



CalSAWS DD&I Weekly Status Report

Reporting Period: August 9, 2021 to August 15, 2021

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1.0 Project Management

1.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
60	CalSAWS Migration Work Plan Update #28	PMO		Submitted the Final Deliverable (FDEL) on August 13, 2021. Approval of the FDEL is due on August 20, 2021

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

1.2 Highlights of the Reporting Period

1.2.1 Project Management

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

Table 1.2.1-1 – Key Facility Initiatives/Projects

ITEM #	INITIATIVES/PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	<ul style="list-style-type: none"> • Continued planning facility capacity and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training
2	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring/ Summer 2021	<ul style="list-style-type: none"> • Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices

- ▶ Facilitated the CalSAWS Weekly Status Meeting that was held on August 11, 2021
- ▶ Completed preparations and participated in the Section Directors meeting that was held on August 10, 2021
- ▶ Continued CalSAWS Risk Management activities, including:
 - Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks
 - Conducted a follow-up meeting of the Risk Management Group on August 11,

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- 2021 to review and discuss medium and low project risks
- ▶ Continued supporting engagement of project staff working remotely, including:
 - Continued preparations for the next monthly virtual CalSAWS Project All Staff Meeting that will be held on August 18, 2021
 - Completed development and distributed the next monthly issue of the CalSAWS Connect newsletter to the CalSAWS Project Team on August 12, 2021
- ▶ Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
- ▶ Continued performing Contract Management activities for the CalSAWS DD&I Project
 - Received the CalSAWS JPA Board of Directors' approval for the following on August 13, 2021:
 - LRS Amendment No. 27, which included the following:
 - Technical updates to Exhibit W (Statement of Work for the CalSAWS Cloud Enablement and Interim Maintenance & Operations)
 - Additional R&A Services for UAT support for the BenefitsCal portal and enhancements related to GA/GR, HTML 5 and ForgeRock
 - LRS Change Notice No. 10, which included the use of funds from the LRS contract's R&A Change Budget Services allocation for additional enhancements related to CalHEERS interface maintenance, updates to APIs to support the BenefitsCal portal/GetCalFresh, the redesign of Medi-Cal redetermination packets, Medi-Cal full scope expansion for older Californians, and additional LRS Modification and Enhancement Services for State Fiscal Year 2021/22
 - Continued development of the documents for LRS Amendment No. 28, which is planned to include the following:
 - Updates to Exhibit U, the Statement of Work for the CalSAWS DD&I Project, for an annual update to the CalSAWS DD&I Statement of Requirements
 - Updates to Exhibit W, the Statement of Work for the CalSAWS Cloud Enablement Project, to reflect the current approved schedule for the last Analytics soft launch
 - Updates to Exhibit Z, the Statement of Work for the CalSAWS Imaging Project, to reflect the current go-live schedule for the CalWIN waves
 - Updates to Exhibit AC, the Statement of Work for the CalSAWS Customer Service Center Project, to reflect the revised schedule for design activities
 - LRS Amendment No. 28 is planned to be submitted to the CalSAWS JPA Board of Directors for approval on September 10, 2021
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ▶ Participated in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that was held on August 11, 2021
- ▶ Provided support of the Zoom call for the CalSAWS JPA Board of Directors meeting that was held on August 13, 2021
- ▶ Continued performing Deliverable Management activities for the CalSAWS DD&I Project
- ▶ Continued preparations for the next CalSAWS Project orientation session for new project staff that is scheduled for August 23, 2021

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Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
60	CalSAWS Migration Work Plan Update #28	<ul style="list-style-type: none"> Finalized and submitted the FDEL to the Consortium for review and feedback on August 13, 2021 Approval of the FDEL is due on August 20, 2021

1.2.2 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy:
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org):
 - Continued the administration and support of the CalSAWS external website
 - See Table 1.2.2-1 for details on Website Support Activities
- ▶ CalSAWS Migration DD&I Release 21.11 Communications:
 - See Table 1.2.2-4 for details

Table 1.2.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Uploaded July 2021 Change Control Board Meeting Materials	August 12, 2021	Website Content Update

Table 1.2.2-2 – CalSAWS.org Usage Statistics

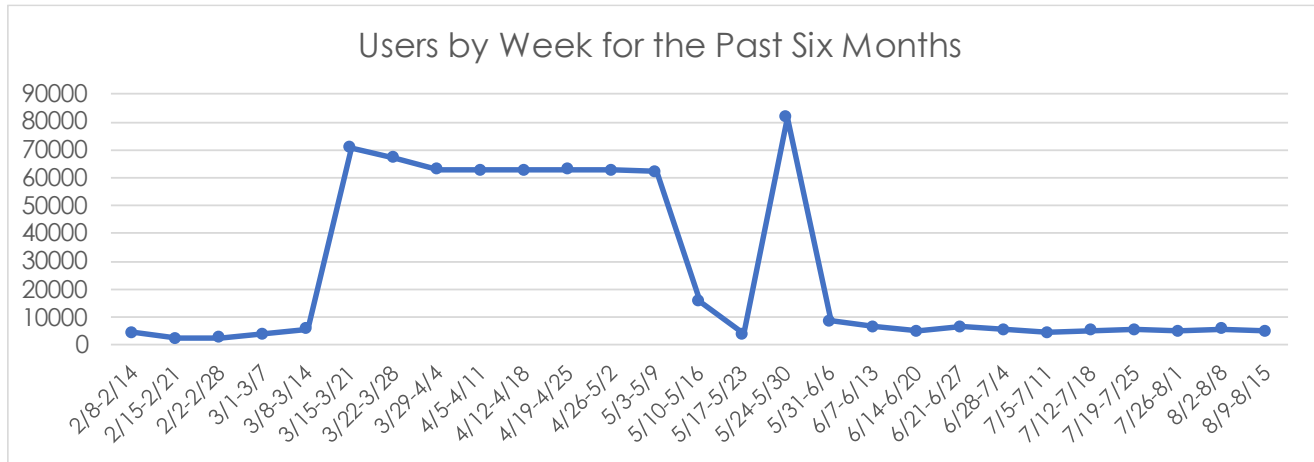
CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	8	976
Total Number of Unique Users	5,005	969,051
Total Number of New Users	3,819	969,051
Total Number of Sessions (Individual Site Visits)	7,016	1,198,703
Average Number of Sessions per User	1.40	1.24
Average Number of Page Views per Session	1.46	1.25
Average Session Duration	1:21	0:54
AskCalSAWS Inquiries – Received/Resolved	7/7	346/338

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



Note:

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

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

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

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.11 Communication Activities

TASK	DATE(S)	OWNER
21.11 Communications activities will be added as planning commences		

1.2.3 Cultural Transformation

► Phase 1 activities:

○ Overall:

- Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
- Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-Project coaching program and employee resource groups
- Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
- Continued to support development of the monthly CalSAWS Connect Newsletter
- Continued alignment with the CalSAWS Innovation team on areas for partnership in second round of Cultural Ambassadors

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- Continued development of expanded scope of Cultural Transformation second round initiatives based on feedback received from the Consortium Section Directors
- Continued recruitment activities for 2021 Cultural Ambassadors
- Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and on boarding training
- Continued the development of a CalSAWS Culture-focused orientation for new joiners

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

► Co-Create Phase

○ IDEA Initiatives

- Workshops
 - Canceled workshop on the August 10, 2021 due to more signing up for the August 19, 2021 session
 - Prepared for the next workshop session on August 19, 2021 from 1:00 p.m. - 2:30 p.m.
- Leadership Session
 - Continued preparation for the leadership overview deck and session
 - Connected with Project 986 to decide the date to plan leadership coaching concluding session discussion
- We Are One
 - Continued to update the CalSAWS IDEA calendar with most recent events
- Pulse Survey
 - Closed the survey August 6, 2021
 - Received 500 survey responses
 - Began analysis of data gathered

○ IDEA General

- Created the output deck for “Being The Change” session II and sent out to all participants
 - Began planning timeline for each new initiative to be prototyped
- Continued to collaborate with Great Place to Work (GPTW), Soft Skills, and Cultural Transformation to discuss the image of consolidated offerings to the CalSAWS Project team
- Continued to work with the CalSAWS Connect team to provide content for diversity, equity and inclusion-related topics and an IDEA overview
- Revisited a “Journey to Success” visual for IDEA, outlining what the plans are in the next coming years

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1.3 CRFI/CIT Communications Information

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending August 15, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0198-21	CalSAWS Project County Claiming Instructions and Claim Form for SFY 2021-22	Informational	August 9, 2021	Tina Weinmeister	Diana Lam and Britt Carlsen
0199-21	CalSAWS Training Environments – Access, URL and Accounts	Informational	August 9, 2021	Ashley Arnold	Shivani Smith
0200-21	CalSAWS Implementation News Blast #4	Informational	August 9, 2021	Helen Cruz	Araceli Gallardo
0201-21	OCR Performance and Exception Queue Management	Informational	August 9, 2021	Helen Cruz	Araceli Gallardo
0203-21	Pre-Conversion Case Review Report and Guides #1 & #4	Informational	August 9, 2021	Yvonne King	Michael Gates
0204-21	LA County T-3 Months Imaging Change Readiness Assessment	Informational	August 9, 2021	Helen Cruz	Araceli Gallardo
0205-21	CalSAWS Implementation Readiness Packet & Dashboard – August 09, 2021	Informational	August 10, 2021	Alec Christianson	N/A
0206-21	CalSAWS Quarterly Implementation Regional Touchpoint #4	Informational	August 10, 2021	Rojana Turner	Mara Jennings and Yvonne King
0208-21	CalSAWS County Allocations SFY 2021-22 v1.1	Informational	August 10, 2021	Diana Lam	Britt Carlsen
0209-21	CalSAWS Helpdesk Phone Number	Informational	August 10, 2021	Ada Rocha	Chris Paige
0211-21	Logging into CalSAWS and LMS: Helpful Hints infographic	Informational	August 12, 2021	Helen Cruz	Araceli Gallardo

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending August 15, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-049	Request for Imaging Train-the-SME (ITTSME) Participants for LA County	August 11, 2021	Open	August 27, 2021	Ashley Arnold

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Table 1.3-3 – Overdue CRFIs

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

- ▶ No Overdue CRFIs for the reporting period ending August 15, 2021

1.4 Activities for the Next Reporting Period

1.4.1 Project Management

- ▶ Continue CalSAWS DD&I Facility Management activities, including:
 - Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ▶ Continue CalSAWS Risk Management activities, including:
 - Continue to work with risk owners to monitor risks and update risk mitigation plans
- ▶ Facilitate the CalSAWS Weekly Status Meeting scheduled for August 18, 2021
- ▶ Begin preparations for the Section Directors Meeting that is scheduled for August 24, 2021
- ▶ Continue activities to support Project staff working remotely
 - Continue planning and preparations for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for August 18, 2021
 - Begin development of the next issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on September 16, 2021
 - Continue developing Project communications, as needed
- ▶ Continue to plan and prepare for CalSAWS Project staff to return to the Project offices once the State and Local Government Shelter At Home ordinances have been lifted
- ▶ Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ▶ Continue performing Contract Management activities for the CalSAWS DD&I Project
- ▶ Continue performing Deliverable Management activities for the CalSAWS DD&I Project
- ▶ Continue preparations for the next CalSAWS Project orientation session for new project staff that is scheduled for August 23, 2021

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
60	CalSAWS Migration Work Plan Update #28	<ul style="list-style-type: none"> • Facilitate a touchpoint meeting with Deliverable reviewers on August 18, 2021 to address comments and questions, as needed • Work with Deliverable reviewers to address comments on the FDEL, as needed

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1.4.2 Communications Management

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

Table 1.4.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Update C4Yourself link on Resource page to direct to new BenefitsCal portal	September 25, 2021	Website Content Update
Update 'YourBenefitsNow' link on Resource page to direct to new BenefitsCal portal	TBD	Website Content Update

1.4.3 Cultural Transformation

- ▶ Continue to provide tips via email, Microsoft Teams, and coaching to help the CalSAWS Project Team transition to working virtually 100% through the COVID-19 Work from Home ordinances
- ▶ Anticipate and plan for cultural impacts pertaining to current climate and returning to the office
- ▶ Plan and execute cross-Project initiatives to increase employee engagement
- ▶ Plan and execute cross-Project initiatives to increase feedback
- ▶ Plan and execute cross-Project initiatives to increase employee wellness
- ▶ Plan and execute cross-Project initiatives to increase employee-driven innovation and entrepreneurship across the CalSAWS Project
- ▶ Continue recruiting Culture Ambassadors for second round of Ambassador initiatives
- ▶ Finalize CalSAWS Culture Initiatives onboarding session materials

1.4.4 Inclusion, Diversity & Equity Advancement (IDEA)

- ▶ Plan for the buddy program round II participants
- ▶ Continue to prepare for upcoming guest appearance for the Employee Resource Groups (ERG)
- ▶ Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training
- ▶ Continue to work with CalSAWS Connect team to provide content for the monthly newsletter
- ▶ Prepare a presentation to show analysis of the pulse survey results

1.5 Deviations from Plan/Adjustments

- ▶ None for the reporting period

2.0 Technical Infrastructure and Cloud Enablement

2.1 Highlights of the Reporting Period

- ▶ Continued development and integration workshops with BenefitsCal
 - 3 new medium severity status defects have been opened
 - 5 defects are in progress
 - 22 defects closed overall
 - Continued to triage existing Partner Integration Testing defects and address new UAT defects as they arise
- ▶ Continued work on ForgeRock-specific change enablement tasks
 - Delivered Delegated Administration Training to CalSAWS Project Team Members and Application Integration Partners
- ▶ Participated in CalSAWS Disaster Recovery Testing

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
ForgeRock IDM Migration to Shared Repository	21.09.10	In progress
ForgeRock 21.09 Production Deployment	21.09.10	Not started

- ▶ Change Enablement
 - Held CalSAWS Project-Wide Delegated Administrator training session for CalSAWS Team members and Application Integration Partners on August 12, 2021
- ▶ Continued Innovation Lab activities
 - Deployed Operational Decision Making (ODM) Rules (*Describe Phase*)
 - Continued progress on analysis of CalSAWS monolithic application
 - Streamlined CalSAWS Lobby Application (*Describe Phase*)
 - Began assessment to understand level of effort to complete enhancements
 - System Status for End Users (*Co-Create Phase*)
 - Continued prototype project management timeline and activities
 - CalSAWS Production Calendar (*Discovery Phase*)
 - Continued prototype project management timeline and activities
 - Cybersecurity Awareness Program (*Discovery Phase*)
 - Developed level of effort to support phishing awareness program

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

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2.2 Activities for the Next Reporting Period

- ▶ Continue to support BenefitsCal User Acceptance Testing (UAT)
 - Triage existing Partner Integration Testing defects and address new UAT defects as they arise
- ▶ Continue ForgeRock C-IV migration planning activities
 - C-IV/CalSAWS/LMS Conversion Production Bulk Upload (August 20, 2021)
- ▶ Innovation Lab
 - Deploy Operational Decision Making (ODM) Rules (*Describe Phase*)
 - Continue development of requirements from monolithic application analysis
 - Streamline CalSAWS Lobby Application (*Describe Phase*)
 - Continue assessment of level of effort
 - System Status for End Users (*Co-Create Phase*)
 - Continue to update project timeline for prototype
 - CalSAWS Production Calendar (*Describe Phrase*)
 - Continue to update project timeline for prototype
 - Cybersecurity Awareness Program (*Discovery Phase*)
 - Set up discussion with Innovation and Security leadership to discuss next steps

Deliverable Management

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

2.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

3.0 Imaging

3.1 Highlights of the Reporting Period

- ▶ Updated AWS Snowball Process for C-IV imaging migration
 - Continued validating contents of AWS Snowball 8 and Snowball 9
- ▶ Continued to monitor database migration process
- ▶ Continued validation of Los Angeles County's AWS Snowball transfer with Hyland
- ▶ Conducted Los Angeles County's Imaging UAT on August 9, 2021
- ▶ Conducted Orange County Document Migration Discovery Session Check-in for August 12, 2021
- ▶ Conducted Ventura County Document Migration Discovery Session Check-in for August 12, 2021
- ▶ Conducted Los Angeles County Document Migration Discovery Session Check-in for August 12, 2021
- ▶ Scheduled Santa Barbara County Document Migration Discovery Session Check-in for August 16, 2021
- ▶ Scheduled San Diego County Document Migration Discovery Session Check-in for August 17, 2021
- ▶ Scheduled Placer County Document Migration Discovery Session Check-in for August 17, 2021
- ▶ Scheduled Santa Clara County Document Migration Discovery Session Check-in for August 18, 2021
- ▶ Scheduled Fresno County Document Migration Discovery Session Check-in for August 18, 2021
- ▶ Scheduled CalSAWS Imaging Committee meeting – August for August 19, 2021
- ▶ Scheduled Orange County Document Migration Discovery Session Check-in for August 19, 2021
- ▶ Scheduled Ventura County Document Migration Discovery Session Check-in for August 19, 2021
- ▶ Scheduled Los Angeles County Document Migration Discovery Session Check-in for August 19, 2021

Table 3.1-1 – CalSAWS Imaging Project Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
Application Build Activities	March 25, 2021	Completed
Release 21.01	November 25, 2020	Completed
Release 21.03	January 28, 2021	Completed
Release 21.05	March 25, 2021	Completed
User Acceptance Testing Environment Build-out	April 23, 2021	Completed
C-IV UAT Imaging Admin week	July 2, 2021	Completed
C-IV UAT Imaging Admin Retest week	July 19, 2021	Completed
Los Angeles UAT Imaging Admin week	August 9, 2021	In progress
Migration Activities	October 1, 2021	In progress

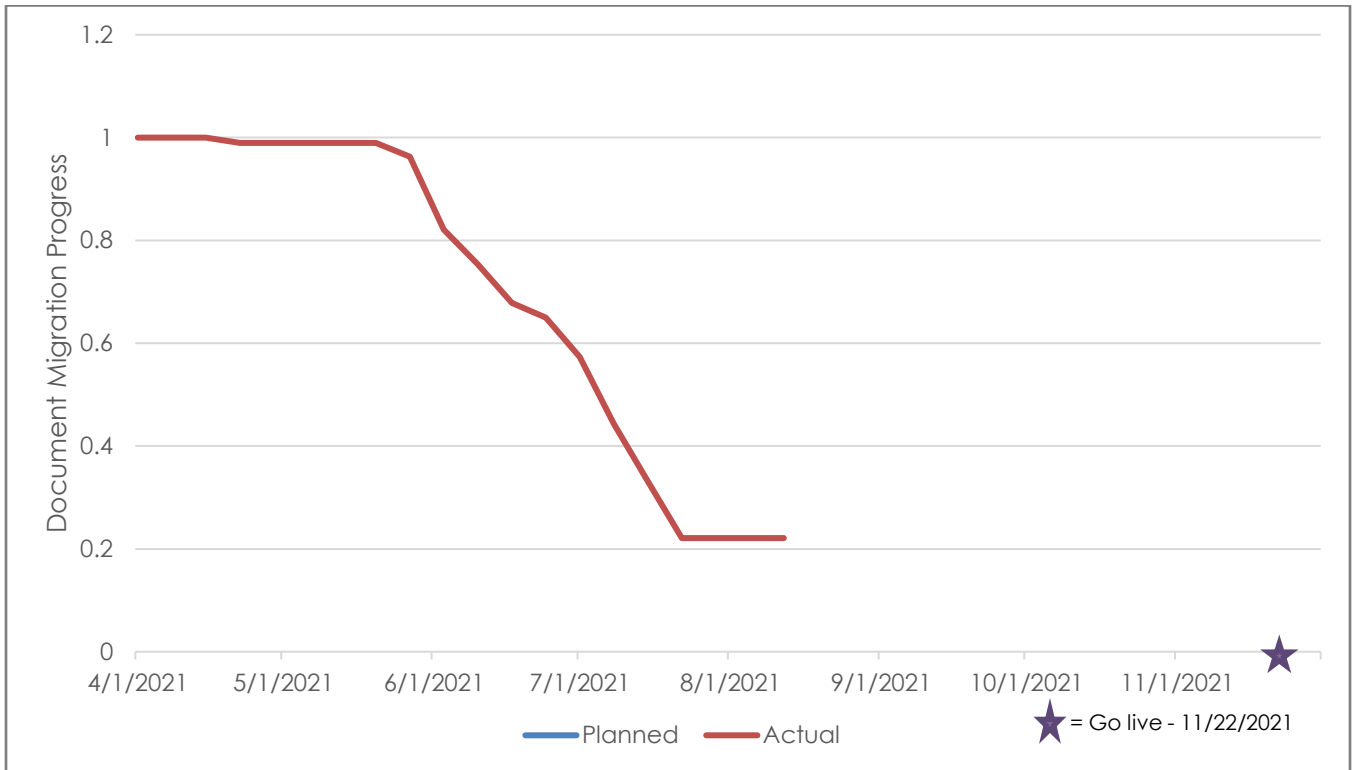
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MILESTONES	SUBMISSION DUE DATE	STATUS
Conduct Orange County Document Migration Discovery Session Check-in	August 12, 2021	Completed
Conduct Ventura County Document Migration Discovery Session Check-in	August 12, 2021	Completed
Conduct Los Angeles County Document Migration Discovery Session Check-in	August 12, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	August 16, 2021	Scheduled
Conduct San Diego County Document Migration Discovery Session Check-in	August 17, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	August 17, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	August 18, 2021	Scheduled
Conduct Fresno County Document Migration Discovery Session Check-in	August 18, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	August 19, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	August 19, 2021	Scheduled
Conduct San Francisco County Document Migration Discovery Session	August 19, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	August 19, 2021	Scheduled

Figure 3.1-1 – Los Angeles (Nexlogica)*



Note:

* Please see CalSAWS Project Risk #234

Figure 3.1-2 – Los Angeles UAT Imaging Burnup

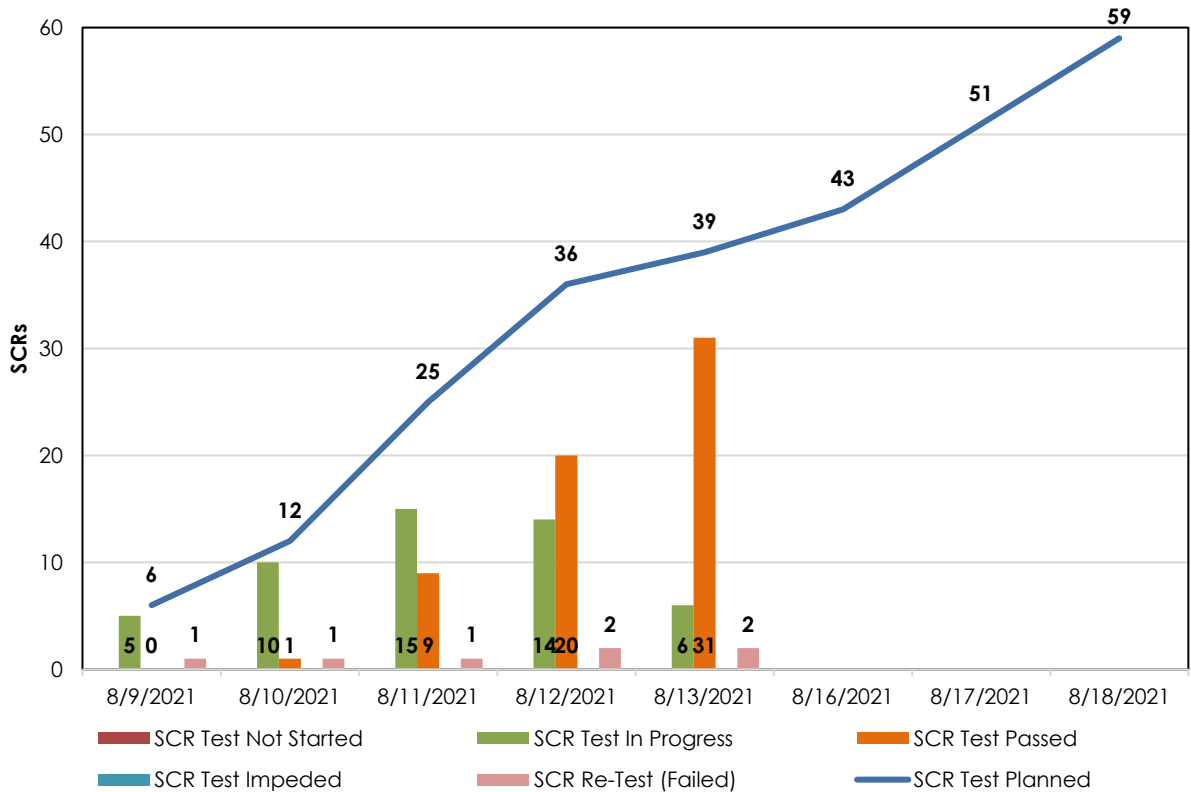


Figure 3.1-3 – C-IV UAT Imaging Defects

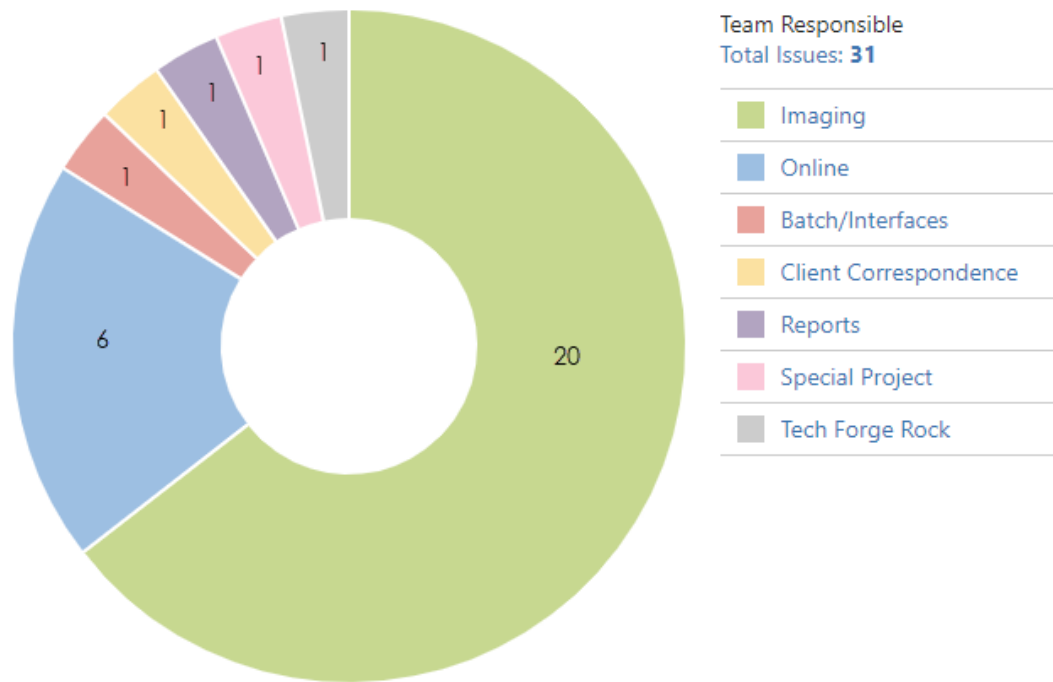


Table 3.1-6 – C-IV UAT Imaging Defects

STATUS	2-NORMAL/MEDIUM	3-NORMAL/LOW	4-COSMETIC	TOTAL
Rejected	5	3	0	8
Pending Rejection	0	0	0	0
Assigned	1	0	0	1
In Development	1	1	2	4
System Test	1	2	0	3
In Production	8	6	1	15
Total Issues	16	12	3	31

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3.2 Activities for the Next Reporting Period

- ▶ Update AWS Snowball Process for C-IV imaging migration
 - Continue validating contents of AWS Snowball 8 and Snowball 9
- ▶ Continue to monitor database migration process
- ▶ Continue validation of Los Angeles County's AWS Snowball transfer with Hyland
- ▶ Continue Los Angeles County's Imaging UAT
- ▶ Conduct Santa Barbara County Document Migration Discovery Session Check-in for August 16, 2021
- ▶ Conduct San Diego County Document Migration Discovery Session Check-in for August 17, 2021
- ▶ Conduct Placer County Document Migration Discovery Session Check-in for August 17, 2021
- ▶ Conduct Santa Clara County Document Migration Discovery Session Check-in for August 18, 2021
- ▶ Conduct Fresno County Document Migration Discovery Session Check-in for August 18, 2021
- ▶ Conduct CalSAWS Imaging Committee meeting – August for August 19, 2021
- ▶ Conduct Orange County Document Migration Discovery Session Check-in for August 19, 2021
- ▶ Conduct Ventura County Document Migration Discovery Session Check-in for August 19, 2021
- ▶ Conduct Los Angeles County Document Migration Discovery Session Check-in for August 19, 2021
- ▶ Schedule Santa Barbara County Document Migration Discovery Session Check-in for August 23, 2021
- ▶ Schedule San Luis Obispo County Document Migration Discovery Session for August 24, 2021
- ▶ Schedule Placer County Document Migration Discovery Session Check-in for August 24, 2021
- ▶ Schedule Santa Clara County Document Migration Discovery Session Check-in for August 25, 2021
- ▶ Schedule Orange County Document Migration Discovery Session Check-in for August 26, 2021
- ▶ Schedule Ventura County Document Migration Discovery Session Check-in for August 26, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in for August 26, 2021

3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

4.0 Customer Service Center (CSC)

4.1 Highlights of the Reporting Period

- ▶ Finalized Environment Design Cloud Formation Template (CFT) for review with Security team
- ▶ Continued progress of Telephonic Signature with Application Development team
- ▶ Submitted request to AWS (Amazon Web Services) for Call Control Panel (CCP) implementation strategies with Telephonic Signature Design
- ▶ Continued to plan and prepare for build phase

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

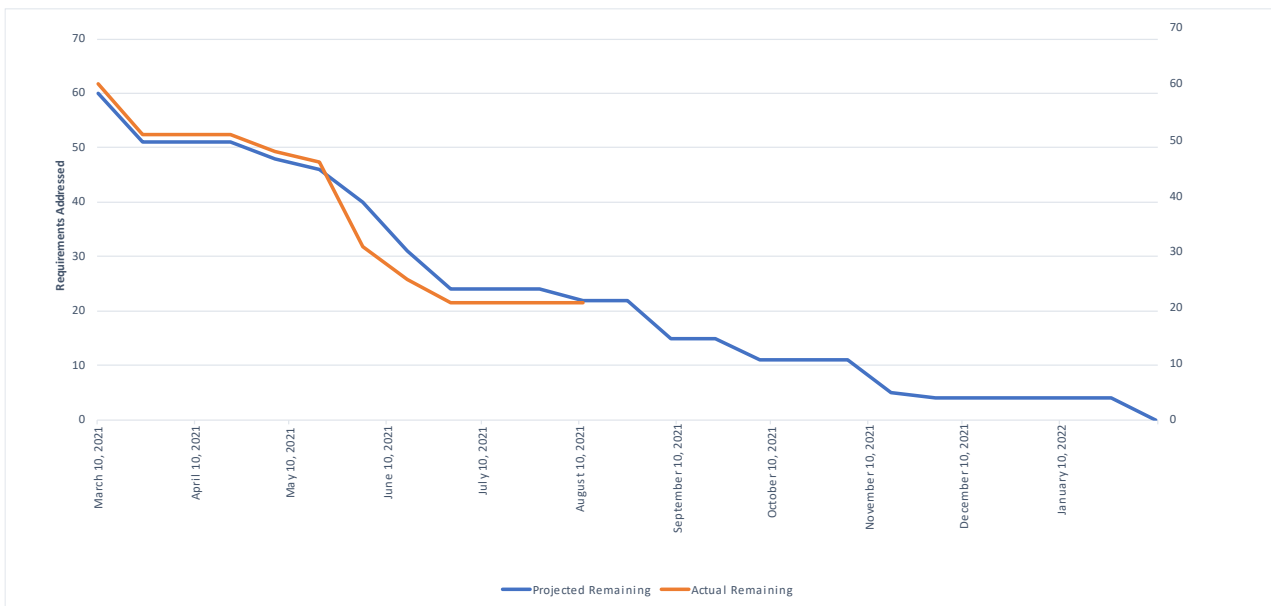


Table 4.1-2 – Customer Service Center Milestones

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	21.11
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	Approved	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Approved	22.03
Admin Page - Core Tech Design (CA-226672)	May 26, 2021	Approved	22.05

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MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Inbound IVR (CA-226837)	June 9, 2021	Approved	22.05
Scheduled Callback (CA-229573)	July 7, 2021	Approved	22.05
Environments (CA-227045)	August 18, 2021	Draft in progress	21.11
External Party Access IVR - Core Tech and App Dev Design (CA-226839)	September 8, 2021	Draft in progress	22.01
Telephonic Signature - Core Tech and App Dev Design (CA-226838)	October 27, 2021	Draft in progress	22.01
Outbound IVR - App Dev (CA-228699)	July 28, 2021	Approved	21.11
Voice Authentication: All Languages - App Dev (CA-TBD)	November 24, 2021	Not started	22.03
Admin Page – App Dev (CA-TBD)	January 26, 2022	Draft in progress	22.05

4.2 Activities for the Next Reporting Period

- ▶ Continue integrated designs of External Party Access IVR
- ▶ Continue Contact Center Environments Design reviews with Security team
- ▶ Conduct requirements session with Consortium Team for Telephonic Signature Design
- ▶ Continue to work with Amazon Web Services (AWS) to establish execution of Call Control Panel (CCP) for Telephonic Signature Design

4.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

5.0 Analytics

5.1 Highlights of the Reporting Period

5.1.1 Analytics Summary

Table 5.1.1-1 – CalSAWS Analytics Summary

ANALYTICS RELEASE	STATUS	SOFT LAUNCH DATE	HARD LAUNCH DATE	DASHBOARDS	STATE & MGMT. REPORTS	TOTAL	% OF TOTAL
C	In Production	Deployed	Deployed	2	0	2	0%
D	In Production	Deployed	Deployed	4	33	37	9%
E	In Production	Deployed	Deployed	7	60	67	23%
F	In Soft Launch	Deployed	Deployed	3	74	77	40%
G	In Soft Launch	Deployed	Deployed	4*	45	49	51%
H	In Soft Launch	Deployed	Planned September 2021	6	65	71	67%
I	In Development	October 29, 2021	January 28, 2022	1	75	76	
J	Future Development	January 15, 2022	TBD	0	75	75	
TOTAL REPORTS				27	427	454	

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

5.1.2 Soft Launch

- ▶ Began County Validation testing on Release H dashboards and reports
- ▶ Continued processing SCR CA-231454 to track the soft launch deployment of the three (3) C-IV dashboards
 - Call Log
 - Semi Annual Reporting
 - Workload Productivity Report (WPR) and Engagement

5.1.3 Production (Hard Launch)

- ▶ No updates for the reporting period

5.1.4 Performance and Scalability

- ▶ Completed all soft and hard launch deployed dashboards and reports (Los Angeles data only) within the batch window
- ▶ Began 40 County Analytics Isolation Performance testing on release H code base now on Golden Date Set (GDS) 6
 - Identified potential performance issue with Data Lake to Relational Database Service (RDS) dashboard jobs. DBA recommendation is to increase to next instance size to avoid jobs being CPU bound on writer instance. Reviewed results and recommend to 8x instance, will be submitting request to finops
- ▶ Batch End-to-End Performance Testing (with 40 County Data) – Analytics
 - Reviewed additional results from End-to-End run last week for consistency

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- ▶ Continued work on automated dashboard that could dynamically show visual results comparatively

5.1.5 40 County System Test

- ▶ Continued executing 40 County System Test on dashboards and reports that have been soft launched and are in production. Report testing is 100% complete and dashboards is 95% completed; team remains on-schedule to complete by August 20, 2021

5.1.6 User Acceptance Testing (UAT)

- ▶ Continued to provide Analytics team support for UAT
- ▶ Dashboard and Reports Open Items:
 - Deployed Call Log and SAR dashboards, however there was no identified front-page tab to add the link. Team has sent proposed front-end design to Consortium Technical (CT) team, which is pending approval from the Consortium Technical team. UAT testers can access through a provided, direct link to the dashboard that is not available from front page
 - Workload Productivity Report (WPR) being deployed August 17, 2021

5.1.7 Development and Testing

- ▶ Release H
 - Created SCR CA-230429 to track the progress on the remaining 3 C-IV reports rescheduled from Release H. Proposed solution is approved by Consortium for below reports. These reports are planned for deployment prior to the C-IV Counties' cutover to the CalSAWS System; the current deployment is estimated for August 21, 2021
 - Longitudinal Analysis Report
 - Engagement Analysis Report
 - Caseload Inventory Report
- ▶ Release I
 - Dashboards
 - Continued Curation build, dashboards build, and testing and remains on schedule for the October 27, 2021 soft launch

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

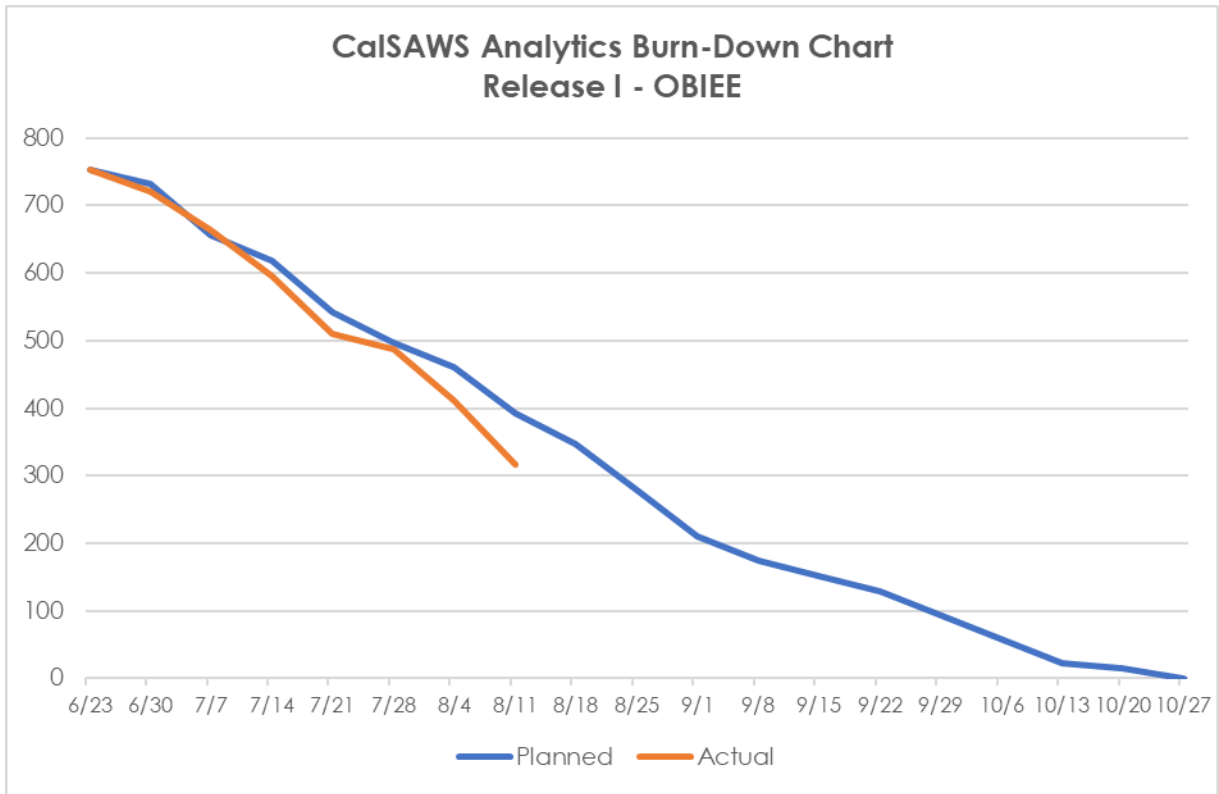


Figure 5.1.7-2 – CalSAWS Analytics – Release I Status Matrix (OBIEE)

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

Legend:
Complete
Complete as of this week
In Progress

- o Reports
 - Curation and Visualization Build are in-progress and on-schedule for the October 29, 2021 soft-launch

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

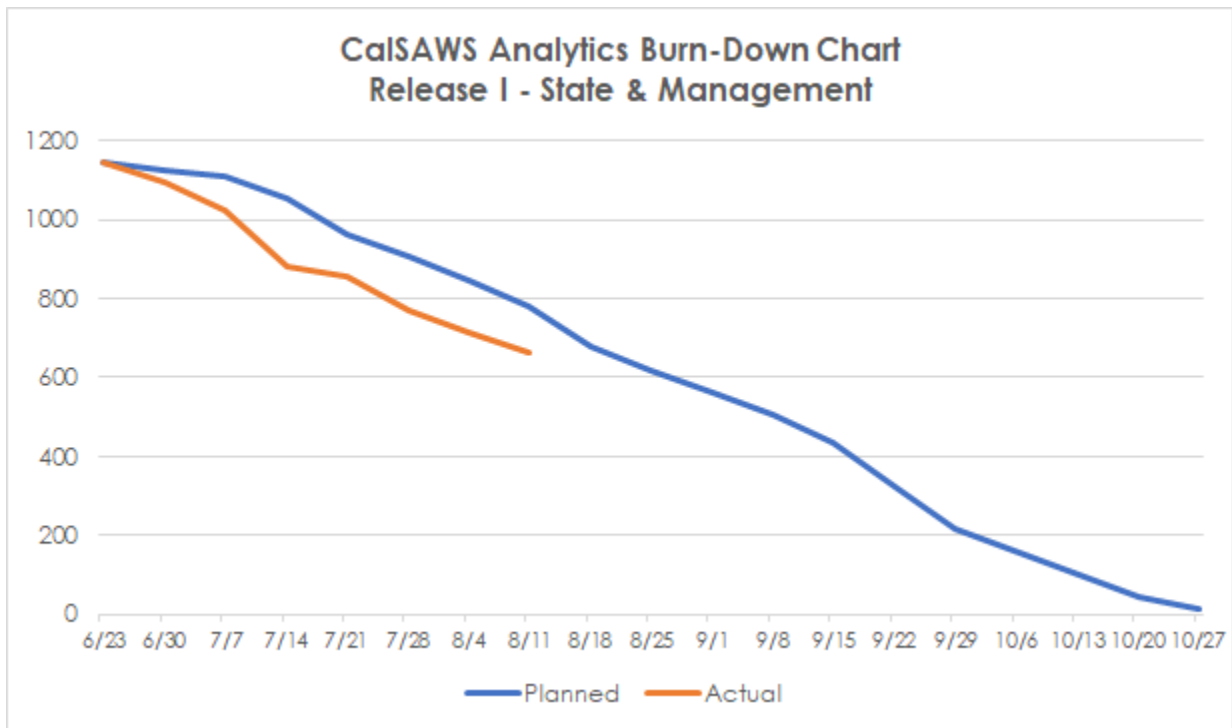


Figure 5.1.7-4 – CalSAWS Analytics – Release I Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering		Curation Build		Curation Test		Consortium Curation Test		Visualization Build		Visualization Test		Consortium Viz Validation	
			Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp
Mgmt	Administration	12	7/15	100%	8/20	25%	9/10	25%	10/27	0%	9/30	25%	10/15	17%	10/27	0%
	Case Activity	23	7/15	100%	8/20	39%	9/10	39%	10/27	0%	9/30	48%	10/15	39%	10/27	0%
	Employment Services	3	7/15	100%	8/20	0%	9/10	0%	10/27	0%	9/30	0%	10/15	0%	10/27	0%
	Fiscal	33	7/15	100%	8/20	45%	9/10	45%	10/27	0%	9/30	58%	10/15	45%	10/27	0%
	Special Units	2	7/15	100%	8/20	0%	9/10	0%	10/27	0%	9/30	0%	10/15	0%	10/27	0%
	State	2	7/15	100%	8/20	0%	9/10	0%	10/27	0%	9/30	0%	10/15	0%	10/27	0%
	TOTAL	75	75 of 75 100%		27 of 64 42%		27 of 64 42%		0 of 64 42%		33 of 75 44%		26 of 75 35%		0 of 75 0%	

Legend:
Complete
Complete as of this week
In Progress

5.1.8 Change Enablement

- o Completed all current change enablement scope

5.2 Re-Platform Migration Schedule

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

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	• CalWORKs	Daily	18 Sheets
	• QA	Daily	10 Sheets
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	• CalFresh	Daily	30 Sheets
	• CalFresh Meals	Monthly	2 Sheets
	• Managed Personnel	Daily	1 Sheet
	• SSI/SSP	Daily	2 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	4	0
	• Case Activity	7	0
	• Fiscal	15	0
	• State	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	• Med-Cal	Daily	30 Sheets
	• General Relief	Daily and Monthly	32 Sheets
	• Program Assignment	Monthly	1 Sheet
	• DPSSTATS Scorecard	Daily	1 Sheet
	• AAP (CWS)	Daily	21 Sheets
	• Foster Care (CWS)	Daily	21 Sheets
	• Kin-Gap (CWS)	Daily	21 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	7	0
	• Case Activity	4	0
	• Employment Services	0	0
	• Fiscal	34	0
	• State	13	0
	• Special Units	1	0
	• Resource Data Bank	1	0
Release F (Migration Window: August 2020 – December 2020) In Production			

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Dashboards			
LRS	<ul style="list-style-type: none"> Operational Reports 	Monthly	30 Sheets
	<ul style="list-style-type: none"> Task Management 	Daily	19 Sheets
	<ul style="list-style-type: none"> Welfare Fraud Prevention & Investigation 	Monthly	4 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"> Administrative 	2	2
	<ul style="list-style-type: none"> Case Activity 	3	5
	<ul style="list-style-type: none"> Employment Services 	0	1
	<ul style="list-style-type: none"> Fiscal 	28	2
	<ul style="list-style-type: none"> Resource Data Bank 	0	0
	<ul style="list-style-type: none"> State 	26	0
	<ul style="list-style-type: none"> Special Units 	0	5
Release G (Migration Window: November 2020 – March 2021) In Production			
Dashboards			
C-IV	<ul style="list-style-type: none"> Call Log (In UAT) 	Daily	19 Sheets
	<ul style="list-style-type: none"> Semi Annual Reporting (In UAT) 	Daily	11 Sheets
	<ul style="list-style-type: none"> WPR and Engagement (In UAT) 	Daily	46 Sheets
LRS / C-IV	<ul style="list-style-type: none"> Reception Log (In Production) 	Daily	10 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	<ul style="list-style-type: none"> Administrative 	3	0
	<ul style="list-style-type: none"> Case Activity 	4	3
	<ul style="list-style-type: none"> Employment Services 	0	1
	<ul style="list-style-type: none"> Fiscal 	33	1
	<ul style="list-style-type: none"> State 	0	0
	<ul style="list-style-type: none"> Special Units 	0	0
	<ul style="list-style-type: none"> Resource Data Bank 	0	0
	<ul style="list-style-type: none"> New Reports 	0	0
Release H (Migration Window: February 2021 – June 2021) In Soft Launch			
Dashboards			
LRS	<ul style="list-style-type: none"> Caseload History 	Monthly	9 Sheets
	<ul style="list-style-type: none"> Alerts 	Daily	5 Sheets
	<ul style="list-style-type: none"> Alerts (CWS) 	Daily	3 Sheets
	<ul style="list-style-type: none"> Placement Vendor Exception Report (CWS) 	Daily	3 Sheets
	<ul style="list-style-type: none"> Work Order (CWS) 	Daily	6 Sheets
	<ul style="list-style-type: none"> Welfare to Work 	Daily	7 Sheets
State & Management			

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	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	0	14
	• Case Activity	0	8
	• Employment Services	0	11
	• Fiscal	2	20
	• State	5	0
	• Special Units	0	6
	• Resource Data Bank	0	2
Release I (Migration Window: May 2021 – September 2021) In Design and Development			
Dashboards			
LRS	• Statistical Reports	Monthly	79 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	• Administrative	11	1
	• Case Activity	19	5
	• Employment Services	3	0
	• Fiscal	28	5
	• State	2	0
	• Special Units	1	1
Release J (Migration Window: September 2021 – January 2022)			
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
	• Fiscal	36	1
	• Resource Data Bank	1	0
	• Special Units	5	3

Note:

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

5.3 Activities for the Next Reporting Period

- ▶ Cloud Analytics
 - Continue executing 40 County system test and end-to-end performance testing (reviewing performance on EMR cluster now that we have a more defined overlap of reports and dashboards) on Golden Data Set (GDS)6
 - Continue to support User Acceptance Test (UAT)
 - Monitor results of GDS 7 1B conversion (second test for post replica recovery timing) for re-factoring into estimate of post-cutover timings
 - Release G
 - Complete testing of last C-IV dashboard - Workload Productivity Report (WPR) – in stage 2 (40 County data)
 - Release H
 - Support County validation testing
 - Release I
 - Continue development of release I reports and dashboards
 - Continue Glue POC post C-IV cutover

5.4 Deviations from Plan/Adjustments

- ▶ None for the reporting period

6.0 Application Development and Test

6.1 Highlights of the Reporting Period

6.1.1 Application Development Summary

Table 6.1.1-1 – CalSAWS Application Development Summary

	Status	21.11	22.01	22.02	22.03	22.05	22.06	22.07	22.09	22.11	23.01
Design	New	0	13	0	25	13	0	1	4	0	3
	Design in Progress	0	12	0	5	0	0	0	0	0	0
	Ready for Committee	0	0	0	0	0	0	0	0	0	0
	Committee Review	0	2	0	0	0	0	0	0	0	0
	Pending Approval	0	0	0	0	0	0	0	0	0	0
Build	Approved	1	1	0	1	2	1	1	1	1	1
	In Development	16	1	0	0	0	0	0	0	0	0
	Development Complete	1	0	0	0	0	0	0	0	0	0
	In Assembly Test	12	0	0	0	0	0	0	0	0	0
Test	System Test	0	0	0	0	0	0	0	0	0	0
	Test Complete	0	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	30	29	0	31	15	1	2	5	1	4

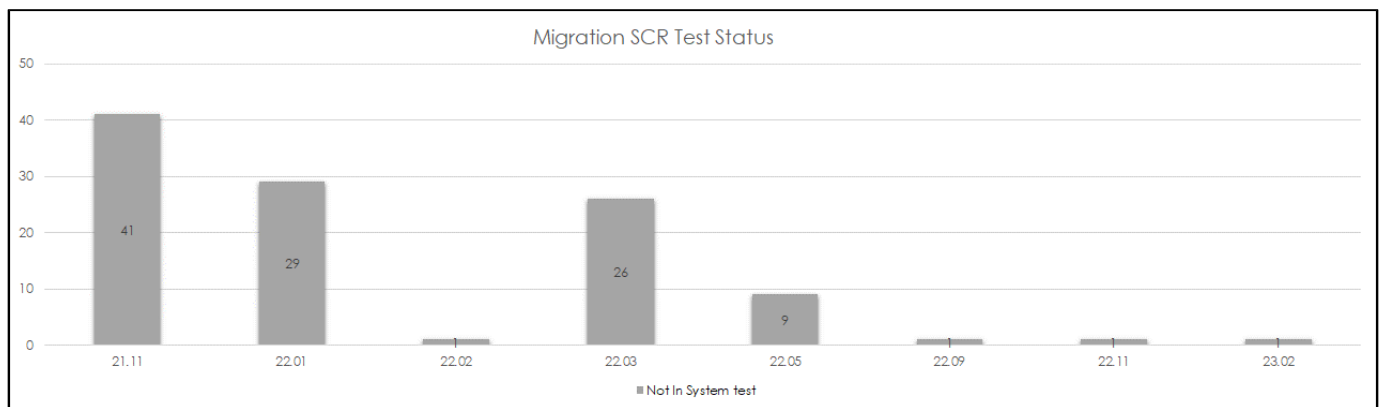
SCRs in Production	736
SCRs with Release TBD	1

Notes:

- This table includes Application Development SCRs with migration impact. SCRs in Production represents a count of any SCR that have a project phase of migration and have been deployed to production. SCRs with Release to be Determined includes any migration impact SCR where the fix version is "TBD"

6.1.2 DDID System Test Status

Figure 6.1.2-1 – DDID System Test Status



Notes:

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

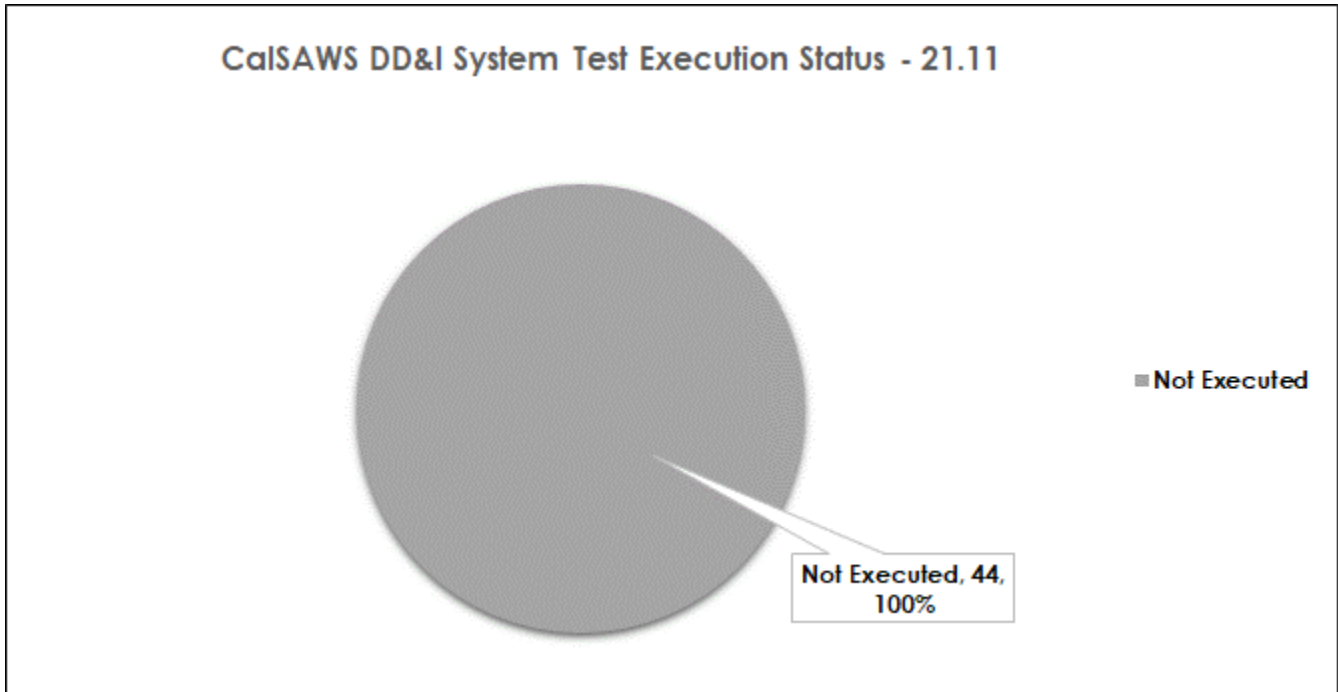
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Table 6.1.2-1 – DDID System Test Status

Pass Rate Target as of August 13, 2021	0%
Pass Rate Actual as of August 13, 2021	0%
System Test Complete Date: November 19, 2021	



Note:

- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release
- ▶ Continued drafting designs and development activities for DDIDs. Status is provided in Figure 6.1.1-1 (CalSAWS DDID Design Status) above
- ▶ Continued test preparation for Release 21.11. Status is provided in Figure 6.1.2-1 (CalSAWS DDID System Test Execution Status) above

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

Table 6.1.3-1 – Consortium Partners

CONSORTIUM PARTNER	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
EICT (CalWIN)	N/A	N/A	1/1	August 3, 2021
OCCAT	1/1	July 6, 2021	2/2	July 22, 2021

Note:

- Completed Consortium Interface Partner File Exchange Testing

Table 6.1.3-2 - State Partners

STATE PARTNER	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
CalHEERS	3/3	June 10, 2021	31/31	July 19, 2021
CCSAS (DCSS)	N/A	N/A	7/7	August 5, 2021
CDSS (DSS)	N/A	N/A	3/3	August 9, 2021
CMIPS (OSI)	N/A	N/A	2/2	July 2, 2021
CMSP	1/1	June 14, 2021	1/1	July 9, 2021
EBT (FIS)	2/2	July 15, 2021	12/12	August 13, 2021*
MEDS (DHCS)	N/A	N/A	3/3	August 3, 2021
WDTIP (OSI)	N/A	N/A	2/2	July 27, 2021
WIS (DSS)	N/A	N/A	2/2	July 16, 2021

Notes (*):

- EBT (FIS): Final scenario completed on August 13, 2021. Completed FIS release on August 15, 2021

6.1.4 Non-State Forms (NSF):

- ▶ State form translations
 - The following table shows status of State form translation SCRs
 - CA-215171 – GEN 202: We received new translations from state, team is working on build
 - CA-215077 – CW 105: Waiting for State translations

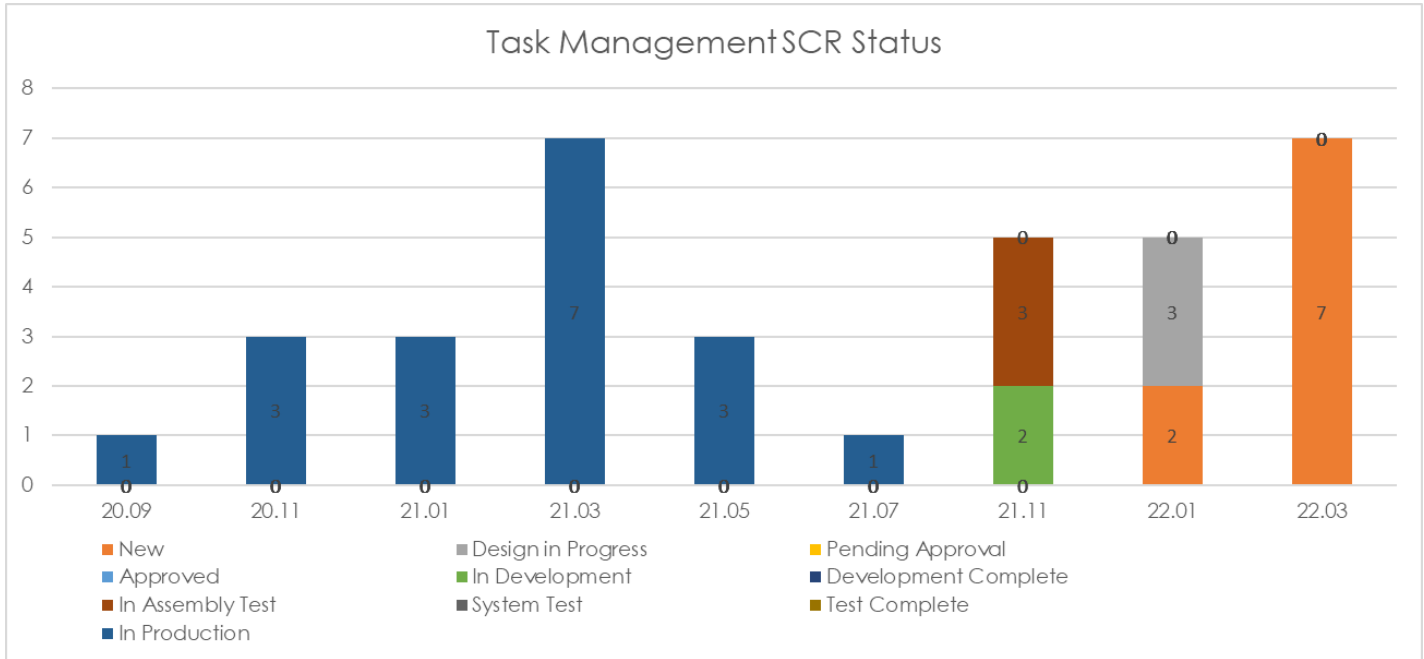
Table 6.1.4-1 – State form translation SCRs

STATE FORMS – TRANSLATION SCRs	FORM COUNT
In Design	1
In Development	1
In Test	0
Test Complete	0
In Production	33
Grand Total	35

6.1.5 Task Management

- ▶ Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
 - CA-214912 DDID 2246, 2240
 - CA-214916 DDID 2252
 - CA-214905 DDID 2230

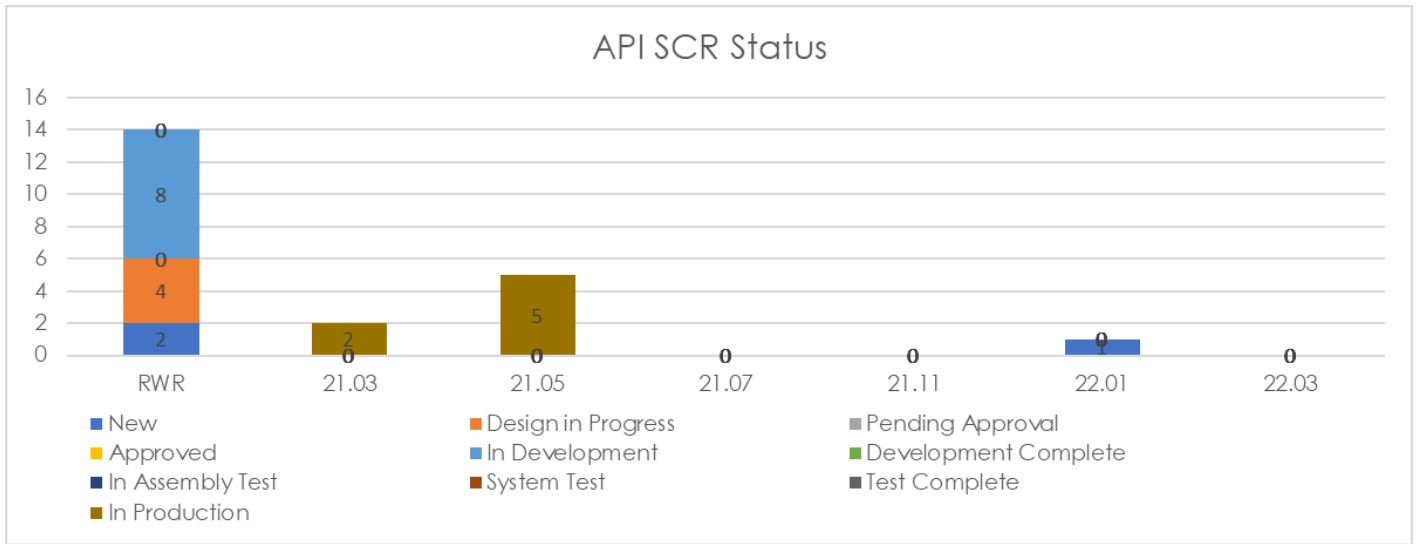
Figure 6.1.5-1 – Task Management DDID Status



6.1.6 Application Programming Interface (API)

- ▶ Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs
 - CA-214758 DDID 2355
 - CA-214756 DDID 2353
 - CA-214754 DDID 2351
 - CA-214747 DDID 2344

Figure 6.1.6-1 – API DDID Status



6.1.7 GA/GR

► General:

- Provided the weekly status update to Consortium on August 10, 2021
- Discussed the GA GR Correspondence deliverables and design clarifications on August 10, 2021, and August 12, 2021
- Discussed the GA GR Correspondence web service design clarifications on August 11, 2021, and August 13, 2021
- Met with Gainwell and Accenture team for connectivity setup on August 10 – 13, 2021
- Met with Section Directors on August 12, 2021 to discuss CalWIN click through plan
- Continued with development of 21.11 SCRs
 - CA-228982 – (Phase 1, Batch 2 (9 Rules) Non-Financial rules, NOA Reasons)
 - CA-215926 – (Phase 1, Batch 3 (11 Rules) Non-Financial rules, NOA Reasons)
 - CA-215927 – DDID 2314b, DDID 2321 FDS: GA GR Fiscal Changes
 - CA-215916 – (Phase 2, Batch 1 [8 rules])
 - CA-215672 – (Phase 2, Batch 2 [8 rules])
 - CA-225943 – DDID 2319 FDS: GA GR - API Correspondence Service
 - CA-215920 – DDID 2314/2319 FDS: GA GR NOA/Form Generations from EDBC Phase 1
 - CA-215914 – DDID 2313 FDS: GA GR Employment Services – Phase 2
 - CA-215688 – DDID 2686 FDS: Phase 4 - GA GR - API – Emulator
 - CA-224578 – DDID 2686/2314 FDS: GA GR Phase 2 Batch 3 (3 Rules) - Income Rules and Corresponding NOA Reasons
 - CA-226400 – Phase 2 Non-Financial, Income Additional Changes - Correspondence from EDBC
 - CA-229071 – Phase 2 Non-Financial, Income EDBC Additional Changes - EDBC Display Reason
- Continued with 21.11 designs
 - CA-224578 – (Phase 2, Batch 3 (6 rules))

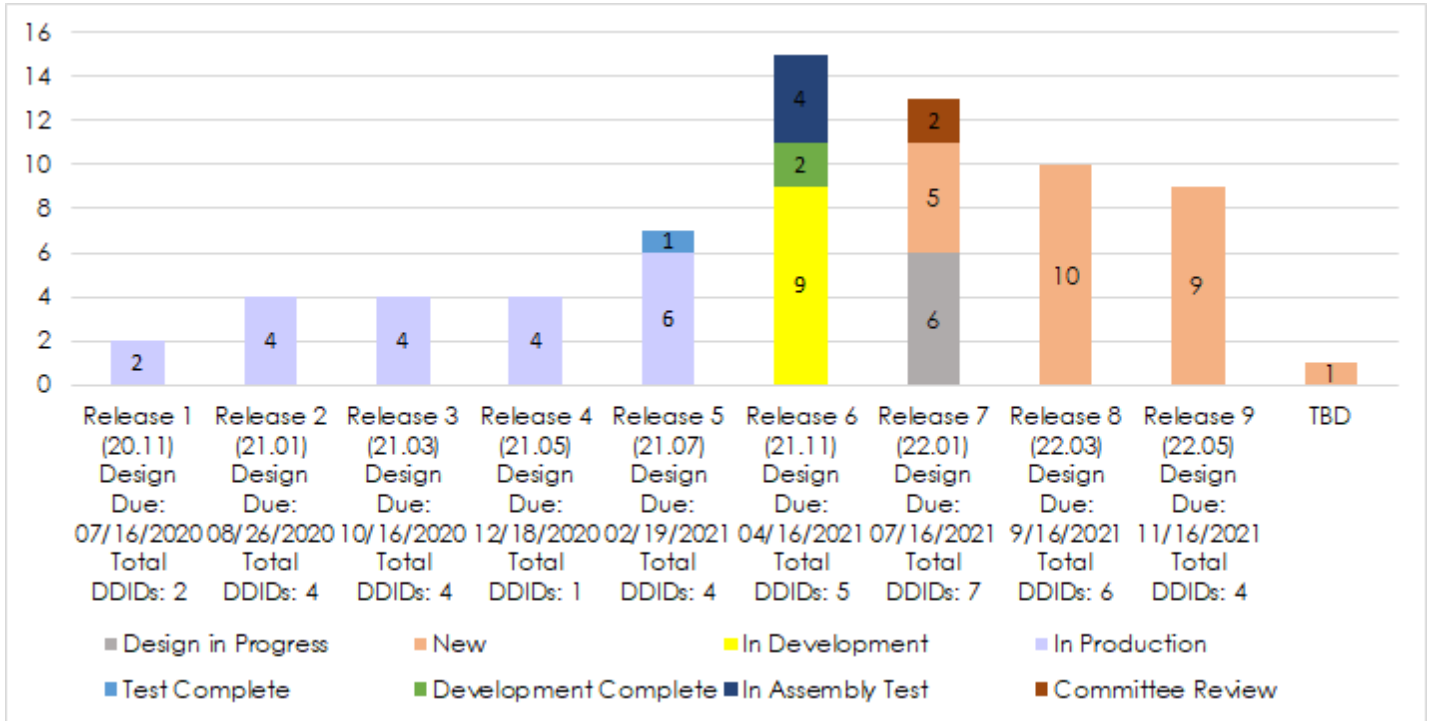
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- o Continued Automated System test scripting of phase 1 batch 2 SCR CA-228982 and phase 1 - Batch 3 CA-215926
- o Began 22.01 designs
 - CA-215678 - DDID 2375 FDS: GA GR Splitting grant into Multiple Warrants
 - CA-215673 – DDID 2323 FDS: GA GR - GR recoverable offset batch
 - CA-215917 – DDID 2314 FDS: GA GR Rules Phase 3 - Resource, Reporting Rules and corresponding NOA Reasons, MU triggers

Figure 6.1.7-1 – GA/GR DDID Status



► CalWIN Correspondence Track:

Figure 6.1.7-2 – GA/GR Correspondence

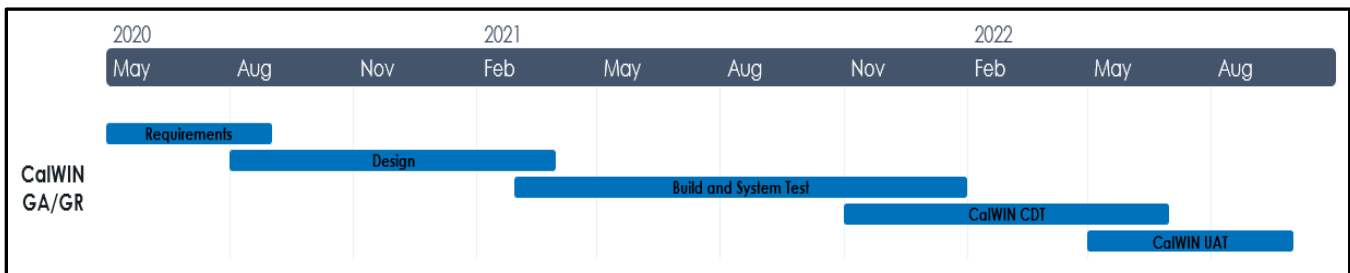
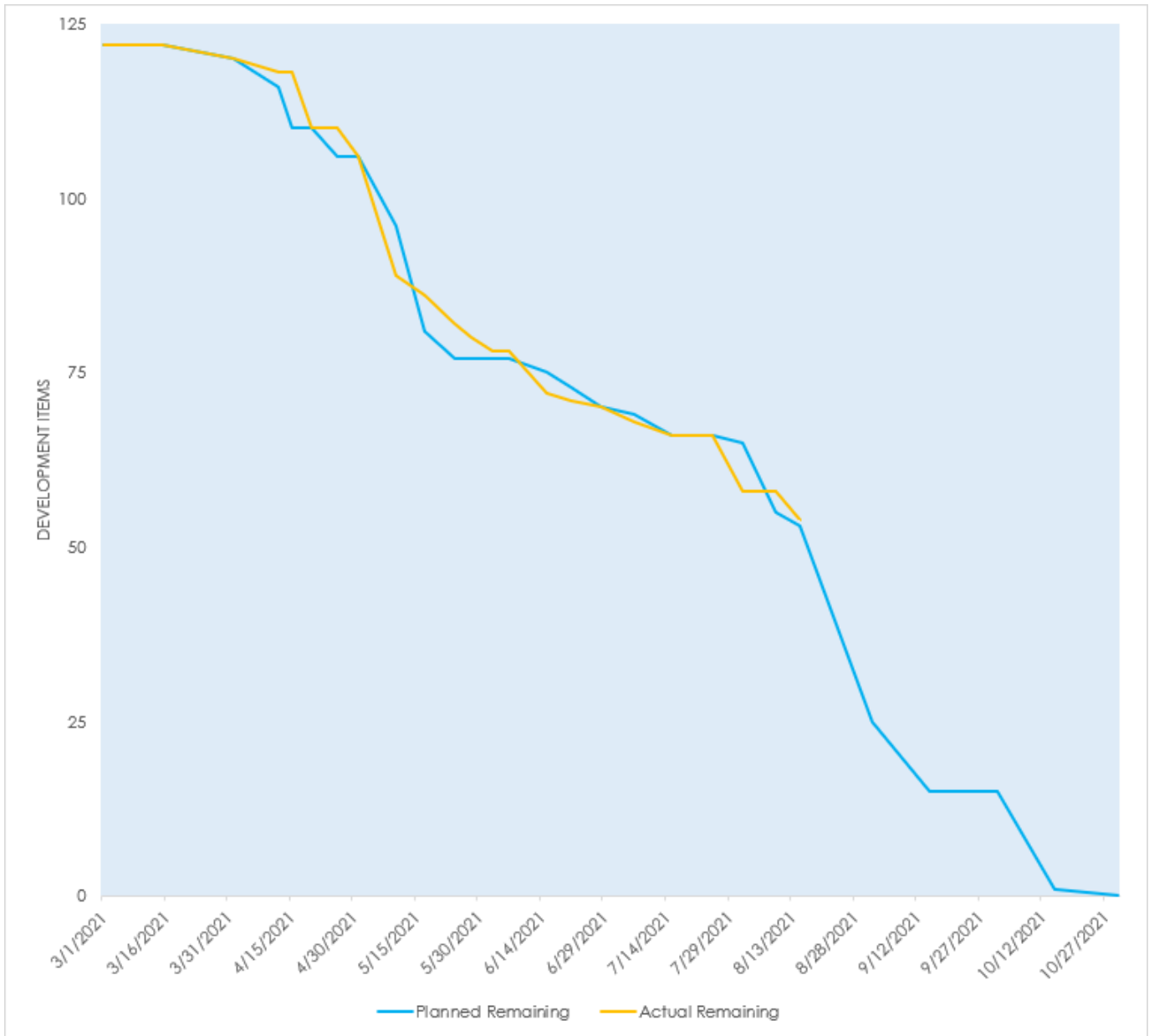


Figure 6.1.7-3 – CalWIN GA/GR Correspondence Development



6.1.8 CalSAWS Portal Integration

- ▶ Continued supporting BenefitsCal System Integration Test (SIT) activities and User Acceptance Testing (UAT) activities
 - Continued reviewing findings and resolving defects
- ▶ Participated in weekly calls with Code for America to discuss long term API integration

6.1.9 Batch Performance Test

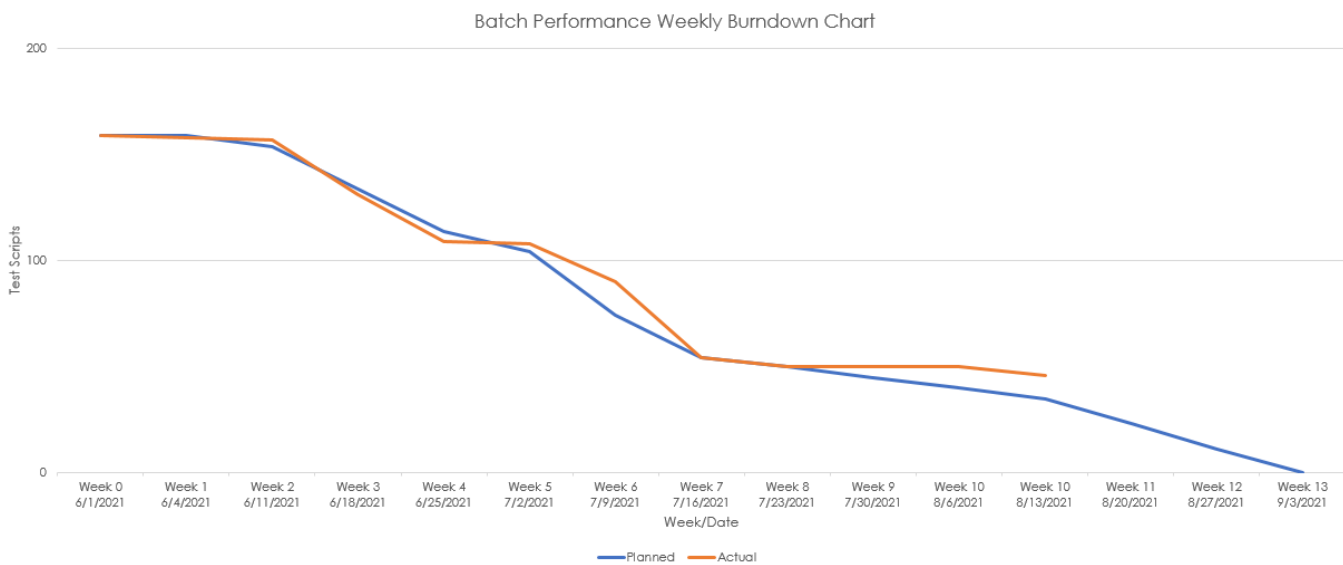
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- ▶ Performance defects have been opened to track batch processes that have been identified for performance analysis. Of the 26 remaining open defects, 13 are in development, 6 are in the testing phase, and the remainder are still being researched.
- ▶ Executed Performance tests
 - Executed re-test of Daily batch to finalize timings
 - Executed Last Day of Month batch cycle
- ▶ Upcoming Performance test plan for the week of August 16, 2021
 - Executed First Business Day batch cycle
 - Executed High Volume forms batch cycle

Figure 6.1.9-1 – Batch Performance Burndown Chart



6.1.10 Central Print

- ▶ Sent files to Gainwell for testing on August 12, 2021
- ▶ The following 21.07x SCRs are in process for central print activities:
 - CA-218205 - Turn on GEN 1365 indicator – In System Test
 - CA-226573 - Cutover Activities for new Central Print vendor – Development Complete

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6.1.11 Case Purge

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

- ▶ Continued Sprint 3 of CalSAWS Porting Epic, which includes the following:
 - Refactored Batch logging and Deletion Model
 - Added new EDBC/Recovery Account Rule to Sweep Jobs
 - Created new status for LDS Cases loaded into Case Purge table

Figure 6.1.11-1 – CalSAWS Case Purge Burndown Chart

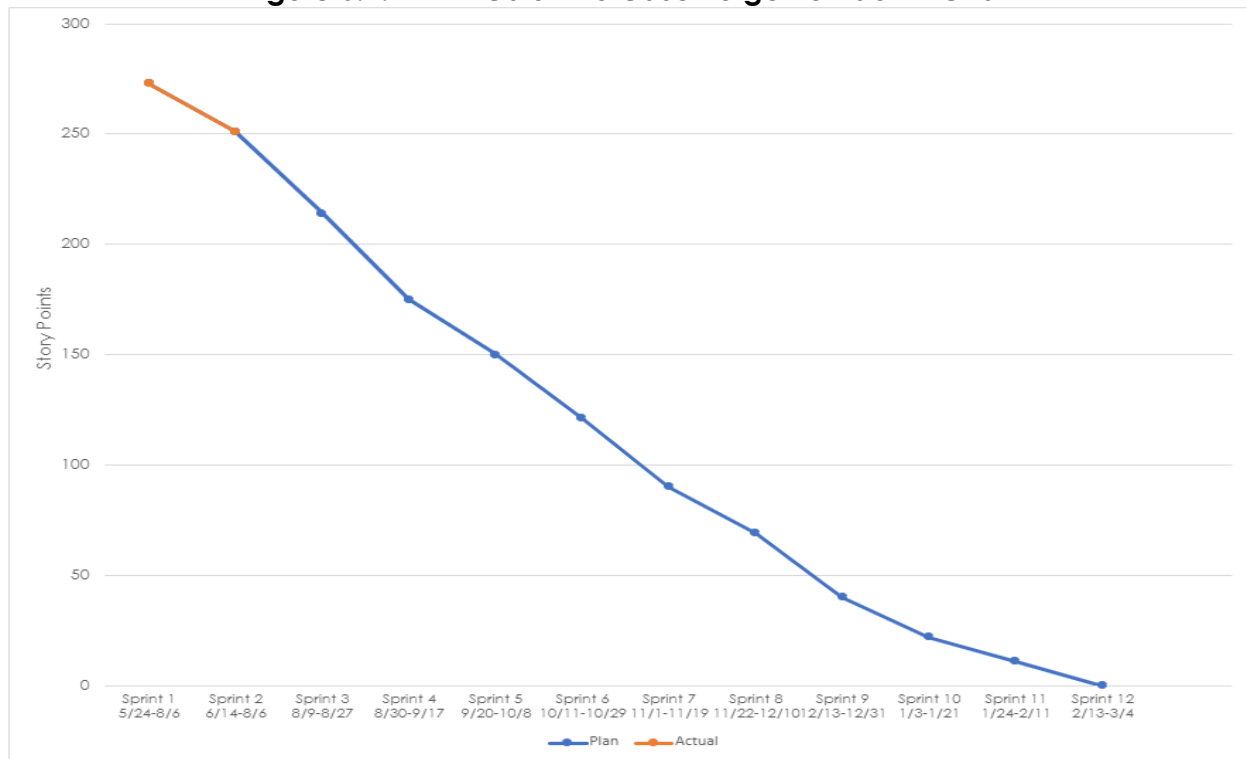


Table 6.1.11-1 – Planned Purge Sprints

Sprint 1	Case Identification, Case Purge Table updates, Data Removal Detail page PDFs, S3 Storage, Translate LDS Flat File into Oracle Database
Sprint 2	Case Exception logging, Case Deletion Batch, Deletion Tables, Complete Data Mapping for LDS
Sprint 3	Refactor Batch logging, Refactor Deletion Model, add new EDBC/RA Rule to Sweep Jobs, Load County-level Flat file into Oracle, create new Status for LDS Cases loaded into Case Purge table
Sprint 4	Case Deletion logging, Purge Status, Deletion Table Names, Image Removal, Re-Verification Batch, Create LDS Issuance/Journal History PDFs, Transform LDS Data from Temp to Destination Tables Group 1

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Sprint 5	Deletion Batch process for PGM_DETL and Child Tables, add new CalHEER's related tables, Migrate Transformed LDS Data from Temp to Destination Tables Group 2
Sprint 6	Case Data Removal Identification/Override Reports, Document Removal Process to S3, County Test for LDS Case Data Load
Sprint 7	Image Removal process, Re-Verification logic, YBN e-app logic to block transfers, History PDF
Sprint 8	Time Limit Aid Summary and Detail page, Data Removal Completion Report
Sprint 9	Research Case Lock, Update PDF Parsing logic
Sprint 10	Disaster Recovery Document Deletion, OBIEE/EDR Cleanup for Delete Track, Create Case Lock, VLP
Sprint 11	Performance Environment Preparation & Execution
Sprint 12	Batch Scheduling, Case Purge Transition

6.1.12 Deliverable Management

Table 6.1.12-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

6.2 Activities for the Next Reporting Period

- ▶ Continue drafting designs for Migration Impact SCRs
- ▶ Continue test preparation for CalSAWS 21.11 Release

Deliverable Management

Table 6.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

6.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

7.0 Conversion

7.1 Highlights of the Reporting Period

7.1.1 C-IV Conversion

- ▶ Post Mock Conversion 3:
 - Supported Conversion County Validation, in the Mock Conversion CON7 environment occurring between August 2, 2021, and August 13, 2021
 - Generated the Case Review report and provided (via the Consortium Conversion team) to the Consortium Regional Managers as well as the County participants (as necessary) on the CalSAWS Project Web Portal under the 'County Documents' folder
- ▶ Continued GDS 7 Conversion Run:
 - Completed recovery manager backup
 - Continued to triage Conversion automated test suite outcomes
 - Continued to execute manual test scenarios

7.1.2 CalWIN Conversion:

- ▶ Completed performance discovery runs
 - Completed Wave 3 Conversion transformation run
 - Completed detailed planning for Golden Data Set (GDS) 1 execution
- ▶ Data Model (DM) 21.07 Epic
 - Focused Sprint 1 on delivering required Data Model changes to support GDS 1 execution
 - Completed Sprint 1
 - Closed or delivered all Sprint 1 items to test
 - 2 items completed internal testing remain open for full integration Assembly testing (completed no later than August 20, 2021)
- ▶ CalWIN Conversion Golden Data Set (CW GDS)
 - Planned CalWIN Conversion Golden Data Set (CW GDS) #1 to begin August 19, 2021. **Note:** CalWIN GDS 1 is dependent on load of C-IV GDS 7

Table 7.1.2-1 – CalWIN Conversion Statistics 21.07 (July 2021 - August 2021)

21.07												
Sprint	Total - Deferred Items	Sprint Duration		Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
				Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
Overall	83	7/26/2021	8/13/2021	0	0	0	0	13	0	66	0	0
Planning		7/19/2021	7/23/2021	Identified Database changes for 21.07 GDS#1								
Data Model Sprint 1	56	7/26/2021	8/13/2021	0	0	0	0	2	0	54	0	0
EDBC Match Sprint 5	27	7/26/2021	8/13/2021	0	0	0	0	11	0	12	0	0

- ▶ Continued CalWIN Conversion System Test Development (Epic) which is approximately 68% and on-schedule to complete development by the end of October 2021
 - Completed development of the EDBC Functional Area scenarios
 - Continued development of the Special Units Functional Area scenarios
 - Continued development of the Fiscal Functional Area scenarios

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Table 7.1.2-2 – CalWIN System Test Development Status

Functional Area	System Test	Total	Start	Finish	Not Started	In Progress	On Hold	Completed	% Completed	Planned Completed
Overall	Overall	302	3/22/2021	10/29/2021	90	1	5	204	68%	66%
Online	Queries	46	3/22/2021	4/23/2021	0	0	0	46	100%	100%
Online	Scenarios	46	3/29/2021	4/30/2021	0	0	3	43	93%	100%
EDBC	Queries	20	5/3/2021	6/4/2021	0	0	0	20	100%	100%
EDBC	Scenarios	20	5/3/2021	6/4/2021	0	0	0	20	90%	100%
Special Units	Queries	25	6/7/2021	7/9/2021	0	0	0	25	100%	100%
Special Units	Scenario	25	6/7/2021	7/9/2021	0	0	2	23	100%	100%
Fiscal	Queries	21	7/12/2021	8/13/2021	0	1	0	20	95%	68%
Fiscal	Scenario	21	7/12/2021	8/13/2021	14	0	0	7	33%	68%
Batch/Interfaces	Queries	38	8/16/2021	9/30/2021	38	0	0	0	0%	0%
Batch/Interfaces	Scenario	38	8/16/2021	9/30/2021	38	0	0	0	0%	0%

7.1.3 Gainwell Technologies

- ▶ CalWIN Data Migration (Gainwell Technologies)
 - Continued working with the Conversion teams to plan future data delivery milestones
 - Continued to meet with the document migration team and assess document migration processes and needs for CDT
 - Continued discussions on additional data points to be included for shell cases to align with the C-IV shell cases
- ▶ CalWIN Data Retention M&O (Gainwell Technologies)
 - Continued planning for future data retention, beginning November 2021

7.1.4 Ancillary Systems Conversion:

- ▶ Continued to make data mapping and transformation progress
- ▶ Continued to make progress addressing issues found in Production Dataset Size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
- ▶ Received all Counties' files for Golden Data Set (GDS) 1
 - Followed up with Counties to address issues found within the files

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Table 7.1.4-1 – Ancillary Status by Functional Area

PHASE	COLLECTIONS	FRAUD	TASK MANAGEMENT
Data Mapping	12 Counties Data Mapping completed and 2 In-progress (as they iterate through Mapping and Transformation)	4 Counties Data Mapping Completed, 1 is In-progress (as the County iterates through Mapping and Transformation)	All 8 Counties Data Mapping Completed
Transformation	4 Counties Data build and 4 In-progress. All Counties have successfully submitted production sized files for GDS1	4 Counties Data Mapping Completed, 1 is In-progress. All Counties have successfully submitted production sized files for GDS1	All 8 County is build completed. All Counties have successfully submitted production sized files for GDS1
Risk or Issues	None		

Table 7.1.4-2 – County Status by Ancillary System

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Contra Costa	Design completed and build in-progress Received production sized files	N/A	N/A
Placer	Design and build completed Received production sized files	Design and build completed Received production sized files	Design and build completed Received production sized files
Yolo	Design and build completed Received production sized files	N/A	N/A
Santa Clara	N/A	N/A	Design and build completed Received Production Sized Files
Tulare	Design and build completed Received production sized files	N/A	N/A
Orange	Design and build completed Received production sized files	Design and build completed Received production sized files	Design and build completed Received production sized files
Santa Barbara	N/A	N/A	Design and build completed Received production sized files

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COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Ventura	Design and build completed Received production sized files	N/A	N/A
San Mateo	Design and build completed Received production sized files	N/A	Design and build completed Received production sized files
Santa Cruz	Design and build completed Received production sized files	N/A	Design and build in-progress Received production sized files
Solano	Design and build completed Received production sized files	N/A	N/A
Alameda	Design and build in-progress Received production sized files	Design and build in-progress Received production sized files	N/A
Fresno	Design completed and build in-progress Received production sized files	N/A	N/A
Sonoma	Design and build completed Received production sized files	N/A	Design and build completed Received production sized files
Sacramento	N/A	Design and build completed Received production sized files	Design and build completed Received production sized files
San Francisco	Design and build completed Received production sized files	N/A	N/A
San Luis Obispo	Design and build completed Received production sized files	Design and build completed Received production sized files	N/A

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Figure 7.1.4-3– Ancillary Systems Conversion Gantt Chart

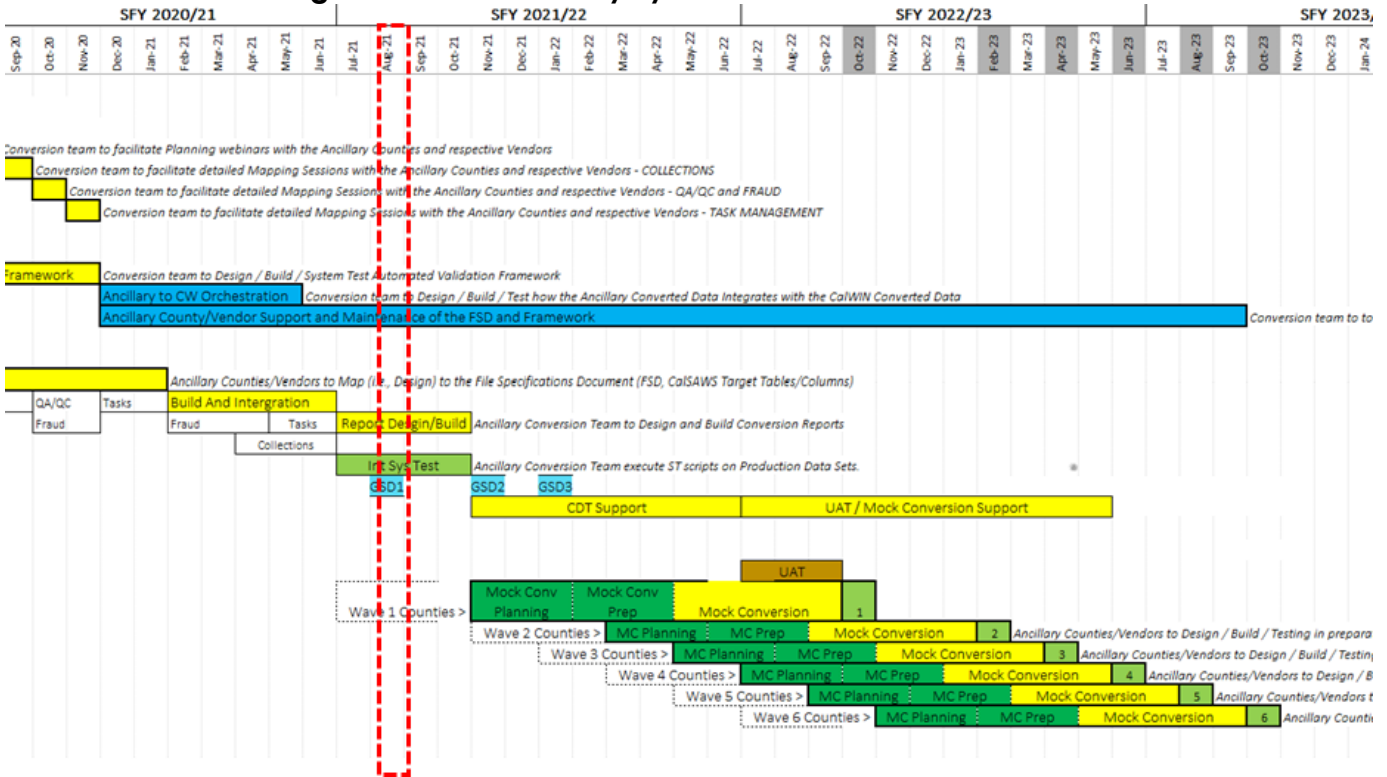


Table 7.1.4-4 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Complete	Exception handling for Ancillary provided Data is ready for the Counties	Completed
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build Complete	Development activities dependent Design Mapping are ready to Start (or are Complete)	Completed
January 2022	System Test Complete	System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete)	Not started

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FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
April 2022	Integration Test Complete	End-to-End Test execution dependent on test scripts and System Test Complete are ready to Start (or are Complete)	Not started
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions	Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete)	Not started
August 2023	Wave 1 – 6 Mock Conversions Data Validation	Validation of Data (from Mock Conversion) are ready to Start (or are Complete)	Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Complete)	Not started

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2 Activities for the Next Reporting Period

7.2.1 C-IV Conversion:

- ▶ Continue to execute Eligibility Determination Benefit Calculation (EDBC) Match
- ▶ Continue work on Golden Data Set (GDS) 7
- ▶ Continue to support County Validation and User Acceptance Testing (UAT)

7.2.2 CalWIN Conversion:

- ▶ Begin CalWIN GDS1
 - 21.07 compatible Oracle Data Integrator Code promoted and delivered
 - Schedule to begin as soon as C-IV GDS 7 data is available and loaded
 - Anticipate completion October 15, 2021
- ▶ Begin EDBC match defect resolutions Sprint 6
 - Continue to review results from the EDBC Match Batch execution
- ▶ Begin Data Model epic 21.07 Sprint 2
 - Sprint will focus on backlog rebase-lining and prioritization for GDS 2
- ▶ Continue system test scenario development
- ▶ Continue converted data delivery planning activities

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7.2.3 Gainwell Technologies

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

7.2.4 Ancillary Systems Conversion:

- ▶ Continue on-going support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
- ▶ Continue design/build/test of data conversion routines and remains on schedule for completion by August 13, 2021
- ▶ Continue to update the Ancillary Systems file specifications documents (as needed)
- ▶ Continue to update the Ancillary Systems Conversion Plan work product (as needed)

7.2.5 Deliverable Management

Table 7.2.5-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.3 Deviations from Plan/Adjustments

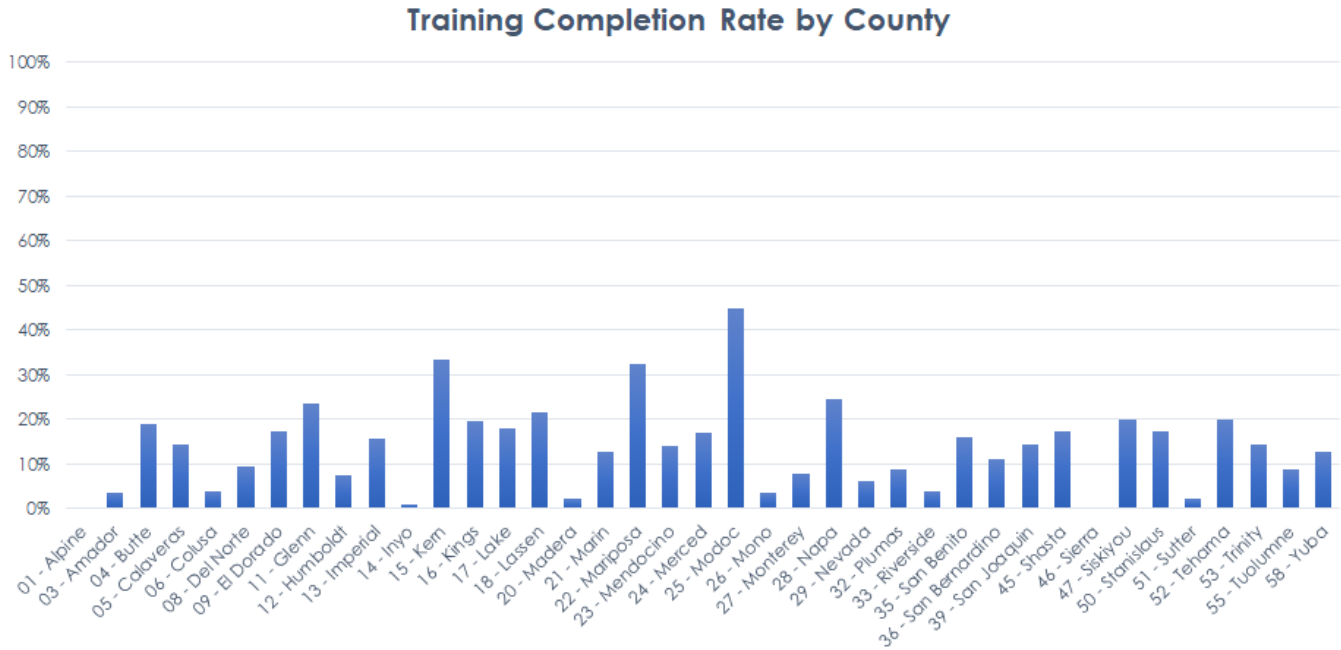
- ▶ None for the reporting period

8.0 Training

8.1 Highlights of the Reporting Period

- ▶ Hosted weekly Training Touchpoint meeting on August 9, 2021
- ▶ Finalized the County Training Coordinator Guide
- ▶ Training Environments
 - Distributed CalSAWS Information Transmittal (CIT) on CalSAWS Training Environments – Access, URL and Accounts
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging Tickets
- ▶ Supported the Consortium Training team with Early Training Sessions during the week of August 9-13, 2021
- ▶ Learning Management System (LMS)
 - Completed bulk load of C-IV active users into LMS
 - Drafted CIT for LMS access guide version 4 for General Training distribution
 - Drafted CIT for the distribution of the LMS Registration Report
 - Distributed the Weekly Training Summary Report - Executive Summary to the Consortium Training Manager and Regional Managers for review
- ▶ Imaging
 - Attended Weekly Training Touchpoint with Consortium Training Manager on August 9, 2021
 - Hosted Early Training Imaging Session on August 9, 2021
 - Attended Early Training Open Session on August 10, 2021, and August 13, 2021
 - Hosted Imaging Train-the-SME (ITTSME) for C-IV Counties on August 11, 2021, and August 12, 2021
 - Completed case set-up on Training Production environment for August 16-19, 2021 ITTSME sessions
 - Sent ITTSME materials to Week 1 and Week 2 participants
 - Sent communication to Week 2 and Week 3 ITTSME participants regarding access to Training Production environment
 - Generated ITTSME reports for Week 1 and sent to C-IV County Regional Managers

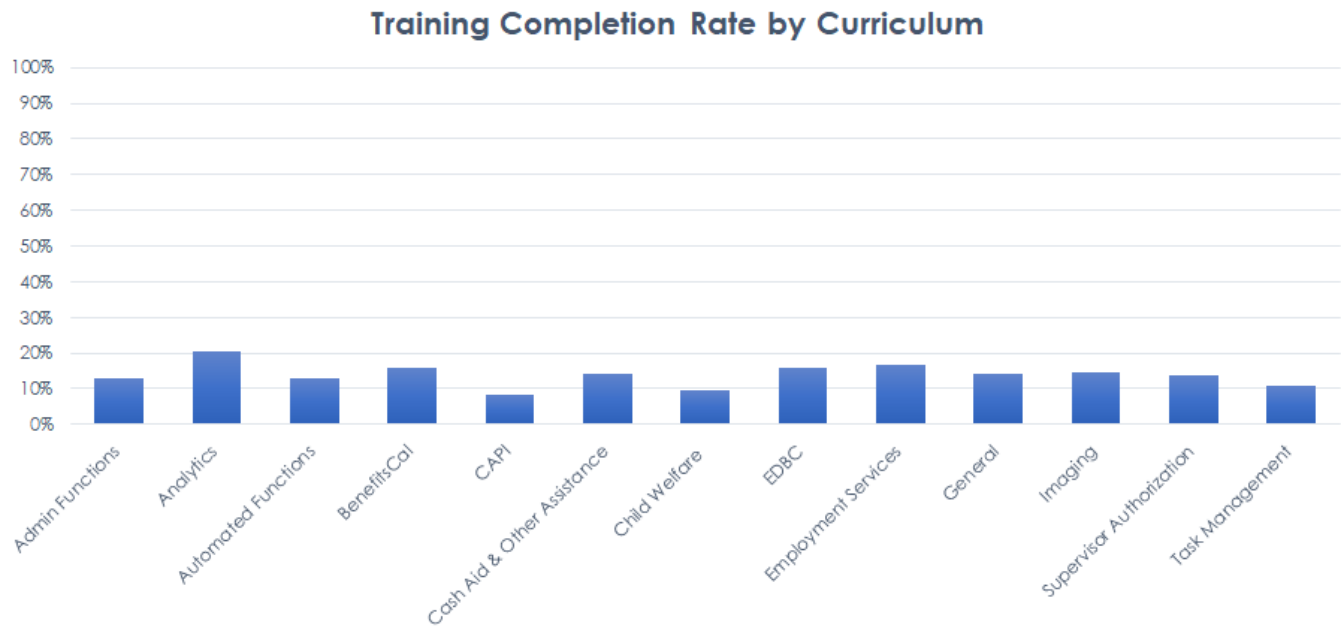
Table 8.1-1 Training Completion Rate by County



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

Table 8.1-2 Training Completion Rate by Curriculum



Notes:

- The chart above represents Curriculums that contain and track WBTs only. Completion of Quick guides and Reference guides are not represented in the chart above. The following Curriculums were not included because they contain Quick guides/Reference Guides and do not contain any WBTs: Reporting, Office Actions – General and MediCal
- % Completion represents completion of required training by curriculum by staff across all Counties that currently have access to the LMS

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Table 8.1-3 Early Training ServiceNow Tickets by Incident Type and Status

INCIDENT TYPES BY STATUS	STATUS			
	IN PROGRESS – PENDING PROJECT REVIEW	IN PROGRESS – PENDING COUNTY CONFIRMATION	RESOLVED	TOTAL INCIDENTS
Duplicated or Cancelled	0	0	1	1
ForgeRock Account Locked	0	0	1	1
ForgeRock Inactive User	0	8	34	42
ForgeRock Password Reset	0	7	24	31
ForgeRock Server Error	0	6	5	11
LMS Issue	11	13	30	54
LMS Questions	1	0	2	3
Login Issues	0	52	225	277
Not Early Training Participants	0	0	4	4
Sandbox Issues	0	1	5	6
Total Incidents *	12	87	331	430

Note:

* Total Incidents show incidents as of July 16, 2021

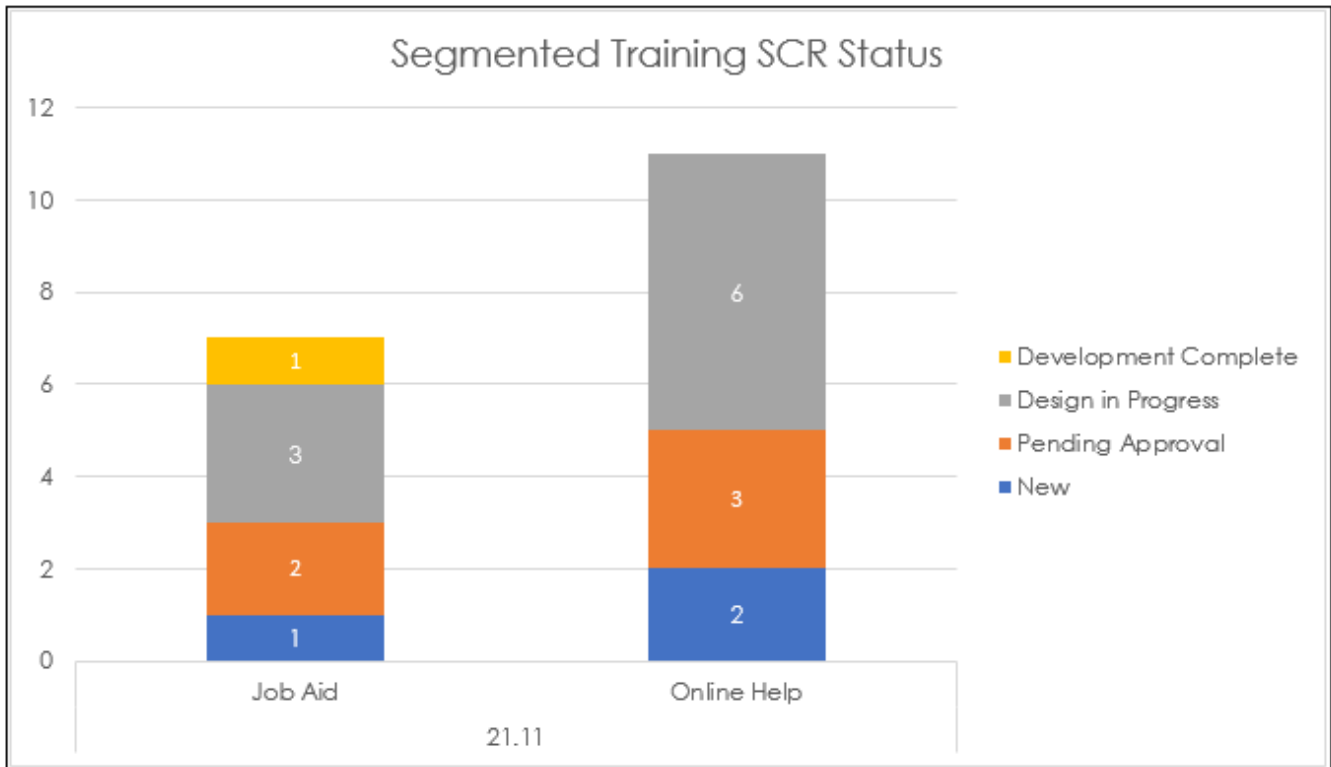
Table 8.1-4 Early Training Participant Totals

PARTICIPANT TYPE	TOTAL
Early Training Participants	320
ITTSME Participants	248
County Training Coordinators	65
Additional LMS Access Participants	1,028
Total	1,661
Total using LMS	1,005 (61%)

Note:

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

Figure 8.1-5 Training SCR Status



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

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

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8.2 Activities for the Next Reporting Period

- ▶ Host weekly Training Touchpoint meeting on August 16, 2021
- ▶ Host monthly Training Status meeting on August 17, 2021
- ▶ Distribute the updated County Training Coordinator Guide
- ▶ Continue supporting Early Training sessions
- ▶ Continue Impact Analysis and SCR creation for 21.11 Training SCRs
- ▶ Continue to work with CalSAWS Production Operations in the development of Training-related ServiceNow forms
- ▶ Continue to monitor progress for Training Staging and Training Production Environment changes
- ▶ Continue to provide support to the Consortium Training Team and Production Operations team on the new Release Notes process
- ▶ Continue to review the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
- ▶ Imaging
 - Host Imaging Train-the-SME (ITTSME) for C-IV Counties on August 16 - 19, 2021
 - Send Imaging Train-the-SME (ITTSME) materials to Week 3 participants
 - Send communication to Week 2 and Week 3 ITTSME participants regarding access to Training Production environment
 - Generate ITTSME reports for Week 2 and send to C-IV County Regional Managers
 - Draft CIT for Los Angeles County Imaging Training

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

9.0 Deployment

9.1 Highlights of the Reporting Period

9.1.1 Implementation

- ▶ Hosted the weekly CalSAWS Green Light Status meeting on August 12, 2021, in which the most current readiness data was presented to the Section Directors and Regional Managers
 - Continued coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness and greenlight reporting approach
- ▶ Presented the Green Light Status at the following venues:
 - CalSAWS IT Report Meeting – August 11, 2021
 - Deep Dive of CalSAWS Go-live for State Executives – August 12, 2021
 - JPA Board of Directors Meeting – August 13, 2021
- ▶ Distributed CIT to C-IV Counties on the updates to the County Preparation Phase Packet and Security Matrix
- ▶ Hosted daily County Data Validation Triage Calls for those participating in validation of Mock Conversion 3
 - Continued coordination with the Conversion team on supporting the County Data Validation for Mock Conversion 3
- ▶ Presented the remaining Technical Readiness tasks to the Technical Points of Contact (TPOCs) at the TPOC Checkpoint Meeting on August 10, 2021
- ▶ Continued to finalize internal County office visit logistics trackers by region and coordinate with IPOCs and Office Points of Contact on creating final schedule
- ▶ Continued preparing for Post-Deployment Stakeholder Calls with the C-IV Counties
- ▶ Continued preparing the Command Center staff to provide additional support during the County Prep Phase
- ▶ Confirmed with the Application Development teams which metrics will be provided during the County Prep Phase based on County activity completion, including user logins and security mappings
- ▶ Continued preparing nine post-conversion case review guides for the known data discrepancies between C-IV and CalSAWS, which will be included in the go-live packet, along with impacted case listings
- ▶ Distributed and began collecting responses to CRFI 21-048 to identify office-level support individuals in the Counties during the post-deployment support period
 - Began planning for the Office-level support orientation, to be hosted on September 7, 2021 to inform identified individuals of their role responsibilities and the post-deployment support model available to them
- ▶ Finalized planning for the Implementation Regional Touchpoint 4 and hosted a dry run with the Regional Managers on August 9, 2021
- ▶ Continued coordination with the User Acceptance Test (UAT) team on testing outcomes and their impact on the Implementation team, as appropriate
- ▶ Continued to maintain a master FAQ document of all Implementation-related questions asked across various meetings, emails, and other feedback mechanisms (posted monthly to the Web Portal)
- ▶ Continued the maintenance of the County and Project Readiness Checklists in JIRA across the below readiness areas as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation

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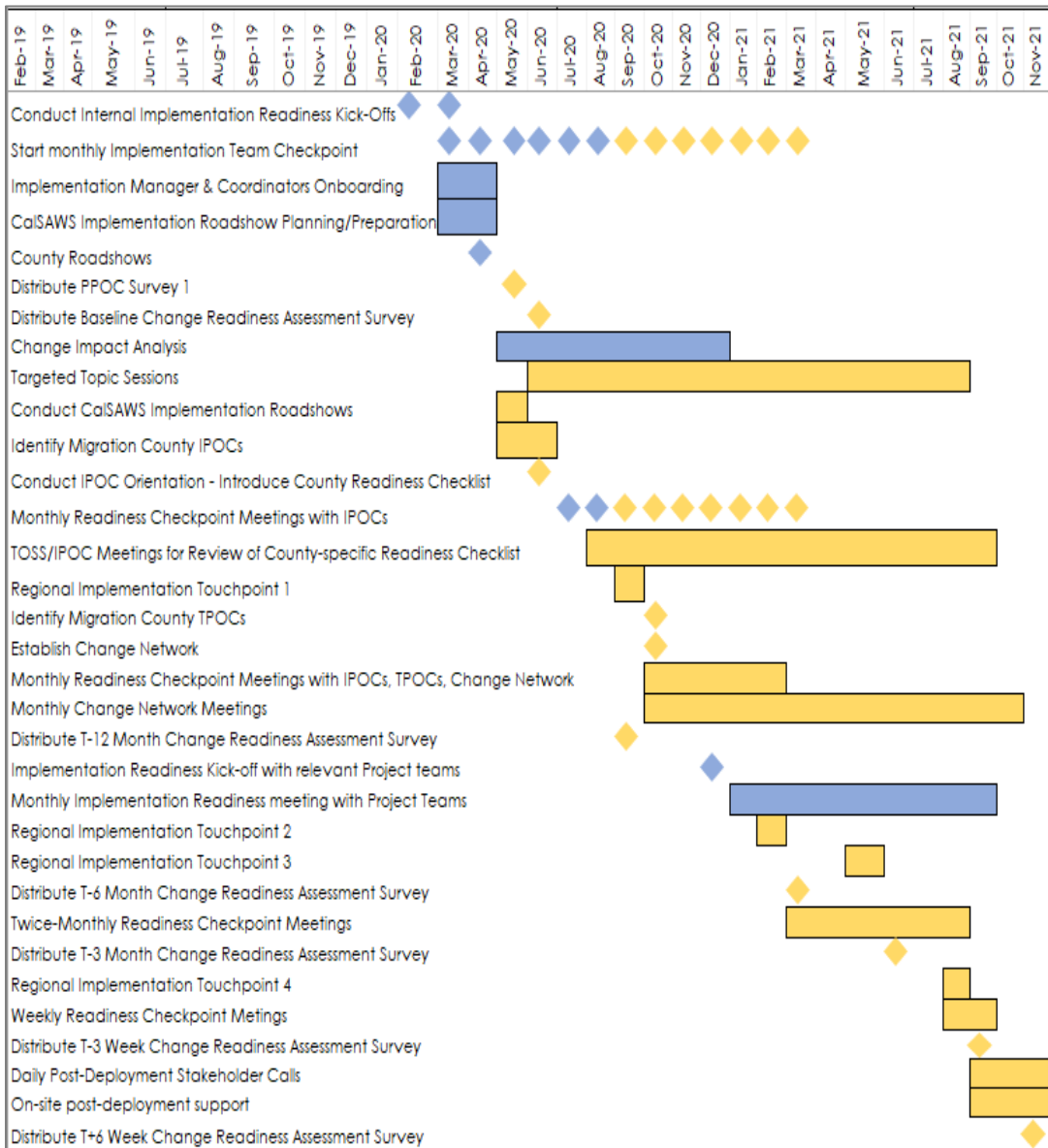
- Readiness: Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
- ▶ Continued coordination with the Implementation Points of Contact (IPOCs) on tracking their County's readiness
 - Regional TOSS teams continued August occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
 - Continued tracking actual completion dates for each County, as tasks are coming due
 - Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist
 - Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate
 - ▶ Maintained schedule of Implementation meetings (see Table 9.1.1-2)
 - ▶ Imaging
 - Attended Weekly Implementation Touchpoint with Consortium Implementation Lead on August 9, 2021
 - Continued to maintain Imaging tasks on Project and County readiness checklists for both C-IV and Los Angeles County
 - Continued supporting Implementation team in answering County Imaging questions
 - Began planning for Los Angeles County Imaging Implementation Support

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Figure 9.1.1-1 – Implementation Gantt Chart



Note:

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

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

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

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.1.2 Change Management

- ▶ Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live
- ▶ Continued to add and track communications events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other change communications
- ▶ Change Network
 - Continued to monitor input from the Change Network Champion (CNC) Feedback Form and provide responses in a timely manner
 - Hosted the August CNC meeting on August 12, 2021
- ▶ Targeted topics/Just-in-Time (JIT) demonstrations
 - Supervisor authorization
 - Continued to develop and prepare for the three Supervisor Authorization Just-in-Time demonstrations on August 1, 2021
 - Hosted the three Supervisor Authorization Just-in-Time demonstrations on August 5, 2021, covering Supervisor Authorization as it relates to Eligibility, Fiscal, and Admin
- ▶ Communication
 - Go-Live Packet
 - Continued editing one component of the Go-Live Packet, the Informational Migration Packet, for distribution in September 2021
 - Continued compiling all four components of the Go-Live Packet
 - Regional Touchpoint #4
 - Finalized developing Change Management Slides for Regional Touchpoint #4
 - User Readiness Assessment Survey
 - Finalized materials announcing the T-3 Week Readiness Assessment Survey
 - Finalized the T-3 Week Readiness Assessment Survey Questions
 - Thank-You Video on Commitment
 - Continued developing a Thank-You video to distribute to Counties, thanking them for their work the past 10-12 months
 - Infographic
 - Continued to brainstorm ideas for the planned infographic on Commitment, set to be distributed in September
 - Distributed the ForgeRock Login Infographic to inform Counties on how to login to CalSAWS and Learning Management System (LMS)
- ▶ Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
 - Reviewed 1,143 designs/design differences
 - 782 have been identified as having some level of impact
 - 23 have been identified as having a high level of impact
 - 148 have been identified as having a medium level of impact
 - 609 have been identified as having a low level of impact
 - 369 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)
 - Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.

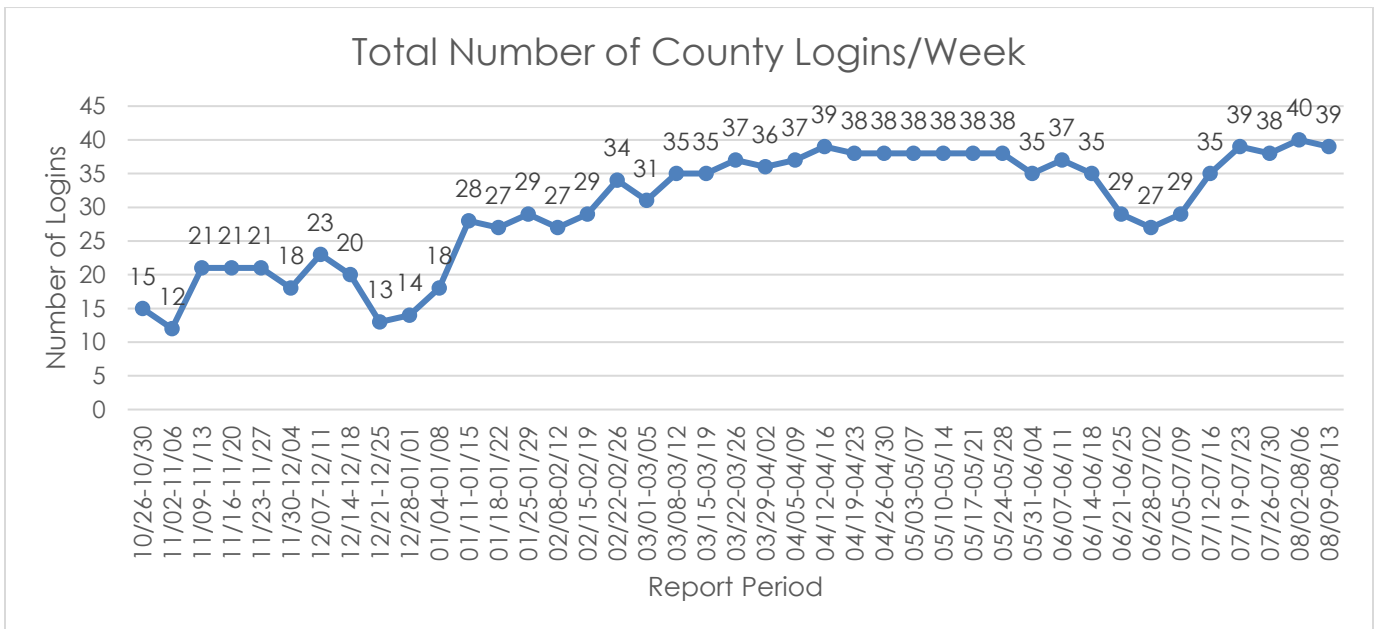
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- ▶ Continued coordination and collaboration with Conversion team on Change Management's role in communicating and tracking manual case reviews, as well as downstream application/batch impacts based on unreconcilable data
- ▶ Continued to monitor Sandbox performance and follow up on the status of open environment defects
- ▶ Imaging
 - Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
 - Attended Customer Engagement Management Team meeting on August 10, 2021
 - Attended August Change Network meeting on August 12, 2021
 - Los Angeles County Imaging Change Management
 - Attended Follow Up Meeting to Finalize Region 6 Management Site Visit Agenda and Presentation on August 10, 2021
 - Distributed CIT regarding T-3 Month Imaging Change Readiness Assessment
 - Continued drafting August Imaging Communications
 - Continued planning for Los Angeles County Imaging Change Network August monthly meeting
- ▶ Task Management
 - Continued coordination with Task Management Application Development teams for overview of the solution and change
 - Continued review and development of Task Management training and change management materials, including migration WBTs, infographics, and targeted topic session materials

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



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

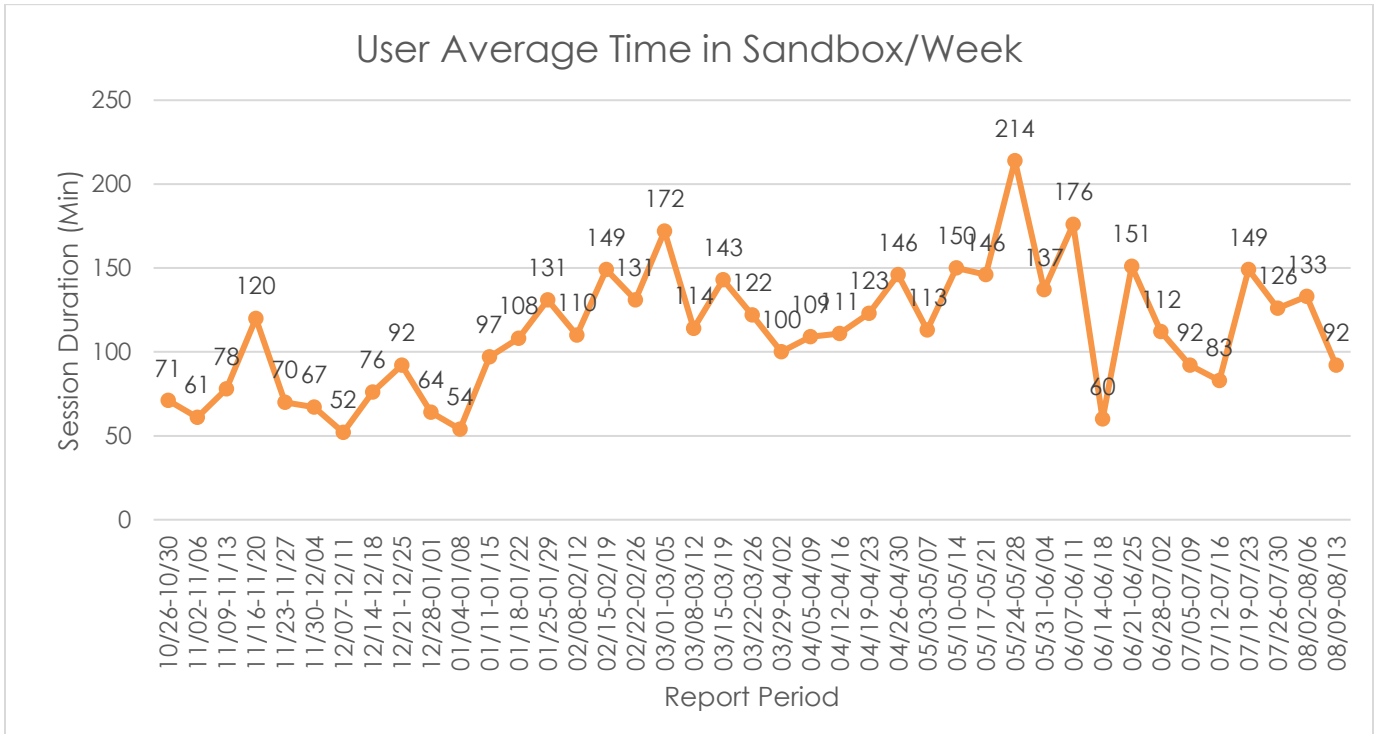


Table 9.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	User 1	1	00:29:26
Butte	User 1	3	00:27:18
Calaveras	User 6	2	00:26:23
Colusa	User 1	2	00:55:38
Contra Costa	Users 1, 2, 3	9	04:46:20
Del Norte	Users 2, 4, 5	1	04:02:36
Fresno	Users 1, 2	3	02:17:42
Humboldt	Users 1, 2, 3, 4, 5	2	07:13:52
Kern	Users 2, 3, 6	4	02:29:52
Kings	Users 3, 6	1	00:03:53
Lake	User 4	3	00:07:18
Los Angeles	User 6	1	00:00:00
Madera	User 5	2	00:10:50
Marin	Users 2, 3, 4, 5, 6	5	05:14:30
Merced	Users 1, 2, 3, 4, 5, 6	7	05:30:43
Monterey	Users 1, 2, 5, 6	2	02:06:07
Napa	Users 4, 5, 6	2	01:12:25
Orange	Users 1, 2, 3, 4, 5	1	03:02:07
Placer	User 1	2	02:10:59

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COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Riverside	Users 1, 3, 5, 6	5	03:04:50
Sacramento	User 1	4	03:37:08
San Benito	Users 1, 4, 5	2	00:54:01
San Bernardino	User 1, 2, 3, 4, 5, 6	8	05:54:52
San Diego	Users 1, 2, 5, 6	1	00:34:40
San Francisco	Users 1, 2, 3, 4, 5, 6	4	04:21:40
San Joaquin	User 4	6	00:37:34
San Luis Obispo	Users 1, 3	1	00:24:48
San Mateo	Users 1, 6	4	02:23:17
Santa Barbara	Users 1, 2, 3, 4, 6	10	04:14:30
Santa Clara	Users 1, 2, 4, 5, 6	4	01:11:12
Santa Cruz	User 1	4	00:49:57
Shasta	Users 1, 2, 3, 4, 5, 6	11	18:04:10
Solano	User 1	3	00:41:11
Sonoma	User 4	1	00:04:00
Stanislaus	Users 1, 3, 4	2	00:38:05
Sutter	Users 1, 2, 3, 4, 5, 6	8	02:10:41
Tehama	User 1	1	00:47:23
Ventura	Users 3, 5, 6	7	03:11:06
Yolo	Users 2, 4, 5	1	04:29:02

9.2 Activities for the Next Reporting Period

9.2.1 Implementation

- ▶ Host the Implementation Readiness Checkpoint Meeting with the C-IV Counties on August 18, 2021, during which the following topics will be covered: Downtime for County Prep Phase Cutover, Analytics Crystal Reports, County Prep Phase Packet Revisions, County Prep Phase Support Model, Change Management, Training, Imaging, and Upcoming County Implementation Tasks
- ▶ Host the Implementation Readiness Checkpoint pre-meet with the RMs on August 19, 2021, in which the following topics will be covered: County Prep Phase Metrics, T-3 Week County Director Checkpoints, Post Deployment Support Model
- ▶ Host the weekly CalSAWS Greenlight Status meeting on August 19, 2021, in which the most current readiness data will be presented to the Section Directors and Regional Managers
- ▶ Continue to finalize internal County office visit logistics trackers by region and coordinate with IPOCs and Office Points of Contact on creating final schedule

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- ▶ Begin hosting Implementation Regional Touchpoint #4, based on the below schedule:

Table 9.2.1-1 – Implementation Regional Touchpoint #4 Schedule

REGION	DATE	TIME
1	August 19, 2021	9:00 a.m. - 12:00 p.m.
2	August 23, 2021	1:30 p.m. - 4:30 p.m.
3	August 16, 2021	1:30 p.m. - 4:30 p.m.
4	August 16, 2021	9:00 a.m. - 12:00 p.m.
5	August 17, 2021	1:30 p.m. - 4:30 p.m.

- ▶ Continue coordination with the User Acceptance Test (UAT) team on UAT outcomes relevant to the Implementation, Change, and Training teams
 - Continue having Implementation team representation at the UAT Weekly Kick off, daily triage, and daily stand-up calls
- ▶ Continue preparing the Command Center staff to provide additional support during the County Prep Phase
- ▶ Continue to maintain Project-level and County-level Readiness checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
 - Continue to update County-specific checklists based on feedback from IPOCs
 - Continue to track upcoming task due dates and actual completion dates
 - Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria
- ▶ Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities
- ▶ Imaging
 - Plan for Los Angeles County August Implementation Readiness Checkpoint
 - Continue supporting Implementation team in answering County Imaging questions
 - Continue monitoring Project Implementation Readiness tasks for C-IV Imaging implementation
 - Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
 - Continue planning LA County Imaging Implementation support

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.2.2 Change Management

- ▶ Continue to maintain Deliverable #41 Ongoing Working Document (OWD)
- ▶ Continue to add Communications Events and expected completion dates to the Change Management Communications Roadmap for Change Management activities and County engagement points
 - Based on Change Readiness Assessment Surveys results, Change Network feedback, and Change Impact Analysis outcomes, continue to determine topics and create content for change communications, such as infographics, videos, and the CalSAWS Newsletter
 - Continue content for Change Communications (infographics, news blasts, videos etc.)
- ▶ Change Network
 - Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
 - Host the August CNC Monthly meeting presentation on August 12, 2021
 - Consolidate
- ▶ Targeted topics / Just-in-Time (JIT) demonstrations
 - Supervisor authorization
 - Continue to develop the three Supervisor Authorization Just-in-Time demonstration follow-up materials
- ▶ Communication
 - Go-Live Packet
 - Continue editing one component of the Go-Live Packet, the Informational Migration Packet, for distribution in September 2021
 - Continue compiling the four Go-Live Packet components
 - Infographic
 - Begin to develop the structure for the infographic on Downtime, set to be distributed in September
 - Thank-You Video
 - Continue developing a Thank-You video to distribute to Counties, thanking the Counties for their work during the past 10-12 months
 - User Readiness Assessment Survey
 - Distribute the CIT to the Counties on August 17, 2021
- ▶ Continue to drive change team efforts phase of the C-IV to CalSAWS Change Impact Analysis
 - Continue coordination with Training Team on Organizational Change Management (OCM) recommendations based on Change Impact Analysis (CIA) outcomes
- ▶ Continue coordination with Conversion on case review tracking, Application Development Team input, and necessary County outreach
 - Continue to review Conversion impacts from JIRA extract
- ▶ Continue to monitor Sandbox environment performance and escalate issues as necessary
- ▶ Imaging
 - Continue drafting August Imaging communications for Los Angeles County
 - Continue planning for Los Angeles County Imaging Change Network August monthly meeting
 - Administer Los Angeles County T-3 Monthly Imaging Change Readiness Assessment

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- ▶ Task Management
 - Continue coordination with Task Management Application Development teams for overview of the solution and change
 - Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs

9.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

10.0 Appendices

Appendix A – CalSAWS Deliverable Summary

Appendix B – CalSAWS Migration Work Plan Summary

Appendix C – CalSAWS DD&I Project Gantt Chart

Appendix D – CalSAWS Project Risks and Issues

Appendix E – OBIEE and State & Management Master Inventory

