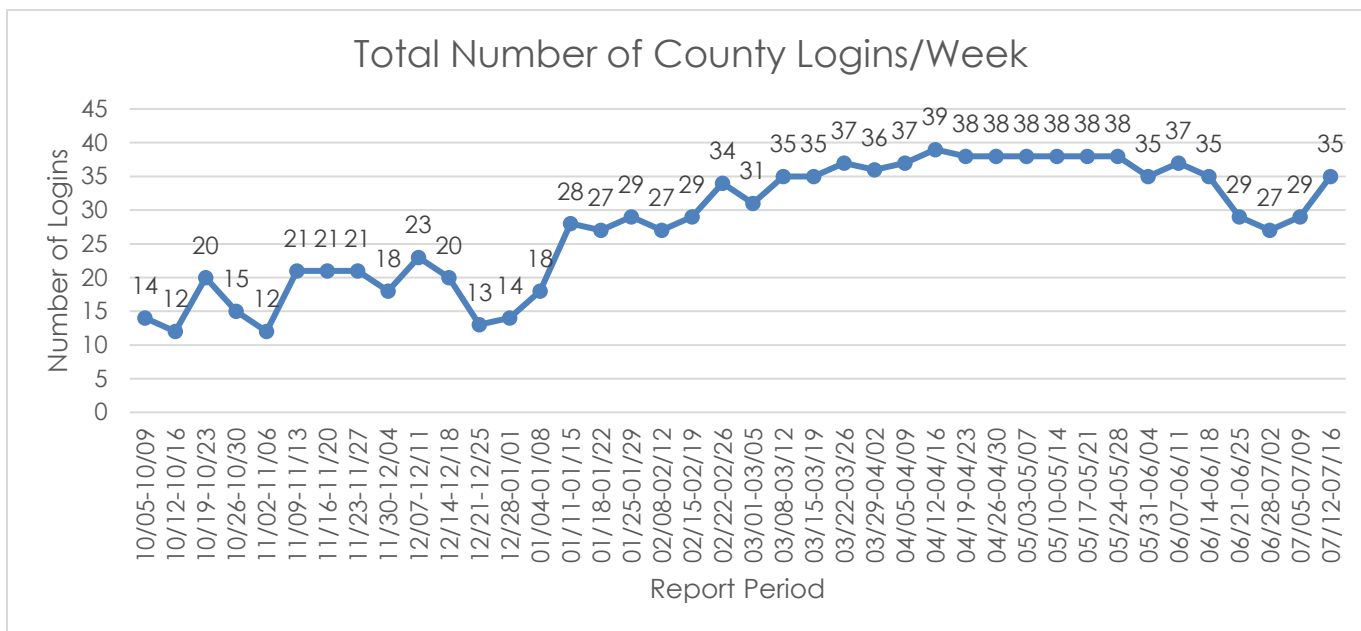
Figure 9.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (excluding 02/01/2021-02/09/2021)

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

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Butte	Users 1, 3	9	06:46:05
Contra Costa	Users 1, 2, 3, 4	41	15:53:38
Del Norte	Users 3, 4	1	01:20:00
El Dorado	Users 1, 6	2	01:17:05
Fresno	Users 1, 2, 3, 4	9	13:17:32
Glenn	Users 1, 2, 4	7	03:06:07
Humboldt	Users 1, 2, 3, 5, 6	1	02:25:04
Kern	User 1	5	01:27:25
Lake	Users 1, 5, 6	1	02:49:56
Los Angeles	Users 4, 6	3	02:52:31
Marin	Users 2, 6	1	00:14:51
Mariposa	User 4	1	00:01:28
Mendocino	User 1	1	00:58:47
Merced	Users 1, 5	1	00:39:33
Modoc	Users 3, 4, 5	1	01:06:13
Monterey	User 1	2	00:01:28
Napa	Users 4, 6	1	01:51:22
Orange	Users 1, 2, 3, 4	11	06:58:30
Placer	Users 1, 2, 3	2	01:50:50
Riverside	User 1	2	00:12:17
Riverside	Users 3, 5, 6	1	02:01:09
San Bernardino	User 1	23	06:04:10
San Bernardino	Users 5, 6	1	06:49:50
San Diego	User 1	1	00:27:32
San Francisco	User 1	1	00:00:17
San Luis Obispo	User 6	1	00:06:32
San Mateo	Users 1, 6	8	04:45:37
Santa Barbara	Users 2, 5, 6	6	03:54:17
Santa Clara	Users 1, 2, 4	10	12:56:41
Santa Cruz	User 1	11	01:15:27
Shasta	Users 1, 3, 4, 6	3	02:30:52
Solano	User 1	1	00:00:37
Sonoma	Users 3, 5, 6	1	00:00:00
Stanislaus	Users 1,2, 3, 5	5	10:55:06
Sutter	Users 1, 3, 4, 5, 6	8	08:58:42
Ventura	User 3	1	00:37:50
Yolo	Users 1, 2, 5, 6	2	00:26:21

