

# Implementation Readiness Packet & Dashboard

## September 22, 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 **September 22, 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

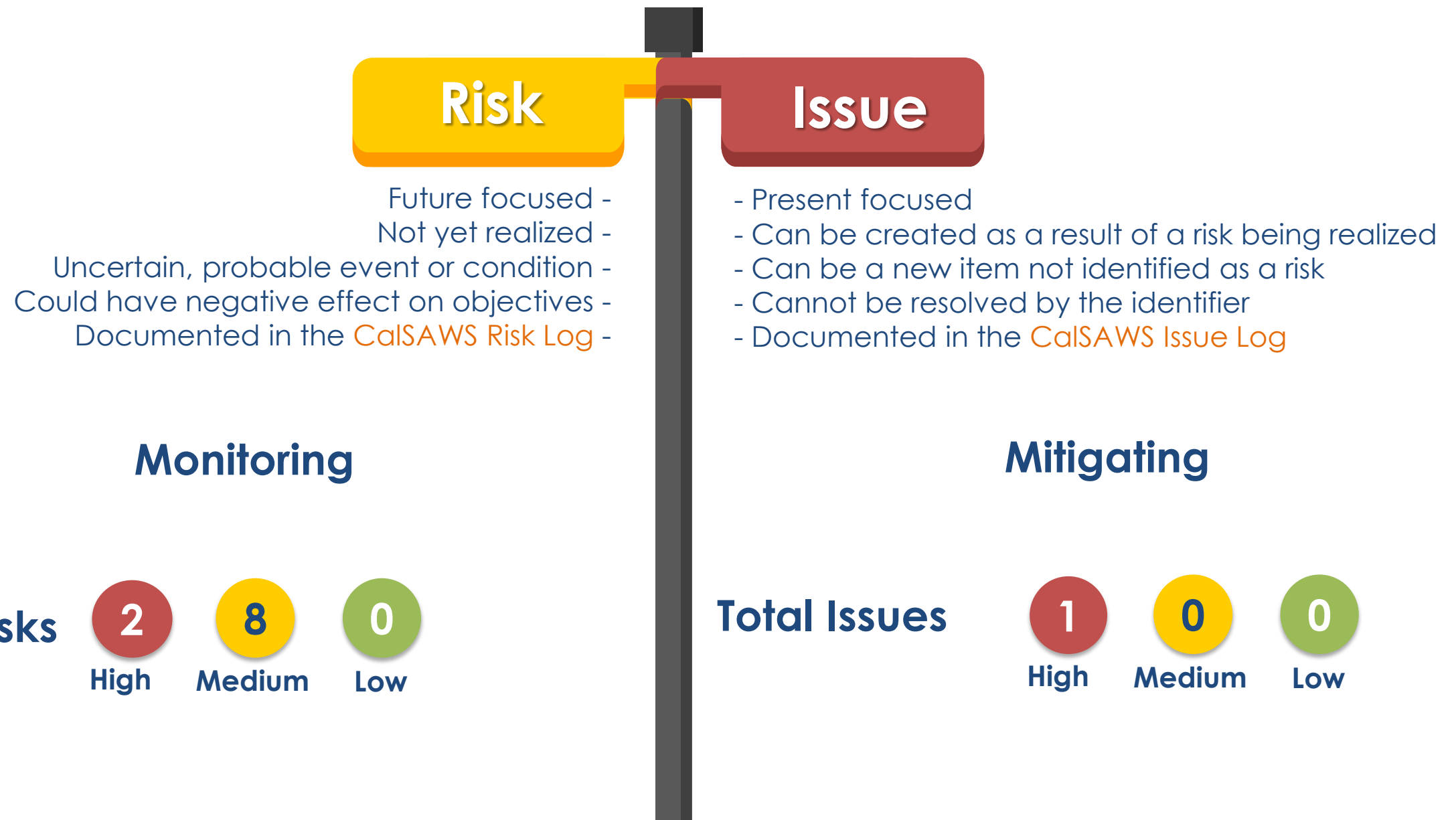
## Readiness Areas and Categories

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	
Application	Design			100%		100%		N/A	
	Development			100%		100%		N/A	
	System Test			100%		100%		N/A	
	Independent Test			100%		100%		N/A	
	User Acceptance Test			100%		99%		N/A	
	Usability Test			N/A		100%		N/A	
Integration	Design			100%		100%		100%	
	Development			100%		100%		100%	
	System Test			100%		100%		100%	
	Interface Partner Test			100%		100%		100%	
Technical	Infrastructure			100%		100%		N/A	
	Security Testing			100%		100%		N/A	
	Performance Testing			100%		100%		N/A	
Conversion	Conversion Readiness			100%		100%		N/A	
	Converted Data Test			100%		100%		N/A	
Training	Training Plan			100%		100%		N/A	
	Training Materials			100%		100%		100%	
	Training Delivery			99%		100%		50%	
Implementation	Service Desk			100%		98%		100%	
	System Operations			100%		100%		100%	
	Prod Deployment Plans			100%		93%		N/A	
Change	Communications			100%		75%		N/A	
	Partner Readiness (County, etc.)			N/A		64%		N/A	
Not Started		On Schedule		<14 Days Late		>=14 Days Late		Complete	

# Overall Project Readiness

## Risks and Issues



# Overall Project Readiness

## Risks related to Migration

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



# Overall Project Readiness

## Risks related to Migration

Risk Level	Risk Name	Risk Status
Medium	#208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties	<p>Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>Will continue to collaborate with the CalHEERS team as they transition to a new M&amp;O vendor focusing on potential release impacts. Continue to monitor and communicate with DHCS partners.</li> <li>Due to COVID-19, the meetings and coordination with DHCS, Katie Mead and her team, have not yet occurred.</li> <li>Items in the state budget may require additional coordination between CalHEERS and CalSAWS, increasing complexity. Additionally, CalHEERS is migrating the application to the cloud which also increases complexity.</li> <li>CalHEERS production releases have been delivered without delay for the preceding 12 months. However, due to the planned CalHEERS Cloud migration and the CalHEERS discussion of a potential 09/2021 release, this item will continue to require monitoring.</li> </ul>
Medium	#226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule.	<p>8/4/2021 &amp; 8/11/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>The priority for the CalSAWS Project is responding to emergency and policy updates related to COVID-19.</li> <li>There are several new initiatives from the Fed/State which are expected to be completed in the short term (\$600 California Stimulus and 15% CalFresh COLA). These updates, along with DHCS FPL COLA, schedule CF Emergency Allotments, and other release and routine activities are being researched as they cause impacts to C-IV down time (availability during weekends). Additionally, as new initiatives are identified, there may be a need to ask the State to prioritize these initiatives due to limitations in the available weekend timeframes to complete the scheduled batch jobs.</li> <li>CalSAWS is anticipating another one-time grant for CalWORKs in July. The Project will also be updating MC RE dates as an initial step as DHCS works through the policy for when the PHE is lifted. The Project does not expect an impact to the schedule due to these changes.</li> <li>SAWS is on track to deliver the Pandemic Assistance Benefit (similar to the Golden State Grant) on 7/10/2021, pending final receipt of NOAs.</li> <li>New proposals have been included in the budget. Existing Covid-19 mandates such as 15% CF COLA, CF EA benefits, PHE mandates and other county flexibilities continue.</li> <li>The PHE has been federally confirmed to extend through October 2021.</li> </ul>
Medium	#235 – The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface	<p>8/4/2021 &amp; 8/11/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>The team will split the scope of BenefitsCal phase 1 into two releases, with release 1 functionality being equivalent to or exceeding what is currently available in C4Yourself and deploying with the CalSAWS C-IV cutover in September 2021.</li> <li>Functionality to be included in release 1 (September 2021) includes: <ul style="list-style-type: none"> <li>User Centered Design, Apply for Benefits, Report a Change, Renewal/ Redetermination, Periodic Reports, System Administration, Home Page and Dashboards, Alerts and Notifications, CBO/FBO, Account Management, Messages/ Correspondence, Document Upload, Appointments, Am I Eligible, Operational Reports. C4Y User Account Conversion, Help Center, 12 Languages, C4Y User Conversion</li> </ul> </li> <li>Features/efforts to be delivered in November 2021 includes: <ul style="list-style-type: none"> <li>VITA Support Request, Account at Risk, EBT/BIC Card Replacement, GA/GR, YBN User Conversion</li> </ul> </li> <li>The interface with CalSAWS is currently on-schedule. Regarding schedule compression, due to the recent enhancement request to accept applications from GetCalFresh, the release schedule for BenefitsCal was updated to include a Release 1.1 (10/10/21) and a Release 1.2 (10/31/21), so that GetCalFresh functionality can be addressed for Release 1.0 on 09/27/21.</li> <li>Release 1.1 includes MC 210/216/217 as well as CF37. Release 1.2 includes SAR7</li> </ul>

# Overall Project Readiness

## Risks related to Migration

Risk Level	Risk Name	Risk Status
Medium	#236 – The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	<p>8/27/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li><b>Action Item #1:</b> The Project team continues to make performance improvements as new jobs are rolled out for new dashboards and reports. Current end to end test executions with the larger batch team shows dashboards and reports fitting within the batch window with a 1am start time (ignores any late running fiscal claiming if counties delivery an interface file late). The Project team will continue discussing the interface file timing with the Consortium and confirming proceeding with the approach of starting at 1am. <b>In Progress Analytics batch cycles have been validated to fit within the target batch window for 40 counties and the risk has been upgraded to Medium</b></li> <li><b>Action Item #2:</b> 58 county performance and load testing. <b>Not started;</b> dependent on converted CalWIN data</li> </ul>
Medium	#237 – The scaling of Batch for 58 Counties may have an impact on system performance	<p>8/27/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>Completed successful performance test runs within the 10-hour batch window for Daily, End of Month, First Business Day, High Volume Forms, and 10-day Cutoff</li> <li>Main Payroll test execution currently running (8/27)</li> <li>Performance updates for key batch finding: <ul style="list-style-type: none"> <li>Central Print: environment modifications to add local mounts for each batch server (6) were completed. Performance tests since that modification have shown a positive improvement in the bundling process for central print</li> <li>Workload Assignment: all performance fixes have been delivered to the performance environment and the jobs are now finishing in the expected timeframes</li> <li>EBT Benefit Writer: Modifications to the database, JAVA code, and SQL were delivered which showed a massive improvement in performance. These jobs are typically finishing in 15 minutes or less</li> </ul> </li> <li>Additional changes are being prioritized based on impact to the overall batch window. The teams are updating severity within JIRA to track the highest priority changes for cutover performance</li> <li>Batch performance executions continue to run multiple times a week to validate performance fixes as they are resolved</li> </ul> <p>The OWD document for the batch inventory has been updated with all core/non-core job classifications using feedback from the Consortium and QA teams.</p> <p>Risk owners recommend reducing risk to Medium</p>
Medium	#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>8/27/2021 Risk Mitigation Plan:</p> <p>Implement and address findings from Batch Operations Review conducted earlier this year</p> <ul style="list-style-type: none"> <li>Process: <ul style="list-style-type: none"> <li>M&amp;O Services Plan is currently in review and process changes have been instituted</li> </ul> </li> <li>Organization: <ul style="list-style-type: none"> <li>Training continues for new batch monitoring resources</li> <li>Organization realignment tracking to plan</li> </ul> </li> <li>Communications: <ul style="list-style-type: none"> <li>New batch notifications deployed to production last week as planned</li> <li>Upgraded batch notifications will feed into existing Production Operations Update processes</li> <li>Analysis for long-term batch dashboard has been completed</li> </ul> </li> <li>Continuous Improvement: <ul style="list-style-type: none"> <li>Control totals are included in the updated batch notifications</li> <li>Timing of Automated Alerts have been updated</li> </ul> </li> </ul> <p>Risk owners recommend reducing risk to Medium</p>

# Overall Project Readiness

## Risks related to Migration

Risk Level	Risk Name	Risk Status
Medium	#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>8/27/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"><li>• The initial transfer process encountered significant delays due to faulty Snowball Hardware and corrupted files. As a result, the transfer process is approximately 1.5 months behind the original schedule.</li><li>• The team has diagnosed and resolved the file corruption issue. In addition, the team has adjusted the file transfer process to include incremental Snowballs being transferred on a more frequent basis. This will reduce impact if additional hardware failures occur. Finally, AWS has implemented incremental quality checks on the Snowball HW at each of the steps of the transfer process to identify issues earlier in the process.</li><li>• Based on the above mitigation steps, a revised schedule was completed, and the image transfer work has completed. A successful image validation has occurred in the UAT environment, and the plan is to begin validating images in Production starting 8/31/21.</li><li>• Risk owners recommend to reduce risk to Medium. After the production validation that occurs post 8/31/21 it is anticipated that this risk can trend lower.</li></ul>
Medium	#249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84-hour window	<p>8/4/2021 &amp; 8/11/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"><li>• Execute GDS #7 Conversion Run on Production AWS environments. – Complete</li><li>• Remove Stage Gate Reviews from the Critical Path saving 1.5 hours. – Complete</li><li>• Limit the LA CalSAWS Batch Schedule to only those jobs necessary for the Migration of C-IV to CalSAWS. – Complete</li><li>• Execute Smoke Testing in parallel with County Click-Thru saving 1 hour. – Complete</li></ul> <p>GDS #7 Conversion Run is executing from Monday, Aug. 2nd thru Aug. 15th – Complete</p> <p>Risk Mitigation action items were reviewed and completed. All cutover activities have been re-tested and confirmed the End-to-End C-IV Conversion Execution timing completes within the 84-hour window. This plan is reflected in the 1B – Master C-IV Cutover 1.39.mpp Cutover work plan and will be reviewed in detail during the week 8/31 – 9/3.</p> <p>Risk owner recommends reducing risk to medium</p>



# Overall Project Readiness

## Issues related to Migration

Issue Level	Issue Name	Issue Status
High	#120 – County Prep Completion [NEW]	<p><b>Issue Description:</b></p> <p>C-IV Counties have not been completing the County Prep activities for C-IV cutover at a rate that provides evidence that they will have them completed and be ready to use CalSAWS on 9/27. Examples include:</p> <ul style="list-style-type: none"><li>• Completing initial login for majority of workers</li><li>• Assigning at least one(1) worker to receive the CBO Task</li><li>• Assigning Fiscal Authorization rights if the County opted in</li><li>• Complete assigned C-IV Migration training</li></ul> <p><b>Issue Resolution Plan:</b></p> <ul style="list-style-type: none"><li>• <b>9/20/21 - 9/23/21</b>, Implementation Team, Training Team, and Regional Managers conduct daily regional touchpoints with C-IV counties to support county readiness activities, discuss progress, and techniques for training completion.</li><li>• <b>By EOD 9/22/21</b>, RMs to contact counties that need to take specific actions to complete readiness activities and emphasize county impacts to non-assigned CBO and Fiscal Authorization tasks. Determine county training and support to complete tasks.</li><li>• <b>By EOD 9/23/21</b>, John Boule, Tom Hartman, and June Hutchison to contact county directors for counties that remain behind.</li><li>• <b>By EOD 9/24/21</b>, Customer Engagement assesses final status for all counties and prepares the Command Center and Service Desk to support counties where activities have not been completed.</li></ul>

# 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	C	39 of 39 Counties
Integration	C	39 of 39 Counties
Technical	C	39 of 39 Counties
Conversion	C	39 of 39 Counties
Training	C	39 of 39 Counties
Implementation	C	39 of 39 Counties
Change	C	39 of 39 Counties

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# County Prep Phase

## County Prep Phase Metrics as of 2:00 PM September 22, 2021

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

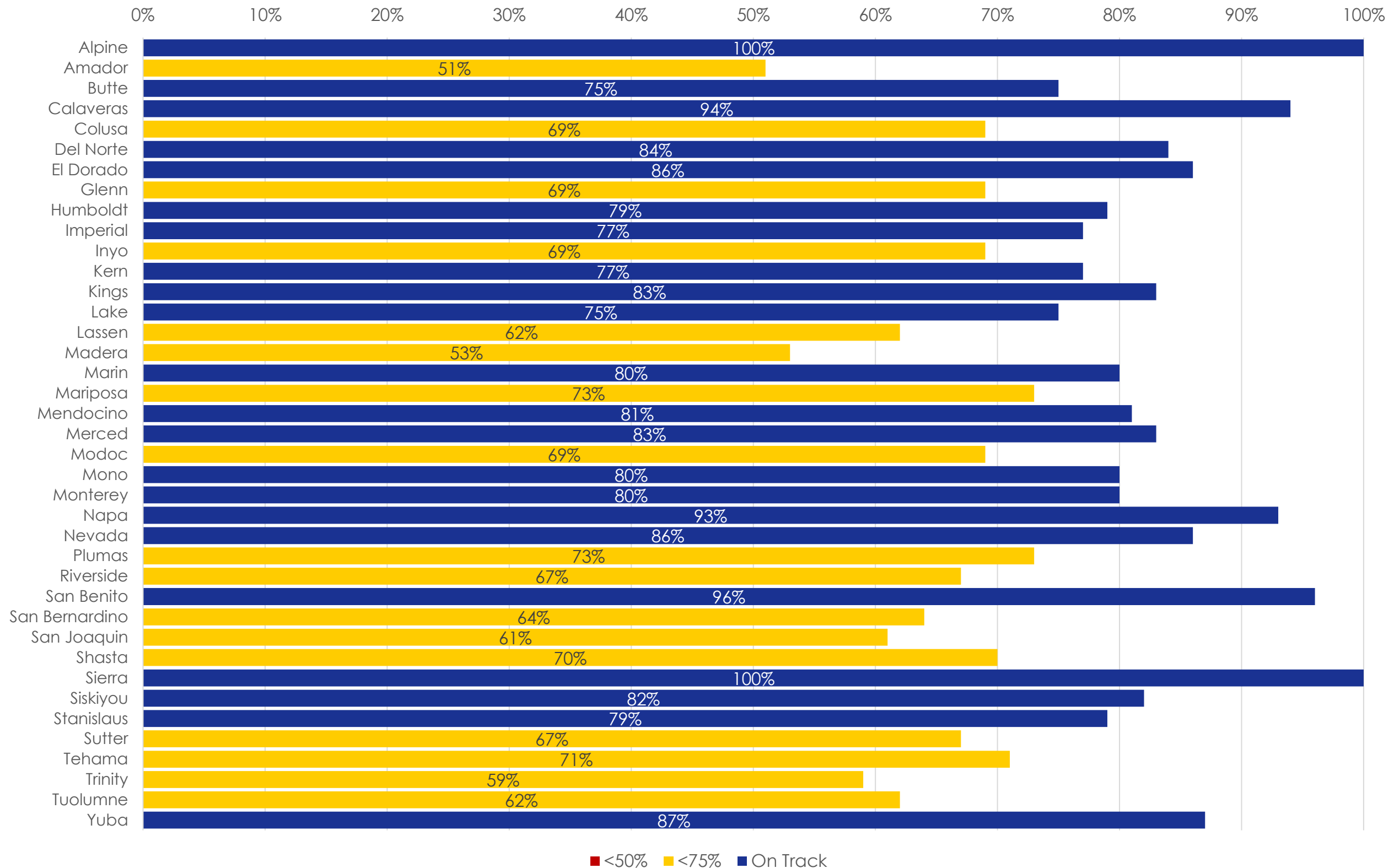
## County Prep Phase Issue and QA Watch List

QA – Issue #120 - County Prep Completion





# Percent of Users Logged into CalSAWS by County



# Offices that have Modified their Public Hours of Operation



100% of Counties have modified their Public Hours of Operation or have confirmed that the default hours match their actual hours.

\*Counties that have confirmed that they are not updating Public Hours of Operation, as the default matches their actual hours.

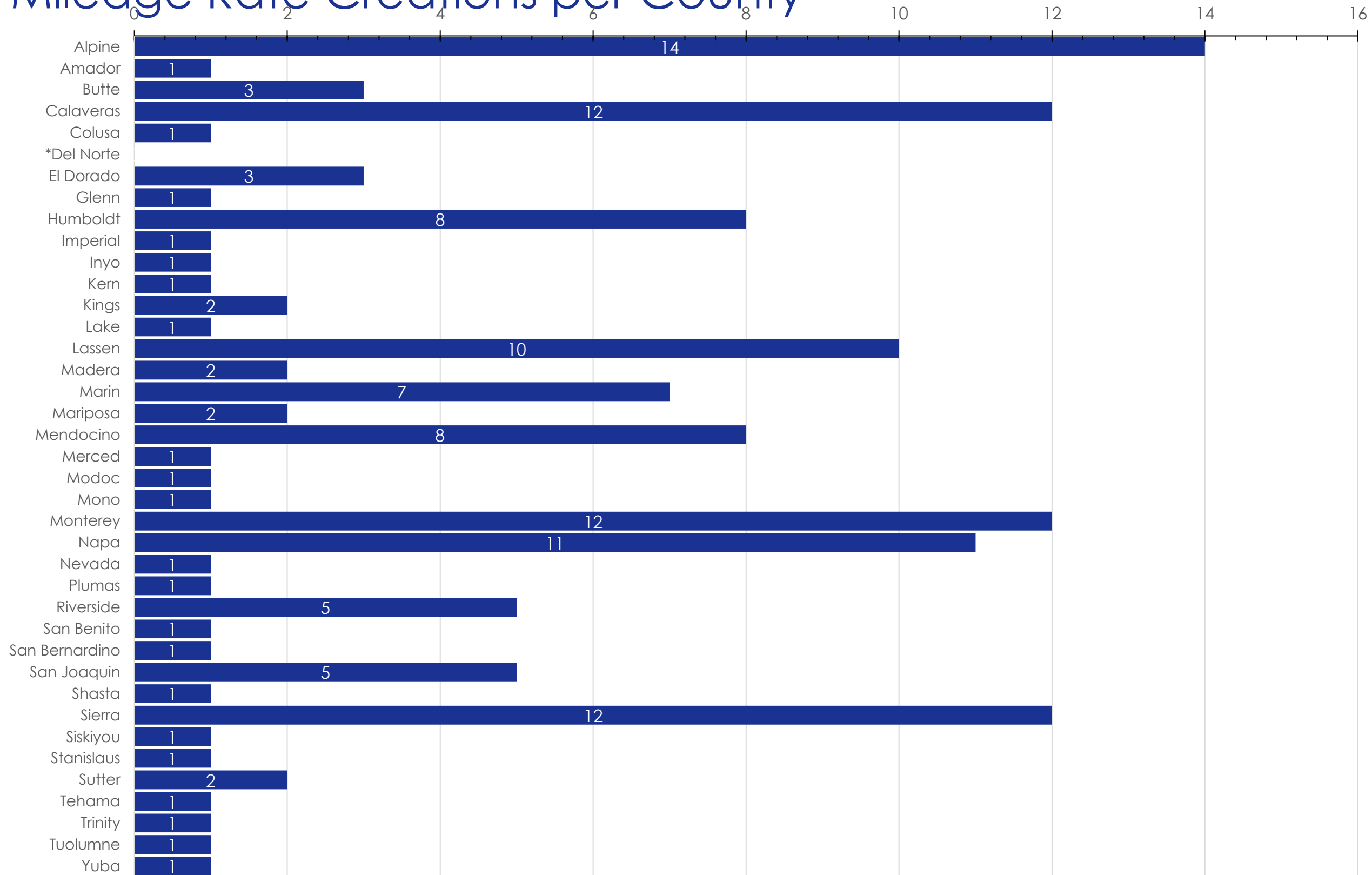
# Offices with Programs Associated



100% of Counties have added a Program Association to at least one Office.

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

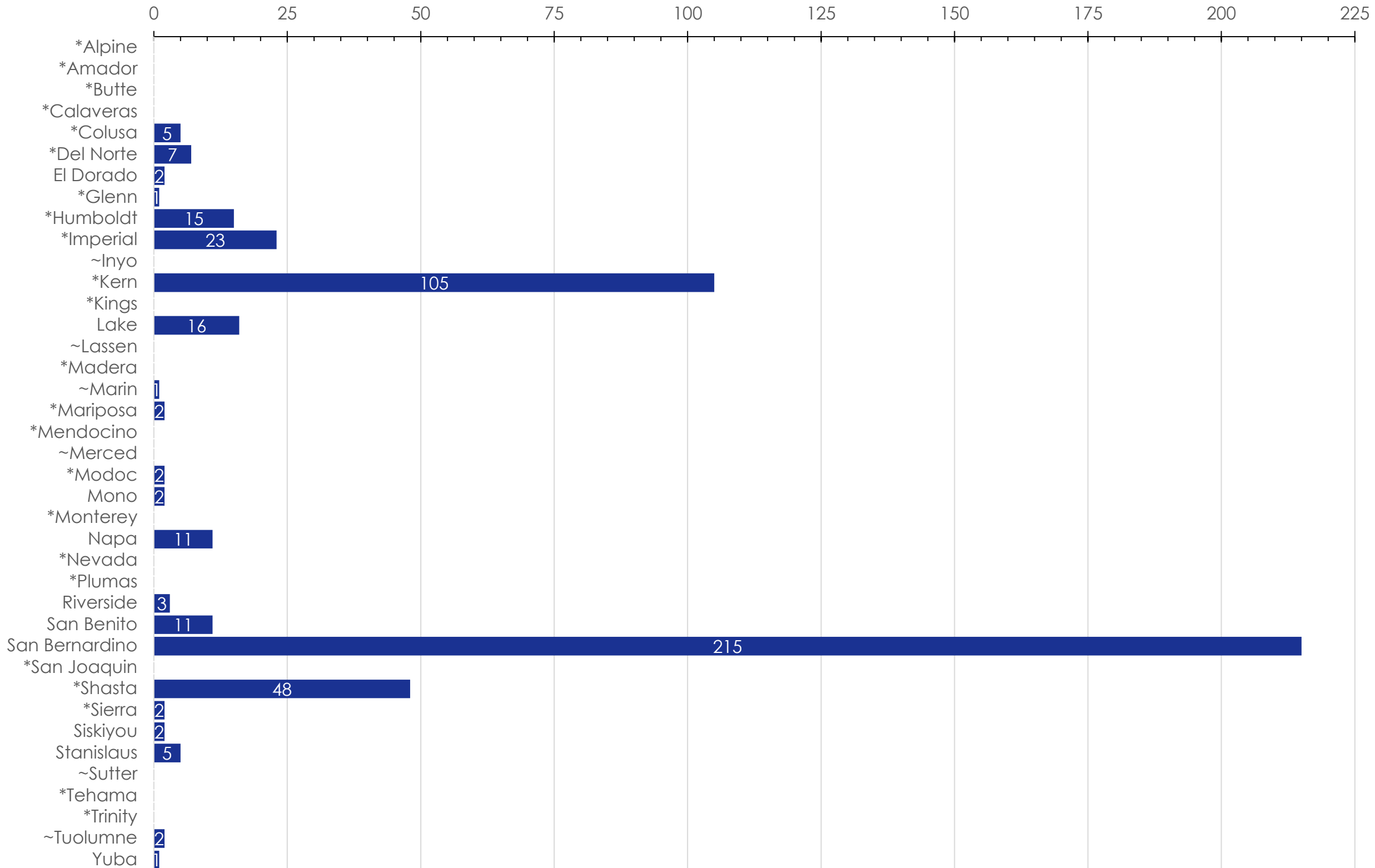
# Mileage Rate Creations per County



100% of Counties have created Mileage Rates or confirmed that they do not use Mileage Rates

\*Counties that have confirmed they do not use Mileage Rates

# Units with a First Level Authorizer



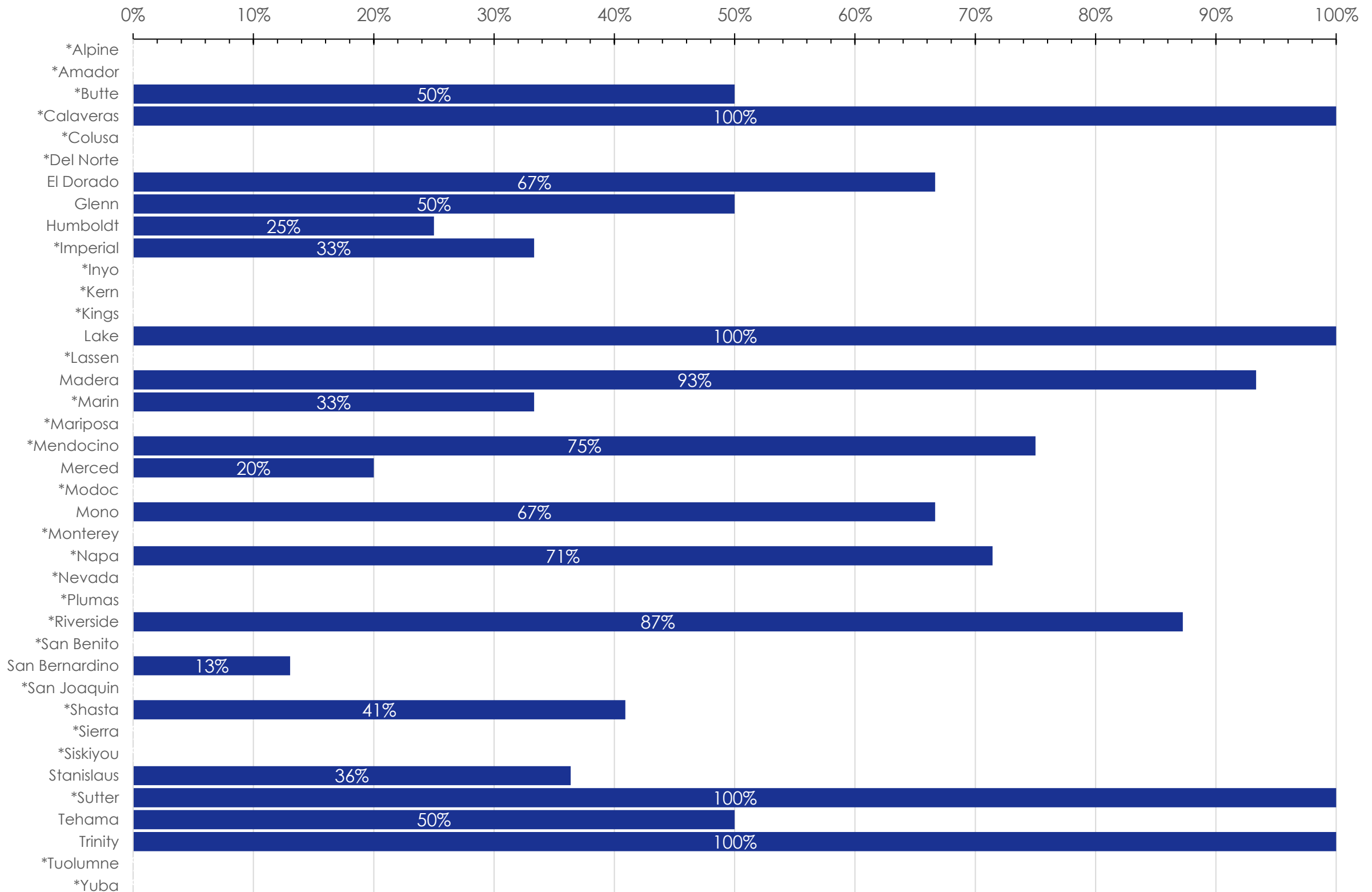
100% of Counties have completed or confirmed their Payment/Valuable Request Approval Setups.

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

~Counties that have confirmed that they have the appropriate security established to approve Payment/Valuable Requests, and will not be using a First Level Authorizer



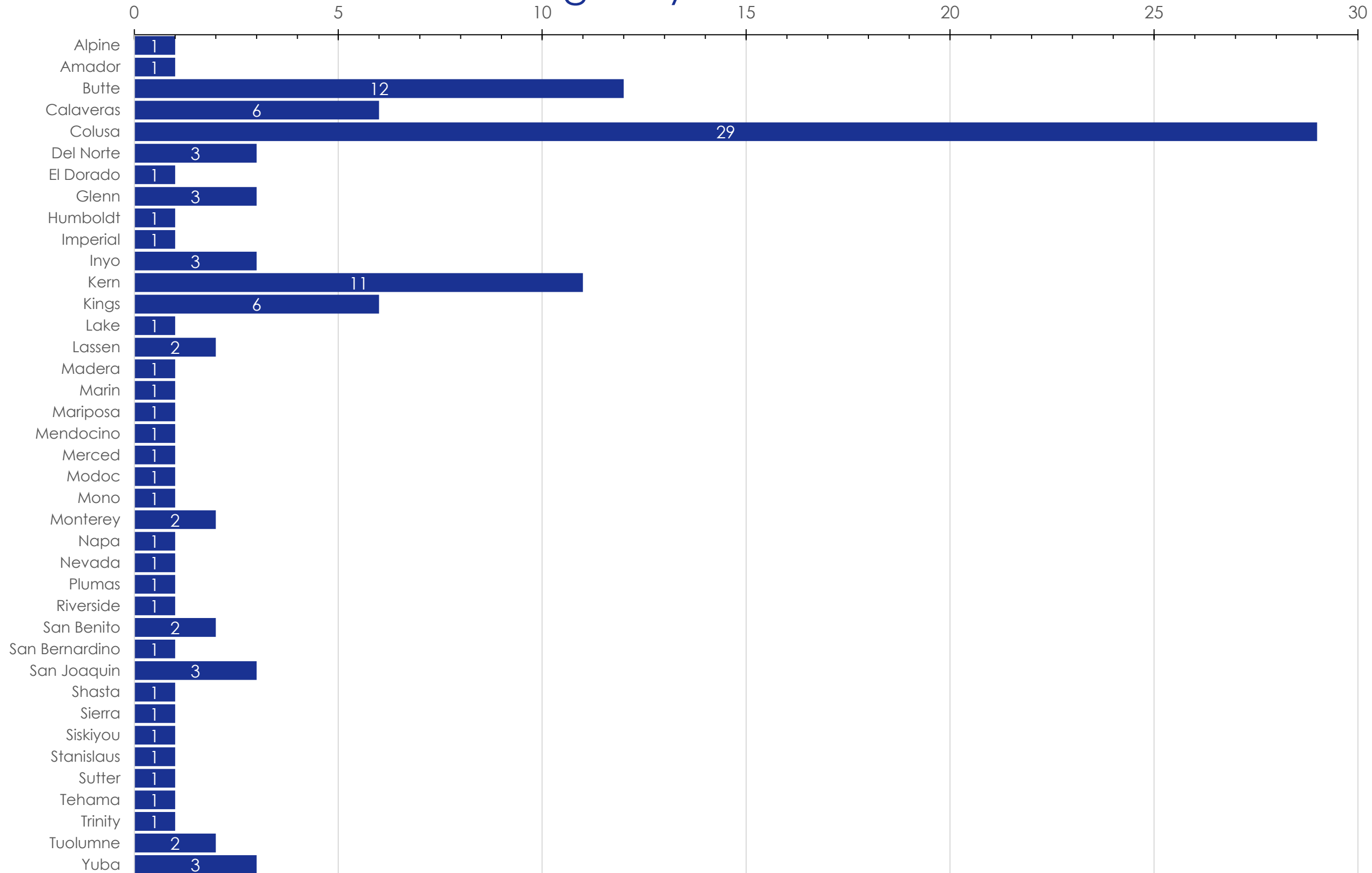
# EBT Printer Assignment Modifications



100% of Counties have made modifications to their EBT Printer Assignments or confirmed that no modifications were required.

\* Counties that have confirmed that EBT printer assignments are correct across the County

# # Positions with 'External Agency Admin' checkbox



100% of Counties have assigned the External Agency Admin to at least one County Position.

# Security Mapping

- 100% of Counties have made modifications to their County-maintained Security Associations
- Per SCR CA-226142, the Project added CalSAWS Only Groups to the C-IV Project-Maintained Roles. For Counties that use the Project-Maintained roles, they will already have the association to new CalSAWS groups.

# CalSAWS Readiness





# Application Readiness

## Design

QA

8 of 8 Design Deliverables Approved	100%	
QA Reviewed 8 of 8 Design Deliverables and 594 SCR's	100%	

## Development

C-IV State Report County Planning and Execution Completed	100%	
Deployed CalSAWS Releases 19.11 - 21.07	100%	

## System Test

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

## User Acceptance Test (UAT) – CalSAWS Core

CalSAWS UAT Support Plan Approved	100%	
CalSAWS UAT Readiness Report/Milestone Approved	100%	
Execution of User Acceptance Test (UAT)	100%	
Pass Rate of User Acceptance Test (UAT)	100%	

## Application Readiness Risks and QA Watch List

**Risk 208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties**  
**Risk 226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule.**



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete







# Integration Readiness

## Interface Partner Testing

QA

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

## Development & System Test

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

### Notes:

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Conversion Readiness

## Conversion Readiness

QA

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

## Converted Data Test (CDT)

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

## Conversion Readiness Risks and QA Watch List

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



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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

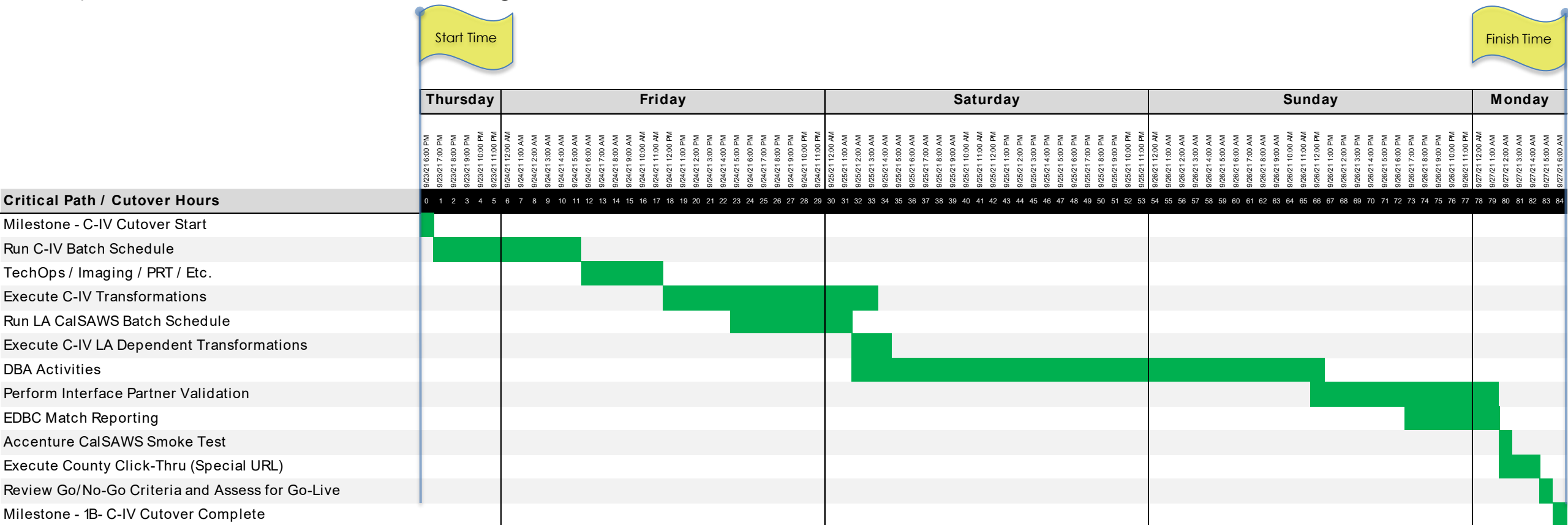
Complete



# Conversion Readiness

## C-IV Conversion Cutover

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



14 CalSAWS SCRs and 7 C-IV SCRs will be deployed during the Cutover window, which will be approved through the regular Priority Release process.



# Application/Technical Readiness: Imaging

## Functionality

QA

Functional Development, System Test, and Release Deployment Completed

100%



## Performance Testing

Hyland Platform Performance test (cycles 1 & 2)

100%



Performance and Stress Testing for CalSAWS Go-Live Completed

100%



## Security Testing

Penetration Testing for Hyland Platform

100%



## Images Migration

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

100%



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

100%



DB Differential Data Sync Process and Validation

100%



Verify All Documents Migrated from Legacy Storage Device

100%



Upload Image Legacy Data to Hyland Production

100%



Ship Image Legacy Data to Hyland AWS

100%



Distribute CIT for Counties to install Webscan Kit and Virtual Printer

100%



## User Acceptance Test (UAT) - Imaging

Execution of User Acceptance Test (UAT)

100%



Pass Rate of User Acceptance Test (UAT)

100%



## Technical Readiness Risks and QA Watch List

Risk 248: Delays in the C-IV Image Migration



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application/Technical Readiness: Imaging

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

### Mitigation

- July 26 – C-IV Imaging Database to be Converted, Upgraded, and ready for image validation in UAT
- July 29 – All Images to be Available for Validation in UAT Environment
- Aug 16 – Sync Process to be validated and in place for Production
- Aug 25 – C-IV Production Imaging Database to be Converted, and Upgraded in Production
- Sept 3 – Initial Production Validation to be Completed
- Sept 15 – Consortium 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	C	<ul style="list-style-type: none"><li>• Database export transferred to Hyland</li><li>• Transformation steps in progress</li></ul>
Validation Process (8/23-9/3)	C	<ul style="list-style-type: none"><li>• No issues reported from counties on migrated images during validation process</li></ul>
Consortium Production Validation	C	<ul style="list-style-type: none"><li>• Production Validation by QA and Consortium is complete</li></ul>



# Application/Technical Readiness: Analytics

## C-IV Scope

### Performance Testing

40 County Performance Test

100%



### Security Testing

Penetration Testing for Platform

100%



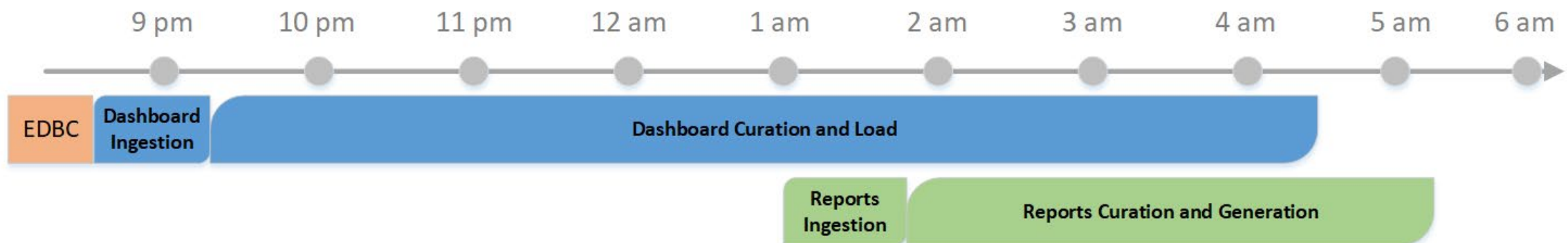
### Technical Readiness Risks and QA Watch List

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



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application/Technical Readiness: Ad Hoc Reporting and Analytics

## C-IV Scope

### Functionality

Replatform Development Completed	100%	
Established CalSAWS Connectivity with Ad Hoc Reporting – EDR Reporting	100%	
Established CalSAWS Connectivity with Ad Hoc Reporting – SFTP Reporting	100%	
40 County System Test	100%	
Establish Connectivity with Ad Hoc Reporting – APEX Reporting	100%	

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 Technical Team has a solution for impacted Counties to use the CalSAWS VPN, which will allow network access to APEX reporting. The CalSAWS team is distributing security tokens to APEX users to enable usage of the CalSAWS VPN.**



Not Started

On Schedule

<14 Days Late

>=14 Days Late







Complete



# Technical Readiness: Infrastructure

## Infrastructure

QA

Production Development and Conversion Environments Set up and Delivered	100%	
Technical Infrastructure Releases 19.10 - 20.11	100%	
SD-WAN & Extranet Network enablement for all C-IV Counties	100%	
Lobby Management (Kiosk and FACT tablet) Enablement	100%	
Un-managed laptops in managed Counties access enablement	100%	
Environment Deployment for Cloud Enablement and Provide Support Completed	100%	

## Technical Readiness Risks and QA Watch List

N/A

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Technical Readiness: Operations

## Monitoring

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

QA



## Incident Management

Conduct simulation exercise of incident response procedures with Support Teams	100%
--	------



## Disaster Recovery Exercise

Disaster Recovery Test Completed	100%
----------------------------------	------



## Batch Operations

Batch Operations Review	100%
-------------------------	------



## Performance Testing

Online Performance and System Test for Cloud Enablement Completed	100%
Complete Online Performance and Stress Testing	100%
Completed Batch Performance Testing	100%



## Technical Readiness Risks and QA Watch List

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



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# 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 continues for new batch monitoring resources
- Organization realignment completed

#### Communications:

- Upgraded batch notifications will feed into existing Production Operations Update processes
- Analysis for long-term batch dashboard completed

#### Continuous Improvement:

- Control totals are included in the updated batch notifications
- Timing for existing automated alerts have been adjusted in production

### 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 – complete
- Real Time Batch Monitoring in place – complete (training ongoing)
- Updated batch notifications deployed to production – complete
- Targeted control totals and automated alerts developed and implemented - complete



# Technical Readiness: Performance

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

### Remediation

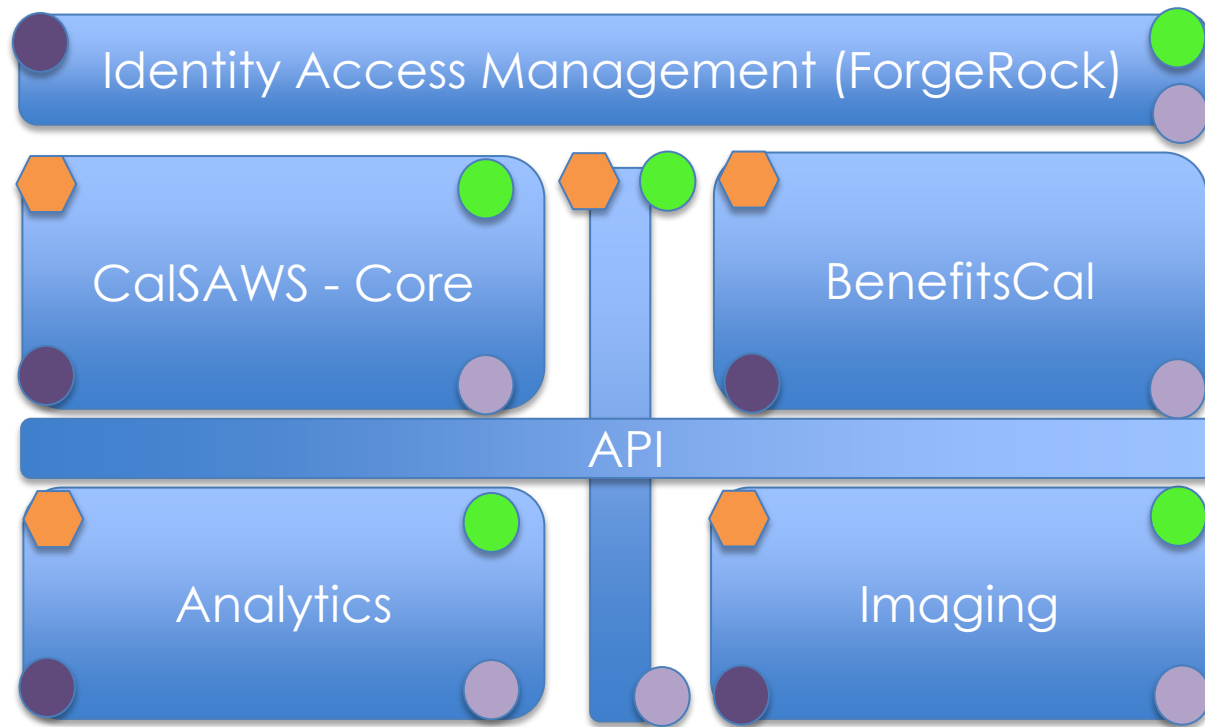
- Main Payroll cycle validated to complete within the required batch window
- All remediation items have been deployed to Production

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

\* Tracking cycle completion within targeted batch window

# 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 21 (**Complete**)
  - 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 #7
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)





# Technical Readiness: Performance

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

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

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

### Cycle 3 Performance test results:

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

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

### Exit Criteria

- Simulate Online transaction load of Peak hour CalSAWS application and APIs with final Golden Dataset #7 - Complete
- Performance results are successful and meet contractual SLAs - Complete



# Technical Readiness: Identity Access Management

## Functionality

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%

QA



## 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	100%



## Security Testing

Penetration Testing Execution Agreed-upon remediations (Testing Complete – 0 Findings Noted)	100%
--	------



## C-IV User Migration

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



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# 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	100%



## Security Hardening

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



## Vulnerability Management (Security Ops)

Ecosystem Coverage	100%
Patching Cadence	100%



## Security Plan

SSP Review/Approved	100%
---------------------	------



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# 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



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

## Training Plan

QA

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

## Training Materials

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

## Training Delivery

LMS Configured in the Cloud	100%	
Early Training, ITTSME, Additional LMS access, Training Coordinator Users added into the LMS	100%	
General Training Users added into LMS	100%	
ServiceNow Updated to Accommodate LMS Requests from the C-IV Counties	100%	
Imaging Roadshows	100%	
Imaging Train the SME Sessions Hosted	100%	
Early Training Supported and Completed	100%	
Analytics Training/Engagement w/the C-IV Counties Completion	100%	
General Training Supported and Completed (Target → 9/24/2021)	89%	

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

## Training Key Communications

QA

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

## Training Reports

Registration Reports by County	100%	
LMS Unique Logins	78%	
Training Completion Report by Curriculum (Target → 10/1/2021)	90%	
Training Completion Report by Training Material (Target → 10/1/2021)	90%	
Executive Training Summary Report	80%	
LMS Access Report (Target → 10/8/2021)	40%	

Not Started

On Schedule

<14 Days Late

>=14 Days Late

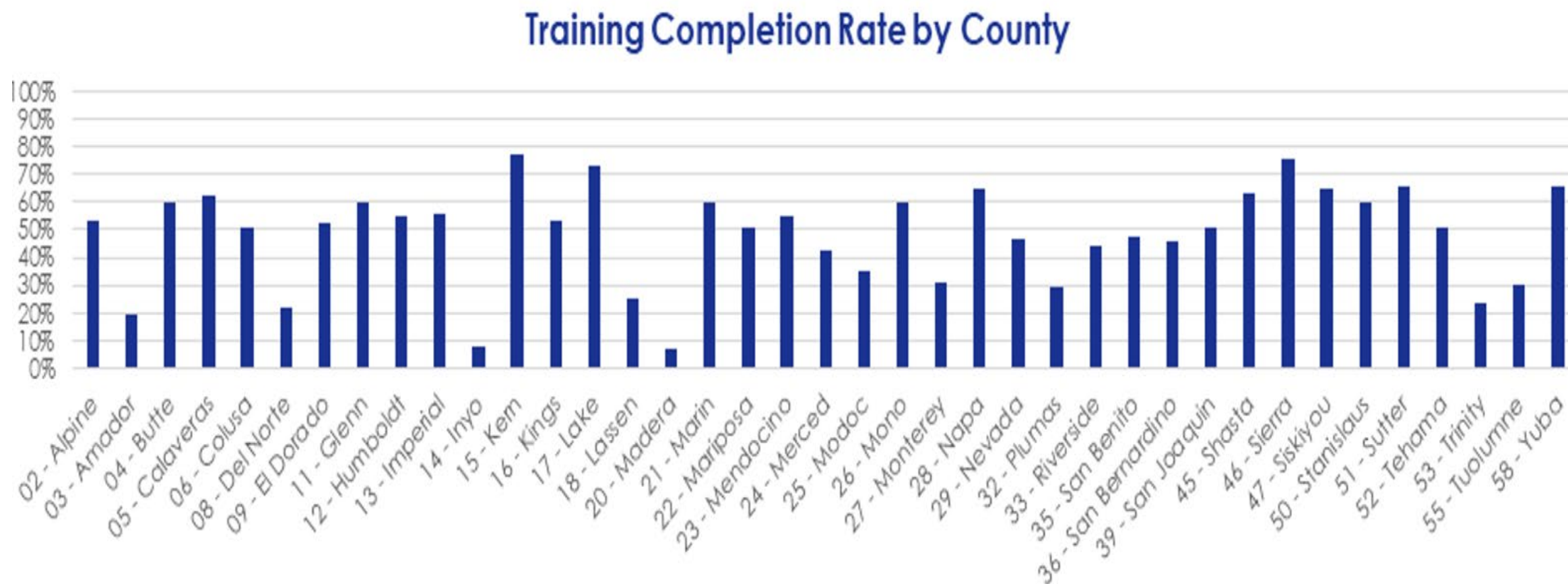
Complete





# Training Readiness

## Training Curriculum Completion Rate by County



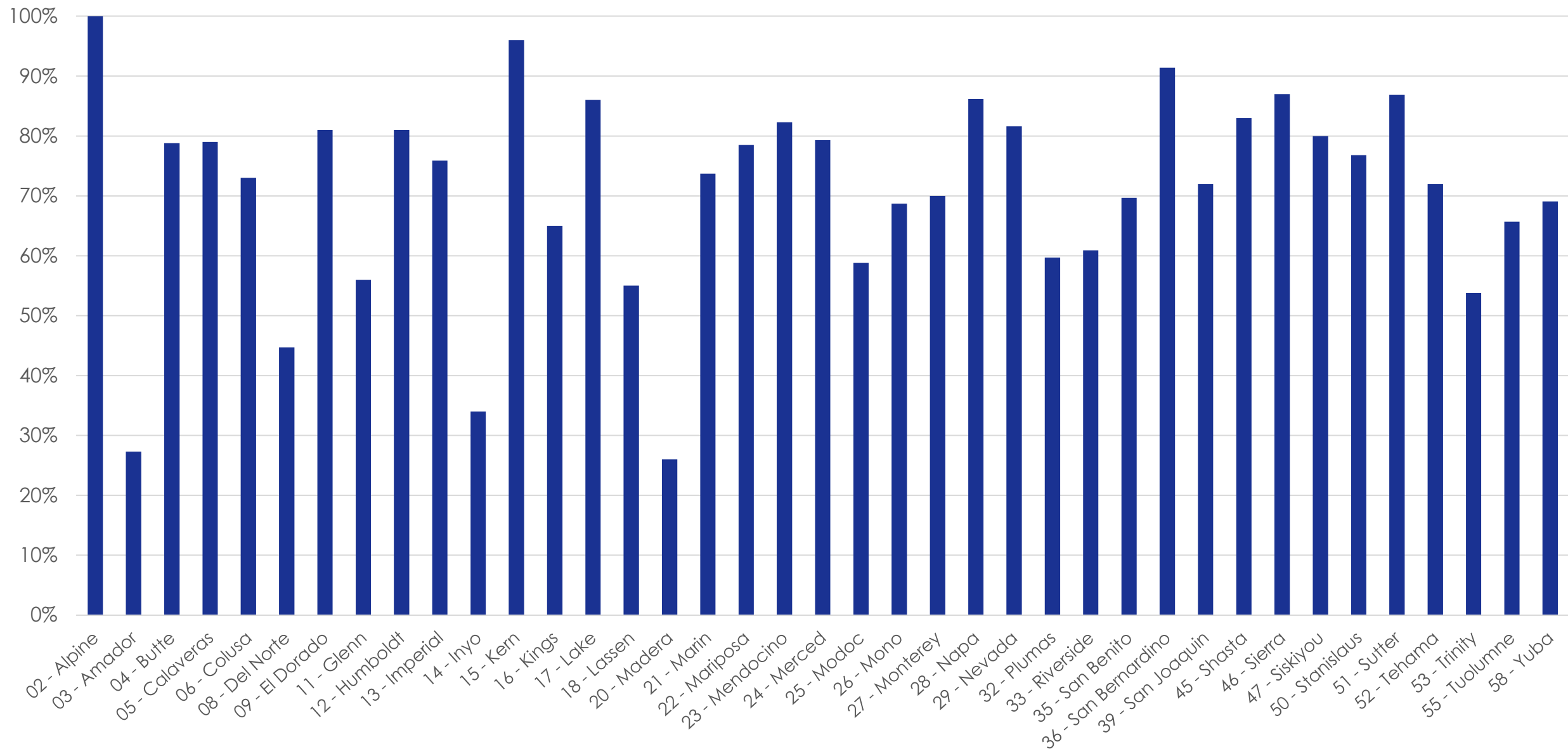
### Notes:

- % Completion represents completion of required training by staff within a specific County
- % Completion includes all phases of Training: Early Training, ITTSME, additional LMS access and General Training
- The data above was generated as of 9/22/2021



# Training Readiness

## Training Materials Completion Rate by County



### Notes:

- % Completion represents completion of all materials within a specific County
- % Completion includes all phases of Training: Early Training, ITTSME, additional LMS access and General Training
- The data above was generated as of 9/21/2021





# Implementation Readiness

## Service Desk

QA

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

## System Operations

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






## Production Deployment Plans

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

# ↔ Change Readiness

## Communications

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

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



### User Readiness Surveys

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



### Just in Time Demonstrations

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Post Deployment Support

## Communication Activity Approach

#	Summary	Medium	Target Audience	Team	Planned Date	Status
1.	<b>County Prep Phase Stakeholder Call</b>	Teams/Zoom Call	IPOCs, PPOCs, TPOCs, other identified County Stakeholders	Implementation	8/30/21 – 9/23/21	In Progress
4.	<b>Post-Deployment Support Orientation for Office-Level Support</b>	Teams/Zoom Call	Office-Level Support	Implementation	9/7/2021	Complete
5.	<b>Go-Live Packet</b>	CIT	All C-IV Users	Customer Engagement	9/15/2021	Complete
6.	<b>Post-go-live Meeting with Advocates/CBOs</b>	Teams/Zoom Call	Advocates/CBOs	Customer Engagement / BenefitsCal	9/27/21 - 10/8/21	Scheduled
7.	<b>Post-Deployment County Stakeholder Call</b>	Teams/Zoom Call	County Stakeholders	Implementation	9/27/21 - 11/5/21	Scheduled
8.	<b>Daily High-Priority Issue Summary Update</b>	Email	IPOCs, PPOCs, TPOCs	Implementation	9/27/21 - 11/5/21	Not Started




# BenefitsCal Readiness





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

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

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

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



## Design

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

QA



## 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)	100%
Pass Rate of User Acceptance Test (UAT) (Target → 09/03/21)	99%



## Usability Test

Complete Usability Test for Release 1.0	100%
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## QA Independent Test

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



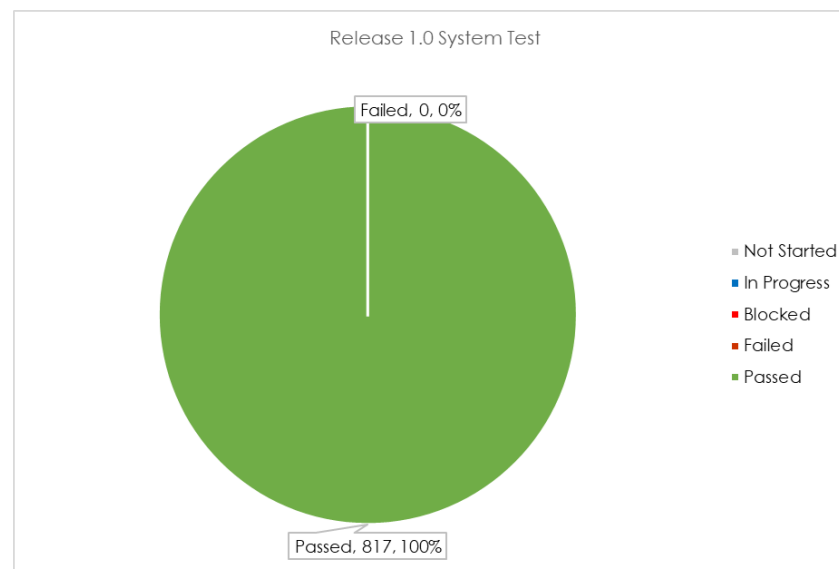
Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Application Readiness



## System Test Status and Exit



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

System Test Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	<b>Passed</b> – 100% of test cases are executed.
There are no Severity 1 (High) Severity 2 (Medium) defects in unresolved status.	<b>In Progress</b> - 0 Sev1 defects. - 0 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> - 24 Sev3 defects in progress. - 22 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.



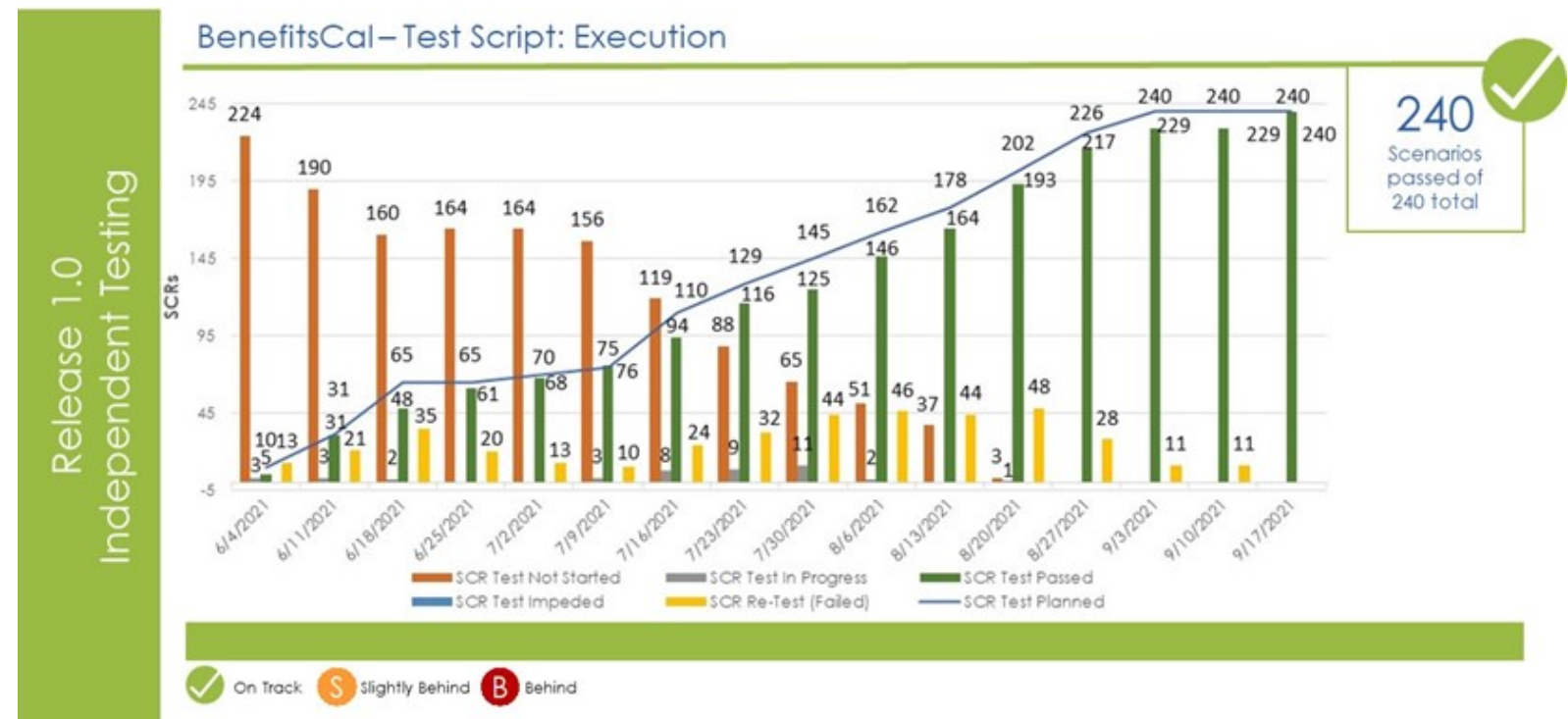


# Application Readiness



## Independent Test Status and Exit

- Slightly-Behind for overall pass rate
- Week 16 of 16 – in progress
- The following table provides the Independent test execution results as of September 22, 2021, where the team has executed 100% of the test scenarios with an 100% pass rate
- Note: R1.0 testing was originally scheduled to end 9/3 and has been extended until 9/17



BenefitsCal R1.0	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
Independent Test Execution	240	0% (0)	0% (0)	100% (240)	0% (0)	11

Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	• 100% of Independent Test Cases Executed
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	• No Severity 1-High/Non-Cosmetic Defects have been opened to date • No Severity 2-Normal/Medium Defects are open
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	• 10 Severity 3-Low Defects are open • 1 Severity 4-Cosmetic Defects are open
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	• 100% of defects are being recorded in JIRA
Test results are documented.	• Test results and summary reports have been completed



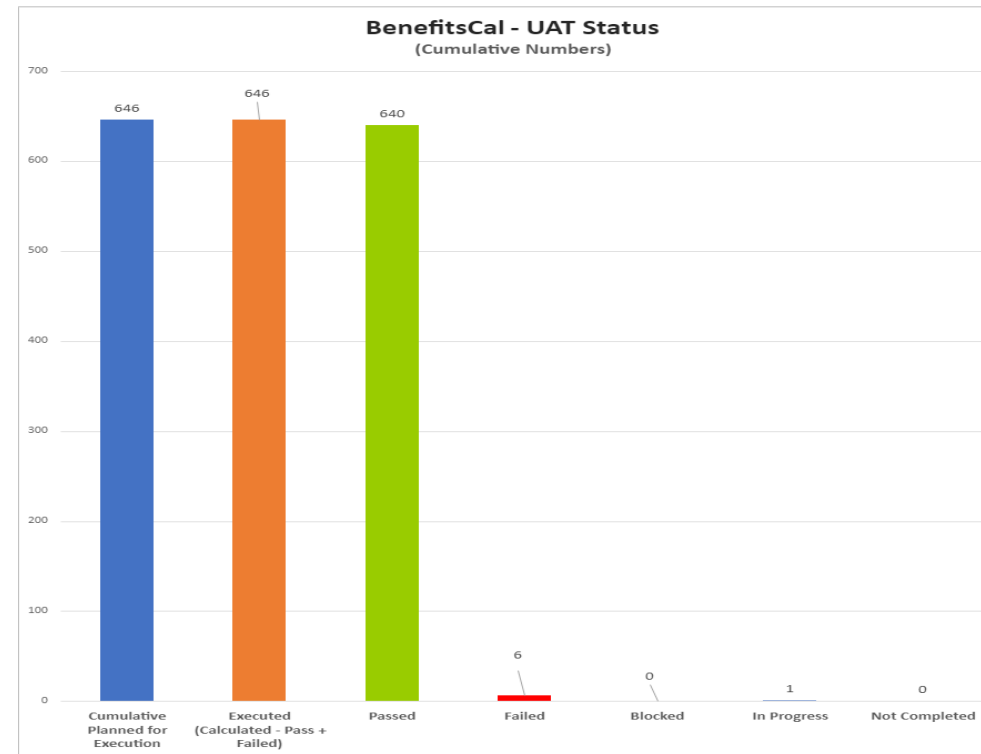


# Application Readiness



## UAT Status and Exit

- Completed Scenario Execution
- Week 15 of 15
- 120 User Acceptance Testers, 19 SMEs, representing 30 counties participated in UAT
- Overall completed 100% of the test scenarios with 99% pass rate of executed
- Note: R1.0 testing was originally scheduled to end 9/3 and has been extended until 9/13



BenefitsCal R1.0 (As of 9/15)	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
BenefitsCal UAT Execution	646	0% (0)	0% (0)	99% (640)	1% (6)	23

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>• 100% 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>• 0 Severity 2-Normal/Medium Open defects</li> </ul>
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	<ul style="list-style-type: none"> <li>• 23 Severity 3-Normal/Low Open defects</li> <li>• 0 Severity 4-Cosmetic Open defects</li> </ul>
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	<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>



QA

## Design

Design Deliverables Approved

100%



## Development

Completed 100% of Increment 1 and 2

100%



Completed 100% of Increment 3

100%



## System Test

Execute 100% of partner test cases within System Test

100%



## Interface Partner Test

Execute 100% of the Interface Partner Testing

100%



Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	0	1	0	1
CalSAWS	0	0	3	0	3
FIS	0	0	0	0	0
BenefitsCal	0	0	3	0	3
TOTAL	0	0	7	0	7 (-1 from last week)



## Integration Readiness Risks and QA Watch List

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

QA – Coordination and confirmation with GetCalFresh

QA – Testing outcomes toward exit criteria, resolution of defects



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



## Security Testing

QA

Conduct SAST code vulnerability scans (SAST) ( Target → 09/24/21) 100%



Conduct DAST code vulnerability scans (DAST) ( Target → 08/27/21) 100%



Pre-production launch third-party web application penetration testing (Target → 08/20/21) 100%



## Performance Testing

Execute 100% of Performance Test – Cycle 1 100%



Execute 100% of Performance Test – Cycle 2 100%



Execute 100% of Performance Test – Cycle 3 100%



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

## Infrastructure

Prepare UAT Environment 100%



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



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



## Conversion Readiness

QA

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

## Converted Data Test

100% of conversion test scripts are written, loaded, and ready to execute	100%	
Execute Conversion Data Testing Rounds 1-2	100%	
Execute Conversion Data Testing Round 3	100%	

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness



## Training Plan

QA

Demo System for UAT training	100%
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## Training Materials

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



## Training Delivery

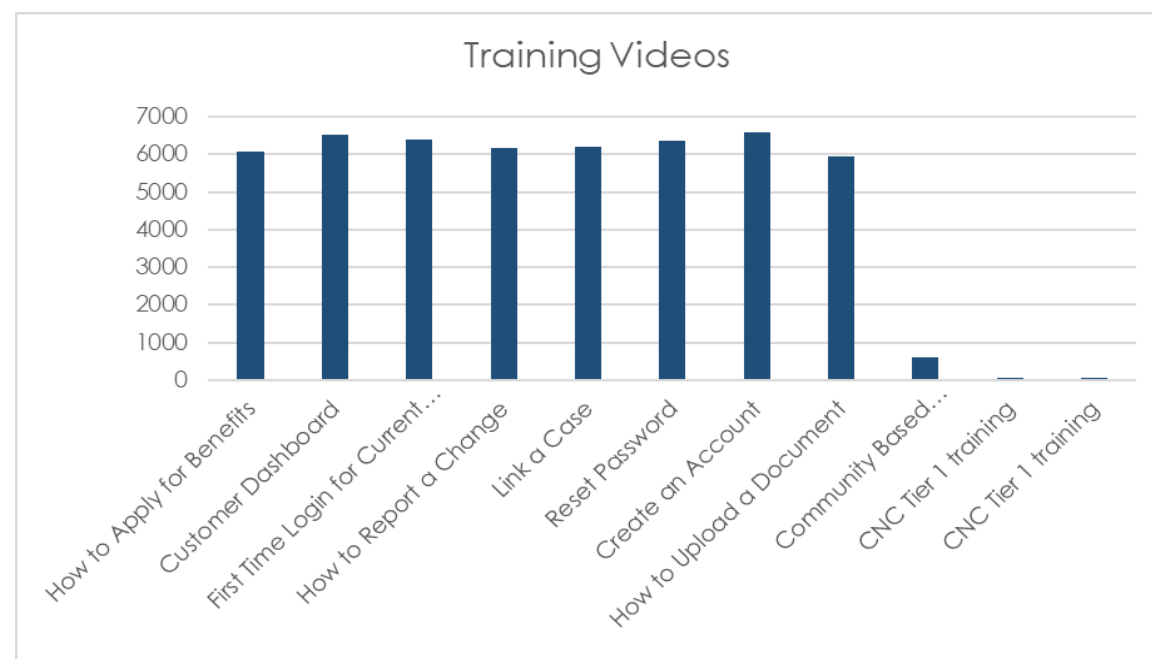
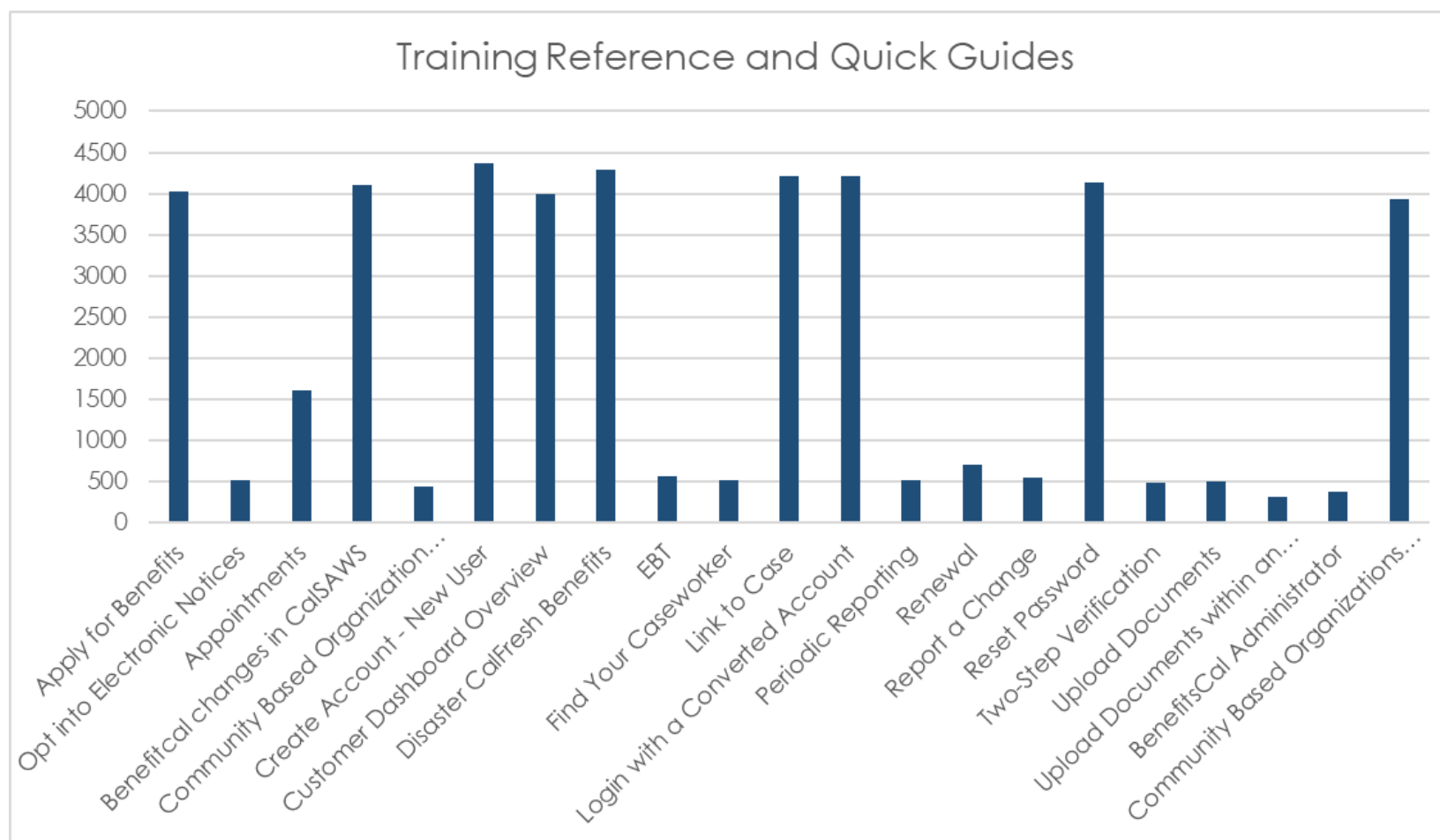
Deliver training for CDSS Prime Contractor Training (07/28/21), and Advocates (08/09/21)	100%
Deliver training for Counties (4 sessions completed), SSP Committee (4 sessions completed)	100%
Deliver training for Tier 1 support (Target → 09/17/21)	100%
Deliver training for Tier 2 support (Target → 09/17/21)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



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

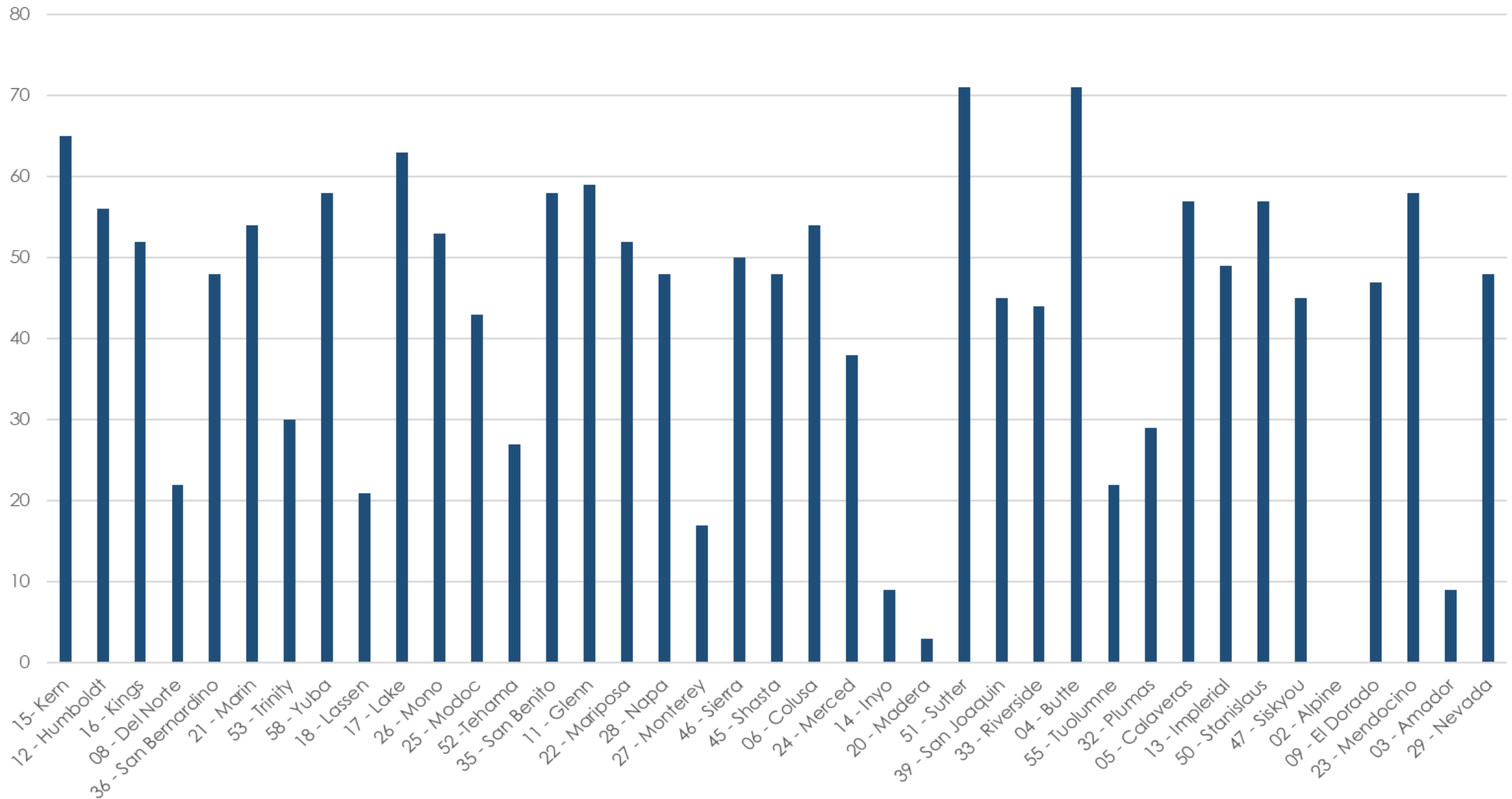




# Training Readiness



BenefitsCal Completion by County







# Implementation Readiness



QA

## Service Desk

Customer Experience (CX) Dashboards	100%	
Plan service desk support and communications	100%	
County Service Desk staff to confirm sufficient capacity to support BenefitsCal users	100%	
Finalize incident intake (i.e., diagnostic questions) for Service Desk workers	100%	
Disseminate BenefitsCal training materials to Service Desk staff	100%	
Confirm Configuration of ServiceNow	100%	
Confirm Tier 1, 2, and 3 teams understand the processes to support (Target → 09/24/21)	90%	

## System Operations

Plan system operations support and communications	100%	
Confirm Command Center schedule and communication of said schedule	100%	
Define incident management process	100%	
Contingency Planning	100%	

## Prod Deployment Plans

Develop Production Cutover Checklist	100%	
Conduct Production Connectivity (Target → 09/23/21)	70%	
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	100%	
Decide to proceed with BenefitsCal Production Launch (Go-No Go Decision) (Target → 09/22/21)	0%	

## Implementation Readiness Risks and QA Watch List

QA – Finalization of Help Desk handoffs (date updated from 9/17 to 9/24)

QA – Completion of Production Connectivity Test (date updated from 9/10 to 9/24)

QA – Coordination with vendor partners for cutover weekend activities



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	100%
Distribute go-live communications (Target → 09/27/21)	0%

Post	Date	Messages Attempted	Messages Delivered	Delivery Rate	Open Rate	Opened
C4Y New Benefits System (1) email	06/30/21	417,882	389,643	93.2%	23.7%	92,337
C4Y New Benefits System (2) email	07/30/21	417,882	396,010	94.7%	27.8%	98,171
C4Y App Push Notification	08/23/21, 08/24/21, 09/14/21, 09/20/21	1,566,340	783,170	N/A	N/A	N/A
C4Y Text Message	09/03/21	1,566,340	1,566,340	N/A	N/A	N/A
C4Y New Benefits System (3) email	08/31/21	417,882	396,548	94.9%	33.4%	132,365
C4Y Go Live Announcement	09/27/21	Scheduled				
C4Y Reminder Your Renewal is Due	10/11/21	Scheduled				
C4Y Log In to the New System	10/12/21	Scheduled				

## Partner Readiness

Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System	100%
Confirm other Systems have updated their URL to point to the new BenefitsCal	100%

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# 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	100%	

## Test

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

## Training and Implementation

Maintenance and Operations Plan Approved	100%			
Supply Readiness	100%			
Training Readiness	100%			
Training Delivery (Planned Completion: 9/23/21)	50%			
Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete



# