

# Implementation Readiness Packet & Dashboard

August 23, 2021

The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to C-IV Counties with information related to C-IV Migration, BenefitsCal, the state-wide Self-Service Portal, and Central Print. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones. Project Milestones are identified by project team leads and CalSAWS Project leadership.

The Packet & Dashboard serve to inform the Counties on the progression and completion of Key Project and County Milestones. The information contained in the document reflects data as of **August 19, 2021**.

\*An Implementation Readiness Milestone is a critical-path activity for the C-IV Migration, BenefitsCal, and Central Print Go-Live in September 2021.



# Overall Project Readiness

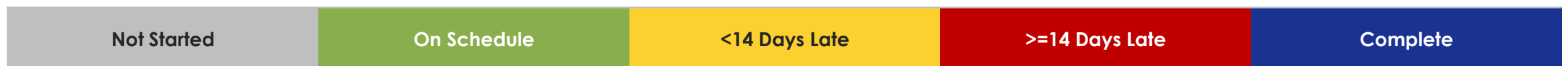


# Overall Project Readiness

## Executive Dashboard

The **Executive Dashboard** presents a **high-level view of Project Readiness** in the form of a stop light indicator. Readiness statuses are presented for each Readiness Area. The status of each Readiness Area is determined by timely Milestone completion (see Key below). The Criteria for determining the Status (e.g., **Not Started**, **On Schedule**, **<14 Days Late**, **>=14 Days Late**, **Complete**) of a Readiness Area is based on the Statuses of the individual Milestones within each Readiness Area. More detail on C-IV Migration, BenefitsCal, and Central Print progress can be found in later sections of the Implementation Readiness Packet.

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	100%	94%	N/A
	User Acceptance Test	99%	80%	N/A
	Usability Test	N/A	89%	N/A
<b>Integration</b>	Design	100%	100%	100%
	Development	100%	100%	100%
	System Test	100%	100%	8/20/21
	Interface Partner Test	99%	100%	100%
<b>Technical</b>	Infrastructure	75%	100%	N/A
	Security Testing	93%	96%	N/A
	Performance Testing	86%	90%	N/A
<b>Conversion</b>	Conversion Readiness	96%	100%	N/A
	Converted Data Test	100%	100%	N/A
<b>Training</b>	Training Plan	100%	100%	N/A
	Training Materials	100%	100%	100%
	Training Delivery	72%	28%	9/24/21
<b>Implementation</b>	Service Desk	98%	95%	60%
	System Operations	100%	99%	85%
	Prod Deployment Plans	100%	36%	N/A
<b>Change</b>	Communications	100%	60%	N/A
	Partner Readiness (County, etc.)	N/A	40%	N/A



# 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

## Risks related to Migration

Risk Level	Risk Name	Risk Description
High	#236 – The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	<p>The Analytics hard-launch dashboard production release experienced delays in data refresh impacting CalSAWS (LRS).</p> <ul style="list-style-type: none"> <li>• A single county (LA) data load was delayed due to batch processing exceeding 6:00 am.</li> <li>• Data refresh time is degrading for a single county volume in production processing.</li> <li>• Performance and measurements for a single county may not scale with the current configurations.</li> <li>• Staging environment performance results identified that the environment used for hard launch needs to align with the production environment.</li> </ul>
High	#237 – The scaling of Batch for 58 Counties may have an impact on system performance	<p>The CalSAWS production batch schedule does not always complete by 6am. As part of DDI there will be growth in both the count of batch jobs and volume of data as additional counties are converted into CalSAWS. This growth may add a challenge to batch completing on time. Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle.</p>
High	#240 -- The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account the multi-county and multi-vendor CalSAWS ecosystem may impact business operations	<p>As we expand to 58 counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&amp;O batch schedule magnifies the potential impact to business operations and benefits to the participants.</p>
High	#248 -- The C-IV Imaging go live may not have images prior to 2/28/21 due to delays in the C-IV image migration	<p>The C-IV Converted Image transfer for documents scanned prior to February 28th, 2021, is currently at risk of not finishing prior to go live.</p>
High	#249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84 hour window	<p>The execution of the C-IV Conversion Cutover activities in the 3 Mock Conversions have not resulted with the overall End-To-End performance to completing at or within 84 hours. Mock Conversion #3 (in July) completed in approx. 87 hours (or 2.5 hours past the 84 hours window). The team will work with the various project teams and cutover activities to mitigate the risk of executing cutover activities past the 84 hours and thus impacting both C-IV and LA County Users start to their business day in CalSAWS.</p>



# Overall Project Readiness

## Risks related to Migration

Risk Level	Risk Name	Risk Description
Medium	#208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties	There have been persistent delays in CalHEERS achieving release readiness during the system test cycle, introducing risk to the dependent CalSAWS production release date. Any CalHEERS delay will impact the timely delivery of business functionality, receipt of which is critical to the counties. Additionally, date slips cause negative downstream planning and scheduling churn.
Medium	#226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule.	The state and federal partners have requested changes to the SAWS Systems in response to COVID-19 relief efforts. The scope and priority of these efforts are not fully known. The Consortium and vendors may need to allocate staff to support the relief efforts to get them implemented quickly. If resources from DD&I are shifted to focus on relief efforts, it could impact the CalSAWS DD&I delivery schedule.
Medium	#235 – The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface	If either the BenefitsCal phase 1 implementation or the CalSAWS modifications for BenefitsCal phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal phase 1 could be impacted.

# 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



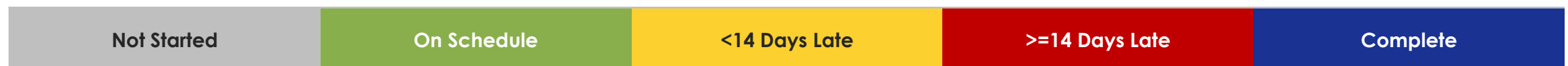


# County Readiness

## Dashboard

Area	Status	Counties
Application	G	39 of 39 Counties
Integration	G	39 of 39 Counties
Technical	G	37 of 39 Counties
	Y	2 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

\*There are no County Issues and Risks as of August 2021.



# County Readiness

## Late Tasks/Milestones

No.	Milestone/Task Summary	Severity	Original Due Date	New Due Date	Actual % Complete	Planned % Complete	Impact	Remediation Plan
1.	CIT 0183-21 Allow-list new URLs that support the use of CalSAWS	Medium	08/13/21	08/31/21	85%	100%	Plumas, Siskiyou	Rescheduled the TPOC meeting from 8/31 to 8/23 in order to work through final allow-listing questions with Counties. Working to redistribute CIT with further details. Working directly with Counties to troubleshoot.

# CalSAWS Readiness



# Application Readiness

## Design

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

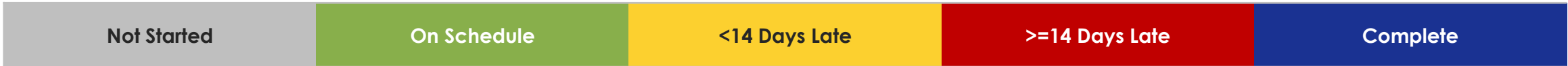
CalSAWS Master Test Plan Approved	100%	
Master QA Test Plan Approved	100%	
C-IV Converted Data Test Completed	100%	
C-IV Batch Regression Test Completed	100%	
System Test for Releases 19.11 – 21.07	100%	
QA Independent Test for Releases 19.11 – 21.07	100%	

## 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) (Target → 8/27/2021)	99%	
Pass Rate of User Acceptance Test (UAT) (Target → 8/27/2021)	94%	

## 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.	



QA





# Application Readiness

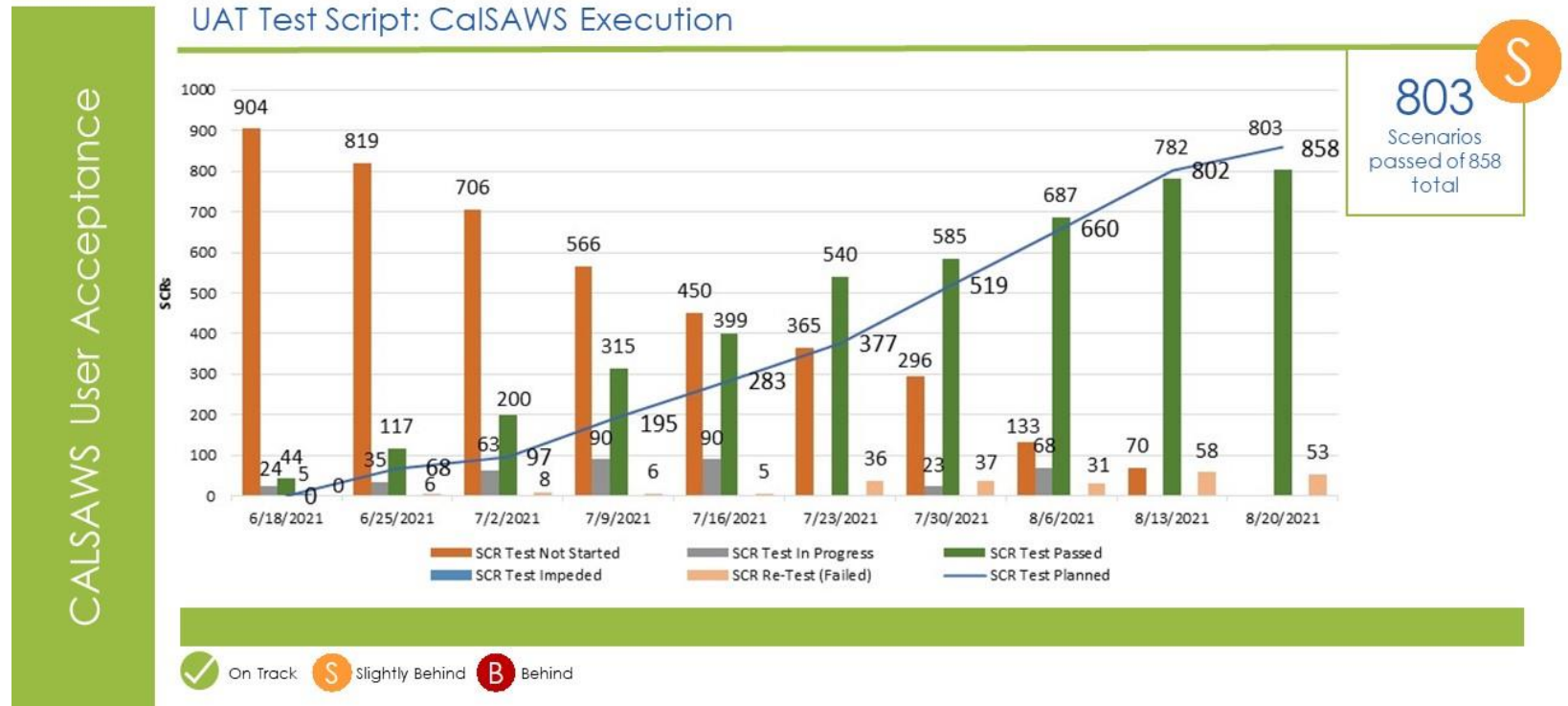
## CalSAWS UAT for CalSAWS Core (Includes State Reports)



### UAT Status

Slightly Behind Schedule

- Slightly-Behind for CalSAWS Application which includes State Reports
- 34 of 41 User Acceptance Testers, 1 SME, representing 21 counties participated in Week 9 of 10
- The following table provides the UAT execution results as of August 18, 2021, where the team has overall completed 99% of the test scenarios with a 94% pass rate (of completed scenarios)
- Scenarios dropped from 919 to 858 due to removing 1) Non-State Case Management Reports not selected as priority 2) No change in CMSP functionality



CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
CalSAWS UAT Execution	858	1% (2)	0% (0)	93% (803)	6% (53)	15

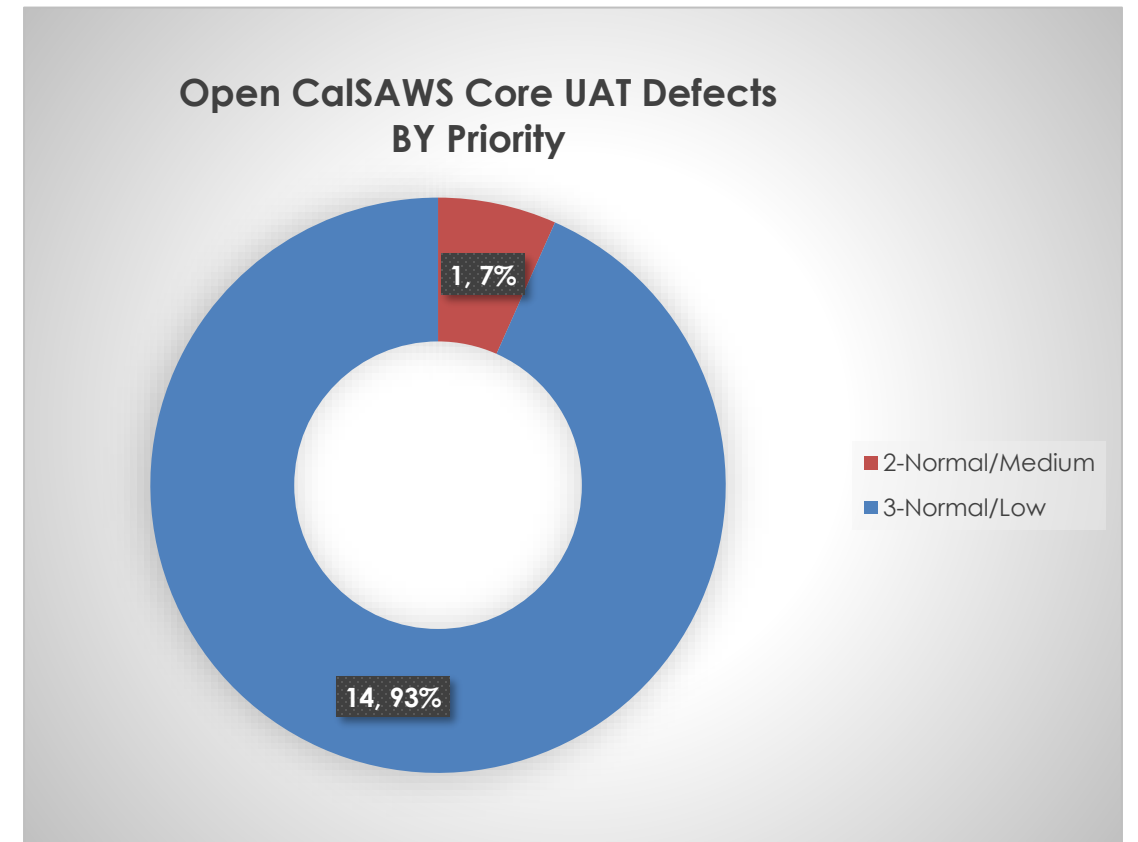
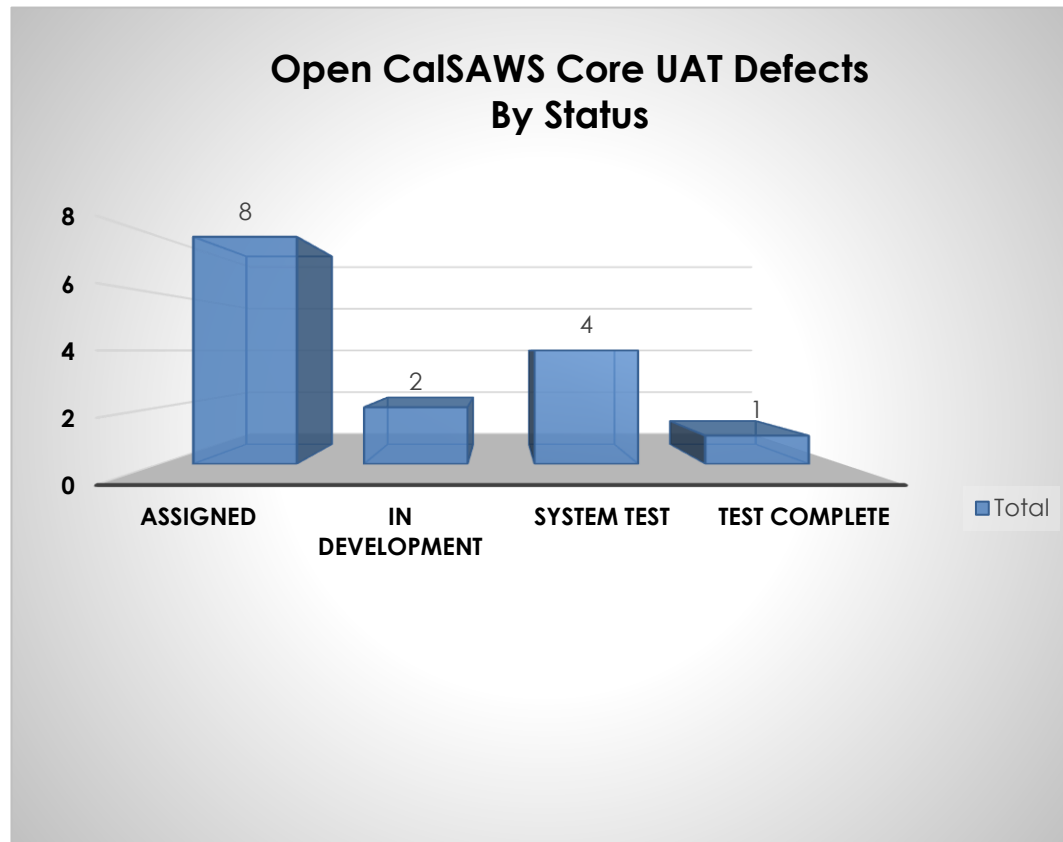
Exit Criteria	Status
100% of UAT Test Cases have been executed	<ul style="list-style-type: none"> <li>• 99% of UAT Test Execution</li> </ul>
No Open Priority 1-High/Non-Cosmetic DD&I Defects	<ul style="list-style-type: none"> <li>• No 1-High/Non-Cosmetic Defects have been opened to date</li> </ul>
Open 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>• 1 Severity 2-Normal/Medium Open defects</li> <li>• 14 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>

# Application Readiness

## Open CalSAWS Core UAT Defects

### Defect Status

- 15 Open CalSAWS Core Defects
  - 8 of which were created this week
  - 7 are targeted for resolution prior to exiting UAT
  - 8 are actively being researched





# 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

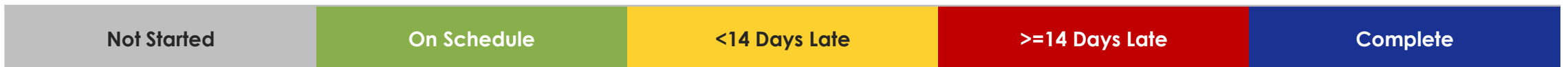
Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces) – Test Environment	100%	
Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces) – Production	100%	

## Partner Deployment Validation

Confirm CalSAWS cloud server production cutover connectivity EBT (FIS)	100%	
Confirm configuration changes to support transactions out of CalSAWS have been deployed to the Partner Production Environment – eICT (CalWIN)	100%	
Confirm configuration changes to support transactions out of CalSAWS have been deployed to the Partner Production Environment – CalHEERS (Target → 09/13/21)	0%	

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	(Target → 8/25/2021) 80%	
Complete Conversion Cutover 1A (Target → 8/30/2021)	0%	

