

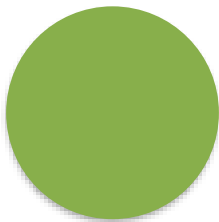


CalSAWS | Project Steering Committee Meeting



September 16, 2021

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# Agenda

1. Call Meeting to Order and confirmation of quorum
2. Agenda Review
3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

NOTE: The public may also speak on any item ON the Agenda by waiting until that item is read then requesting recognition from the Co-Chair to speak.

- All lines will be muted when meeting begins.
- To unmute:
  - ✦ When connected via computer – click the microphone icon.
  - ✦ When connected via telephone – press \*6.



## Action Items

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# Action Items

4. Approval of the Minutes from the August 19, 2021, PSC Meeting and review of Action Items.



# Informational Items

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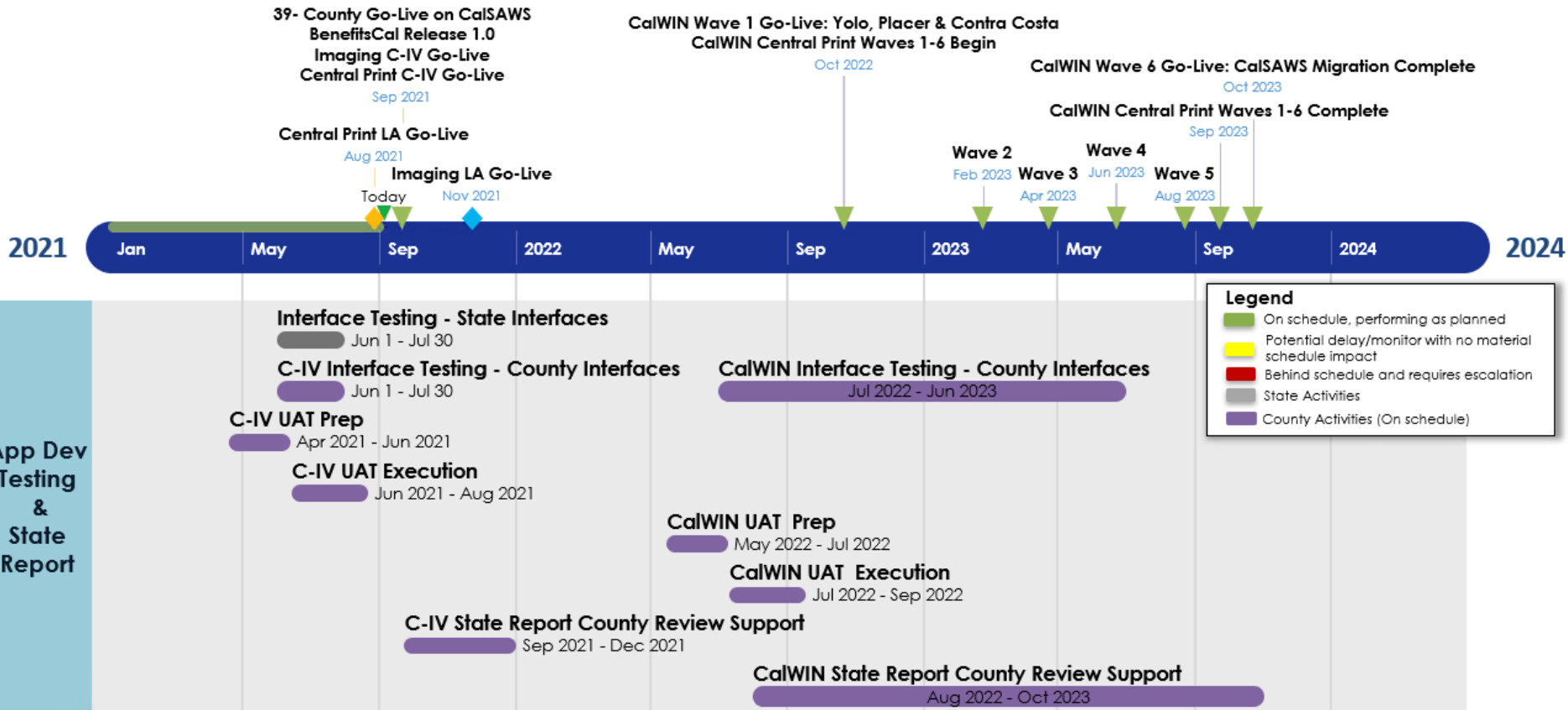
# CaSAWS Gantt Chart Update



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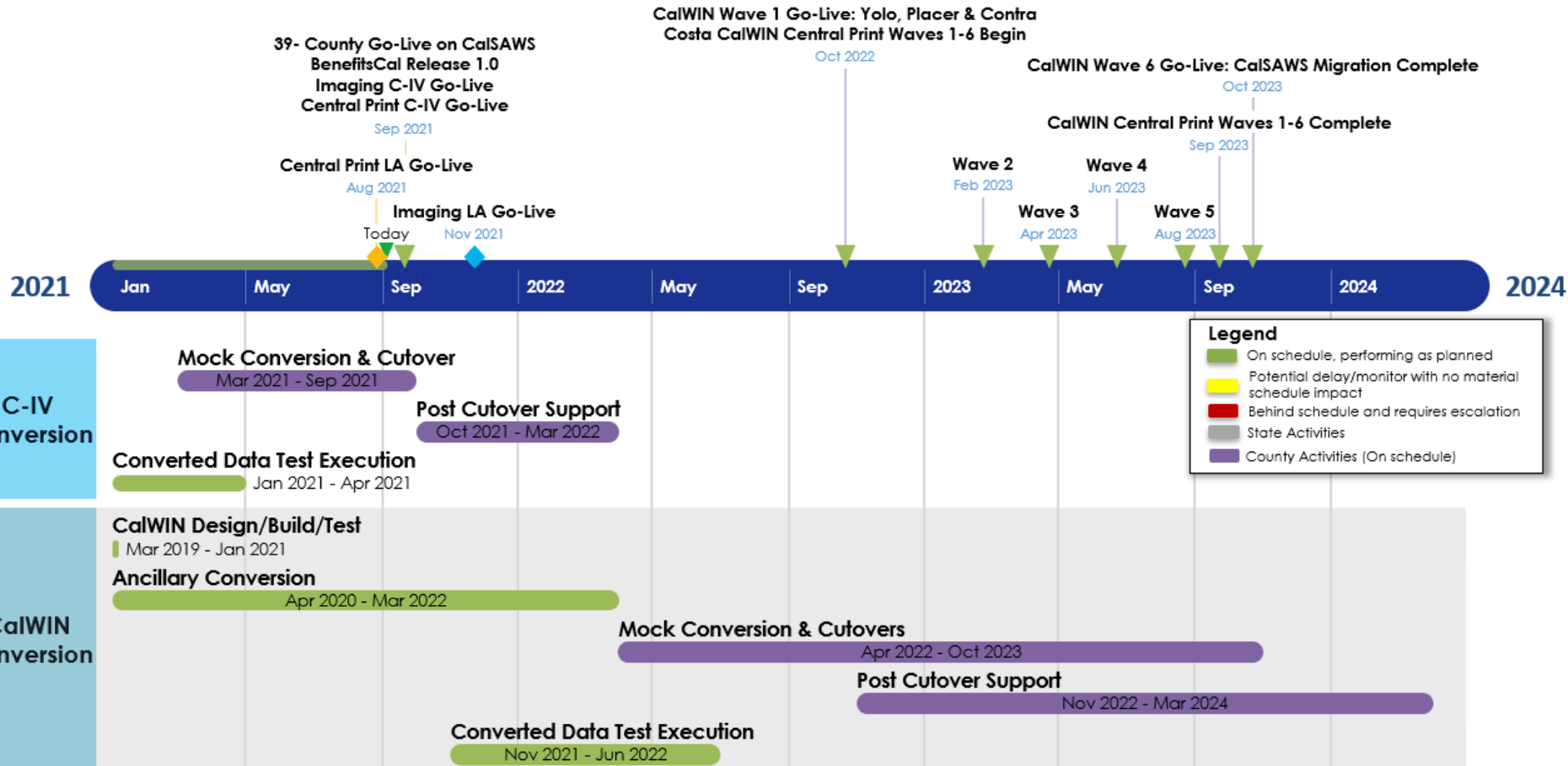
# CalSAWS Gantt Chart

## High Level Overview – Application Development



# CalSAWS Gantt Chart

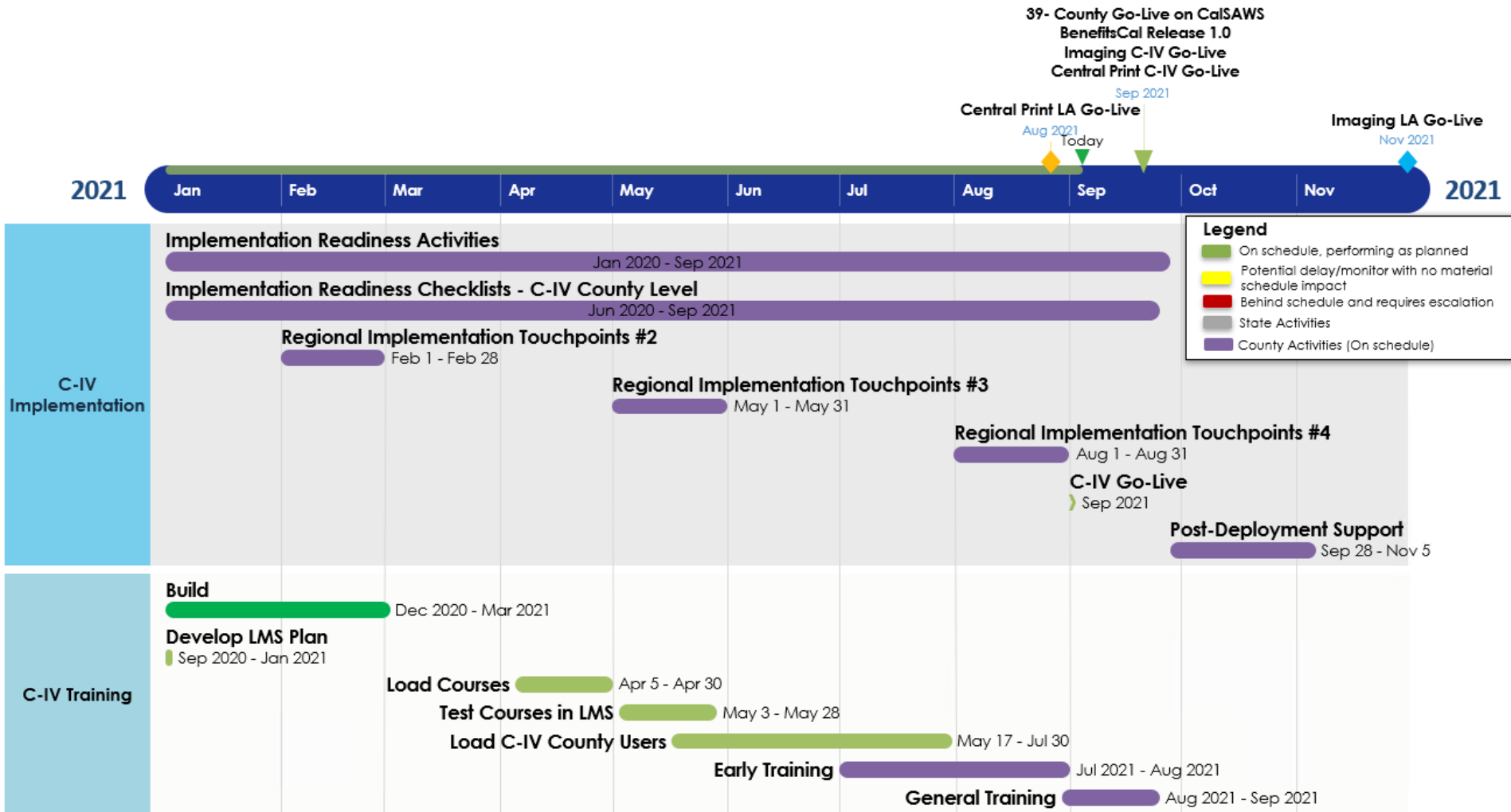
## High Level Overview – Conversion





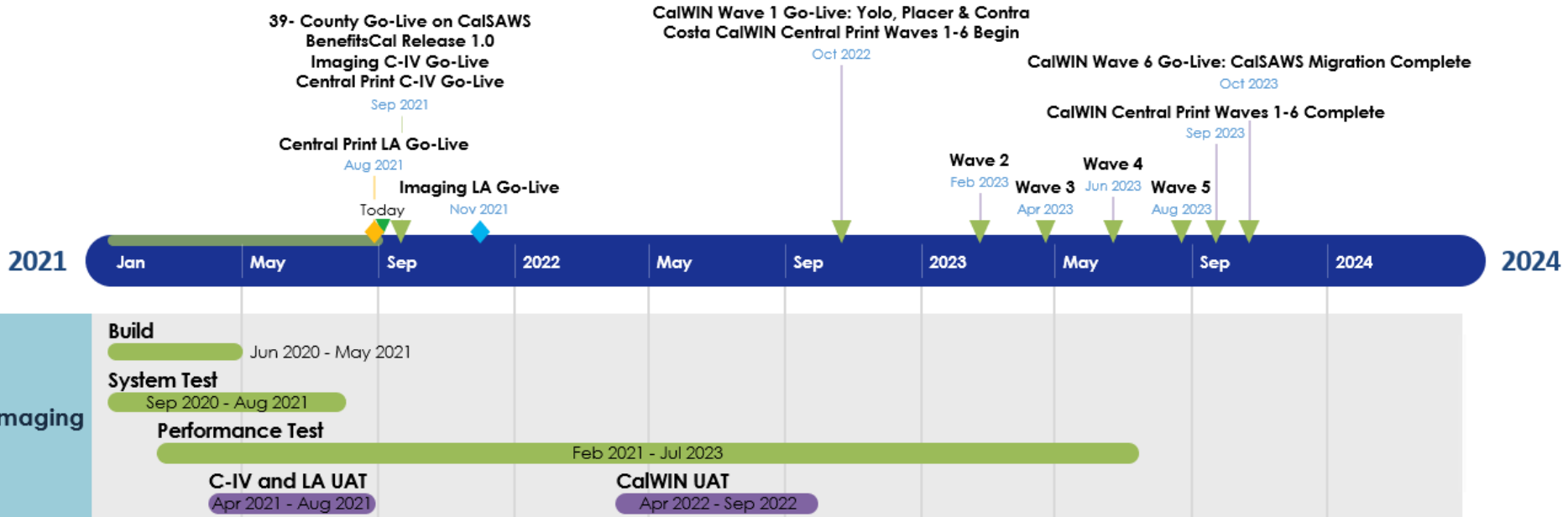
# CalSAWS Gantt Chart

## High Level Overview – C-IV Implementation and Training



# CalSAWS Gantt Chart

## High Level Overview – Imaging

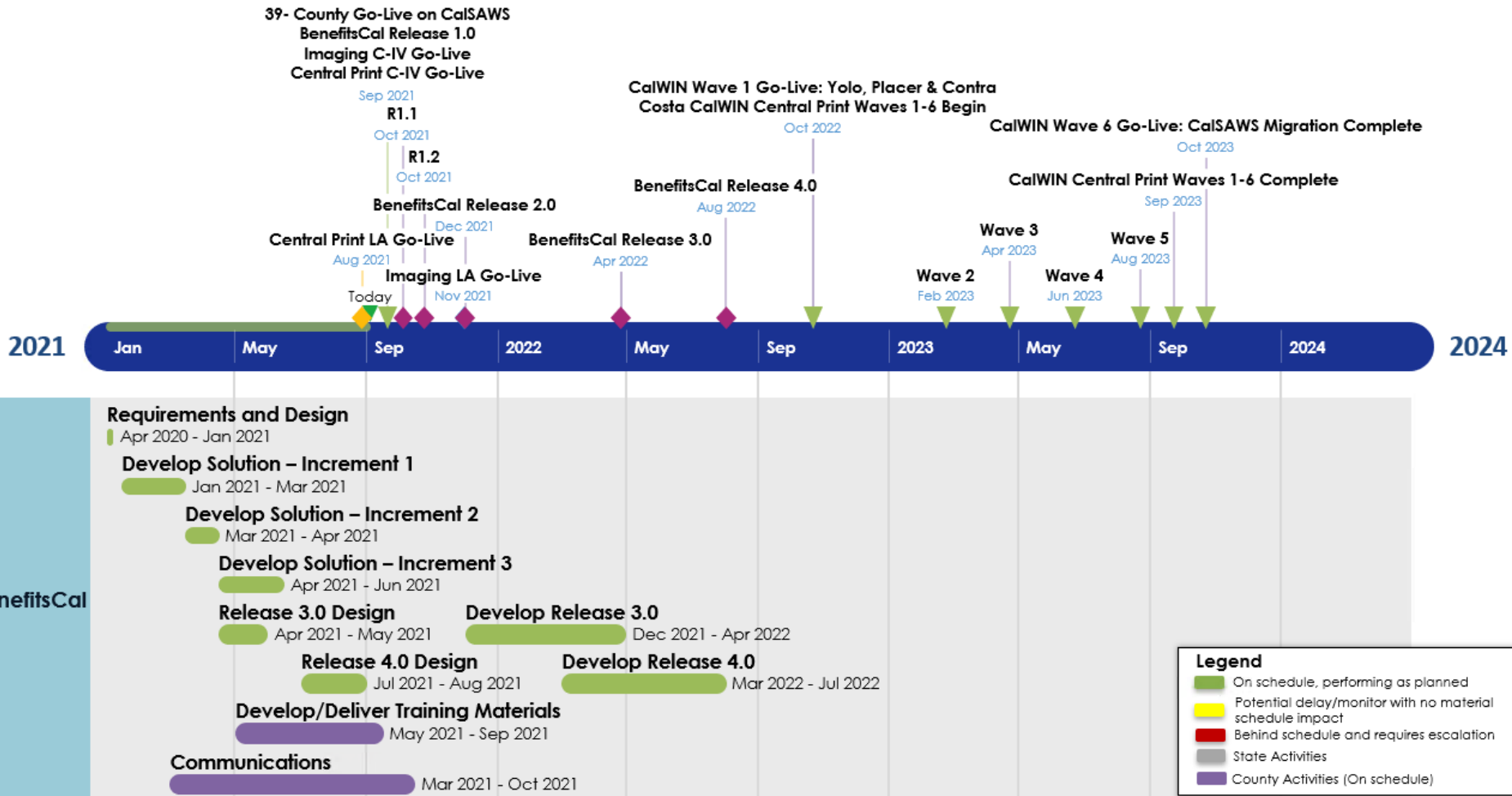


**Legend**

- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)

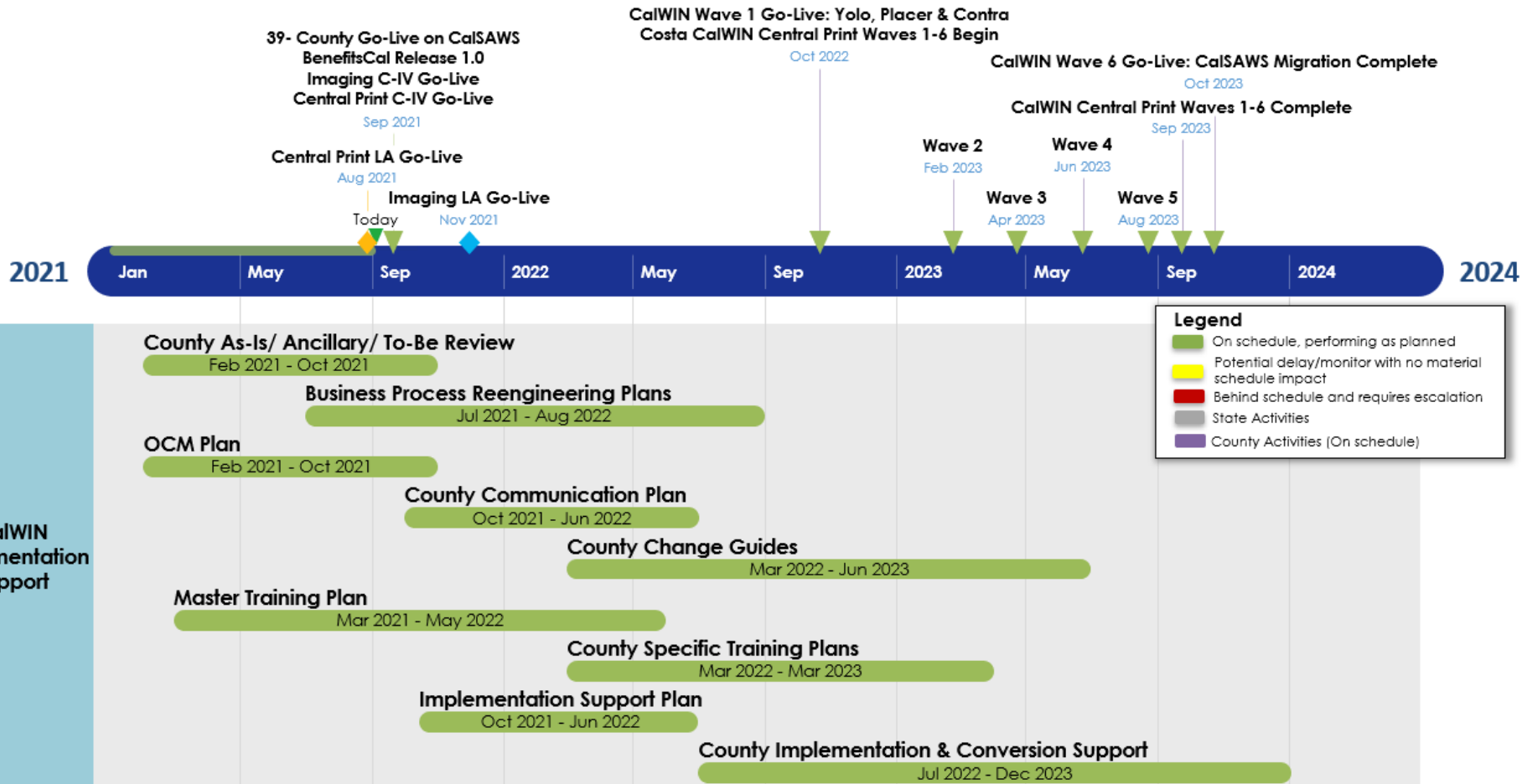
# CalSAWS Gantt Chart

## High Level Overview – BenefitsCal



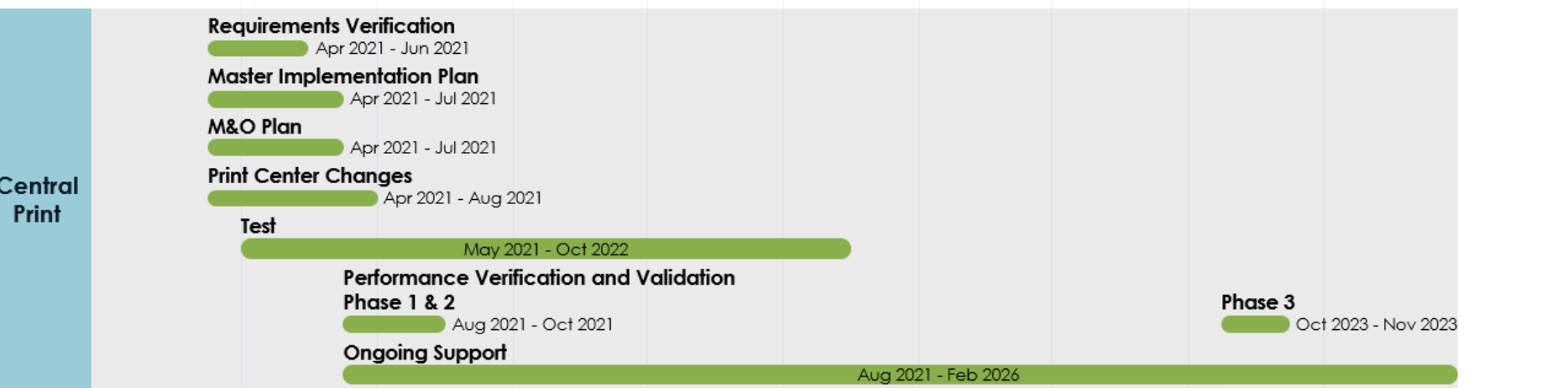
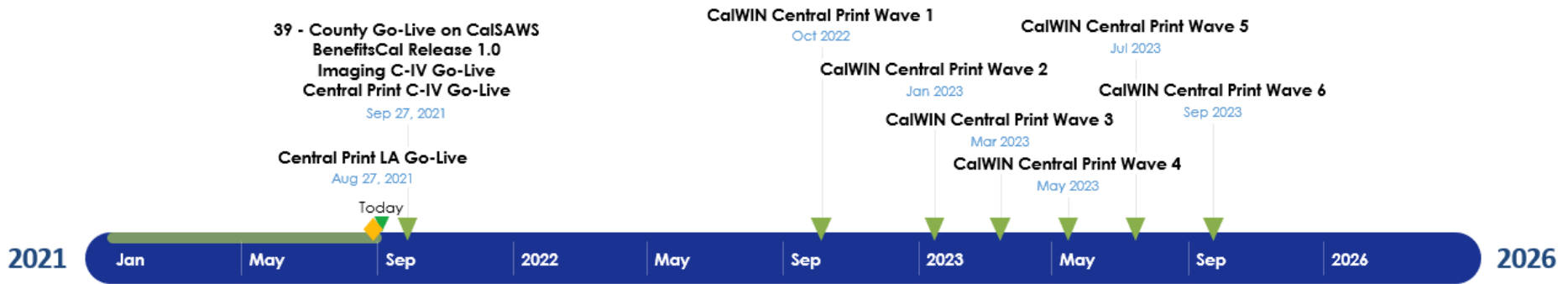
# CalSAWS Gantt Chart

## High Level Overview – CalWIN OCM



# CalSAWS Gantt Chart

## High Level Overview – Central Print



**Legend**

- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)



## CalWIN Implementation Support Services

- BPR
  - OCM
  - Training
- 
-

# Business Process Reengineering (BPR)

## As-Is and To-Be Status

- As-Is Business Process Reengineering (BPR) – **COMPLETE**
  - Conduct As-Is BPR Sessions with Waves 1–6 (18 of 18 Counties) – **100% Complete**
  - Final As-Is Work Product Sign-Off for Waves 1–6 (18 of 18 Counties) – **100% Complete**
- To-Be Business Process Reengineering (BPR) – **ON-TRACK**
  - Wave-1 To-Be Final Work Product Sign-Off (3 of 3 Counties) – **100% Complete**
  - Wave-2 To-Be Sessions – **In-Progress**
- Waves 3–6 To-Be Planning – **IN-PROGRESS**
  - Special Wave Check-In meetings completed to discuss To-Be BPR with Waves 3–6
  - Waves 3–6 To-Be preparation is ongoing

# Organizational Change Management (OCM)

## Previous & Upcoming Topics

### **August**

- Intro to Change Measures
- Adoption Metrics
- Change Dashboards

### **September**

- Development of County Specific OCM Plans
- Introduction to Change Network Champions approach

### **October**

- Defining of change impacts and approach to address impacts identified from Wave 1 BPR
- T -12 Discussion of Change Readiness surveys for Wave 1 Counties



# Training

## Training Advisory Council (TAC) Meeting

### **September**

- Training Roles
- Developing the Master Training Plan
  - Process
  - Content

### **October**

- Training Development Progress
- Review of completed draft Instructional Design MAPs (ID Maps)

# Training

County Meetings to Discuss Draft Training Schedules & Training Roles

Contra Costa – August 25, 2021

Yolo – September 2, 2021

Placer – September 2, 2021

## Next Steps

- ✓ Review/refine the Training Roles and Staffing Numbers
- ✓ Update Draft Training Schedules and Timelines to reflect the classroom needs discussions
- ✓ Schedule follow-up meetings to review next drafts



# Application Development and Policy Update

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# Application Development and Policy

## Key Upcoming Dates

Date	Event
September 11, 2021	CW/CF COLAs for 10/2021 FC COLA for 7/2021 <i>The C-IV System will be unavailable on 9/11-12</i>
September 14, 2021 (Tentative)	Mass Replacement for impacted zip codes in 21 C-IV Counties
September 23, 2021- September 27, 2021	C-IV Counties Cutover to CalSAWS and BenefitsCal
October 23, 2021 (Tentative)	CF Emergency Allotments for 40 counties in CalSAWS (July/August/September)

For next PSC - We'll review our planned application changes for the remainder of SFY 21/22!



First Data M&O QA Transition to  
ClearBest



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# Background

## Contract Term and Key Dates

- First Data LRS and C-IV Quality Assurance M&O Services contracts expire September 30, 2021.
- First Data team is working with Consortium Directors and ClearBest to:
  - Transition tasks/initiatives
  - Provide access to materials needed post September 30, 2021

# Plan

## Tasks and Process



Created inventory and cleaned up SharePoint and F drive repositories

Created inventory of tasks/initiatives with assessment of factors, such as:

- Ongoing need
- Status of activity
- Dependency on Legacy solution
- What ClearBest currently performs

Identified mechanics, owners, activities, and target end dates

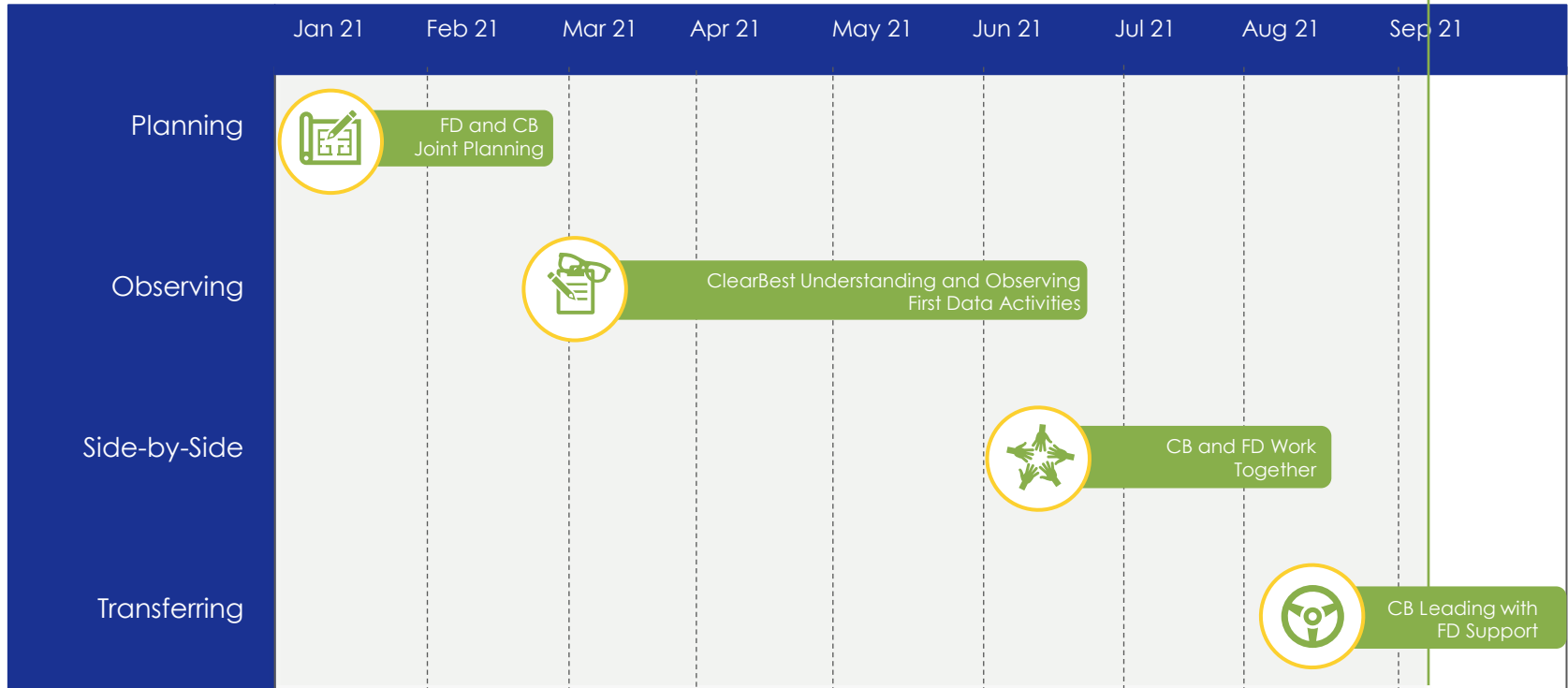
Conducted planning sessions with ClearBest

Created and followed transition sessions schedule

# Transition Status

## Schedule and Status

On track with transitioning tasks





# DD&I and M&O Approach

## One Team – Two Phases

ClearBest QA team is adding M&O duties while continuing with DD&I reviews and testing:

- CalSAWS DD&I Functionality through R22.05
- LA BenefitsCal and Imaging UAT (November 2021)
- BenefitsCal DD&I Functionality through August 2022 and subsequent M&O
- CalWIN CDT (November 2021 – May 2022)
- CalWIN UAT Execution (July 2022 – September 2022)
- LA AWS Connect Implementation Spring/Summer 2022
- CalWIN Migration Waves Greenlight/Readiness Fall 2022/Fall 2023
- CalSAWS M&O, including the review and testing of:
  - 15,075 app dev hours/month (increasing from 8,000 hours/month)for CalSAWS SCRs
  - 3,361 app dev hours/month for CalHEERS changes

Provide a holistic QA view of DD&I and M&O system changes with targeted testing



October 1, 2021

# DD&I and M&O Approach

## Key Tenets for Covering DD&I and M&O

- **Release Approach for M&O and DD&I**
  - Continue using Master Test Plan to guide testing
  - SCR review and testing assessed holistically (M&O and DD&I) using scorecard
  - Focus on the highest priority and functionally complex portions of **total** release
  - Priority Releases covered as the impact warrants
  - Release When Ready covered for high-priority items

# DD&I and M&O Approach

## Key Tenets for Covering DD&I and M&O

### ■ **Functional/Test Model Evolving**

- Beginning October 1, Business Analysts/Testers follow M&O SCRs and Premise Items from inception through testing
- Testing will be scenario-based (scripting to appropriate level)
- Enables Test Team to support:
  - ✦ DD&I Independent Testing (CalSAWS and BenefitsCal)
  - ✦ M&O Independent Testing (with support from BA/Testers)
  - ✦ Manual Regression Testing (complex functionality)
  - ✦ LA Imaging and BenefitsCal Testing
  - ✦ CalWIN UAT
  - ✦ Converted Data Testing/Validation
  - ✦ Release When Ready (when needed)
  - ✦ Priority Releases (when needed)
  - ✦ Green Light
- Hybrid DD&I/M&O test approach through end of September 2022

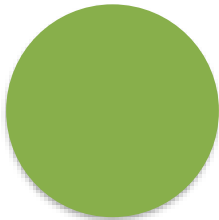
# DD&I and M&O Approach

## Key Tenets for Covering DD&I and M&O *(cont.)*

- Committee participation focuses on process improvement and early guidance/discussions
- Technical reviews focus on the system as a whole:
  - Technical impacts from upcoming changes
  - Recommendations for improving performance and security
  - Incorporate findings into regular Monthly Status Report
- QA Project Management:
  - Track and report on efforts across DD&I and M&O
  - Incorporate M&O activities and findings into Weekly and Monthly Status Reports
- No change to QA Implementation or QA PMO efforts

# C-IV/CalSAWS Implementation Readiness/Pre-Greenlight Update

- Introductions
  - Summary of Project Readiness/Risks
  - Greenlight Calendar
  - County Readiness
  - County Prep Phase
  - CalSAWS Readiness
  - BenefitsCal Readiness
  - Central Print Readiness
  - IV&V
  - Overall Summary
- 



# Project Readiness



# Overall Project Readiness

## Recent CalSAWS Milestones

- Central Print Los Angeles cutover – completed successfully August 27-28
- County Preparation Phase cutover – completed successfully August 28-29
- Core Application User Acceptance Test (UAT) – completed with 100% of scenarios passed
- C-IV Imaging UAT – completed with 100% of scenarios passed
- Interface Partner Testing – completed successfully with 100% of scenarios passed
- CalSAWS General Training started on August 30

# Overall Project Readiness

## Risks and Issues

### Risk

- Future focused
- Not yet realized
- Uncertain, probable event or condition
- Could have negative effect on objectives
- Documented in the [CalSAWS Risk Log](#)

### Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the [CalSAWS Issue Log](#)

### Monitoring - No Risks are Realized



### No Issues at this Time





# Overall Project Readiness

## Risk Trends

- 5 of the pre-existing high risks have been mitigated to medium risks
  - Scaling of analytics – testing has demonstrated analytics batch processes fit within the batch window
  - Scaling of batch – testing has demonstrated that batch cycles fit within the batch window
  - Scaling of Operations – processes have been implemented demonstrating operational readiness
  - Transfer of C-IV Images to CalSAWS Imaging in the AWS Cloud – images have been transferred and verified in UAT; final step of “catching up” with current production is in process
  - C-IV Cutover Window – tests have confirmed mitigation actions will meet the 84-hour cutover window
- There are two new high risks
  - Wildfire impact on County implementation readiness
  - BenefitsCal Application Stability Impacted Due to Changes Requested During Later Stages of UAT

# Overall Project Readiness

## Risks related to Migration

Risk Level	Risk Name	Risk Status
High	#253 [NEW] – The wildfires in several counties could impact County Readiness for C-IV Go-Live	<p><b>Project:</b></p> <ul style="list-style-type: none"> <li>• <b>Batch/Fiscal teams-</b> Checks in with counties re: Warrant File exchanges and any need for CF replacements. The team is also in contact with CDSS on any status updates for disaster declarations (State disaster declared in some counties, federal disaster has not been declared at this point). The teams have also offered additional support via calls/TEAMS, if needed.</li> <li>• <b>Technical team-</b> Emailed counties offering additional support for readiness activities and reiterated urgency of whitelisting domains/URLs for connectivity to CalSAWS (handful of counties are behind). Tech team is primed to react to additional support needs of impacted counties (Ex. Validate all users can reach LMS).</li> <li>• <b>Training team-</b> Quick Guides/Reference Guides can be printed/Distributed. WBTs could be viewed over AppStream or from traveling to use a sister County internet connection.</li> <li>• <b>Universal Mitigation:</b> Additional outreach efforts. Use AppStream solution and/or neighboring county staff for support in event network lines and/or Wi-Fi are impacted partially/completely.</li> </ul> <p><b>Counties:</b></p> <ul style="list-style-type: none"> <li>• RMs/TOSS teams asked County Staff to have back up contacts not living near the affected areas notify them if key staff impacted by the wildfires are unable to have contact with the Project.</li> <li>• County staff in Lassen/Plumas Counties have been contacted by the State per usual protocols to discuss next steps (if application for a federal declaration request is needed to be conveyed to Governor's office).</li> <li>• County staff will notify Project immediately if wildfire impacts may impede Go-Live readiness.</li> </ul>
High	# 254 [NEW] - BenefitsCal Application Stability May be Impacted Due to Changes Requested During Later Stages of UAT	<p>The Advocate Community provided modifications to the BenefitsCal design on 8/19/21 and 8/26/21 and requested they be implemented as critical changes. DHCS and CDSS Policy have reviewed these proposed modifications and have provided clarification on findings that required policy confirmation. In addition to the Advocate findings, additional policy modifications were requested to the BenefitsCal design. As noted in the original risk, the timing associated with these proposed change requests introduces significant risk to the stability of the BenefitsCal. UAT exit is planned for 9/9/21 and code freeze is planned for 9/10/21. To address the risk, the project will work with State Policy to help identify changes for only those items that are critical for go live and that may reduce the potential for regression issues that may have further impacts to the schedule. Primary areas of change are focused on text-based changes and extremely limited changes to the logic. To maintain the current go live the BenefitsCal team requires:</p> <ul style="list-style-type: none"> <li>• Confirmation from Consortium and State Policy as to the critical list of changes by 9/1</li> <li>• support from State Policy and the Consortium to provide text updates and review designs by 9/2</li> <li>• support from the Consortium to expedite the approval process for design changes</li> <li>• support from the Consortium for User Acceptance Testing changes prior to go live to validate the changes</li> <li>• Extended use of the SIT and UAT environments to support R1.0</li> <li>• Expedited review of the language translations needed to support the requested language modifications by 9/7</li> <li>• Full round of regression at the conclusion of the changes</li> </ul> <p>Note: This risk ties to risk #247 which is classified as medium</p>

# Meeting Calendar

	Monday	Tuesday	Wednesday	Thursday	Friday
T-1 Month	8/9	8/1	8/1	8/1	8/1
		County Director Updates 8/10 - 8/12			JPA
			Federal IT Update	Pre-Green Light Dry-Run County Prep Phase State Deep Dive	
	8/16	8/17	8/18	8/19	8/20
				Pre-Green Light County Prep Phase @ PSC Green Light Readiness Status Meeting	
	8/23	8/24	8/25	8/26	8/27
			Green Light for County Prep Phase	Green Light Readiness Status Meeting	
T-4 Weeks	8/30	8/31	9/1	9/2	9/3
	County Prep Phase Go-Live		County Director Updates 9/1 - 9/7		
				Green Light Readiness Status Meeting	
T-3 Weeks	9/6	9/7	9/8	9/9	9/10
	County Director Updates 9/1 - 9/7		Federal IT Update	Pre-Green Light Dry Run for Go-Live Event	JPA
T-2 Weeks	9/13	9/14	9/15	9/16	9/17
	State Deep Dive		County Director Updates if needed	Pre-Green Light for Go-Live Event @ PSC Green Light Readiness Status Meeting	
T-1 Week	9/20	9/21	9/22	9/23	9/24
		County Director Updates if needed	Green Light for Go-Live Event	Green Light Readiness Status Meeting if needed	
T+1 Week	9/27	9/28	9/29	9/30	10/1
	Go-Live Event				

# Overall Project Readiness

## QA Status Icons



QA has checked, verified, and recommended approval of item



QA agrees with the status update



QA disagrees with the status update



Item is on the QA Watch List as resolution is critical for go-live readiness and may or may not be on the current risk list



QA advises immediate corrective action above what is currently planned

# County Readiness



# County Readiness

## Dashboard

Area	Status	Counties
Application	G	39 of 39 Counties
Integration	G	39 of 39 Counties
Technical	G	30 of 39 Counties
	R	9 of 39 Counties
Conversion	G	39 of 39 Counties
Training	G	39 of 39 Counties
Implementation	G	39 of 39 Counties
Change	G	39 of 39 Counties

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

## Late Tasks/Milestones

No.	Milestone/Task Summary	Severity	Original Due Date	New Due Date	Actual % Complete	Planned % Complete	Counties Impacted	Remediation Plan
1.	CIT 0183-21 Allow-list new URLs that support the use of CalSAWS	Medium	08/13/21	09/10/2021	97%	100%	Siskiyou	Working directly with County to troubleshoot.
2.	Provide confirmation that all county locations have Internet access	Medium	08/23/21	09/10/2021	85%	100%	Calaveras, Colusa, Glenn, San Benito, Sierra, Trinity	Pending confirmation from impacted counties.
3.	Provide confirmation that the counties have completed all Changes originally requested (through CIT, CRFI or in the TPOC Meetings) of counties <ol style="list-style-type: none"> <li>1. County Proxy settings over Internet and Extranet</li> <li>2. Permitting CalSAWS IP's as trusted</li> </ol>	Medium	08/23/21	09/09/2021	87%	100%	Mariposa, San Benito, Sierra, Siskiyou, Sutter	Pending confirmation from impacted counties. Working directly with Counties to troubleshoot.
4.	Complete Ad-hoc testing of CalSAWS URLs to confirm that CalSAWS is accessible from <ol style="list-style-type: none"> <li>1. CalSAWS Managed endpoints</li> <li>2. County Managed endpoints</li> <li>3. County VPN</li> </ol>	Medium	08/31/21	09/09/2021	97%	100%	Siskiyou	Working directly with County to troubleshoot.

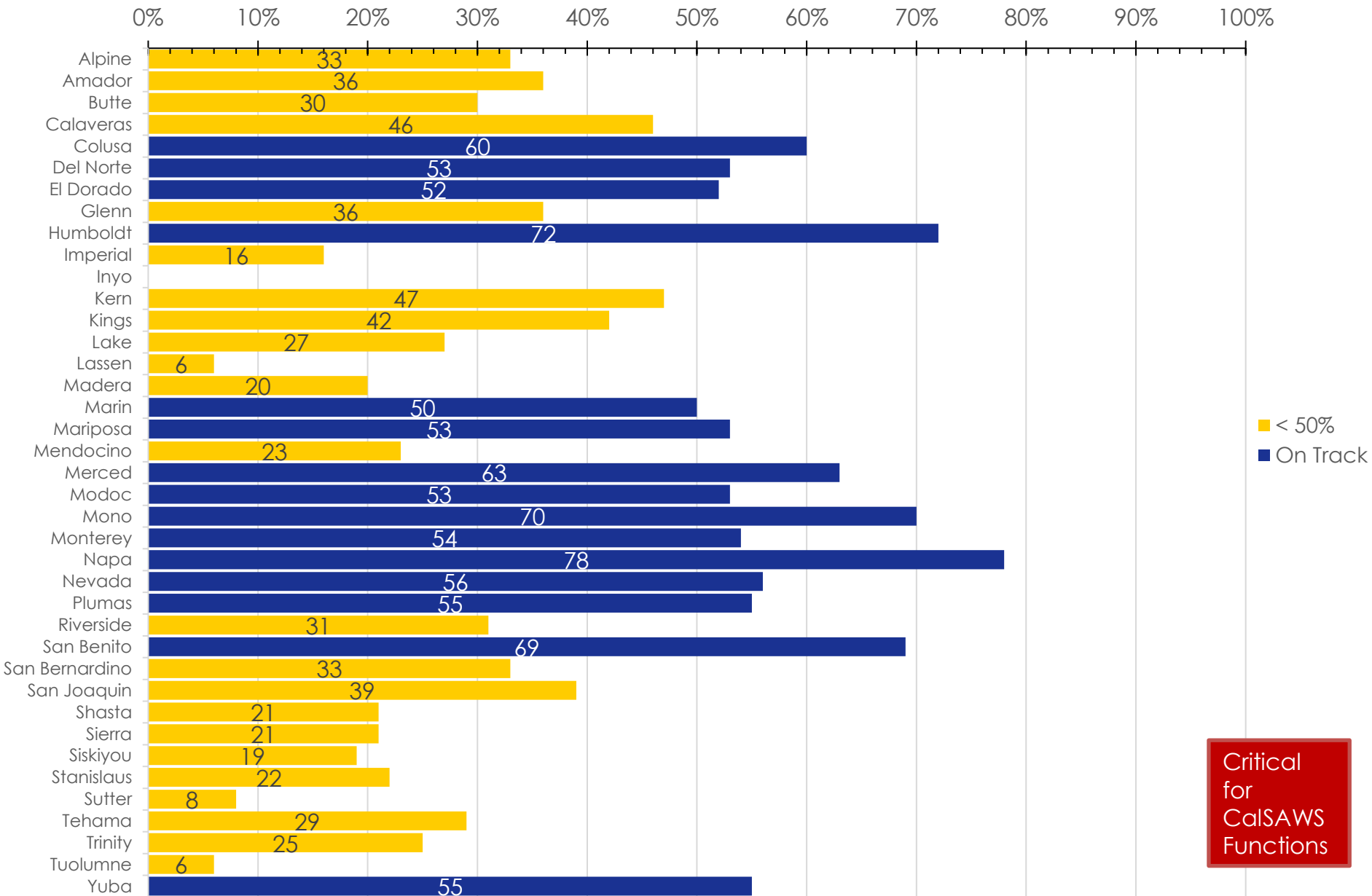
# County Prep Phase

## County Prep Phase Metrics

Topic	Summary	Metric
<b>Login to CalSAWS</b>	All active users will have access to log in to CalSAWS effective August 30, 2021	% of users logged into CalSAWS per county
<b>Mileage rates</b>	C-IV mileage rates are not being converted	# of Mileage Rate creations per County
<b>Fiscal Authorization</b>	All units require 1 <sup>st</sup> level authorization to be set up for Payment/Valuable requests	# Units with 1 <sup>st</sup> level authorization per County
<b>Public Hours of operation</b>	Default values (8:00 AM – 5:00 PM, M-F) can be modified	% of offices that have modified hours of operation per County
<b>Programs to office</b>	Offices with no programs identified will not receive BenefitsCal Applications	% of offices with Program associated per County
<b>EBT Printer alignment</b>	Default of 1:1 – 1 EBT Printer per 1 Office - Counties to assess EBT printer to be accessible to more than one office	% of EBT printers with Alignment modifications per County
<b>Security Mapping</b>	Counties can add new CalSAWS Security Groups to their County Security Role mappings	# of Counties with Security Modifications

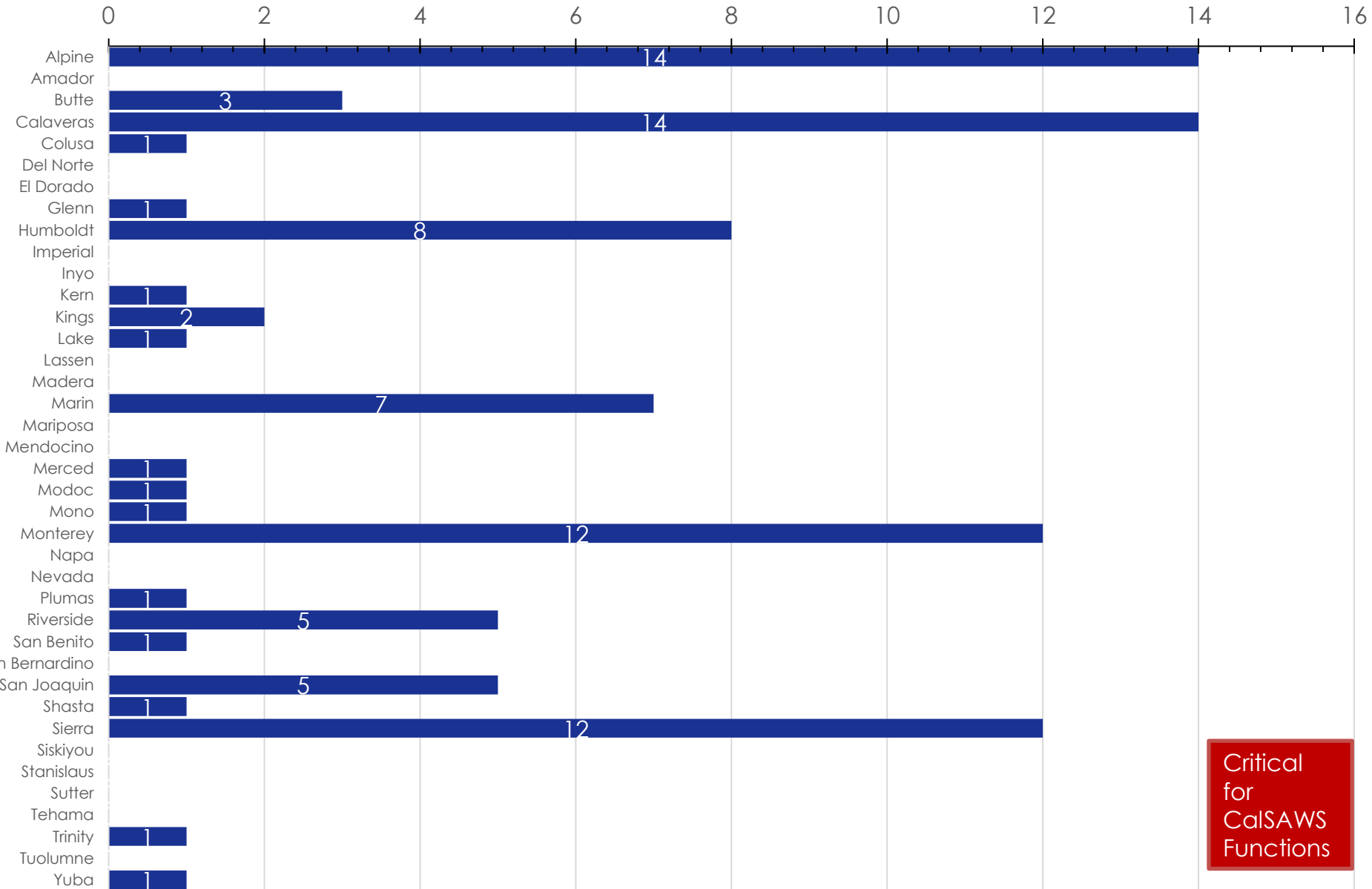


# Percent of Users Logged into CalSAWS by County



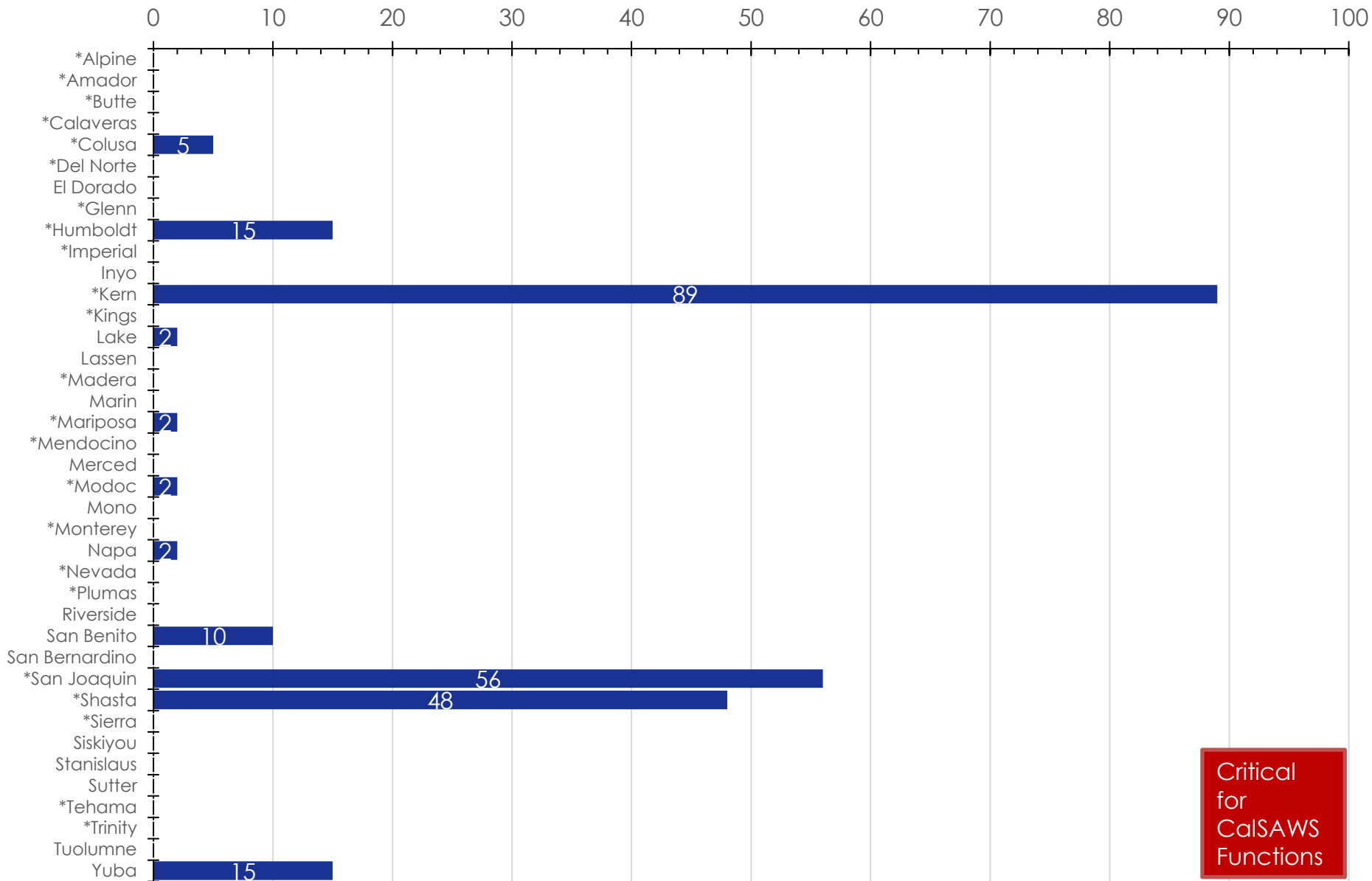
Critical  
for  
CalSAWS  
Functions

# Mileage Rate Creations per County



Critical  
for  
CalSAWS  
Functions

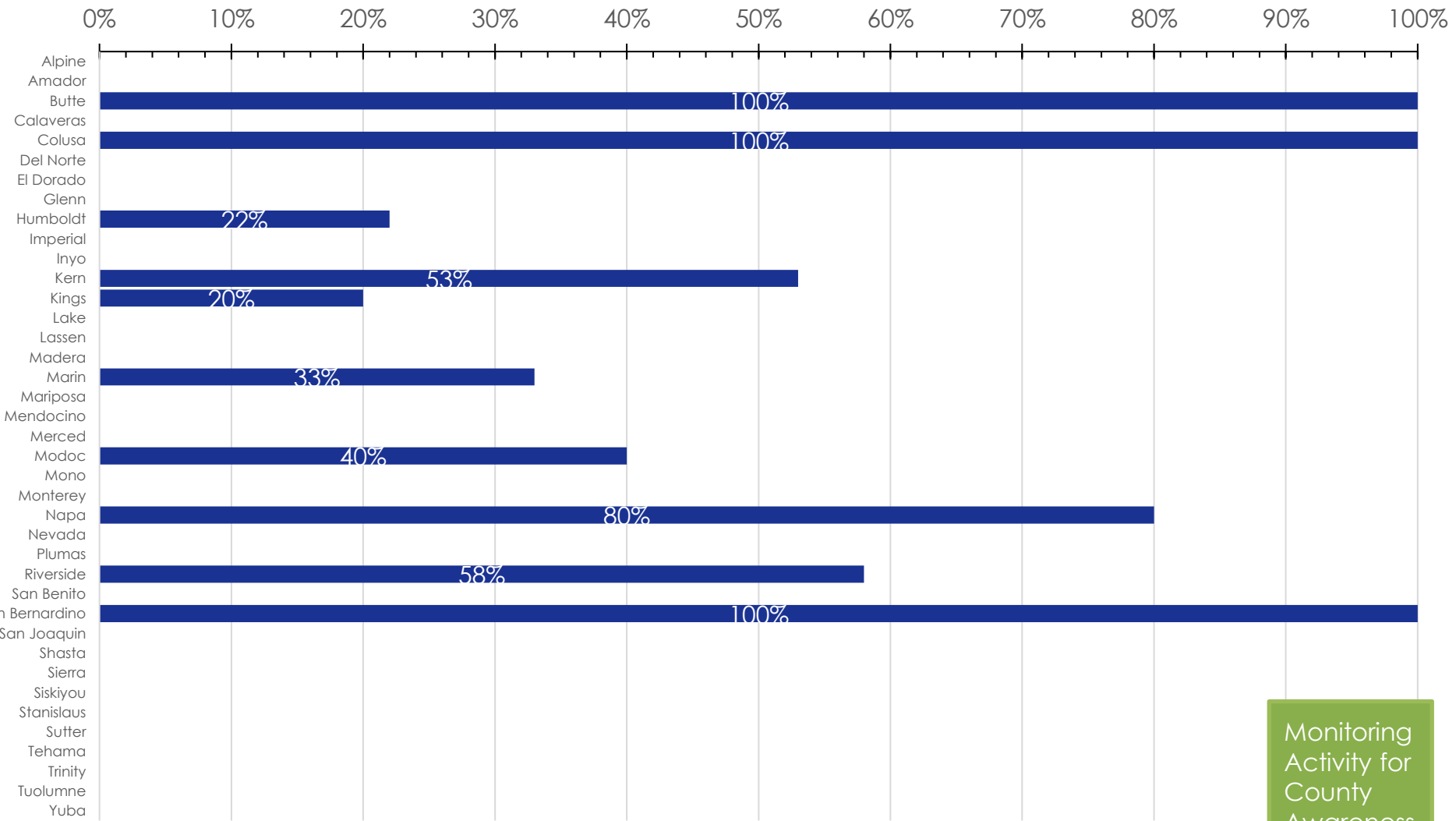
# Units with a First Level Authorizer



Critical  
for  
CalSAWS  
Functions

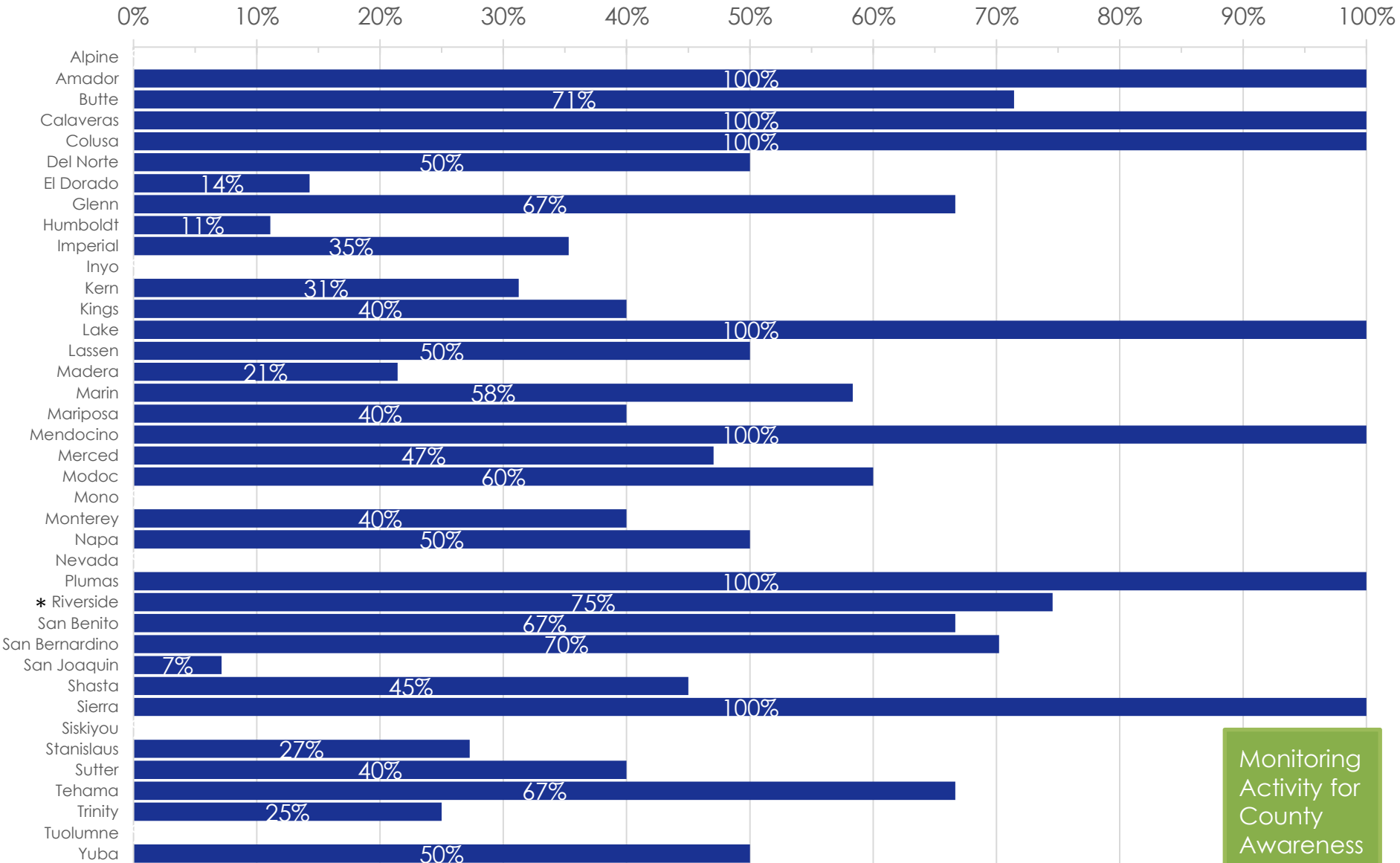
\*Counties that opted into DDID 2082 and are not required to set up a First Level Authorization to Approve Payment/Valuable Requests

# Offices that have Modified their Public Hours of Operation



Monitoring  
Activity for  
County  
Awareness

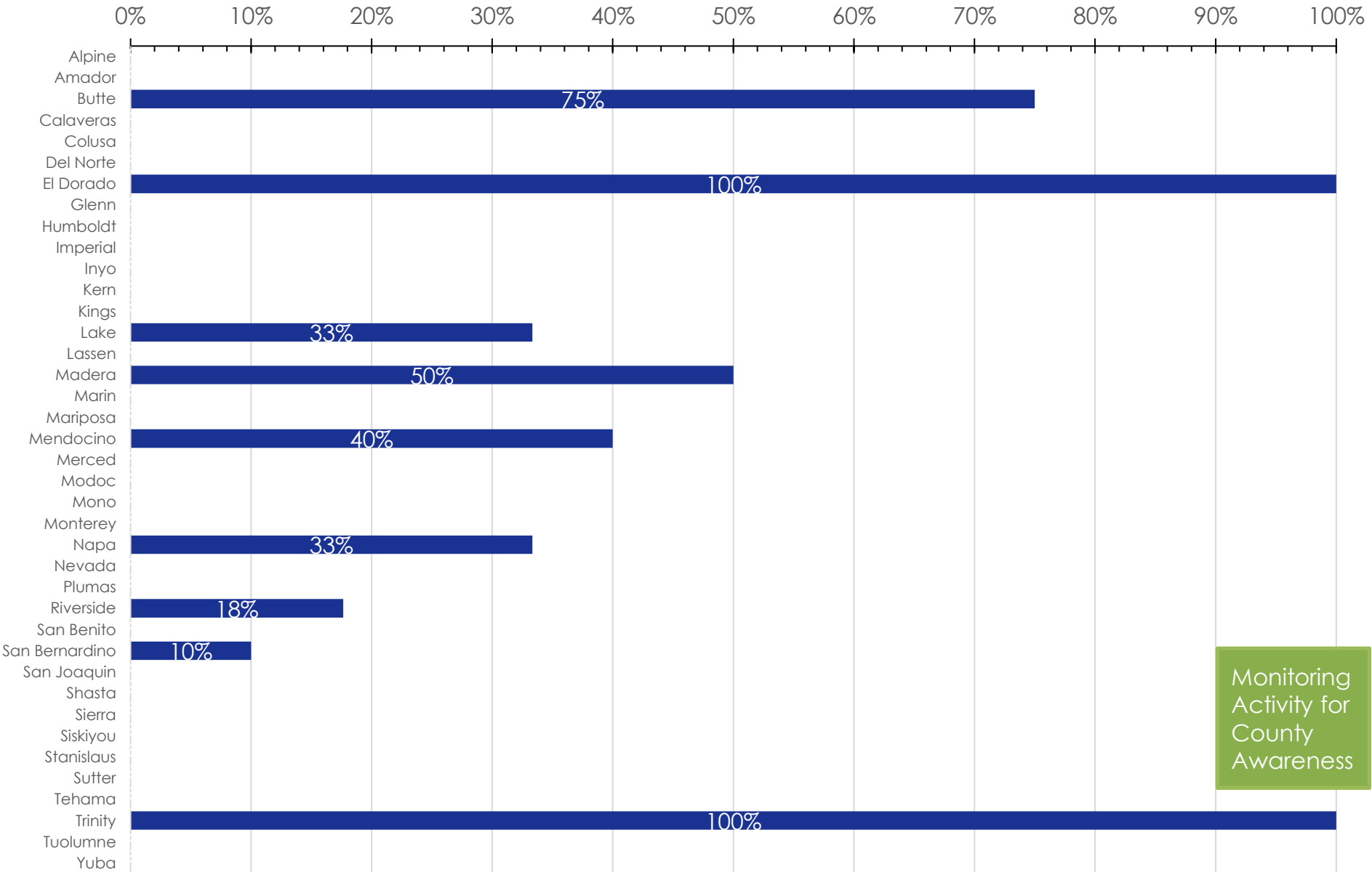
# Offices with no Programs Associated



Monitoring  
Activity for  
County  
Awareness

\*Counties that have confirmed that they have added a Program Association for all County Offices that accept e-Applications

# EBT Printer Alignment Modifications per County



Monitoring Activity for County Awareness

# Security Mapping

- 62% of Counties have made modifications to their County-maintained Security Associations:
  - Butte, Calaveras, Colusa, El Dorado, Humboldt, Kern, Kings, Lake, Madera, Marin, Mariposa, Merced, Modoc, Monterey, Napa, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Stanislaus, Sutter, Tehama, & Yuba
- Per SCR CA-226142, the Project added CalSAWS Only Groups to the C-IV Project-Maintained Roles. For Counties that use the Project-Maintained roles, they will already have the association to new CalSAWS groups.

Monitoring  
Activity for  
County  
Awareness



THE  
POWER  
OF 58

# PSC and Public Comment





# CalSAWS Readiness



# Overall CalSAWS Readiness

## Readiness Areas and Categories

Area	Category	CalSAWS
<b>Application</b>	Design	100%
	Development	100%
	System Test	100%
	Independent Test	100%
	User Acceptance Test	100%
	Usability Test	N/A
<b>Integration</b>	Design	100%
	Development	100%
	System Test	100%
	Interface Partner Test	100%
<b>Technical</b>	Infrastructure	88%
	Security Testing	98%
	Performance Testing	91%
<b>Conversion</b>	Conversion Readiness	100%
	Converted Data Test	100%
<b>Training</b>	Training Plan	100%
	Training Materials	100%
	Training Delivery	93%
<b>Implementation</b>	Service Desk	100%
	System Operations	100%
	Prod Deployment Plans	100%
<b>Change</b>	Communications	100%
	Partner Readiness (County, etc.)	N/A

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

## Design

QA

8 of 8 Design Deliverables Approved 100% 

QA Reviewed 8 of 8 Design Deliverables and 594 SCRs 100% 

## Development

C-IV State Report County Planning and Execution Completed 100% 

Deployed CalSAWS Releases 19.11 - 21.07 100% 

## System Test

CalSAWS Master Test Plan Approved 100% 

Master QA Test Plan Approved 100% 

C-IV Converted Data Test Completed 100% 

C-IV Batch Regression Test Completed 100% 

System Test for Releases 19.11 – 21.07 100% 

QA Independent Test for Releases 19.11 – 21.07 100% 

## User Acceptance Test (UAT) – CalSAWS Core

CalSAWS UAT Support Plan Approved 100% 

CalSAWS UAT Readiness Report/Milestone Approved 100% 

Execution of User Acceptance Test (UAT) 100% 

Pass Rate of User Acceptance Test (UAT) 100% 

## Application Readiness Risks and QA Watch List

**Risk 208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties**

**Risk 226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule.**





# Application Readiness

## CalSAWS UAT for CalSAWS Core (Includes State Reports)



### UAT Status

Completed

- UAT closed for the CalSAWS Application which includes State Reports
- UAT was extended for 1 week to allow for defect retesting
- 503 User Acceptance Testers, 84 SME's representing 26 counties participated in UAT
- The following table provides the UAT execution results as of September 1, 2021, where the team has overall completed 100% of the test scenarios with a 100% pass rate








CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
CalSAWS UAT Execution	858	0% (0)	0% (0)	100% (858)	0% (0)	0

Exit Criteria	Status
100% of UAT Test Cases have been executed	<ul style="list-style-type: none"> <li>• 100% of UAT Test Execution</li> </ul>
No Open Priority 1-High/Non-Cosmetic DD&I Defects	<ul style="list-style-type: none"> <li>• No Severity 1-High/Non-Cosmetic Defects have been opened to date</li> </ul>
Open Priority 2-Normal/Medium DD&I Defects have been analyzed and categorized with the Consortium as either "go-live dependent" or "production deferral" workarounds have been communicated and a plan exists to resolve outstanding Defects by an agreed-upon date	<ul style="list-style-type: none"> <li>• No Severity 2-Normal/Medium Open defects</li> <li>• No Severity 3-Normal/Low Open defects</li> </ul>
Resolved Defects have been documented in the change control tool	<ul style="list-style-type: none"> <li>• 100% of defects are being recorded in JIRA</li> </ul>
Test results and summary reports have been completed	<ul style="list-style-type: none"> <li>• Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit</li> </ul>

# Integration Readiness

## Interface Partner Testing

QA

Established CalSAWS Connectivity with New State Partner - CMSP	100%	
Establish CalSAWS Connectivity with C-IV County Interface Partners	100%	
Execute Interface Testing with C-IV County Partners	100%	
Execute Interface Testing with State Partners	100%	
Execute Interface Testing with Consortium Partners	100%	

## Development & System Test

Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces) – Test Environment	100%	
Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces) – Production	100%	

### Notes:

- CalSAWS Consortium Interface Partners include: EICT (CalWIN) & OCAT
- CalSAWS State Interface Partners include: CalHEERS, WIS, WDTIP (OSI), MEDS (DHCS), EBT (FIS), CMIPS (OSI), CDSS (DSS), CCSAS (DCSS), and CMSP



# Conversion Readiness

## Conversion Readiness

QA

Generated Golden C-IV Converted Data Sets #0 - #6	100%	
10 C-IV Epics Completed	100%	
C-IV Conversion Functional Design Approved and Developed	100%	
CalACES Master Conversion Plan Approved	100%	
Required Materials to Security Administrators in preparation for 1A Distributed	100%	
Mock Conversions #1, 2, & 3 for Cutovers 1A & 1B Completed	100%	
EDBC Match and Recon Completed	100%	
Perform mitigation strategies for Mock Conversion Cutover Risk during GDS #7	100%	
Complete Conversion Cutover 1A	100%	

## Converted Data Test (CDT)

C-IV Converted Data Delivered for Conversion Data Test Execution	100%	
Conversion Data Test Completed	100%	

## Conversion Readiness Risks and QA Watch List

**Risk 249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84-hour window – Action Items Completed/Mitigated**



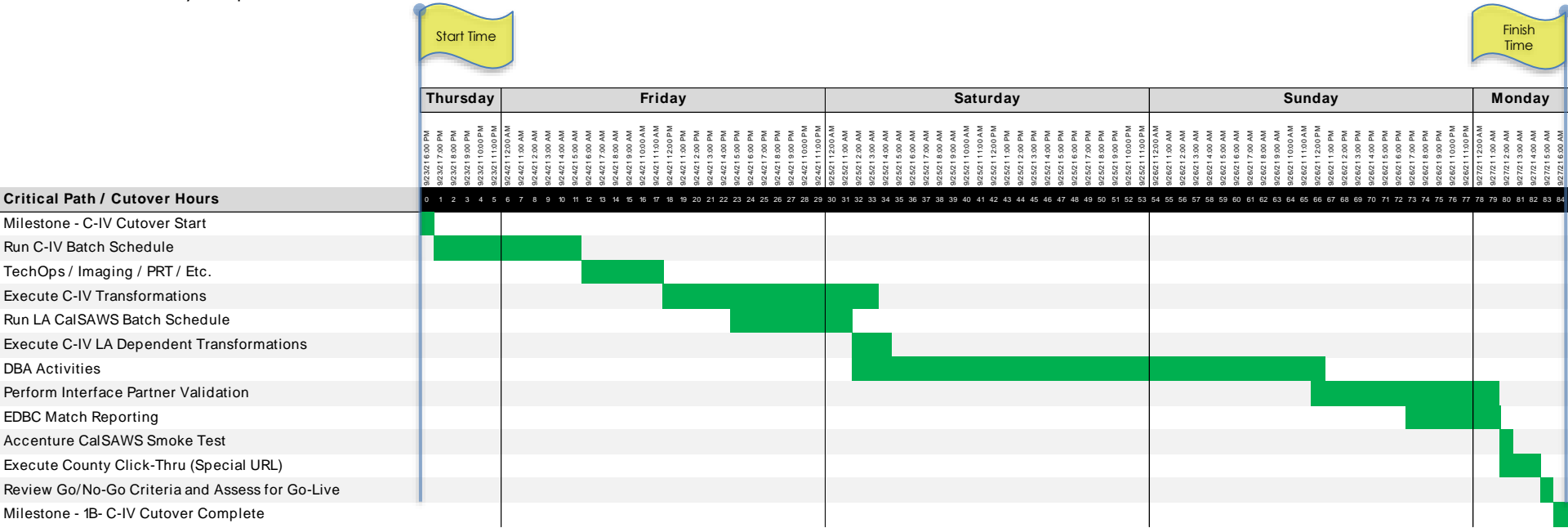
**Mock Conversion** – A dress rehearsal of the activities that are planned to be executed during cutover. These exercises allow the project to capture baseline information on the duration of these task and confirm order of operation. This will provide the project a picture on how it is doing against the window for cutover.



# Conversion Readiness

## C-IV Conversion Cutover

**Window:** Per the [1B - MASTER C-IV Cutover](#) work plan (on SharePoint), the C-IV Conversion Cutover Window is planned for 84 hours beginning at 6pm on Thursday, September 23, 2021 and completing by 6am on Monday morning, September 27<sup>th</sup>, 2021. CHG0031094 will be reviewed for Approval during the TechCab meeting next Wednesday, September 15<sup>th</sup>, 2021.





# Application/Technical Readiness: Imaging

## Functionality

Functional Development, System Test, and Release Deployment Completed 100%

QA



## Performance Testing

Hyland Platform Performance test (cycles 1 & 2) 100%



Performance and Stress Testing for CalSAWS Go-Live Completed (Target → 09/17/2021) 90%



## Security Testing

Penetration Testing for Hyland Platform (Target → 09/21/2021) 80%



## Images Migration

Upload, restore, and transform database transfer – UAT Primary Option 100%



Upload, restore, and transform database transfer – Production Primary Option 100%



DB Differential Ongoing Data Sync (Target → 09/17/2021) 50%



Verify All Documents Migrated from Legacy Storage Device 100%



Upload Image Legacy Data to Hyland Production 100%



Ship Image Legacy Data to Hyland AWS 100%



Distribute CIT for Counties to install Webscan Kit and Virtual Printer 100%



## User Acceptance Test (UAT) - Imaging

Execution of User Acceptance Test (UAT) 100%



Pass Rate of User Acceptance Test (UAT) 100%



## Technical Readiness Risks and QA Watch List

Risk 248: Delays in the C-IV Image Migration





## Risk 248: Delays in the C-IV Image Migration

### Target Due Date

09/16/2021

### Mitigation

- July 26 – C-IV Imaging Database to be Converted, Upgraded, and ready for image validation in UAT
- July 29 – All Images to be Available for Validation in UAT Environment
- Aug 16 – Sync Process to be validated and in place for Production
- Aug 25 – C-IV Production Imaging Database to be Converted, and Upgraded in Production
- Sept 3 – Initial Production Validation to be Completed
- Sept 16 – Consortium Production Validation Complete

Imaging Workstream Summary		
Workstream	Status	Updates
Legacy Images Export Process	C	<ul style="list-style-type: none"> <li>• All Legacy Images have been shipped to the Hyland AWS Datacenter</li> </ul>
Legacy Images Import Process	C	<ul style="list-style-type: none"> <li>• All Legacy Images have been uploaded to Hyland Production and are ready to be validated in the UAT Environment.</li> </ul>
Database Transfer - UAT	C	<ul style="list-style-type: none"> <li>• Database transformation process is complete</li> </ul>
Database Transfer - PROD	C	<ul style="list-style-type: none"> <li>• Database export transferred to Hyland</li> <li>• Transformation steps in progress</li> </ul>
Validation Process (8/23-9/3)	C	<ul style="list-style-type: none"> <li>• No issues reported from counties on migrated images during validation process</li> </ul>
Consortium Production Validation	G	<ul style="list-style-type: none"> <li>• Production Validation by QA and Consortium has begun</li> </ul>



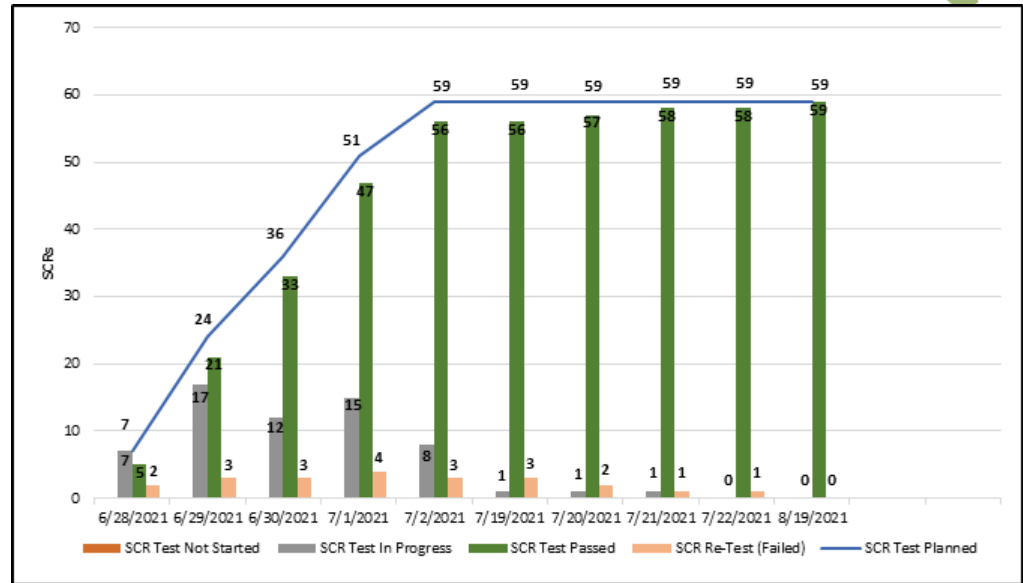
# Application/Technical Readiness: Imaging UAT



## UAT Status

On Schedule

- Imaging Admin Execution was completed June 28 – July 2, 2021
- Imaging Admin UAT Retest was completed July 19 – July 23, 2021
- The following table provides a summary of the UAT execution results where the team has overall completed 100% of the test scenarios with a 100% pass rate



CaISAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
Imaging ADMIN Execution	59	0% (0)	0% (0)	100% (59)	0% (0)	0

Exit Criteria	Status
100% of UAT Test Cases have been executed	<ul style="list-style-type: none"> <li>• 100% of Imaging UAT Test Cases Executed</li> <li>• 100% of Imaging UAT Test Cases Passed</li> </ul>
No Open Priority 1-High/Non-Cosmetic DD&I Defects	<ul style="list-style-type: none"> <li>• 0 1-High/Non-Cosmetic Defects have been opened to date</li> </ul>
Open Priority 2-Normal/Medium DD&I Defects have been analyzed and categorized with the Consortium as either "go-live dependent" or "production deferral" workarounds have been communicated and a plan exists to resolve outstanding Defects by an agreed-upon date	<ul style="list-style-type: none"> <li>• 0 Severity 2-Normal/Medium Open defect</li> <li>• 0 Severity 3-Normal/Low Open defect</li> <li>• 0 Severity 4-Cosmetic Open defect</li> </ul>
Resolved Defects have been documented in the change control tool	<ul style="list-style-type: none"> <li>• 100% of defects are being recorded in JIRA</li> </ul>
Test results and summary reports have been completed	<ul style="list-style-type: none"> <li>• Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit</li> </ul>

# Application/Technical Readiness: Analytics

## C-IV Scope

### Performance Testing

40 County Performance Test (Target → 09/21/2021)

80%

QA



### Security Testing

Penetration Testing for Platform (Target Date → 09/14/2021)

80%



### Technical Readiness Risks and QA Watch List

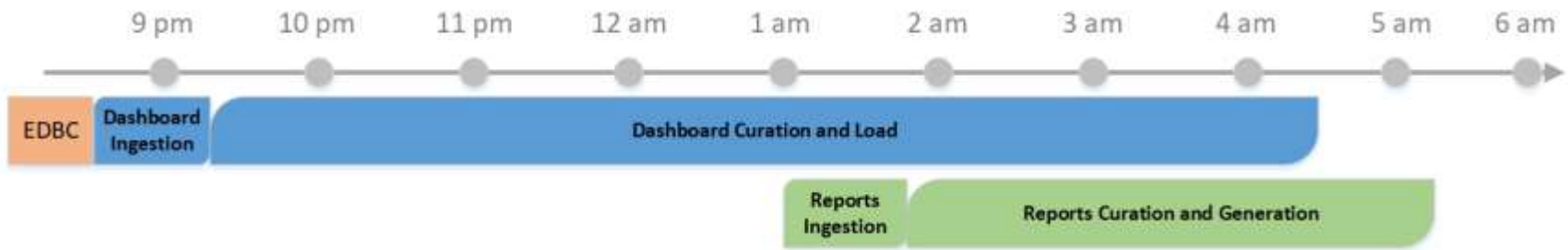
Risk 236: The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance



#### Risk mitigation items:

- Action Item #1: The documentation of Analytics Performance Management plan - **Completed May 2020**
- Action Item #2: Demonstrate stability in batch job run times and adherence to 6am batch window over a 5–10-day period - **Completed Jan 2021**
- Action Item #3: Initial batch performance testing (Analytics only) for 40 counties – *In Progress through August 2021*

#### **Current Run Time Estimates based on current 40 county performance testing results:**





# Application/Technical Readiness: Analytics

## Reports Availability Post Cutover

### CIT (DRAFT): Reports Availability Post Cutover

After the conversion of C-IV data into CalSAWS, the generation of all Reports will take approx. 1 week (up to Monday, October 4<sup>th</sup>, 2021) before they are ready and available for Counties. As these reports are generated they will be made available in CalSAWS. The table below (CalSAWS Reports Available and When) highlights when Reports will be available in the system. The attached represents the full inventory of CalSAWS reports and specifically when they will be available.

Attachment: <https://calacesorg.sharepoint.com/:x:/r/sites/CalACES-Project/Tech/Analytics/Conversion/GreenLightMaterials/DetailedReportsSummaryPostCutover.xlsx>

As an additional notes, all **historical** scheduled reports prior to September 24<sup>th</sup>, 2021 will be available on Monday, September 27<sup>th</sup>, 2021. CalSAWS project teams will provide County support during this first week of CalSAWS Go-Live where they can.

Table 1 – CalSAWS Reports Available and When

Functional Area	Monday 9/27	Tuesday 9/28	By Friday 10/1	*Monday 10/4	**Other Reports
Fiscal	49	3	50	99	5
Case Activity	12	8	7	46	1
Administration	18	1	6	24	2
State			1	37	12
Employment Services	10		4	9	
Special Units	10			12	
Stats			12	3	
Resource Data Bank	5	2		2	
CWS			6		
Operational				2	
Reception Log			2		
Scorecard			1		
Task Management			1		

\*Monthly reports.

\*\*Quarterly, Trimester, or Annually



# Application/Technical Readiness: Ad Hoc Reporting and Analytics

## C-IV Scope

### Functionality

Replatform Development Completed	100%	
Established CalSAWS Connectivity with Ad Hoc Reporting – EDR Reporting	100%	
Established CalSAWS Connectivity with Ad Hoc Reporting – SFTP Reporting	100%	
40 County System Test	100%	
Establish Connectivity with Ad Hoc Reporting – APEX Reporting (Original Target → 06/25/2021; New Target → 8/31/2021)	70%	

QA

### Application/Technical Readiness Risk and QA Watch List

#### Establish Connectivity with Ad Hoc Reporting – APEX Reporting

The established architecture for ad-hoc and EDR implemented to support C-IV and migrated as part of CalSAWS DDI has been identified for security hardening.

Accenture Security has submitted a POAM (Plan of Action and Mitigation). The teams continue working through potential solutions to address identified items and mitigate the security risk. A subset of remediations has been identified for implementation; one remaining remediation requires a re-architecture of the solution. Follow-on discussion with Security and stakeholders being scheduled.

**The Technical Team has a solution for impacted Counties to use a VPN, which will allow network access to APEX reporting. The follow-on discussion for the security mitigations will be used to identify an agreed to approach to support cutover and enabling APEX application access.**





THE  
POWER  
OF 58

# PSC and Public Comment







# Technical Readiness: Operations

## Monitoring

Review Infrastructure services in ecosystem for coverage	100%	
Rollback planning in Conjunction with Cutover Planning	100%	

## Incident Management

Conduct simulation exercise of incident response procedures with Support Teams	100%	
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## Disaster Recovery Exercise

Disaster Recovery Test Completed	100%	
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## Batch Operations

Batch Operations Review	100%	
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## Performance Testing

Online Performance and System Test for Cloud Enablement Completed	100%	
Complete Online Performance and Stress Testing (Target → 9/24/2021)	90%	
Complete Batch Performance Testing (Target → 9/03/2021)	100%	

## Technical Readiness Risks and QA Watch List

Risk 237: Scaling of Batch for 58 Counties	
Risk 240: The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County Support	

QA







# Technical Readiness: Performance

## Risk 237: Scaling of Batch for 58 Counties - Batch Performance

### Remediation

- Retest of Main Payroll cycle validated the additional database indexes for the Claiming processes
- Additional Main Payroll and Daily regression cycles are planned to be executed over the next two weeks
- 7 open remediation items in progress
  - All 7 items are ready for validation
  - Items will be deployed to Production by 9/15

Priority	Batch Cycle	Status*	Areas of Focus	Path to Green	Green Target Date
1	Daily	8:30	EBT Writer performance (CA-229084) - Addressed	Cycle validated	Complete
2	End of Month	9:30	Super Trigger (CA-213387) - Addressed	Cycle validated	Complete
3	First Business Day	9:40		Cycle validated	Complete
4	High-Volume Forms	8:40	Central print (CA-231594) - Addressed	Cycle validated on 8/20	Complete
5	10-day Cutoff	9:40	Cycle completed within 10 hours	Cycle validated on 8/24	Complete
6	Main Payroll	9:15	Issuance thread performance (CA-230579) – Addressed	Cycle validated on 9/3 and 9/6	Complete

\* Tracking cycle completion within targeted batch window



# Technical Readiness: Performance

## CalSAWS + ForgeRock 40 County Online Performance Test – Cycle 3

### Cycle 3 - Performance Test [In Progress]:

- Execute in Production-like Performance environment with GDS #7 dataset.
- Run frequently used transactions that generate the highest volumes in Production
- Simulate usage of ~500 transactions per second (TPS).
- Simulate ~14000 users' login in a period of 20 minutes. Load of ~700 users per minute. As the load test is running, 200 users log on and off to simulate user session activity in Production.
- The 14000 users will be comprised of ~7000 LA county users from ISD Test AD and ~7000 C-IV county users from ForgeRock user store (non-AD).
- Executed combined load of 40 County CalSAWS Online application + On Request Reports + Imaging API

### Cycle 3 Performance test results:

Category	SLA	SLA Met % & Avg. Server Response Time
Screen to Screen	Peak - 98% [ <=2s ]	99.94% [0.09 s]
	Prime - 99.9% [ <= 10s ]	99.99% [0.09s]
EDBC	Peak - 95% [ <= 3s ]	99.9% [0.36s]
	Prime - 99.9% [ <= 20s ]	100% [0.36s]
Search	Peak - 95% [ <=6s ]	99.65% [0.14s]

- ForgeRock is utilized throughout all testing scenarios and incorporated in above response times



# Technical Readiness: Identity Access Management

## Functionality

QA

Functional Development Completed	100%	
System Test Completed for the Core CalSAWS, Imaging, Call Center	100%	
Hot-Hot Architecture Deployed	100%	
SIT BenefitsCal Release 1 ForgeRock Integration	100%	

## Performance

Stand Alone platform weekly testing	100%	
Performance Testing Integrated with BenefitsCal Release 1	100%	
Performance and Stress Testing as part CalSAWS Go-Live Completed (Target → 09/21/2021)	80%	

## Security Testing

Penetration Testing Execution Agreed-upon remediations (Target Date → 09/14/2021)	80%	
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## C-IV User Migration

Customer Service Center Completed	100%	
Learning Management System Completed	100%	
Mock Conversion #3 County Validation 1A & 1B Completed	100%	
CIV User Migration (remaining applications) as part of cutover 1A	100%	
C4Yourself User Migration (Target → 09/23/2021)	0%	
C-IV User Enablement	100%	



# Technical Readiness: Security

## Application Security

CalSAWS Scans/Remediation Completed	100%	
YBN Scans/Remediation – Scan Completed/Remediation in progress	100%	

QA

## Penetration Testing

Signed with 3 <sup>rd</sup> party to conduct Testing	100%	
Penetration Testing Preparation	100%	
Penetration Testing Execution & Agreed-upon remediations (Target Date → 09/14/2021)	80%	

## Security Hardening

Database Hardening	100%	
Unmasked Non-Production Environments Hardening	100%	

## Vulnerability Management (Security Ops)

Ecosystem Coverage (Target Date → 08/31/2021) (New Target Date → 09/13/2021)	98%	
Patching Cadence	100%	

## Security Plan

SSP Review/Approved	100%	
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# Technical Readiness: Operations



## Customer Service Center Readiness

### Call Center

All SCRs in Production:	100%
Transfer batch jobs required for Authentication and self-service functionality	100%
Update IVR Contact Flows to leverage CalSAWS data	100%
Regression Test of entire Contact Center solution and CalSAWS integration points	100%
Cutover Activities (Target → 9/27/2021)	0%

QA





THE  
POWER  
OF 58

# PSC and Public Comment





# Training Readiness

## Training Plan

QA

C-IV Master Training Plan Approved & QA Assessment Completed	100%	
Training Environment Transition Plan Approved	100%	
Consortium Training Plan for C-IV Migration Approved	100%	
Imaging Training Plan Approved	100%	

## Training Materials

C-IV Migration WBTs (29), Quick Guides (63), and Reference Guides (27) Completed	100%	
Training Materials Loaded into the LMS	100%	
119 Training Materials Reviewed by QA – Job Aids, Quick/Reference Guides, WBTs	100%	
153 Training SCRs Implemented in Releases 19.11 - 21.07 and Verified by QA	100%	

## Training Delivery

LMS Configured in the Cloud	100%	
Early Training, ITTSME, Additional LMS access, Training Coordinator Users added into the LMS	100%	
General Training Users added into LMS	100%	
ServiceNow Updated to Accommodate LMS Requests from the C-IV Counties	100%	
Imaging Roadshows	100%	
Imaging Train the SME Sessions Hosted	100%	
Early Training Supported and Completed	100%	
LMS Unique Logins	62%	
Analytics Training/Engagement w/the C-IV Counties Completion (Target → 9/15/2021)	82%	
General Training Supported and Completed (Target → 9/24/2021)	56%	

QA Approved



# Training Readiness

## Training Key Communications

QA

CRFI 21-024 County Training Coordinator Role (dist. 4/12/2021)	100%	
CRFI 21-028 Custom Curriculum Enrollment Form (dist. 5/5/2021)	100%	
CRFI 21-030 Request for Early Training Participants (dist. 5/17/2021)	100%	
CRFI 21-031 Request for Imaging Train-the-SME (ITTSME) Participants (dist. 5/17/2021)	100%	
CIT 0125- CalSAWS Training Infographics – ITTSME, Training Overview, and Training LMS (dist. 5/20/2021)	100%	
CIT 0136-21 CalSAWS Migration Training Guide (dist. 6/4/2021)	100%	
CRFI 21-033 Request for Additional LMS Access Participants (dist. 6/14/2021)	100%	
CIT 0144-21 CalSAWS LMS admin Training for County Training Coordinators (dist. 6/15/2021)	100%	
CIT 0187 Additional LMS Access Participants – LMS Access Instructions (dist. 7/27/2021)	100%	
CIT 0216-21 Registration Report for General Training (dist. 8/17/2021)	100%	
CIT 0217 LMS access guide for General Training (dist. 8/17/2021; update dist. 8/24/2021)	100%	

## Training Reports

Registration Reports by County	100%	
Training Completion Report by Curriculum (Target → 9/24/2021)	56%	
Training Completion Report by Training Material (Target → 9/24/2021)	56%	
Executive Training Summary Report	40%	





# Training Readiness

## Training Completion Rate by County



**Notes:**

- % Completion represents completion of required training by staff within a specific County
- % Completion includes all phases of Training: Early Training, ITTSME, additional LMS access and General Training
- The data above was generated as of 9/10/2021



# Implementation Readiness

## Service Desk

QA

LRS ServiceNow and C-IV CA SDM Ticket Systems Migrated to Consortium-owned SNOW	100%	
ServiceNow Training for County Helpdesks and Gainwell Completed	100%	
Plan for enhanced communications to County Help Desks regarding transition from C-IV instance of ServiceNow to CalSAWS instance	100%	
Command Center User Enablement	100%	
Host the County Prep Phase Command Center	100%	

## System Operations






C-IV Counties Access to the Sandbox Environment Provided	100%	
Engage the Counties on Staff Profile/Security Administration updates	100%	

## Production Deployment Plans

C-IV Deployment Readiness Plan Approved & QA Assessment Completed	100%	
County Implementation Points of Contact Identified	100%	
Conducted Walkthrough of Initial Implementation Readiness Packet with C-IV Counties	100%	
Finalize Post-Deployment Approach	100%	

# ↔ Change Readiness

## Communications

C-IV Change Management Plan Approved & QA Assessment Completed	100%	
Task Management Plan for Training, Change Management and Implementation completed & QA Review Completed	100%	
IMAGING: Created a Change Management Plan (including Communications Plans & Stakeholder Engagement Plans)	100%	
IMAGING: Completed Change Management Plan & QA Review Completed	100%	
Submitted FCED Plan for Change Management	100%	

## Achievements



### Communications

- 14 Infographics Distributed
- 4 News Blasts Distributed



### Targeted Topics

- 10 Presentations Delivered (350 attendees per sessions)



### Change Network Champions

- 11 Monthly Meetings Conducted (+350 attendees each meeting)



### User Readiness Surveys

- 5 Surveys across 14,000+ Users Administered (56% average response rate)



### Just in Time Demonstrations

- 6 Demos Delivered (2.5-3 hours each, average 900 attendees per sessions)

# Post Deployment Support

## Communication Activity Approach

#	Summary	Medium	Target Audience	Team	Planned Date	Status
1.	<b>County Prep Phase Command Center Support</b>	AWS Connect	Security Administrators, IPOCs, PPOCs, TPOCs	Implementation	8/30/21 – 9/10/21	Complete
2.	<b>County Prep Phase Stakeholder Call</b>	Teams/Zoom Call	IPOCs, PPOCs, TPOCs, other identified County Stakeholders	Implementation	8/30/21 – 9/15/21	In Progress
3.	<b>Post-Deployment Support Orientation for Office-Level Support</b>	Teams/Zoom Call	Office-Level Support	Implementation	9/7/2021	Complete
4.	<b>Go-Live Packet</b>	CIT	All C-IV Users	Customer Engagement	9/15/2021	Pending Review
5.	<b>Post-go-live Meeting with Advocates/CBOs</b>	Teams/Zoom Call	Advocates/CBOs	Customer Engagement / BenefitsCal	9/27/21 - 10/8/21	Not Started
6.	<b>Post-Deployment County Stakeholder Call</b>	Teams/Zoom Call	County Stakeholders	Implementation	9/27/21 - 11/5/21	Not Started
7.	<b>Daily High-Priority Issue Summary Update</b>	Email	IPOCs, PPOCs, TPOCs	Implementation	9/27/21 - 11/5/21	Not Started

# C4Y to CalSAWS Transition

## Managing Pending C4Yourself applications

The Project has sent the following CITs to help counties understand preparation activities related to e-apps:

CIT 0158-21 CIV-108431 Processed e-Applications in Data Transfer Status (Revised version from Tue 8/31/2021 9:44 AM)

- In preparation for BenefitsCal migration, the project analyzed C4Yourself e-Applications status in C-IV. The analysis identified that e-Applications were not being updated from “Data Transfer” status to “Transferred to C-IV” upon the completion of the data transfer. As part of implementation readiness report CIV-108431-e-Apps-Data Transfer Status was created listing all e-Applications that have been processed but still show Data Transfer status (reference SCR CIV-108431.)

CIT 0002-21 C4Yourself (C4Y) e-Applications in Data Transfer Status (Revised version from 9/8/2021)

e-Applications in the C-IV System have several statuses:

- If e-Application status is **“Transferred to C-IV”**: It can be assumed that e-Applications in this status have been completely processed in the C-IV System.
- If the e-Application status is **“Data Transfer”**: It can be assumed the case has not been fully updated with information from the E-Application. After migration users will have to access PRT to view the information entered on the E-Application and manually update data collection pages in CalSAWS. **Note:** C-IV PRT will be available starting at 8:00 AM on Friday, September 24, 2021; fully refreshed. PRT environment will be available for 1 year after migration.

# Managing Pending C4Yourself applications

## Practical instructions

These are the actions that must be completed **before Go Live** to reduce manual transfers.

Ensure as many e-apps as possible are linked to C-IV and in **Transferred to C-IV** status.

- This means that the application information has been confirmed in C-IV and all customer information on data collections fields has been reviewed and confirmed in C-IV.
- This does **not** mean that the case has been approved or completely processed. The case can be pending in C-IV.
- Cases that are pending *and* in Transferred to C-IV Status will be transferred/converted to CalSAWS.

# Managing C4Yourself e-apps in CalSAWS

If not Transferred then,

Cases not linked and in Transferred to C-IV Status and not pending/approved in CalSAWS will not be converted to CalSAWS.

- Required Actions:
  - ✦ The County must assign staff to recreate the case in CalSAWS.
  - ✦ Using C-IV PRT, find unprocessed e-apps.
  - ✦ For each of these cases, use the PRT data to create a new pending case in CalSAWS.
    - ▣ Use original application date.
    - ▣ Print E-app information and image the printout into CalSAWS.
    - ▣ Journal action completed as a result of Conversion/Go Live.

# Managing E-apps in CalSAWS

## Using PRT going forward

- Planned Conversion and Direction:
  - All C4Yourself e-application information was not scheduled to be converted to CalSAWS.
  - C-IV PRT to be available for 12 months post Go Live.
  - Counties can access C-IV PRT to verify original application and e-signature.



# Managing E-apps in CalSAWS

## Using PRT going forward

- Updated Discussions
  - Counties expressed concerns about the e-application data not being converted and the timing of PRT availability.
  - CalSAWS requested policy direction from CDSS and DHCS via a Consortium Request for Policy Clarification (CRPC); the responses were shared with the Self-Service Portal Committee on 9/9 and 9/8, respectively.
- Research is being conducted to determine best option to transfer e-app/signature information from the C4Y database into CalSAWS.
- Discussions are in progress for determining timeframe for availability of PRT beyond 12 months.



THE  
POWER  
OF 58

# PSC and Public Comment





# BenefitsCal Readiness



# Overall BenefitsCal Readiness

## Readiness Areas and Categories

Area	Category	BenefitsCal
Application	Design – 100% complete	100%
	Development	100%
	System Test – Execution	100%
	Independent Test – Execution	100%
	Independent Test – Pass Rate of Ex.	99%
	User Acceptance Test – Execution	100%
	User Acceptance Test – Pass Rate	98%
	Usability Test	100%
Integration	Design	100%
	Development	100%
	System Test	100%
	Interface Partner Test	100%
Technical	Infrastructure	100%
	Security Testing	100%
	Performance Testing	100%
Conversion	Conversion Readiness	100%
	Converted Data Test	100%
Training	Training Plan	100%
	Training Materials	100%
	Training Delivery	90%
Implementation	Service Desk	87%
	System Operations	97%
	Prod Deployment Plans	52%
Change	Communications	65%
	Partner Readiness (County, etc.)	50%

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

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

- Additional milestone added to exit UAT for the Partner/Advocate Requests

Key Milestones	Status	Evaluation Start Date	Decision Date	Go?	Notes
Exit System Test	C	07/16/21	07/23/21	Yes, ST Report	System Test execution complete please refer to slide 43 for the status of remaining defects.
Exit UAT – Release 1.0	G	08/20/21	09/14/21		Updated from 09/09/21
Exit UAT – Partner/Advocate Requests	G	09/15/21	09/20/21		On-track
Production Connectivity Test	G	09/04/21	09/10/21		First session 09/02/21
Production Green-Light	NS	09/22/21	09/22/21		Not started

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

QA

Design Deliverables Approved	100%	
System Security Plan (SSP) Approved	100%	

## Development

Completed 100% of Increment 1 and 2	100%	
Completed 100% of Increment 3	100%	

## System Test

Execute System Test – Increment 1	100%	
Execute System Test – Increment 2	100%	
Execute System Test – Increment 3	100%	

## User Acceptance Test (UAT)

Execute User Acceptance Test (UAT) (Target → 09/03/21)	100%	
Pass Rate of User Acceptance Test (UAT) (Target → 09/03/21)	98%	

## Usability Test

Complete Usability Test for Release 1.0 (Target → 09/10/21)	100%	
---	------	--

## QA Independent Test

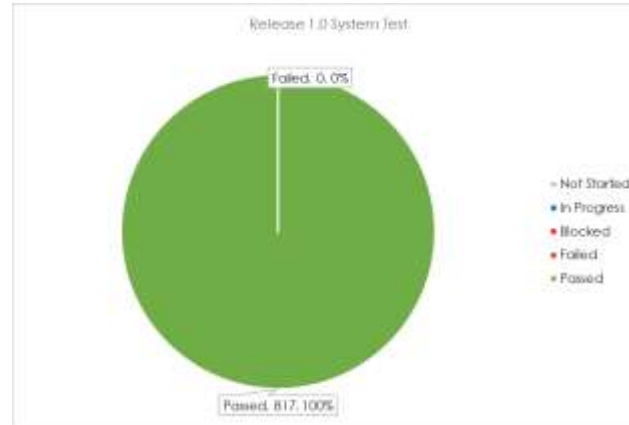
Execute Independent Tests (Target → 09/03/21)	100%	
Pass Rate of Independent Test for tests executed (Target → 09/03/21)	99%	



# Application Readiness



## System Test Status and Exit



Pass Rate Target	90%
Pass Rate Actual	100%
System Test Complete Date: July 16, 2021	

System Test Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	<b>Passed</b> – 100% of test cases are executed.
There are no Severity 1 (High) Severity 2 (Medium) defects in unresolved status.	<b>In Progress</b> - 0 Sev1 defects. - 1 Sev2 defects in progress.
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	<b>In Progress</b> - 35 Sev3 defects in progress. - 1 Sev4 defects in progress.
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	<b>Duplicate</b> – see above.
Test results are documented.	<b>Passed</b> – 100% of test case executions are documented.

Challenge: 73 tickets are ready for retest, or recommended for closure (duplicate, etc.) across both UAT and Independent Test. A report was created, and a request made to close these items by Friday 08/27/21.



# Application Readiness



## Independent Test Status and Exit

- Slightly-Behind for overall pass rate
- Week 16 of 16 – in progress
- The following table provides the Independent test execution results as of September 14, 2021, where the team has executed 100% of the test scenarios with an 99% pass rate
- Note: R1.0 testing was originally scheduled to end 9/3 and has been extended until 9/17



BenefitsCal R1.0	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
Independent Test Execution	240	0% (0)	0% (0)	99% (238)	1% (2)	13

Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	• 100% of Independent Test Cases Executed
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	• No Severity 1-High/Non-Cosmetic Defects have been opened to date • 1 Severity 2-Normal/Medium Defects are open
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	• 12 Severity 3-Low Defects are open • No Severity 4-Cosmetic Defects are open
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	• 100% of defects are being recorded in JIRA
Test results are documented.	• Test results and summary reports have been completed



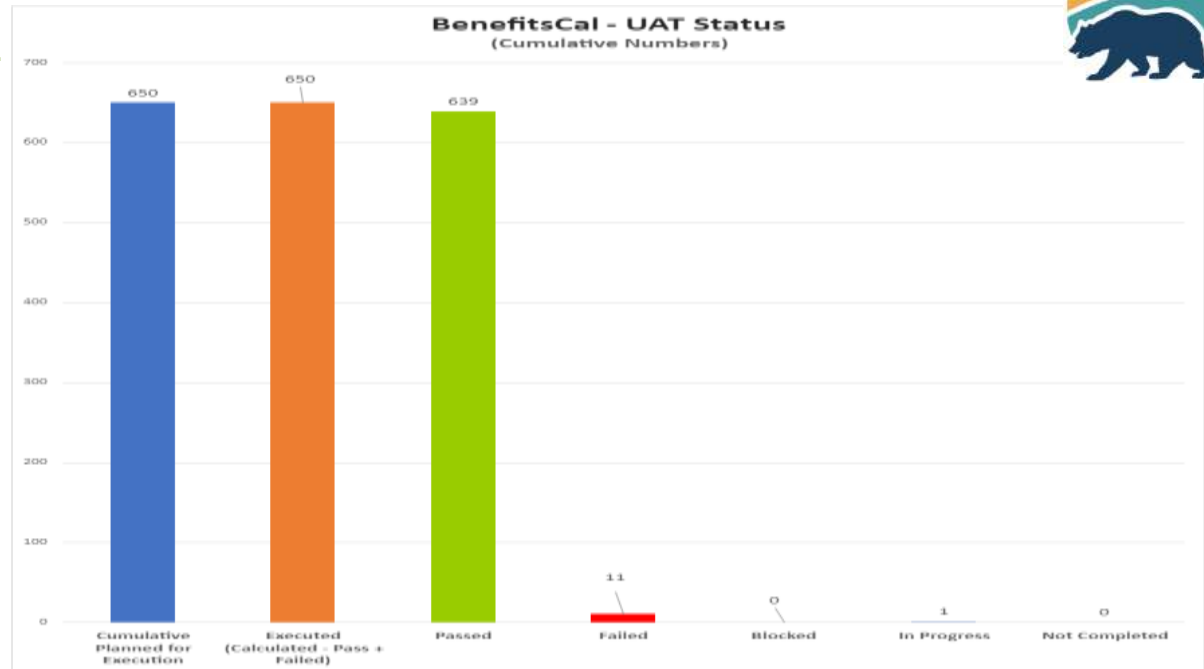


# Application Readiness



## UAT Status and Exit

- Completed Scenario Execution
- Week 15 of 15
- 120 User Acceptance Testers, 19 SMEs, representing 30 counties participated in UAT
- Overall completed 100% of the test scenarios with 98% pass rate of executed
- Note: R1.0 testing was originally scheduled to end 9/3 and has been extended until 9/13



BenefitsCal R1.0 (As of 09/14)	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked	Open Defects
BenefitsCal UAT Execution	650	0% (0)	0% (0)	98% (639)	2% (11)	0% (0)	28

User Acceptance Test (UAT) Exit Criteria	Status
All UAT test cases within the test execution plan are executed successfully, at Consortium's discretion	100% of UAT Test Cases Executed (Executed = Passed and Failed Scenarios)
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	<ul style="list-style-type: none"> <li>• 0 Severity 1-High/Non-Cosmetic Open Defect</li> <li>• 5 Severity 2-Normal/Medium Open defects</li> </ul>
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	<ul style="list-style-type: none"> <li>• 23 Severity 3-Normal/Low Open defects</li> <li>• 0 Severity 4-Cosmetic Open defects</li> </ul>
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	100% of defects are being recorded in JIRA
Test results are documented.	Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit



## Design

Design Deliverables Approved 100%

## Development

Completed 100% of Increment 1 and 2 100%

Completed 100% of Increment 3 100%

## System Test

Execute 100% of partner test cases within System Test 100%

## Interface Partner Test

Execute 100% of the Interface Partner Testing 100%

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	2	8	0	10
CalSAWS	0	1	1	0	2
FIS	0	0	0	0	0
BenefitsCal	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>12</b> <i>(-9 from last week)</i>



## Integration Readiness Risks and QA Watch List

**Risk 235 – The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface**

QA – Coordination and confirmation with GetCalFresh

QA – Testing outcomes toward exit criteria, resolution of defects





## Security Testing

QA

Conduct SAST code vulnerability scans (SAST) ( Target → 09/24/21)	100%	
Conduct DAST code vulnerability scans (DAST) ( Target → 08/27/21)	100%	
Pre-production launch third-party web application penetration testing (Target → 08/20/21)	100%	

## Performance Testing

Execute 100% of Performance Test – Cycle 1	100%	
Execute 100% of Performance Test – Cycle 2	100%	
Execute 100% of Performance Test – Cycle 3	100%	

Performance Test Execution	Start Date	End Date	Scope	Test Case Design Status	Execution Status
<b>Cycle 1</b>	05/31/21	06/11/21	Anonymous features	2 of 2 approved	100% Executed
<b>Cycle 2</b>	07/19/21	07/30/21	App, ForgeRock, Case Details	16 of 16 approved	100% Executed
<b>Cycle 3</b>	08/09/21	09/10/21	All R1.0 features (Including FIS/EBT)	14 of 14 approved	100% Executed

## Infrastructure

Prepare UAT Environment	100%	
Complete PROD environment setup (Target → 09/04/21)	100%	



# Conversion Readiness



## Conversion Readiness

QA

Create Pre-Production user accounts within ForgeRock for BenefitsCal admin users	100%	
Provide extract of the CBO and Admin users on UAT	100%	
Provide extract of regular users (non-CBO and non-admin users) account data from C4Y system on UAT	100%	

## Converted Data Test

100% of conversion test scripts are written, loaded, and ready to execute	100%	
Execute Conversion Data Testing Rounds 1-2	100%	
Execute Conversion Data Testing Round 3 (Target → 08/27/21)	100%	



## Training Plan








QA

Demo System for UAT training	100%	
------------------------------	------	---

## Training Materials

Deliver Training Quick Guides (Target → 08/13/21)	100%	
Deliver Training Videos (Target → 08/13/21)	100%	
Deliver Training Admin Guide (Target → 08/13/21)	100%	
Prepare CBO training video (Target → 09/13/21)	100%	

## Training Delivery

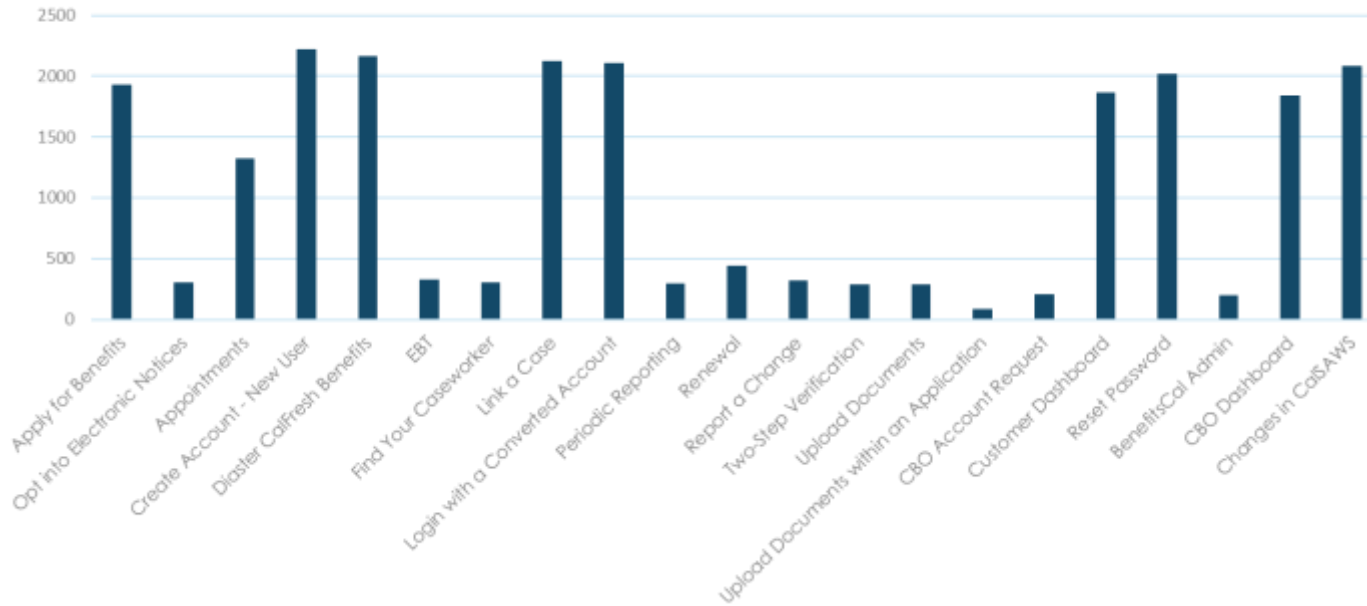
Deliver training for CDSS Prime Contractor Training (07/28/21), and Advocates (08/09/21)	100%	
Deliver training for Counties (4 sessions completed), SSP Committee (4 sessions completed)	100%	
Deliver training for Tier 1 support (Target → 09/17/21)	100%	
Deliver training for Tier 2 support (Target → 09/17/21)	75%	
Deliver training for CNC - Change Network Champions	100%	
Deliver training for Consortium Train the Trainer	100%	
Deliver training for CBOs - Community Based Organizations	100%	



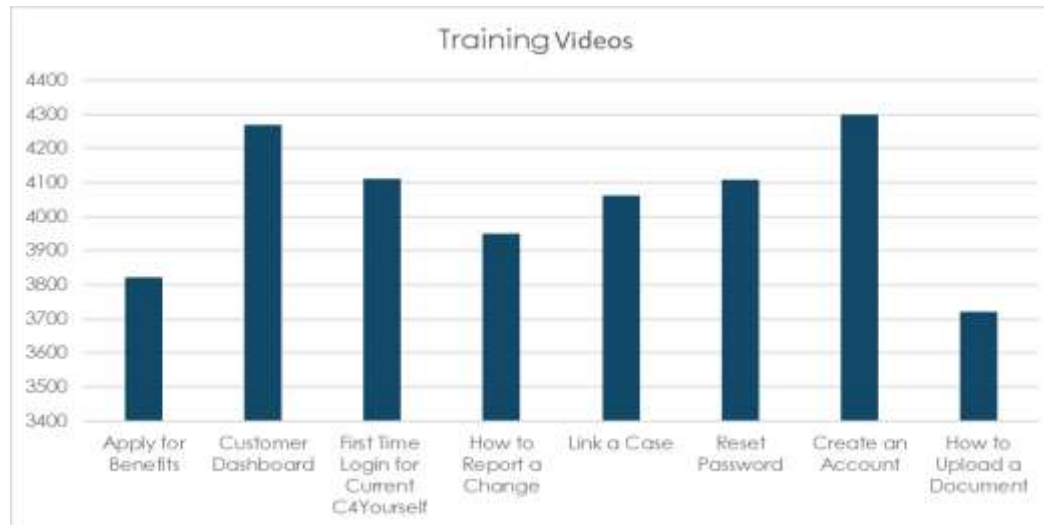
# Training Readiness



### Training Reference and Quick Guides



### Training Videos

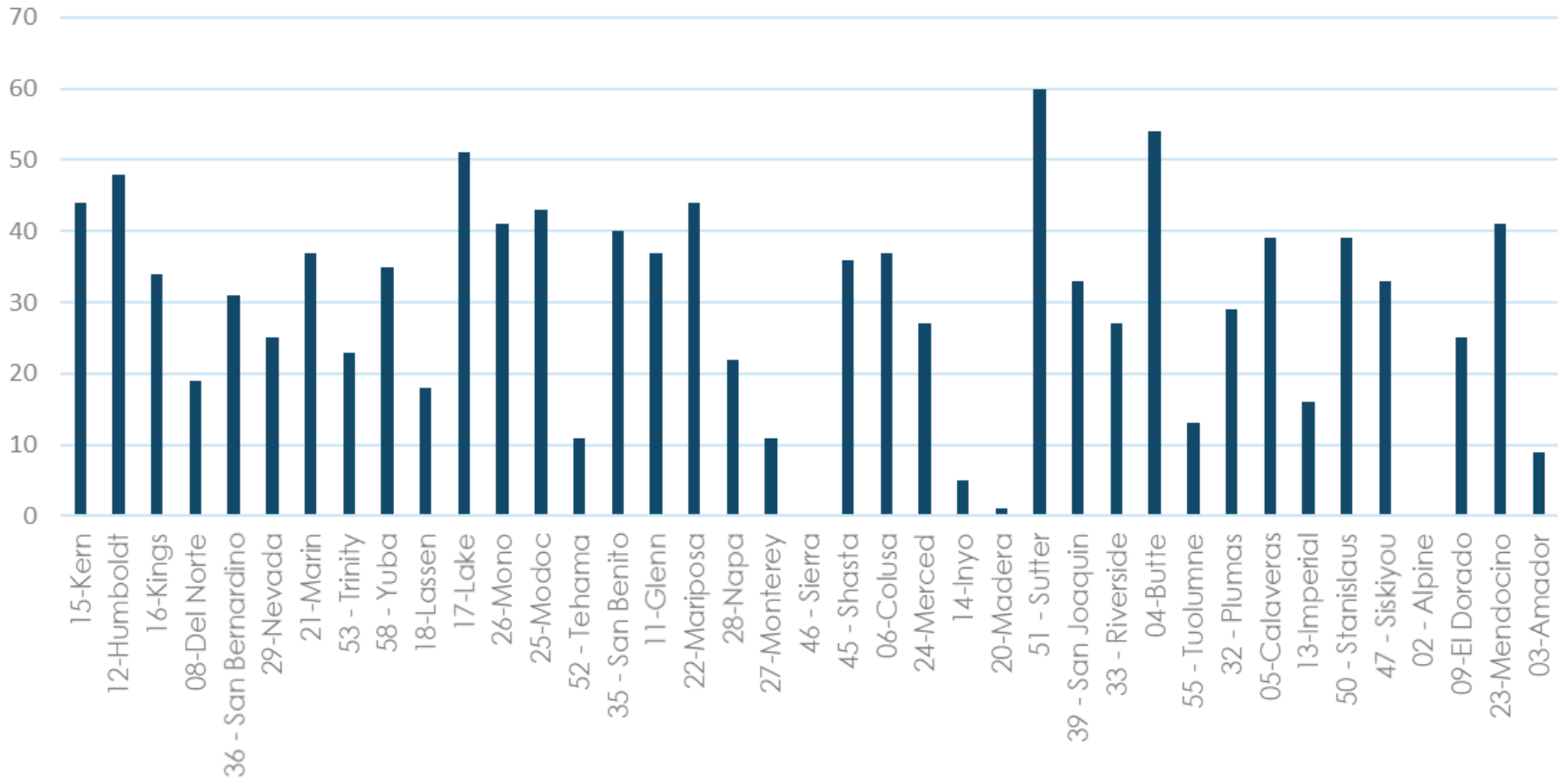




# Training Readiness



## BenefitsCal Completion by County





## Service Desk

Customer Experience (CX) Dashboards (Target → 08/27/21)	100%	
Plan service desk support and communications	100%	
County Service Desk staff to confirm sufficient capacity to support BenefitsCal users	100%	
Finalize incident intake (i.e., diagnostic questions) for Service Desk workers	100%	
Disseminate BenefitsCal training materials to Service Desk staff (Target → 08/13/21)	100%	
Confirm Configuration of ServiceNow (Target → 09/17/21)	60%	
Confirm Tier 1, 2, and 3 teams understand the processes to support (Target → 09/17/21)	50%	

QA

## System Operations

Plan system operations support and communications (Target → 08/27/21)	100%	
Confirm Command Center schedule and communication of said schedule	90%	
Define incident management process	100%	
Contingency Planning (Target → 09/03/21)	100%	

## Prod Deployment Plans

Develop Production Cutover Checklist (Target → 09/10/21)	90%	
Conduct Production Connectivity (Target → 09/10/21)	70%	
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans (Target → 09/17/21)	100%	
Decide to proceed with BenefitsCal Production Launch (Go-No Go Decision) (Target → 09/22/21)	0%	
Launch BenefitsCal to production (Target → 09/27/21)	0%	

## Implementation Readiness Risks and QA Watch List

- QA – Finalization of Help Desk handoffs
- QA – Execution of Cutover Mock Run and coordination with vendor partners







## Communications

Review and approve go-live communications	100%
Draft go-live communications	100%
Confirm that staff have participated in preparatory meetings and trainings (Target → 09/27/21)	40%
Distribute go-live communications (Target → 09/27/21)	0%

QA



Post	Date	Messages Attempted	Messages Delivered	Delivery Rate	Open Rate	Opened
C4Y New Benefits System (1) email	06/30/21	417,882	389,643	93.2%	23.7%	92,337
C4Y New Benefits System (2) email	07/30/21	417,882	396,010	94.7%	27.8%	98,171
C4Y App Push Notification	08/23/21, 08/24/21, 09/14/21, 09/20/21	1,566,340	783,170	NA	NA	NA
C4Y Text Message	09/03/21	Scheduled				
C4Y New Benefits System (3) email	08/31/21	Scheduled	417,882	396,548	94.9%	28.2%
C4Y Reminder Your Renewal is Due	09/27/21	Scheduled				
C4Y Go Live Announcement	09/27/21	Scheduled				
C4Y Log In to the New System	10/11/21	Scheduled				

Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System

## Partner Readiness

Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System (Target → 09/27/21)	72%
Confirm other Systems have updated their URL to point to the new BenefitsCal (Target → 09/27/21)	28%



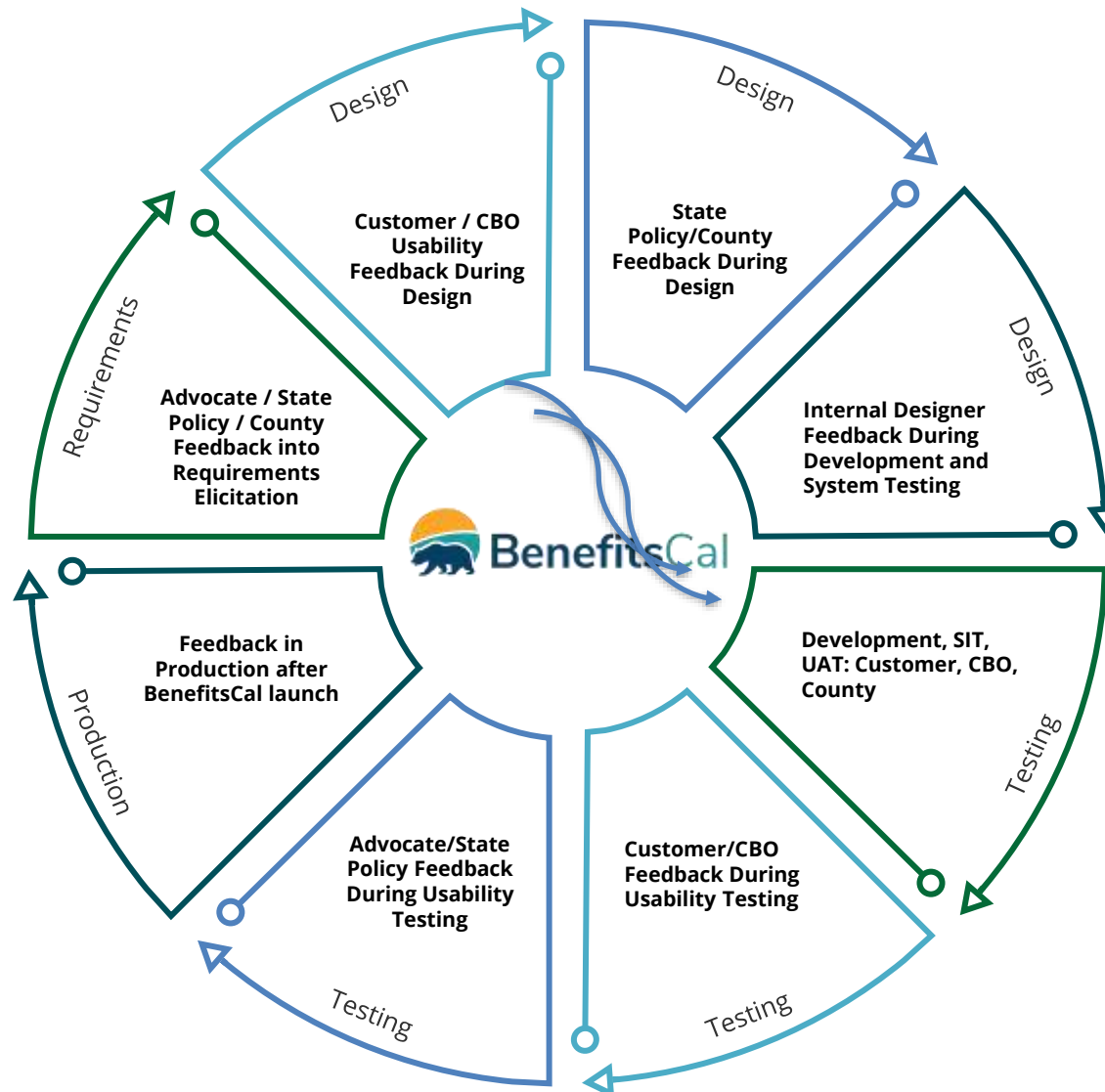


# BenefitsCal Feedback Process



# BenefitsCal Feedback Sources

BenefitsCal's Feedback Loop engages multiple stakeholder groups throughout the Project from Procurement through Post-Production



# BenefitsCal Feedback Process During Testing

BenefitsCal will follow a process that involves prioritization, triage, resolution and validation.

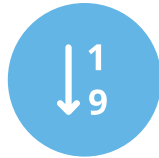


## Receive Feedback



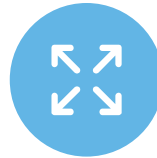
**Receive feedback** from moderated testing, unmoderated testing, formalized testing and system demonstrations

## Prioritize



**Define priority** based on eligibility impact, policy compliance, user impact, workaround impact, prevalence

## Triage



**Confirm alignment with policy, alignment with design and/or ability to reproduce**

Conduct sessions to reproduce (as needed)

Classify as an enhancement, deficiency, or no change

Confirm releases for priority 1 and 2

## Resolve



**Define / confirm resolution** through discovery / design sessions (as required)

Implement resolution

Document interim process for findings classified as priority 2

## Validate

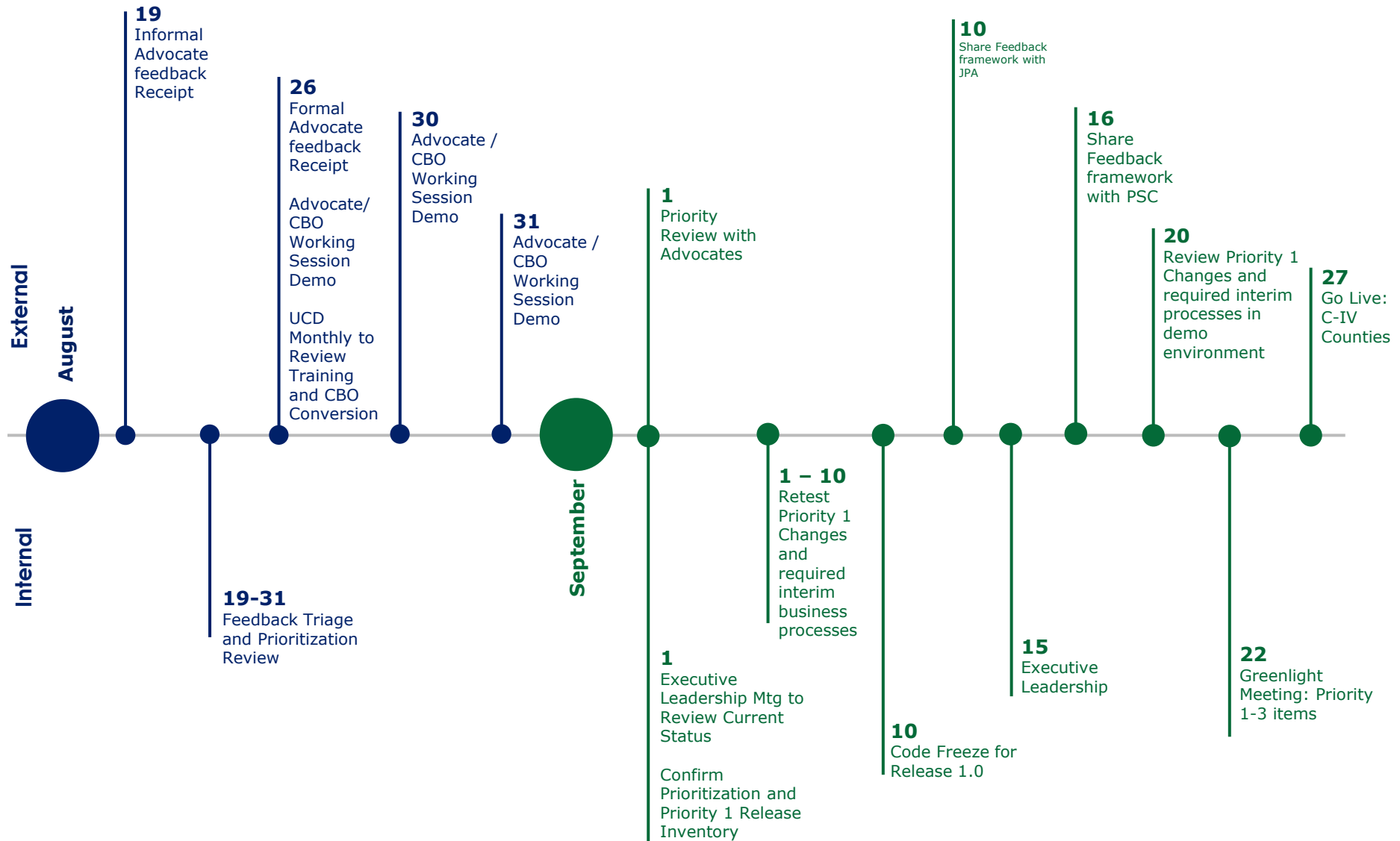


**Confirm finding** with finding originator

Confirm interim process

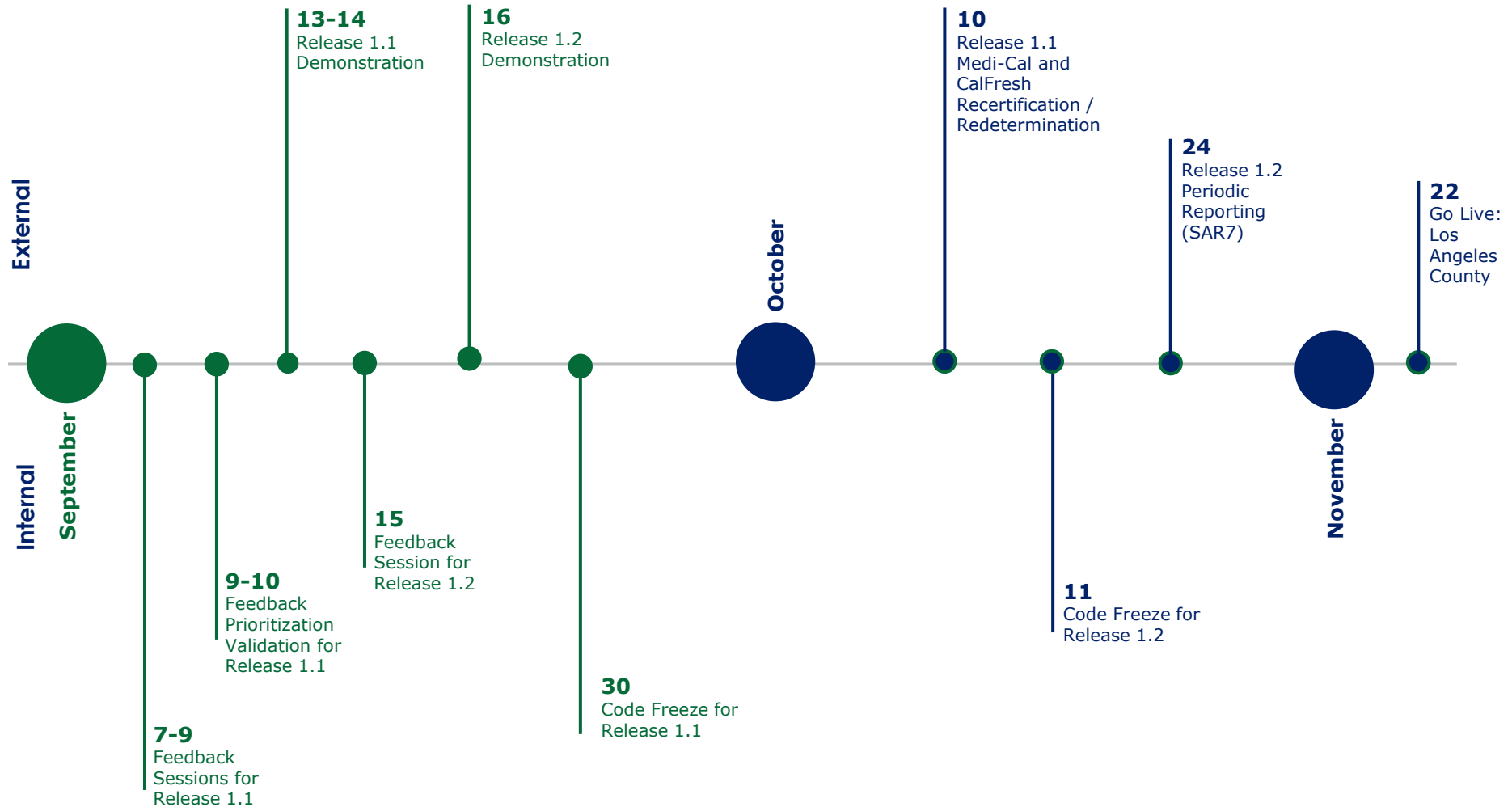
# BenefitsCal Feedback Timeline Until Release 1.0

Triage, prioritization, and validation engages internal and external stakeholders



# BenefitsCal Feedback Timeline Until Release 2.0

Triage, prioritization, and validation engages internal and external stakeholders



# BenefitsCal Feedback Prioritization Definitions

Feedback is prioritized using the following scale:

1

## Priority 1

Critical impact to eligibility  
Must have for go live  
No identified interim process

2

## Priority 2

No critical impact to eligibility  
Interim process to be defined  
May be released as a priority release

3

## Priority 3

Nice to have  
OK to delay until a major release



# BenefitsCal Usability Test Results: Round 5





# BenefitsCal Usability Test: Round 5

## Overview

### Evaluation

#### User Experience & Usability

- Interaction
- Ease of use
- Clarity of instructions
- Relevancy of support
- Feelings of inclusion

**Tested End-to-End Apply for Benefits Flow (AFB)** with a focus on these sections:

1. Add primary application details
2. Add a household member
3. Add income, expense, and asset type
4. Submit application
5. Upload documents
6. Submit application

### Format

#### Moderated

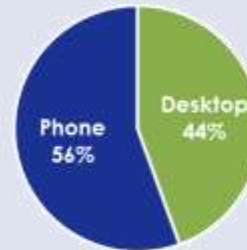
2-hour sessions with Customers

For moderated sessions, we have a **real-time discussion** with users about their experience. For unmoderated sessions, users can provide feedback through open-ended questions at the end of the usability test.

#### Unmoderated

1-hour moderated with Assisters/Advocates

Devices Used for Moderated Sessions



### Tool

We used a **usability testing tool called Loop11** for both moderated and unmoderated testing. Loop11 allows us to connect users to the BenefitsCal test environment and recorded the user's screen as they complete an application.

As a user is completing a task, **Loop11 collects usability data** such as number of clicks, heatmaps (where users spend the most time on the page), time spent to complete activity, etc.

# BenefitsCal Usability Test: Round 5

## Participant Summary

### 9 Customers – Moderated

#### We've worked with Customers who are...

- Experiencing a physical disability
- Experiencing homelessness
- Limited in their access to technology
- Unemployed
- Self-employed
- College students

#### Who live in the following counties...

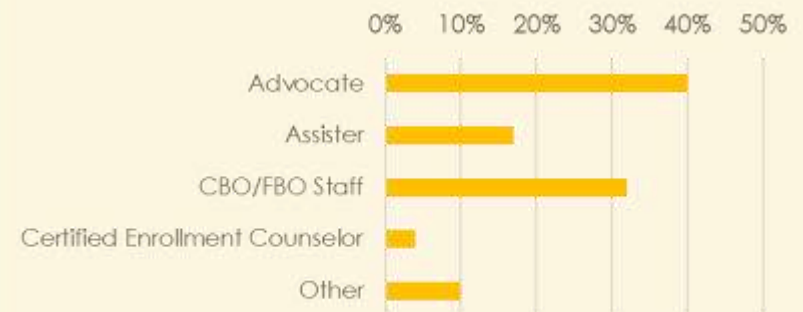
- Fresno
- Los Angeles
- Riverside
- Santa Barbara
- San Bernardino
- Tulare

### 20 Assister/Advocates - Unmoderated

#### We heard from Assisters/Advocates who work with the following populations...

- Persons experiencing homelessness
- College students
- Medi-Cal applicants
- Seniors
- Persons living in rural communities

#### Role



# BenefitsCal Usability Test: Round 5

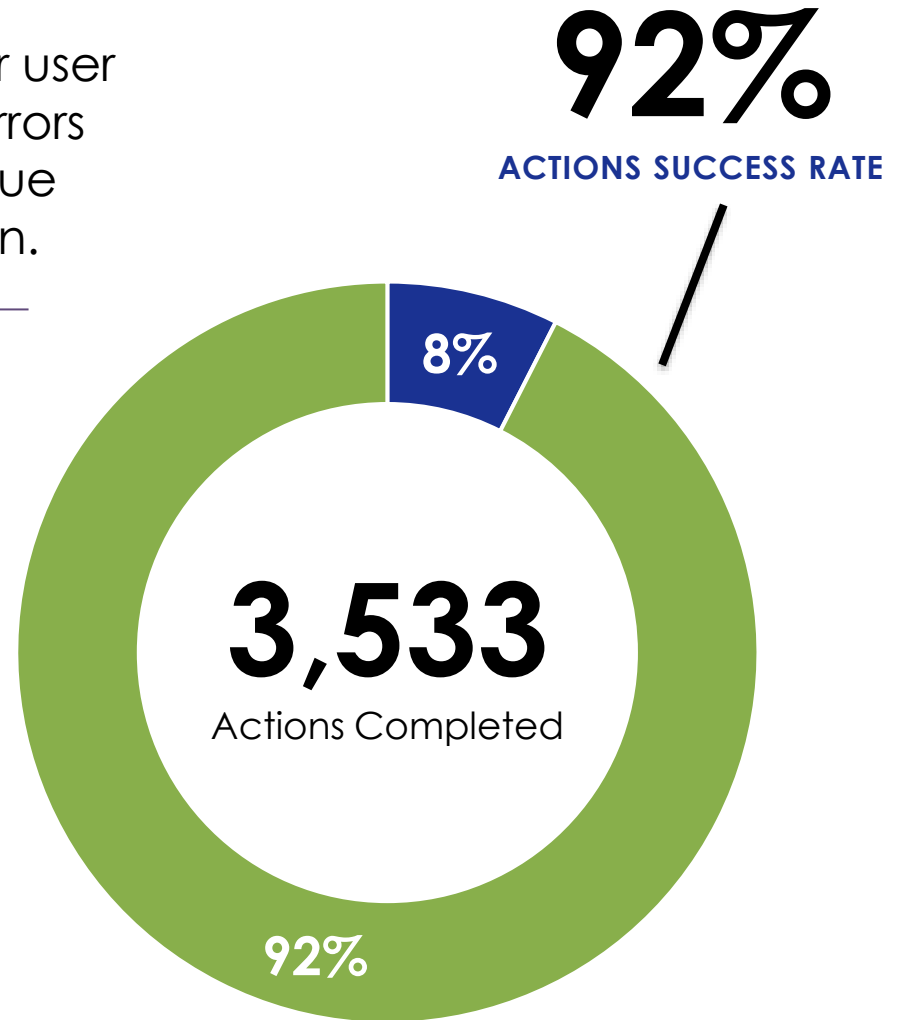
## Summary of Task Completion

The **application flow** was evaluated for user experience and usability per screen. Errors were identified when a user had an issue understanding or completing an action.

**40 total enhancements** were identified from errors that were experienced by multiple users.

**14 enhancements** are prioritized for Release 1.0 due to the impact on the overall customer experience.

**36 enhancements** will be addressed in upcoming releases of BenefitsCal to continue to enhance the customer experience.



# BenefitsCal Usability Test: Round 5

## Customer Insights

### Customers feel more confident they are completing tasks accurately

Customers feel assured by clear instructions, familiar examples, and repetitive patterns within each section of the Apply for Benefits flow. Customers report the section summary is a useful way to confirm all information is reported and accurate.

"[Income summary] is another good page because it's clarifying if what you put in is correct. Instead of putting it at the very end [of the application] you have to skim through the whole page, which is long, some people might miss information. So, I like that it is giving you a chance to review here."

"I like this [household summary]. I like this right here because it's clear! I had public assistance, I have a disability, and I'm in college. It's important, those are the important details. 'Not quite right?' I can edit or fill in the missing details. I like that because there are times I wonder if I've hit the wrong button. So, it's nice to be able to move back and forth."

# BenefitsCal Usability Test: Round 5

## Customer Insights

### **Customers find the design promotes clarity and reduces information overload**

Customers feel the application is more manageable, compared to their previous portal experience, because they only have to focus on one item at a time. Customers report positive feedback on the application layout, “one question per screen” design, and the use of font size because it narrows focus on what's important.

“It just seems more simplified... [The questions] are plain, they're simple and to the point as compared to the paper application.”

“It was a lot easier than the old website. The old website really felt like they took the paper form and transferred to a website. This is a lot clearer of what I'm being asked for and it's a lot easier to work through. It's a lot easier because there aren't 13 questions at once.”

“It's very clear. I like this format. I like that it's big and bold and it's clearly written.”

# BenefitsCal Usability Test: Round 5

Customers notice the UCD approach...and **enjoy being part of the process.**

"I'm happy to [do the usability test] because it's really important. I received benefits and I really needed them... There are people out there that really need help and we should do anything we can to help."

"I love that so much. You make me feel valued. Thank you! It's important. Thank you for trying to make things easier for everyone."

"This is [designed] for me. I like that. Filling this stuff out is a pain in the neck so that little bit of encouragement is like 'woohoo.' It's nice."

"Due to the pandemic, I've had to go to a lot of government websites in the past couple of months. This was by far the smoothest, very clear."

“

Honestly, whoever thought of [the BenefitsCal application] did a great job, they put themselves in the shoes of the person who has to answer the questions.

- Customer

”



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# PSC and Public Comment



# Central Print Readiness





# Overall Central Print Readiness

## Readiness Areas and Categories

Area	Category	Central Print
<b>Application</b>	Design	N/A
	Development	N/A
	System Test	N/A
	Independent Test	N/A
	User Acceptance Test	N/A
	Usability Test	N/A
<b>Integration</b>	Design	100%
	Development	100%
	System Test	100%
	Interface Partner Test	100%
<b>Technical</b>	Infrastructure	N/A
	Security Testing	N/A
	Performance Testing	N/A
<b>Conversion</b>	Conversion Readiness	N/A
	Converted Data Test	N/A
<b>Training</b>	Training Plan	N/A
	Training Materials	100%
	Training Delivery	9/24/21
<b>Implementation</b>	Service Desk	100%
	System Operations	100%
	Prod Deployment Plans	N/A
<b>Change</b>	Communications	N/A
	Partner Readiness (County, etc.)	N/A

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

QA

## Design

Master Implementation Plan Approved	100%	
Requirements Verification Session Complete	100%	

## Development

Print File Parameters Identified	100%	
Print Centers Established	100%	
Configuration Load	100%	

## Test

Connectivity Between Print Centers and Fulfillment Platform	100%	
2D Barcode Testing	100%	
SoCal Print Center Component Testing	100%	
Existing Print Center Component Testing	100%	
Connectivity Between CalSAWS and Central Print	100%	
Disaster Recovery Test	100%	
Production File Test	100%	

## Training and Implementation

Maintenance and Operations Plan Approved	100%	
Supply Readiness	100%	
Training Readiness	100%	
Training Delivery	(Target - 09/24/21)	0%



# Central Print Testing Summary

Status	Test	Comments
Complete	Functionality - Envelope Fit	<b>Purpose:</b> Verify the fit of envelope windows prior to purchase <b>File(s) Used:</b> Test files which included print using each envelope type including changes from Release 21.07
Complete	Functionality - Release 21.07 (Participant to Accenture's system testing)	<b>Purpose:</b> Verify the print layout and envelope fit for printed items that were changing with CalSAWS Release 21.07 <b>File(s) Used:</b> Test files which included print changes from Release 21.07
Complete	Security – Facility Inspection	<b>Purpose:</b> Verify Print Center with onsite inspection of physical security at the three print centers
Complete	Connectivity – Test File	<b>Purpose:</b> Verify connectivity from CalSAWS AWS to Gainwell Print Centers including encryption and decryption of a test file <b>File(s) Used:</b> Small test print file
Complete	Connectivity – Production Files	<b>Purpose:</b> Verify connectivity from CalSAWS AWS to Gainwell Print Centers including encryption and decryption at volume <b>File(s) Used:</b> Full set of Los Angeles County print files from a production batch cycle
In Progress	Performance - Performance and Load	<b>Purpose:</b> Verify the ability of the Central Print solution to complete a representative night's production files in a time period that would result in same day mailing <b>File(s) Used:</b> Los Angeles and C-IV Counties print files from a production batch cycle
Complete	Functionality – Performance and Load	<b>Purpose:</b> Verify the ability of the Central Print solution to meet functional requirements related to printing such as using PDF's, insertion of return envelopes, etc. <b>File(s) Used:</b> Full set of Los Angeles County print files from a production batch cycle
Complete	Disaster Recovery – Performance and Load	<b>Purpose:</b> Verify the ability of the Central Print solution to re-route a file to an alternate print center <b>File(s) Used:</b> One of the Los Angeles County print files from a production batch cycle



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# PSC and Public Comment



# Independent Verification and Validation (IV&V) Confirmation



# IV&V Readiness Observations

## Highlights



Overall Readiness Confirmation Status:



### Conversion

#### Monitoring:

- Master C-IV Cutover plan updates and finalization
- Preparation for 1B cutover ...

#### Concerns:

- None
- Getting conversion activities to completed within the 84-hour window

#### Risks:

- #249 - Conversion Activities within the 84-hour Window

### Imaging

#### Monitoring:

- Differential load of images for C-IV Counties

#### Concerns:

- None
- Completing imaging and validation activities for CalSAWS Go-Live

#### Risks:

- #248 – Delays in C-IV Imaging Migration

### Analytics

#### Monitoring:

- Release G dashboards launching September 8, 2021
- Release H dashboards launching September 9, 2021 ...
- CA-230686 Adding Four BenefitsCal Links to CalSAWS
- Historical data in data lake and availability of reports after go-live
- CIT 0243-21 – Analytics Dashboards and Reports Replatform Project – Hard Launch #4 ...

#### Concerns:

- None
- Implementation of CA-230686 prior to September Go-Live

#### Risks:

- #236 – Scaling of Analytics Dashboards for 58 counties

# IV&V Readiness Observations

## Highlights



**CalSAWS** (cont'd.)



**Test**



### Monitoring:

- Batch Performance Test
- 40 County Online Performance Test
- CalSAWS / BenefitsCal Integration Performance Test

### Concerns:

- ~~Daily batch cycle processing within 10-hour window~~
- Continued tuning of batch and performance

### Risks:

- #237 – Batch Scaling
- #240 – Scaling of Production Ops and Batch Ops



**UAT**



### Monitoring:

- Lessons Learned

### Concerns:

- None
- ~~Completion of all test scenarios by planned UAT end date~~
- ~~Re-Test of all defects by UAT exit~~
- ~~UAT exit~~

### Risks:

None



**Training**



### Monitoring:

- General Training activities
- Progress of required training curriculum

### Concerns:

- None
- ~~ForgeRock Login Fix and Tickets~~

### Risks:

None

Overall Readiness Confirmation Status:



On Track



Slightly Behind



Off Track



New Item

# IV&V Readiness Observations

## Highlights



BenefitsCal



### Development



#### Monitoring:

- GetCalFresh Integration with BenefitsCal

#### Concerns:

- Limited visibility into GetCalFresh details and progress
- Advocate updates for Release 1.0

#### Risks:

- #235 – BenefitsCal Release 1.0 Schedule Compression
- #246 – Gap in requirements between GetCalFresh and BenefitsCal could lead to a lower adoption of BenefitsCal by users
- #247 – BenefitsCal Changes identified after 06/14/21 may not be addressed



### Test



#### Monitoring:

- Remaining Release 1.0 Defects
  - Non-Functional - ADA, Language
- GetCalFresh and BenefitsCal Performance Testing

#### Concerns:

- Increment 3 defect resolution
- Safari browser issues
- Cross-Device issues
- Multi-Language defects
- Resolution of all remaining defects
- Testing all Advocates updates for Release 1.0 by the code freeze date

#### Risks:

None



### UAT



#### Monitoring:

- Multi-language readability validation

#### Concerns:

- Test case execution and progress
- Defect resolution by UAT exit
- BenefitsCal and ForgeRock Account Creation / Login Issues
- Advocate updates for Release 1.0 being UAT tested ...

#### Risks:

- #251 – Language Translation Testing and Updates not completed timely

Overall Readiness Confirmation Status:



On Track



Slightly Behind



Off Track



New Item



# IV&V Readiness Observations

## Highlights

Overall Readiness Confirmation Status:



### **BenefitsCal** (cont'd.)

#### **Training**

**Monitoring:**

- BenefitsCal training for Tier Two, and CBOs
- Communications via email, newsletter, social media, and text to users

**Concerns:**

- None

**Risks:**

None

### **Central Print**

#### **Implementation Readiness**

**Monitoring:**

- Greenlight for C-IV Counties

**Concerns:**

- None

**Risks:**

None



THE  
POWER  
OF 58

# PSC and Public Comment





# Overall Readiness

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# Overall Project Readiness

## Readiness Areas and Categories

Area	Category	CalSAWS	BenefitsCal	Central Print
<b>Application</b>	Design	100%	100%	N/A
	Development	100%	100%	N/A
	System Test	100%	100%	N/A
	Independent Test – Pass Rate	100%	95%	N/A
	User Acceptance Test – Pass Rate	100%	90%	N/A
	Usability Test	N/A	100%	N/A
<b>Integration</b>	Design	100%	100%	100%
	Development	100%	100%	100%
	System Test	100%	100%	100%
	Interface Partner Test	100%	100%	100%
<b>Technical</b>	Infrastructure	88%	100%	N/A
	Security Testing	98%	99%	N/A
	Performance Testing	91%	100%	N/A
<b>Conversion</b>	Conversion Readiness	100%	100%	N/A
	Converted Data Test	100%	100%	N/A
<b>Training</b>	Training Plan	100%	100%	N/A
	Training Materials	100%	95%	100%
	Training Delivery	93%	90%	9/24/21
<b>Implementation</b>	Service Desk	100%	80%	100%
	System Operations	100%	99%	100%
	Prod Deployment Plans	100%	44%	N/A
<b>Change</b>	Communications	100%	60%	N/A
	Partner Readiness (County, etc.)	N/A	46Su%	N/A

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

## Requirements Met

### On Track to Meet all C-IV-related Requirements by Go-Live dates

- **CalSAWS Requirements**

- 494 of 520 C-IV Requirements are Met in Production and ready for C-IV County Go Live
- 26 remaining requirements anticipated to be met at Go Live
- 1 requirement for DDID 2250 (imaging) is in progress of being closed in UAT

- **BenefitsCal Requirements**

- 147 Release 1.0 Requirements are on track to be met by C-IV County Go Live
- Requirements currently in System Test, Independent Test, and UAT are anticipated to be validated by go-live

- **Central Print Requirements**

- All requirements for LA County Go Live were met in the August 27 implementation
- 49 Met in Plan requirements are on track to be met at C-IV Go Live

System	Met Status					Current Test Status					
	Total Requirements	Met in Plan (to be Met in Prod by Go Live)	Met in Prod	Not Met		System Test*		Independent Test**		User Acceptance Test**	
				Impact to C-IV Go-Live	Planned for Post C-IV Go Live	In Plan	Met	In Plan	Met	In Plan	Met
CalSAWS	783	26	494	-	263	-	373	-	281	1	202
BenefitsCal Release 1.0	147	79	-	-	-	79	68	7	53	32	65
Central Print	149	49	94	-	6	-	-	-	-	-	-
<b>Total</b>	<b>1,079</b>	<b>154</b>	<b>588</b>	<b>-</b>	<b>269</b>	<b>79</b>	<b>441</b>	<b>7</b>	<b>334</b>	<b>33</b>	<b>267</b>

\* System Test validates the subset of requirements specific to Application Development.

\*\* Independent Test and UAT validate a subset of requirements based on priority and complexity.



THE  
POWER  
OF 58

# PSC and Public Comment





# Procurement Update

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# CalSAWS Procurements

## Key Procurement Tasks

- CalSAWS M&O Procurement
  - Established M&O Procurement Advisory Work Group: April – May 2021.
  - Finalized procurement strategy and direction: May – June 2021.
  - Develop requirements: July – November 2021.
  - Prepare Draft RFP: August 2021 – February 2022.
  - State and Federal Approvals: February 2022 – June 2022.
  - Release RFP: June 2022.



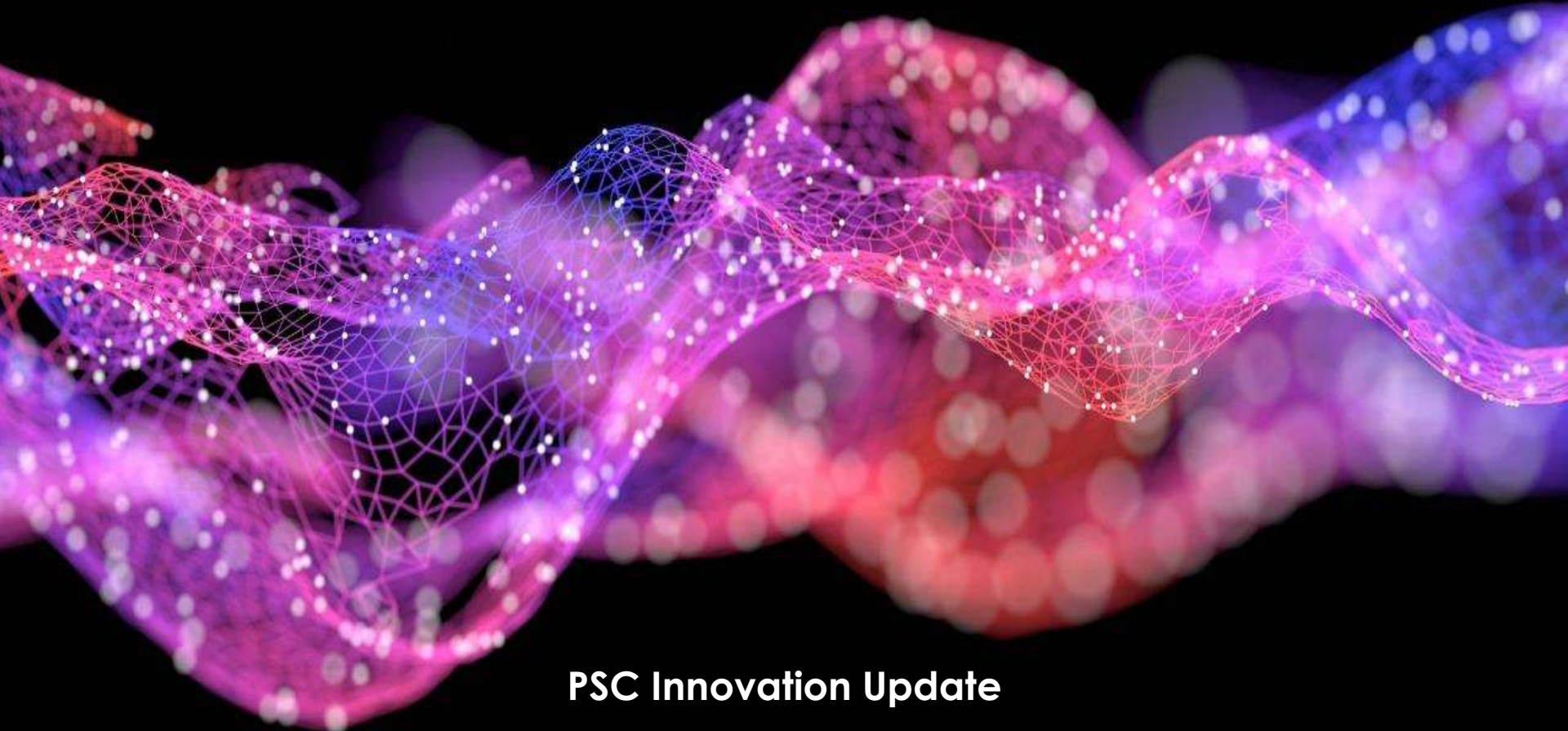


# CalSAWS Innovation Phase 2



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# Welcome to the CalSAWS Innovation Phase II: Quarterly Innovation Challenge!



**PSC Innovation Update**

# Innovation Phase II

## Agenda



# Our New Innovation Focus

To proactively create aspirational innovations with and for the counties and the customers



Innovate  
with the  
**Counties**



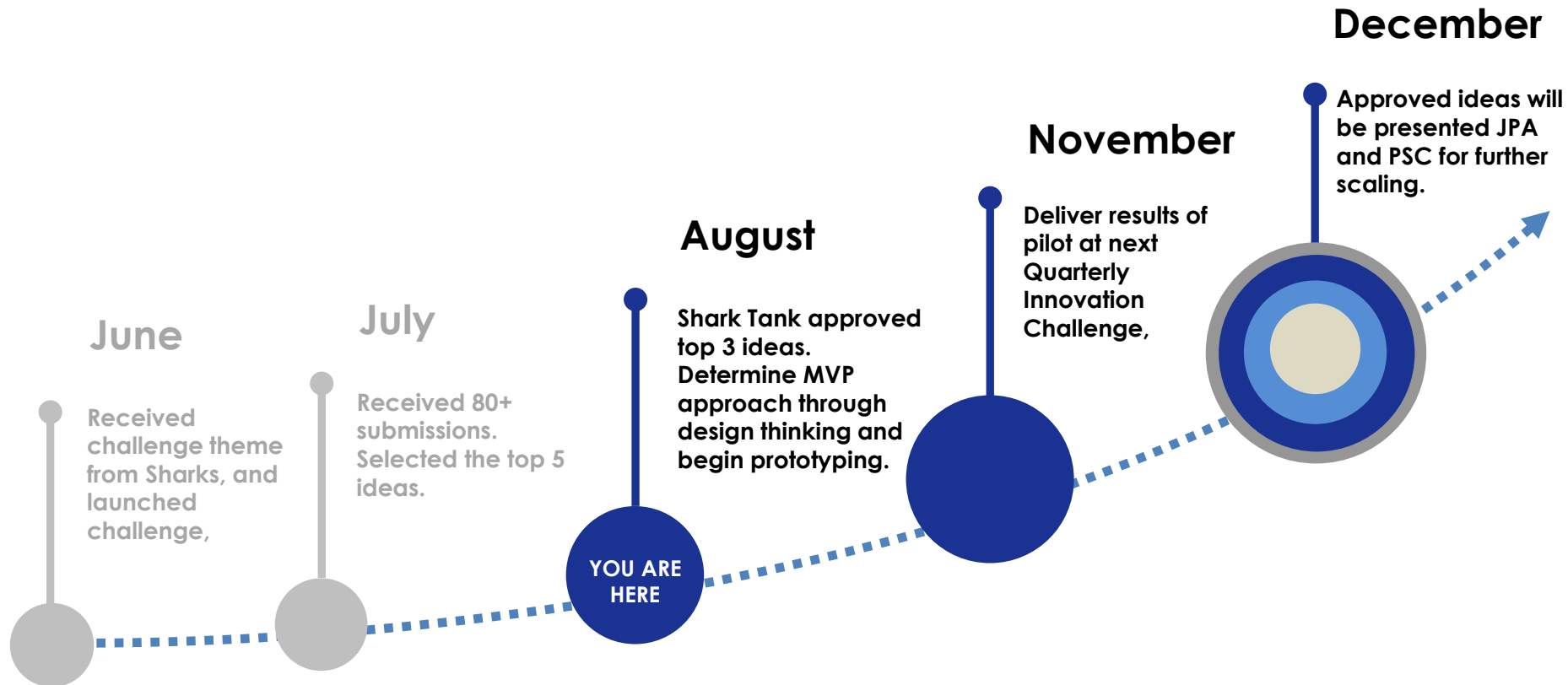
Create a  
**culture** of  
Innovation  
and see  
ideas  
come to  
life



**Raise the  
profile** to  
a Shark  
Tank  
approach

# Our Journey

What Happened, Where We Are Now, and What Comes Next





# QUARTER ONE THEME

## HOW MIGHT WE...

Leverage innovation to implement high-performing hybrid remote workforce experiences?

## CONSIDERATIONS:

- Improved Productivity, Collaboration, & Trust
- Hiring, Training, & Retention
- Employee Engagement, Culture, and Health & Wellness
- Operational Continuity & Workplace Safety
- Client Experience & Support
- Diversity & Inclusion

# Quarter One Shark Tank Approach

Ideas required approval from CalSAWS Leadership, Accenture Leadership, and at least one County Director. Top ideas will be prototyped at a county.



**John Boule**  
CalSAWS  
Executive Director



**Antonia Jimenez**  
Los Angeles  
County Director



**Gilbert Ramos**  
San Bernardino  
County Director



**Rick Wanne**  
San Diego  
County Director



**Gaurav Diwan**  
Accenture  
Client Account  
Lead

- Each quarter, we will rotate our County Directors for county representation.
- County Directors will provide future areas of focus or challenge statements on a quarterly basis to guide and spark innovation ideas.

Thank You!

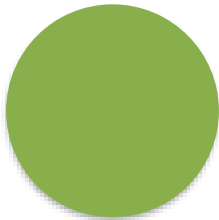






## State Partners Updates

- OSI
- CDSS
- DHCS





# Regional Updates



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Adjourn Meeting