9.2 Activities for the Next Reporting Period

9.2.1 Implementation

- ► Host the Implementation Readiness Checkpoint with the C-IV Counties on July 7, 2021, in which the following topics will be covered: BenefitsCal Social Media and Website Update Tracker, BenefitsCal Training Updates, T-3 Moth Change Readiness Assessment Survey Results, UAT, and Training
- ► Present the Greenlight Presentation to the Section Directors and Regional Managers with the most current data on Thursday, July 22, 2021
- ► Distribute July Implementation Readiness Packet and Dashboard to the C-IV Counties, with a data effective date of July 2, 2021
- ► Continue coordination with the Conversion team on conducting the County Data Validation for Mock Conversion 3
- ► Continue reviewing responses from C-IV Counties on which offices will be accepting on-site visitors during the post-deployment support period, and begin compiling an associated County office visit schedule logistics tracker
- ► Continue 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 planning for the Implementation Regional Touchpoint #4, to be hosted in late August
- ► Continue coordination with Conversion and Eligibility teams on how to communicate the Yellow Case Review Flag that Counties will see post-conversion
- ► Continue coordination with the User Acceptance Test (UAT) team on UAT outcomes relevant to the Implementation, Change, and Training teams
  - o 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
  - o Continue to update County-specific checklists based on feedback from IPOCs
  - o Continue to track upcoming task due dates and actual completion dates
  - o Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria
- ► Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities
- ► Imaging
  - o Attend Twice-Monthly Training, Implementation, and Change Management Team meeting on July 20, 2021
  - o Attend Twice-Monthly Implementation Readiness Checkpoint on July 21, 2021
  - o Continue supporting Implementation team in answering County Imaging questions
  - o Continue monitoring Project Implementation Readiness tasks for Imaging
  - o Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
  - o Finalize meeting materials for Los Angeles County July Imaging Implementation Readiness Checkpoint

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 Continue developing the August CNC Monthly meeting presentation and finalize topics
► Targeted Topics / Just-in-Time (JIT) demonstrations
  o Eligibility Processing
    • Finalize follow-up materials from the demonstration to distribute
  o Employment Services
    • Finalize follow-up materials from the demonstration to distribute
  o Supervisor Authorization
    • Continue to prepare for the Supervisor Authorization Just-in-Time demo in August 2021
► Communication
  o Go-Live Packet
    • Continue editing one component of the Go-Live Packet, the Informational Migration Packet, for distribution in July 2021
    • Begin compiling the four Go-Live Packet components
  o News Blast #4
    • Finalize drafted content and send out for review
  o Thank-You Video
    • Begin developing a Thank-You video to distribute to Counties, thanking them for their work the past 10-12 months
► User Readiness Assessment Survey
  o Present the T-3M results to the IPOCs and prepare results for the August CNC Meeting
  o Begin to create materials announcing the T-3W Readiness Survey
► Continue to drive change team efforts phase of the C-IV to CalSAWS Change Impact Analysis

- o Continue coordination with Training Team on Organizational Change Management (OCM) recommendations based on Change Impact Analysis (CIA) outcomes
- ► Continue coordination with Conversion on case review tracking, Application Development Team input, and necessary County outreach
  - o Continue to review Conversion impacts from JIRA extract
- ► Continue to monitor Sandbox environment performance and escalate issues as necessary
- ► Imaging
  - o Attend Customer Engagement Management Team meeting on July 20, 2021
  - o Present Imaging Change Management updates at Twice-Monthly Training, Implementation, and Change Management Team meeting on July 20, 2021
  - o Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on July 21, 2021
  - o Host Los Angeles County Imaging Change Network Monthly meeting on July 22, 2021
  - o Draft CIT for Los Angeles County T-3 Month Imaging Change Readiness Assessment
  - o Start planning Imaging content for C-IV County Change Network August Monthly Meeting
  - o Start planning August Imaging communication for Los Angeles County
- ► Task Management
  - o Continue coordination with Task Management Application Development teams for overview of the solution and change
  - o Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs
- ► FCED
  - o Continue reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

9.3   Deviations from Plan/Adjustments

- ► None for the reporting period

10.0   Appendices

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

Appendix D – CalSAWS Project Risks and Issues

Appendix E – OBIEE and State & Management Master Inventory

CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: July 12, 2021 to July 18, 2021

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