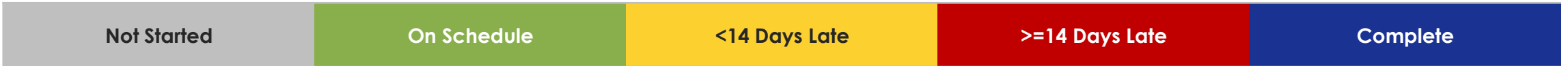
## Converted Data Test (CDT)

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	
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**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 Risk

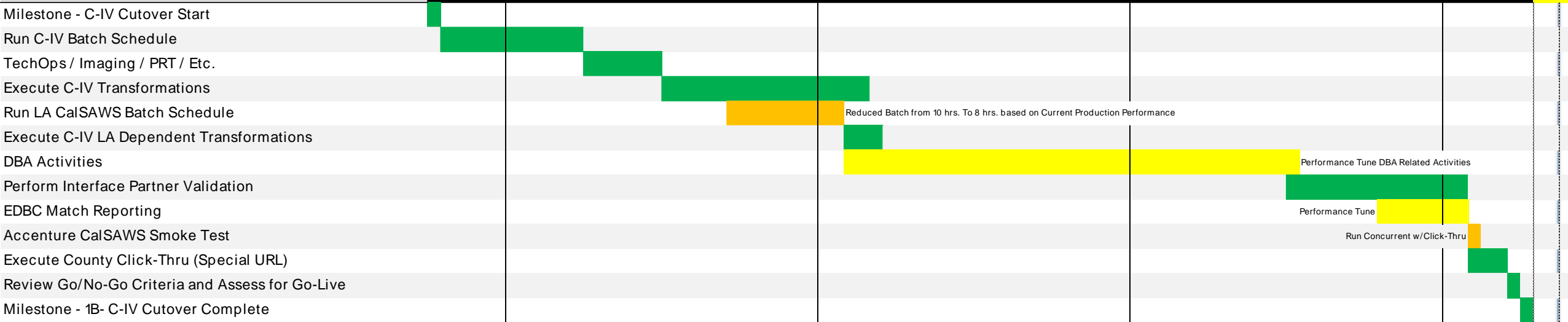
**Risk**– The execution of the C-IV Conversion Cutover activities in the 3 Mock Conversions have not resulted with the overall End-To-End performance to completing at or within 84 hours. Mock Conversion #3 (in July) completed in approx. 87 hours (or 2.5 hours past the 84 hours window). The team has logged Risk #249 and will work with the various project teams and cutover activities to mitigate the risk of executing cutover activities past the 84 hours and thus impacting both C-IV and LA County Users start to their business day in CalSAWS.



### Legends:

Expected Baseline
Performs Per Plan
Risk, Impact, Mitigation
Mitigation Step(s) Completed

### Critical Path / Cutover Hours



### Mitigation Action Items:

1. Limit the LA CalSAWS Batch Schedule to only those jobs necessary for the Migration of C-IV to CalSAWS – Complete as the Batch team has adjusted the Batch Schedule to include only the jobs needed during this last C-IV Batch run
2. Revise the LA CalSAWS cutover activity duration from 10 hours to 8 hours based on Current Production Performance – Complete
3. Execute Smoke Testing in parallel with County Click-Thru saving 1 hour – Complete
4. Execute GDS #7 Conversion Run\* on Production AWS environments – In-Progress. Cutover Plan will be Updated post GDS7
5. Remove Stage Gate Reviews from the Critical Path saving 1.5 hours – In-Progress. Cutover Plan will be Updated post GDS7



# Application/Technical Readiness: Imaging

QA

## Functionality

Functional Development, System Test, and Release Deployment Completed	100%	
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## Performance Testing

Hyland Platform Performance test (cycles 1 & 2)	100%	
Performance and Stress Testing for CalSAWS Go-Live Completed	(Target → 09/17/2021) 60%	

## Security Testing

Penetration Testing	for Hyland Platform (Target → 09/21/2021)	30%	
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## Images Migration

Upload, restore, and transform database transfer – UAT Primary Option (Target → 07/26/2021)	100%	
Upload, restore, and transform database transfer – Production Primary Option	(Target → 08/25/2021) 75%	
DMS (Database Migration Service) Transfer – Backup Option	(Target → 08/26/2021) 50%	
Disaster Recovery Test (Target → 9/5/2021)	0%	
Verify All Documents Migrated from Legacy Storage Device (Target → 08/29/2021)	100%	
Upload Image Legacy Data to Hyland Production (Target → 08/13/2021)	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) (Target → 08/20/2021)	98%	

## Technical Readiness Risks and QA Watch List

Risk 248: Delays in the C-IV Image Migration	
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Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Application/Technical Readiness: Imaging

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

### Target Due Date

09/03/2021

### 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 23 – C-IV Production Imaging Database to be Converted, and Upgraded in Production
- Sept 3 – Initial Production Validation to be Completed

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	G	<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)	NS	<ul style="list-style-type: none"> <li>• Validation Criteria is being defined</li> <li>• Validation SMEs are being identified</li> </ul>



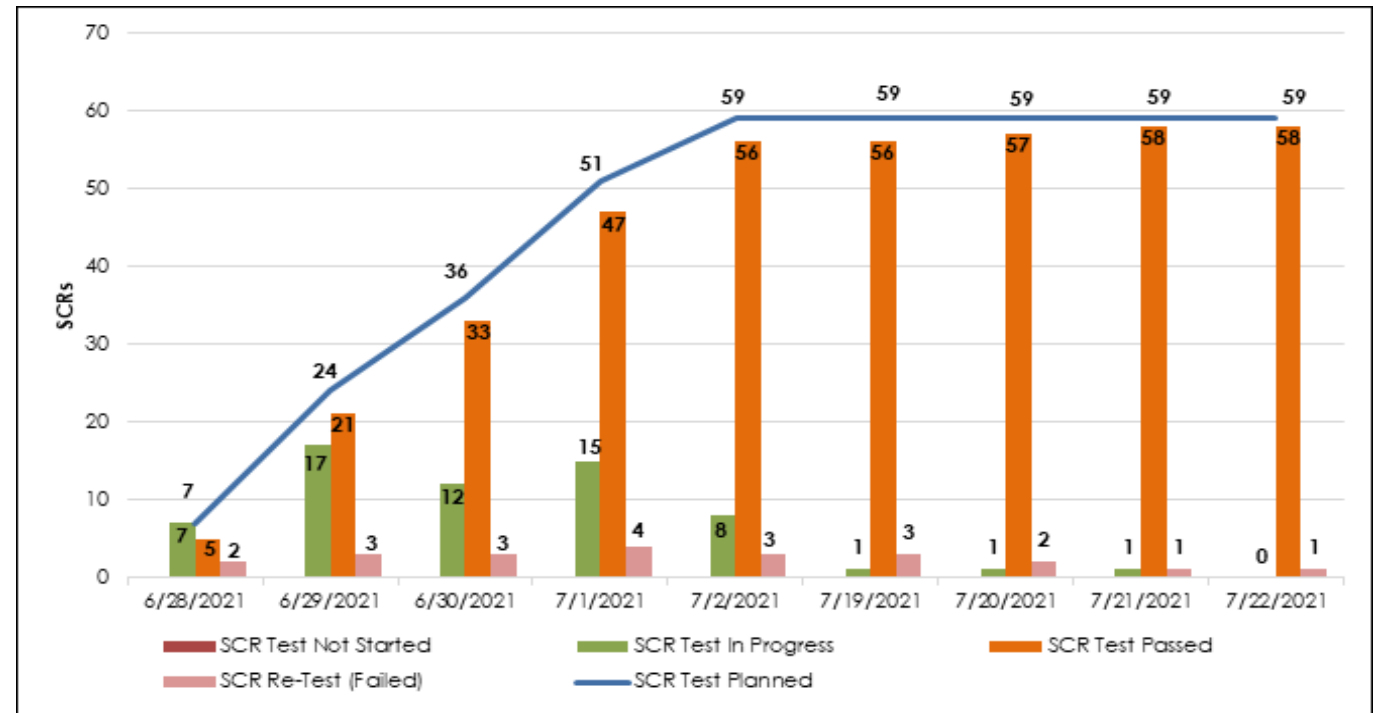
# Application/Technical Readiness: Imaging UAT



## UAT Status

On Schedule

- On-Track for CalSAWS Imaging Admin
- 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 98% pass rate
- Retest scheduled for the 1 remaining test case Aug 9 – 20, 2021



CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
Imaging ADMIN Execution	59	0% (0)	0% (0)	98% (58)	2% (1)	1

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>• 98% of Imaging UAT Test Cases Passed / 2% Failed</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>• 1 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>

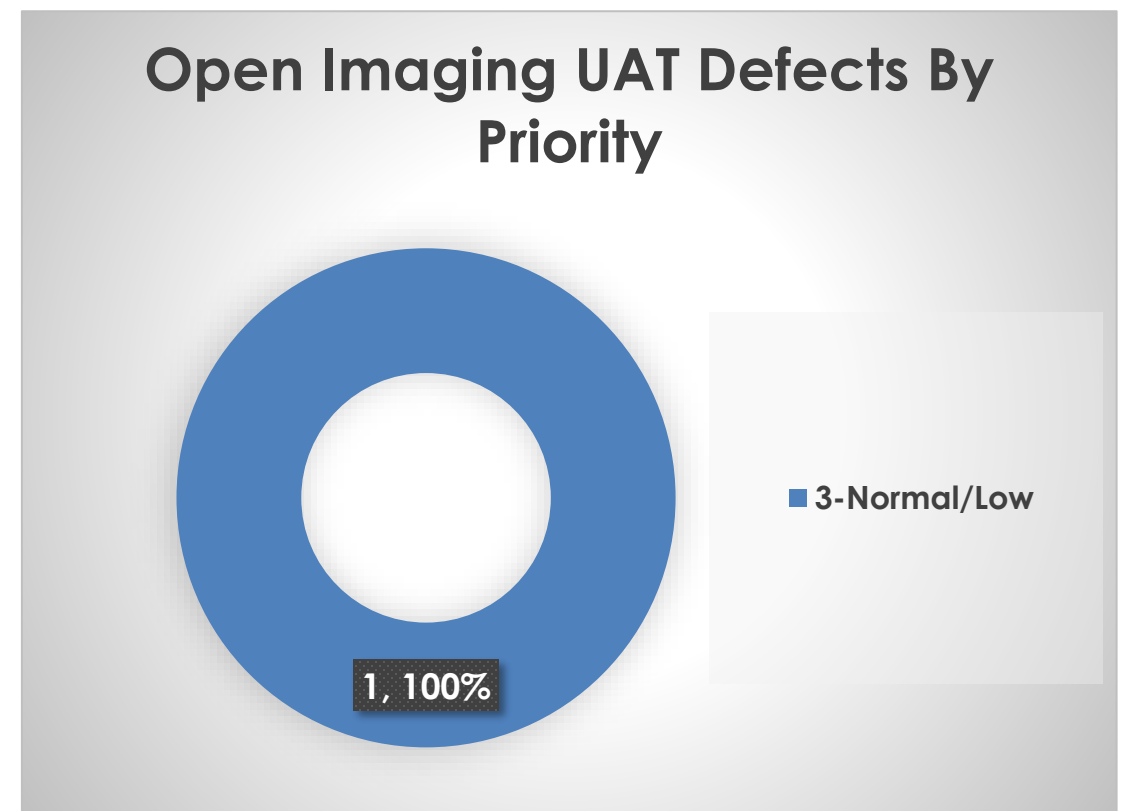
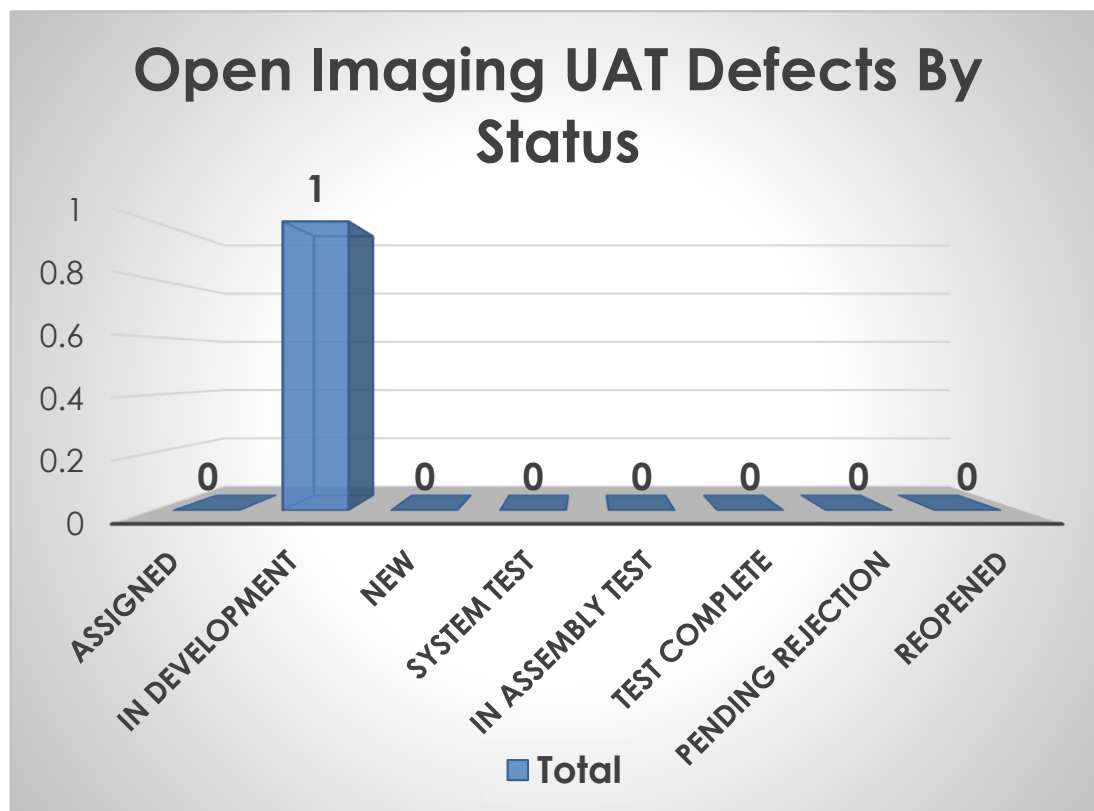


# Application/Technical Readiness: Imaging



## Defect Status

- 1 Open CalSAWS Imaging UAT Defect
  - It is currently in development, expected to be delivered to System Test 8/19



# 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)

30%



### Technical Readiness Risks and QA Watch List

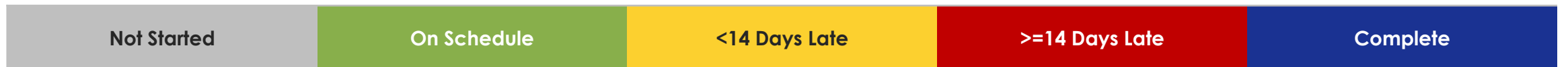
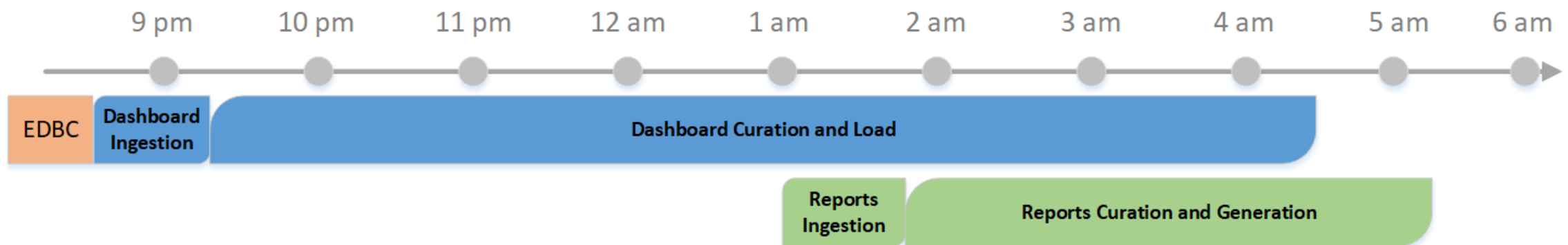
Risk 236: The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance



#### 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: 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 (Target → 09/05/2021)	99%	
Establish Connectivity with Ad Hoc Reporting – APEX Reporting (Original Target → 06/25/2021; New Target → 8/31/2021)	25%	

QA

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

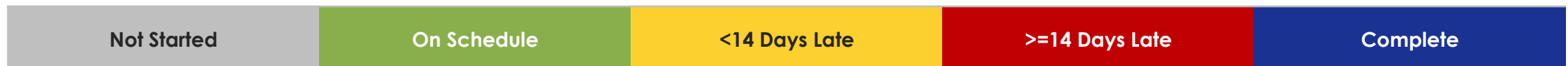
#### Establish Connectivity with Ad Hoc Reporting – APEX Reporting

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 pre-requisite network change was approved on August 9, 2021, facilitating enabling County access upon completion of the solutions for security risk mitigation.

Changes must be made across a 177 sites. This affects ad-hoc JDBC access and access to CalSAWS from Unmanaged Laptops at Managed Counties over Extranet.

QA Watch Item



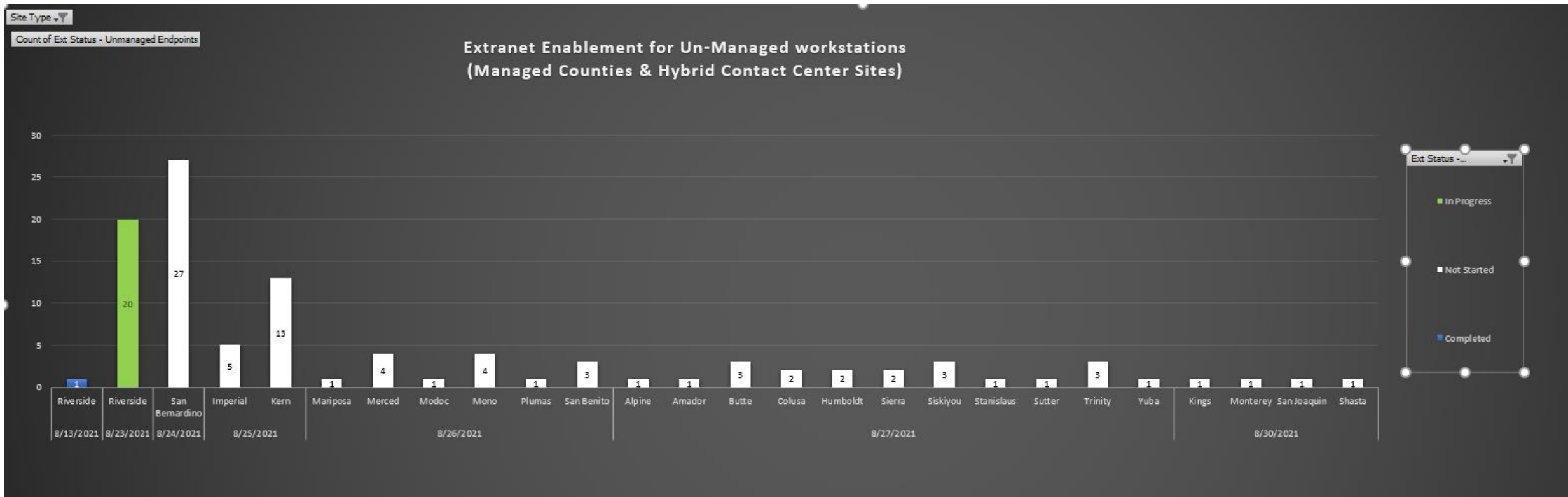


# Technical Readiness: Infrastructure

## Infrastructure

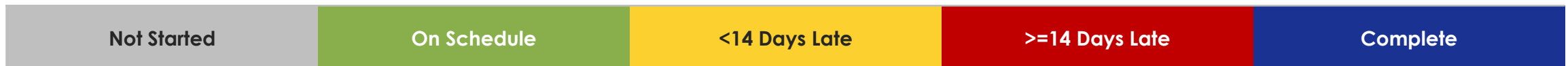
Production Development and Conversion Environments Set up and Delivered – Completed	100%
Technical Infrastructure Releases 19.10 - 20.11 – Completed	100%
SD-WAN & Extranet Network enablement for all C-IV Counties – Completed	100%
Kiosk/FACT Solution: Push software update to Kiosks at CalSAWS Counties (Target → 09/15/2021)	0%
Environment Deployment for Cloud Enablement and Provide Support Completed (Target → 09/22/2021)	90%
Un-managed Laptops in managed Counties access Enablement (Target → 08/31/2021)	1%

QA



### Managed Access Enablement

- Change involves permitting County managed VPN users and County managed end-points access to CalSAWS services
- Counties have been contacted for information required to complete the changes





# Technical Readiness: Operations

## Monitoring

Review Infrastructure services in ecosystem for coverage (Target → 08/30/2021)	30%	QA Agrees
Rollback planning in Conjunction with Cutover Planning* (Target → 07/30/2021)	100%	QA Agrees

QA

## Incident Management

Conduct simulation Exercise of incident response procedures with Support teams (Target → 08/30/2021)	20%	QA Agrees
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## Disaster Recovery Exercise

Disaster Recovery Test (Target → 8/22/2021)	25%	QA Agrees
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## Batch Operations

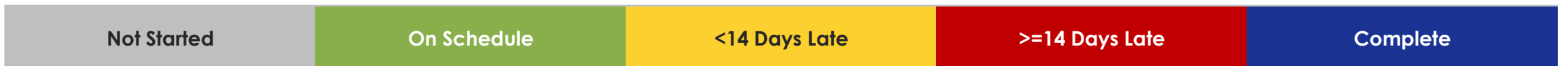
Batch Operations Review (Target → 9/17/2021)	70%	QA Agrees
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## Performance Testing

Online Performance and System Test for Cloud Enablement Completed	100%	QA Agrees
Complete Online Performance and Stress Testing (Target → 9/24/2021)	60%	QA Agrees
Complete Batch Performance Testing (Target -> 9/03/2021)	85%	QA Agrees

## Technical Readiness Risks and QA Watch List

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





# Technical Readiness: Operations

## Risk 240: Scale Batch Operations to provide 40 & 58 County support

### Target Due Date

9/17/2021

### Mitigation

#### Process:

- M&O Services Plan is currently in review and process changes have been instituted

#### Organization:

- Training in process for new batch monitoring resources
- Organization realignment tracking to plan

#### Communications:

- Pilot phase for new batch notifications completed
- New batch notifications deployed to production this week as planned
- Upgraded batch notifications will feed into existing Production Operations Update processes

#### Continuous Improvement:

- Control totals are included in the updated batch notifications
- Additional automated alerts to provide updates on batch execution are also in design

### Batch Operations Exit Criteria:

- Batch Schedule updated and verified for C-IV processes – complete and verified during regression test
- Updated procedures incorporated into the M&O Service Plan – complete and in review
- Batch Operations organization realigned under Production Operations – in progress
- Real Time Batch Monitoring in place – in progress
- Updated batch notifications deployed to production – complete
- Targeted control totals and automated alerts developed and implemented - in progress





# Technical Readiness: Performance

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

### Remediation

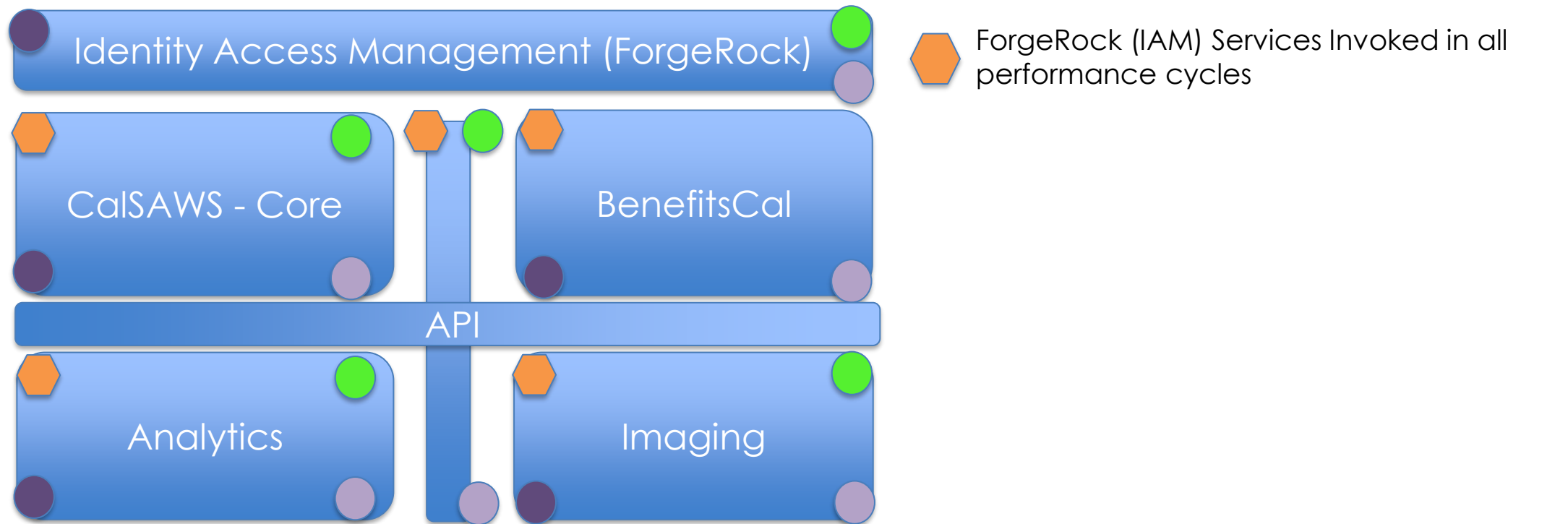
- End of Month cycle validated to be within the target batch window for the C-IV cutover
- First Business Day cycle also validated to be within the target batch window for C-IV cutover
- Retesting of High-Volume Forms cycle in progress this week
- 27 open remediation items up from 22 last week
  - 13 items are in development and 7 items are in test for validation and 7 items are in analysis. Work items are prioritized based on overall impact to the batch window

Priority	Batch Cycle	Status*	Areas of Focus	Path to Green	Green Target Date
1	Daily	8:45	EBT Writer performance (CA-229084) - Addressed	Team will continue to evaluate additional tuning opportunities	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	TBD	Central print (CA-231594) Batch server mount for bundling performance	Server mount changes and Central Print changes verified to show expected improvements. Retesting this week.	8/23/2021
5	10-day Cutoff	TBD		Retest leveraging the Daily cycle performance improvements.	8/27/2021
6	Main Payroll	TBD	Issuance thread performance (CA-230579)	Retest with the Daily cycle performance improvements and incorporate the Issuance Thread performance changes.	8/31/2021

\* Tracking cycle completion within targeted batch window

# Performance Test

## Overview



ForgeRock (IAM) Services Invoked in all performance cycles

Platforms

*Each platform runs isolated tests within the four walls of the platform*

CalSAWS Online

*Simulates functional workload against CalSAWS - core and supporting services (e.g., analytics)*

End to End

*Simulates functional workload against CalSAWS - core and supporting services (e.g., analytics) + BenefitsCal functional workload*

### Performance Incremental Workload Cycles

- Workload 1 = CalSAWS application 40 county load + ForgeRock
- Workload 2 = Workload 1 + On Request reports (Analytics) workload
- Workload 3 = Workload 2 + CalSAWS (BenefitsCal) Portal API workload
- Workload 4 = Workload 3 + Imaging API workload



# Technical Readiness: Performance

## CalSAWS + ForgeRock 40 County Online Performance Testing

### Performance Test Cycles

- Cycle 1 – June 01 – Jun 30 (Complete)
  - Initial Golden Data Set with 40 County Data Load
- Cycle 2 – July 30 – Aug 13 (Complete)
  - Final Golden Data Set with 40 County Data Load and Fixes from Cycle 1
- Cycle 3 – August 23 – September 24
  - Regression Test Cycles with fixes from Cycles 1 & 2

### Performance Test Plan for each Cycle:

- Execute in Production-like Performance environment with initial Golden Dataset available.
- Run frequently-used transactions that generate the highest volumes in Production
- Simulate usage of ~500 transactions per second (TPS).
- Simulate ~14,000 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 14,000 users will be comprised of ~7,000 LA county users from ISD Test Active Directory and ~7,000 C-IV county users from ForgeRock user store
- Execute 3 Load tests to confirm consistency
- A “8-hour” Endurance test to ensure stability

\* ForgeRock is utilized throughout all testing scenarios

### Exit Criteria

- Simulated Online transaction load of CalSAWS volume at peak hours meets SLA requirements with final Golden Dataset #6
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)



# Technical Readiness: Performance

## CalSAWS + ForgeRock 40 County Online Performance Test – Cycle 2

### Cycle 2 - Performance Test :

- Execute in Production-like Performance environment with GDS #6 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).
- The BenefitsCal load is also included along with CalSAWS load.

### Cycle 2 Performance test results:

Category	SLA	SLA Met % & Avg. Server Response Time
Screen to Screen	Peak - 98% [ <=2s ]	99.97% [0.08 s]
	Prime - 99.9% [ <= 10s ]	100% [0.08s]
EDBC	Peak - 95% [ <= 3s ]	99.92% [0.32s]
	Prime - 99.9% [ <= 20s ]	100% [0.32s]
Search	Peak - 95% [ <=6s ]	99.73% [0.15s]

- 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

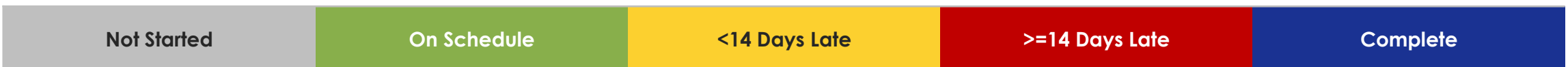
Stand Alone platform weekly testing	100%	
Performance Testing Integrated with BenefitsCal Release 1	100%	
Performance and Stress Testing as part CalSAWS Go-Live Completed	(Target → 09/21/2021) 60%	

## Security Testing

Penetration Testing Execution Agreed-upon remediations (Target Date → 09/14/2021)	30%	
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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 (Target → 08/28/2021)	0%	
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)	30%	

## Security Hardening

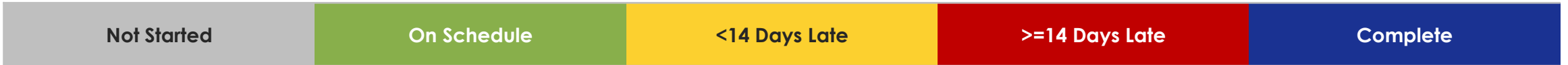
Database Hardening	100%	
Unmasked Non-Production Environments Hardening	100%	

## Vulnerability Management (Security Ops)

Ecosystem Coverage (Target Date → 08/31/2021)	95%	
Patching Cadence	100%	

## Security Plan

SSP Review/Approved	100%	
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# Technical Readiness: Operations

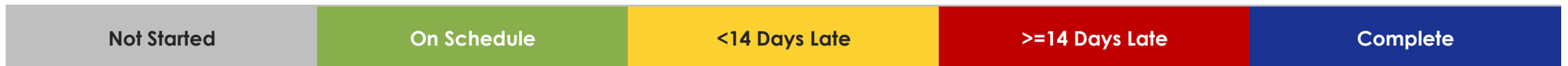


## Customer Service Center Readiness

### 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





# 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 Users Added into the LMS	100%	
LMS unique logins	61%	
ServiceNow Updated to Accommodate LMS Requests from the C-IV Counties	100%	
Imaging Train the SME Sessions	Hosted (Target → 8/26/2021)	50%
Early Training Supported and Completed (Target → 8/27/2021)	85%	
Analytics Training/Engagement w/the C-IV Counties Completion (Target → 9/15/2021)	82%	
General Training Supported and Completed (Target → 9/24/2021)	0%	

**Future Training Metric – % WBT Completion by County during General Training**

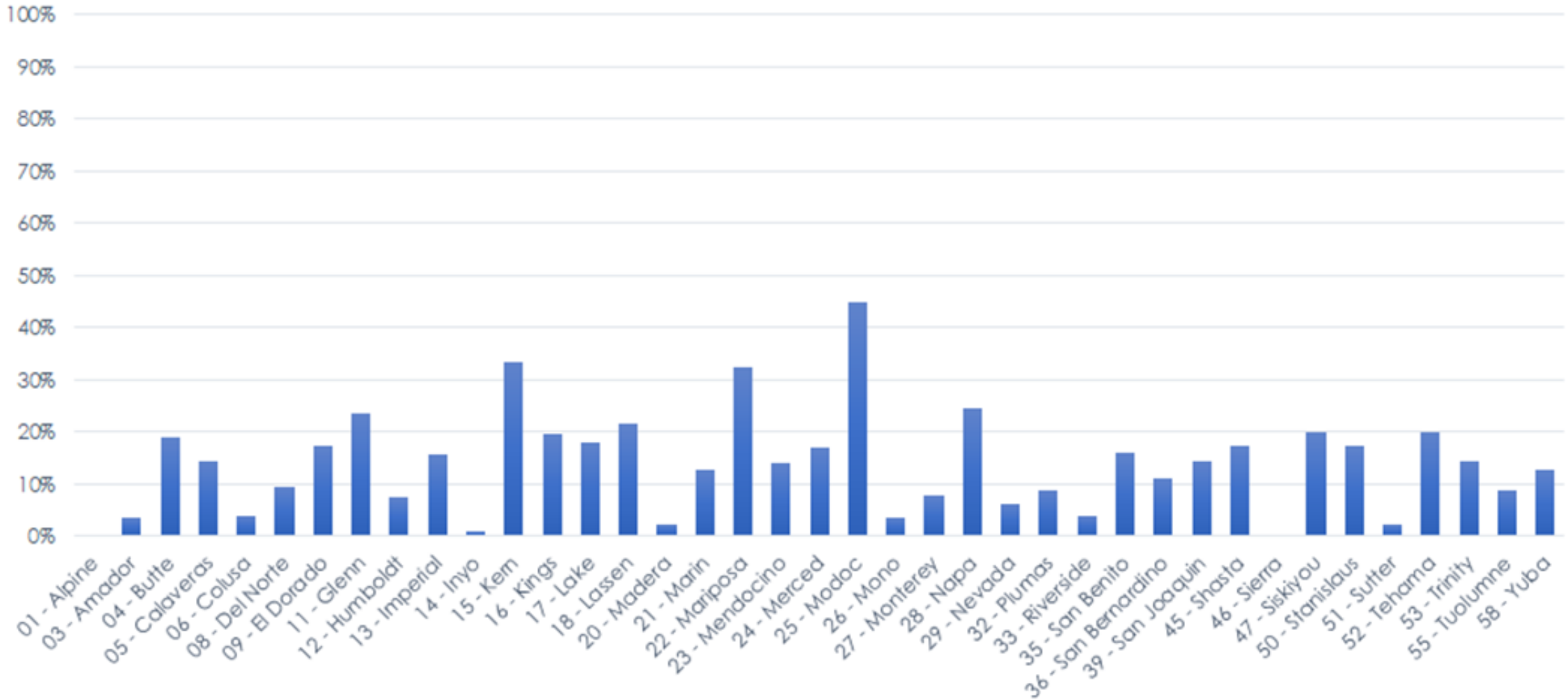
**Future Training Metric – LMS unique Logins during General Training**

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Training Readiness

## Training Completion Rate by County



- Notes:**
- Some Counties opted out of participating in Early Training
  - % Completion represents completion of required training by staff within a specific County that currently have access to the LMS



# Implementation Readiness

## Service Desk

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 (Target -> 09/10/2021)	0%	

QA

## 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

QA

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

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



### User Readiness Surveys

- 4 Surveys across 14,000+ Users Administered (56% average response rate)
- T-3 Week Change Readiness Assessment Survey planned for 08/31/2021 - 09/13/2021



### Just in Time Demonstrations

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Post Deployment Support

## Communication Activity Approach

#	Summary	Medium	Target Audience	Team	Planned Date
1.	<b>County Prep Phase Command Center Support</b>	AWS Connect	Security Administrators, IPOCs, PPOCs, TPOCs	Implementation	8/30/21 – 9/10/21
2.	<b>County Prep Phase Stakeholder Call</b>	Teams/Zoom Call	IPOCs, PPOCs, TPOCs, other identified County Stakeholders	Implementation	8/30/21 – 9/10/21
3.	<b>Post-Deployment Support Orientation for Office-Level Support</b>	Teams/Zoom Call	Office-Level Support	Implementation	9/7/2021
4.	<b>Go-Live Packet</b>	CIT	All C-IV Users	Customer Engagement	9/13/2021
5.	<b>Post-go-live Meeting with Advocates/CBOs</b>	Teams/Zoom Call	Advocates/CBOs	Customer Engagement / BenefitsCal	9/27/21 - 10/8/21
6.	<b>Post-Deployment County Stakeholder Call</b>	Teams/Zoom Call	County Stakeholders	Implementation	9/27/21 - 11/5/21
7.	<b>Daily High-Priority Issue Summary Update</b>	Email	IPOCs, PPOCs, TPOCs	Implementation	9/27/21 - 11/5/21



# BenefitsCal Readiness





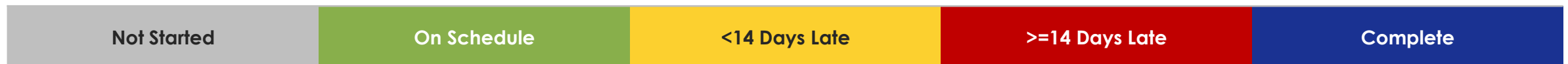
# BenefitsCal Readiness

## 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).

Key Milestones	Status	Evaluation Start Date	Decision Date	Go?	Notes
Exit System Test	G	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	G	08/20/21	09/03/21		On-track
Production Dry Run	NS	09/04/21	09/10/21		Not started
Production Green-Light	NS	09/22/21	09/22/21		Not started





## Design

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)

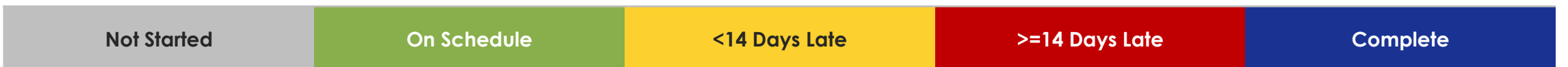
Execute User Acceptance Test (UAT) (Target → 09/03/21)	80%	
Pass Rate of User Acceptance Test (UAT) (Target → 09/03/21)	83%	

## Usability Test

Complete Usability Test for Release 1.0 (Target → 8/27/21)	89%	
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## QA Independent Test

Execute Independent Tests (Target → 09/03/21)	94%	
Pass Rate of Independent Test for tests executed (Target → 09/03/21)	81%	



QA

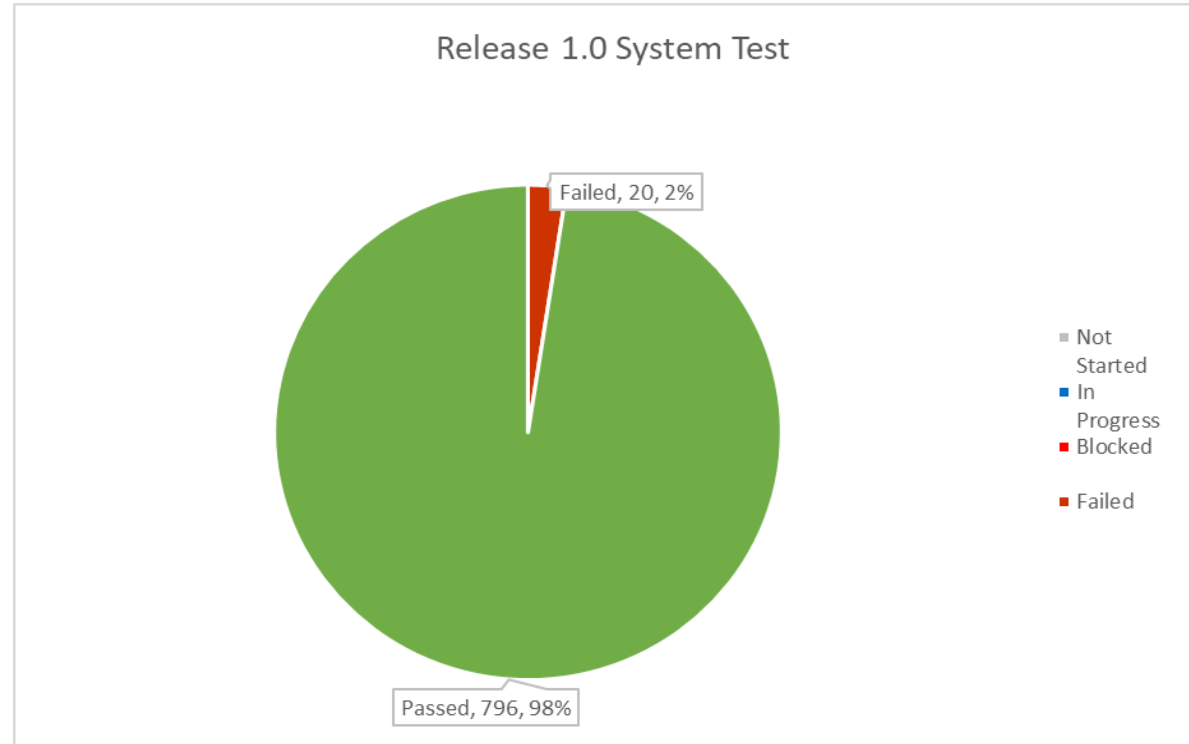




# Application Readiness



## System Test Status and Exit



Pass Rate Target	90%
Pass Rate Actual	98%
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. - 17 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> - 38 Sev3 defects in progress. - 51 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.

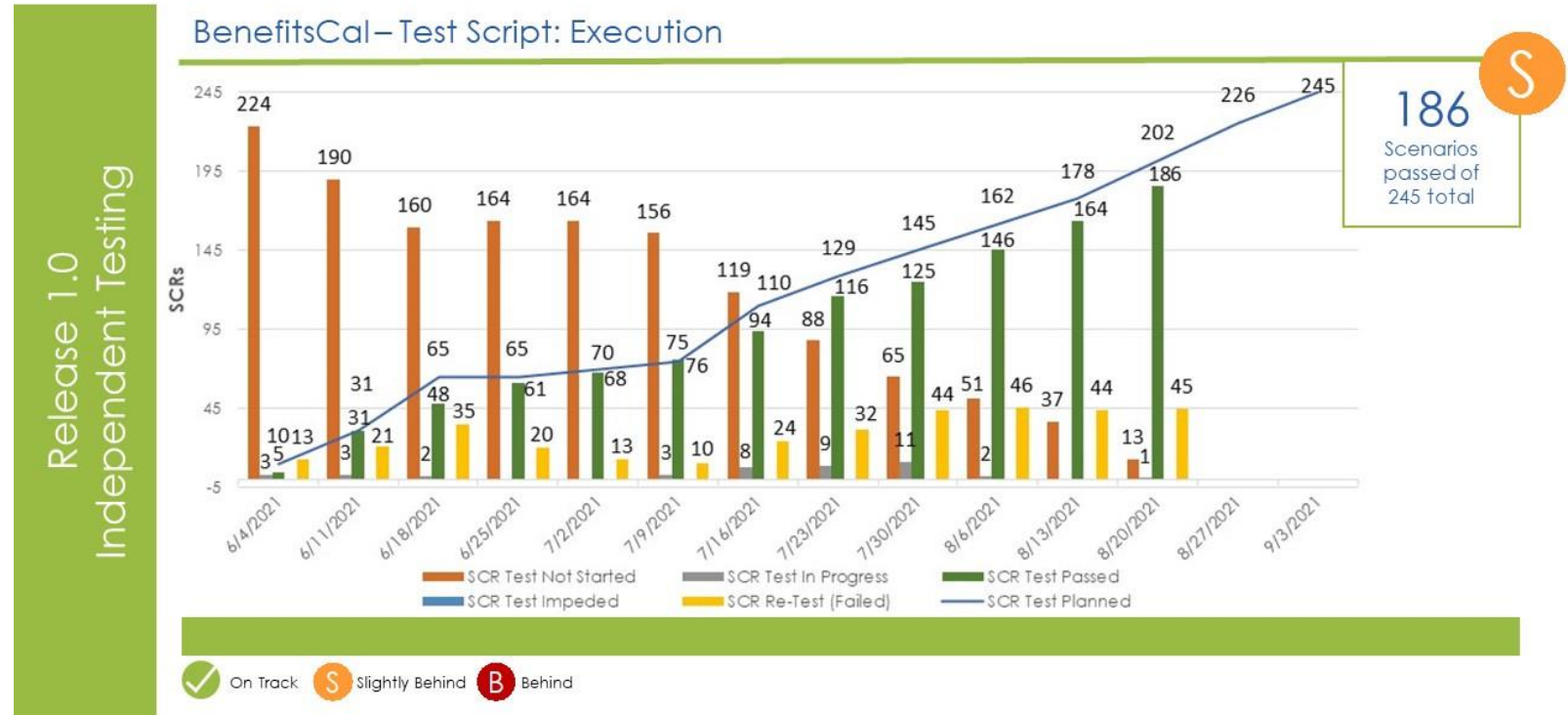


# Application Readiness



## Independent Test Status and Exit

- Slightly-Behind for Test Execution and overall pass rate
- Week 12 of 14
- The following table provides the Independent test execution results as of August 18, 2021, where the team has executed 94% of the test scenarios with an 81% pass rate (of executed scenarios)
- Note: Code Drop 1 and Code Drop 2 test execution results have been combined into one overall execution chart



BenefitsCal R1.0	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
Independent Test Execution	245	5% (13)	1% (1)	76% (186)	18% (45)	68

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.	• 94% of Independent Test Cases Executed
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	• No 1-High/Non-Cosmetic Defects have been opened to date • 38 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.	• 30 3-Low Defects are open • No 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

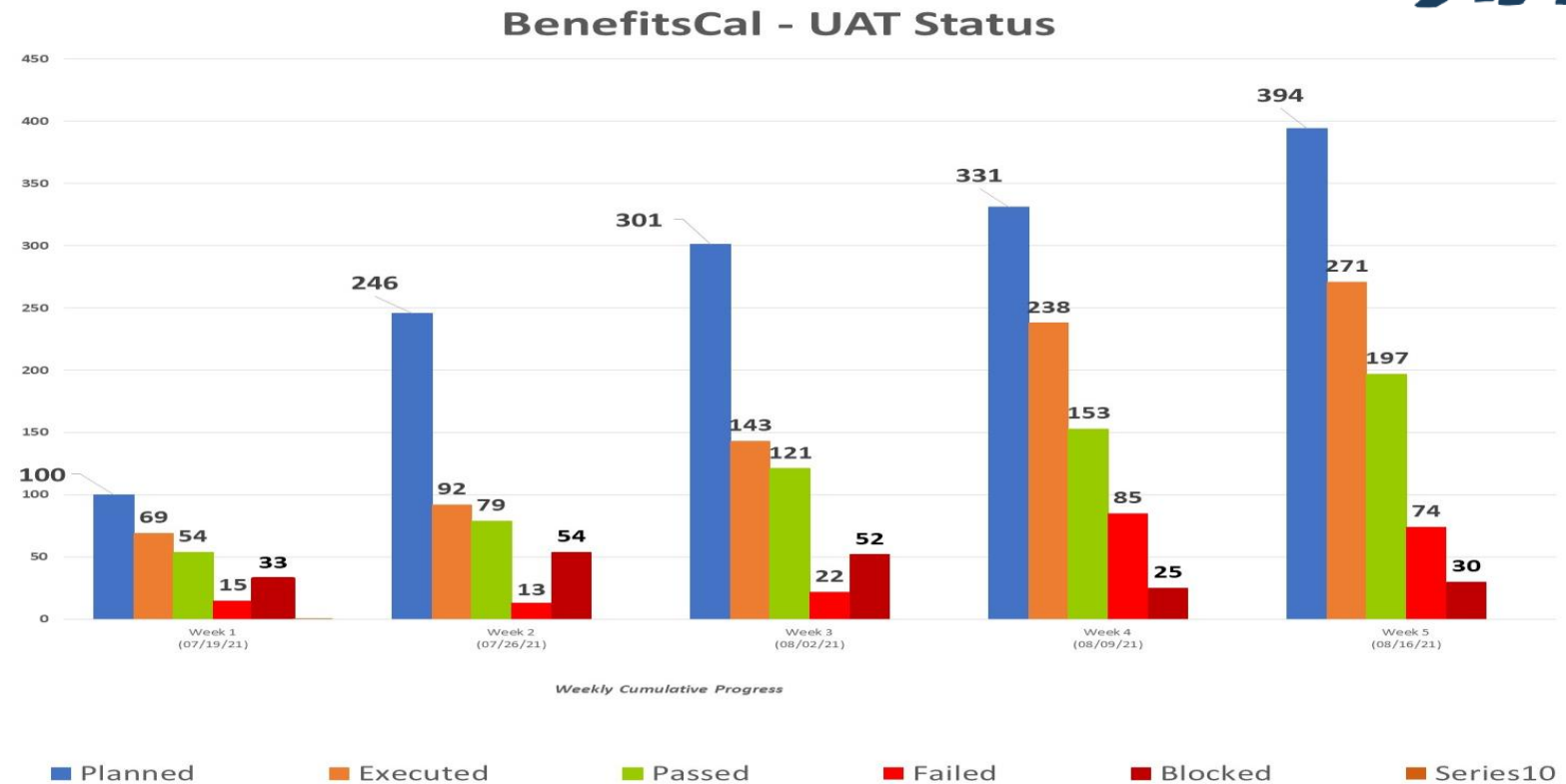


# Application Readiness



## UAT Status and Exit

- Slightly behind schedule for Test Execution
- Week 9 of 12
- 13 User Acceptance Testers, 2 SMEs, representing 6 counties scheduled for this period
- Overall completed 80% of the test scenarios with 83% pass rate of executed



BenefitsCal R1.0	Total Scenarios	Not Executed	In Progress	Passed	Failed	Blocked	Open Defects
BenefitsCal UAT Execution	663	6% (41)	9% (59)	66% (440)	14% (93)	5% (30)	149

User Acceptance Test (UAT) Exit Criteria	Status
All UAT test cases within the test execution plan are executed successfully, at Consortium's discretion	<ul style="list-style-type: none"> <li>• 80% of UAT Test Cases Executed (Executed = Passed and Failed Scenarios)</li> </ul>
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>• 54 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>• 95 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.	<ul style="list-style-type: none"> <li>• 100% of defects are being recorded in JIRA</li> </ul>
Test results are documented.	<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>



## Design

Design Deliverables Approved 100%

QA



## 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%



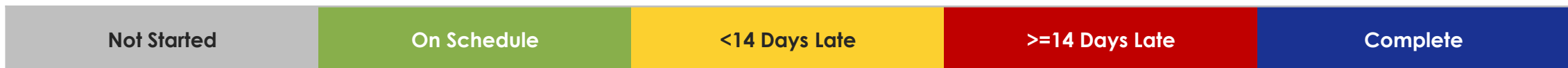
Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	9	1	2	12
CalSAWS	0	1	5	0	6
Hyland	0	0	0	0	0
BenefitsCal	0	2	0	0	2
<b>TOTAL</b>	<b>0</b>	<b>12</b>	<b>6</b>	<b>2</b>	<b>20</b> <i>(-6 from last week)</i>

## 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

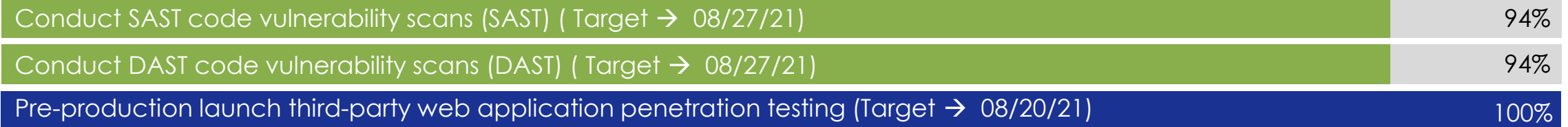






## Security Testing

QA

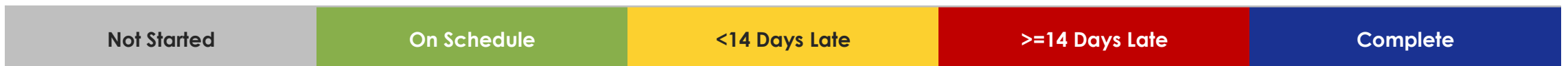


## Performance Testing



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	08/20/21	All R1.0 features (Including FIS/EBT)	15 of 15 approved	72% Executed

## Infrastructure







## Conversion Readiness

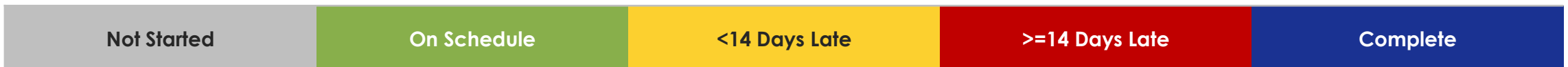
Create Pre-Production user accounts within ForgeRock for BenefitsCal admin users	100%
Provide extract of the CBO and Admin users on UAT	100%
Provide extract of regular users (non-CBO and non-admin users) account data from C4Y system on UAT	100%

QA



## 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

Demo System for UAT training	100%
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QA



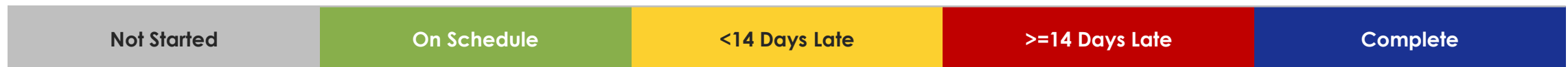
## Training Materials

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%



## 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 → 08/30/21)	0%
Deliver training for Tier 2 support (Target → 09/01/21)	0%
Deliver training for CNC - Change Network Champions (Target → 09/02/21)	0%
Deliver training for Consortium Train the Trainer (Target → 09/02/21)	0%
Deliver training for CBOs - Community Based Organizations (Target → 09/08/21)	0%





# Implementation Readiness



## Service Desk

Customer Experience (CX) Dashboards (Target → 08/27/21)	75%
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%

QA



## System Operations

Plan system operations support and communications (Target → 08/27/21)	99%
Confirm Command Center schedule and communication of said schedule	100%
Define incident management process	100%
Contingency Planning (Target → 09/03/21)	100%



## Prod Deployment Plans

Develop Production Cutover Checklist (Target → 09/03/21)	85%
Conduct Production Cutover Mock Run (Target → 09/10/21)	20%
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



Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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## Communications

Review and approve go-live communications	100%
Draft go-live communications	100%
Confirm that staff have participated in preparatory meetings and trainings (Target → 09/20/21)	40%
Distribute go-live communications (Target → 09/27/21)	0%

## Partner Readiness

Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System (Target → 09/03/21)	60%
Confirm other Systems have updated their URL to point to the new BenefitsCal (Target → 09/27/21)	20%

Post	Date	Messages Attempted	Messages Delivered	Delivery Rate	Email Open Rate	Emails 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%	24.8%	98,171
C4Y App Push Notification	08/23/21	Scheduled	N/A	N/A	N/A	N/A
C4Y Text Message	08/23/21	Scheduled	N/A	N/A	N/A	N/A
C4Y New Benefits System (3) email	08/27/21	Scheduled	N/A	N/A	N/A	N/A
C4Y Reminder Your Renewal is Due	09/27/21	Scheduled	N/A	N/A	N/A	N/A
C4Y Go Live Announcement	09/27/21	Scheduled	N/A	N/A	N/A	N/A
C4Y Log In to the New System	10/11/21	Scheduled	N/A	N/A	N/A	N/A

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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QA



# Central Print Readiness



# Central Print Readiness

## Design

QA

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

## Development

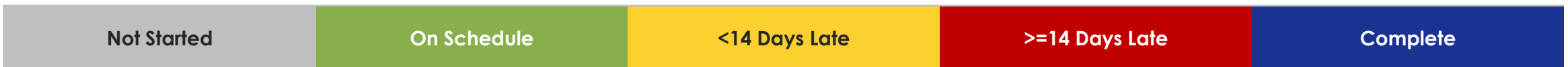
Print File Parameters Identified	100%	
Print Centers Established	100%	
Configuration Load (Target → 08/26/2021)	90%	

## Test

Connectivity Between Print Centers and Fulfillment Platform	100%	
2D Barcode Testing	100%	
SoCal Print Center Component Testing	100%	
Existing Print Center Component Testing (Target → 08/15/2021)	95%	
Connectivity Between CalSAWS and Central Print	100%	
Disaster Recovery Test (Target → 08/20/2021)	25%	
Production File Test (Target → 08/20/2021)	75%	

## Training and Implementation

Maintenance and Operations Plan Approved	100%	
Supply Readiness (Target → 8/25/2021)	75%	
Training Readiness	100%	
Training Delivery (Target → 9/24/2021)	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 – Penetration Test and Facility Inspection	<b>Purpose:</b> Network penetration test for the Gainwell SFTP as a service connectivity in use Print Center on site 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> Full set of Los Angeles County print files from a production batch cycle
In Progress	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
In Progress	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



THE  
POWER  
OF 58

WHEN SAN FRANCISCO COLLABORATES WITH NAPA.  
WHEN LOS ANGELES TEAMS UP WITH SAN BERNARDINO.  
WHEN WE ALL WORK TOGETHER,

THE RESULTS  
ARE POWERFUL.

CalSAWS

**C-IV Migration and BenefitsCal**  
Implementation Contact:  
[Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)

**RANCHO CORDOVA OFFICE**  
11290 Pyrites Way, Suite 150  
Gold River, CA 95670  
(916) 851-3201

**ROSEVILLE OFFICE**  
620 Roseville Parkway  
Roseville, CA 95747  
(916) 846-7331

**NORWALK OFFICE**  
12440 Imperial Highway, Suite 300  
Norwalk, CA 90650  
(562) 484-7914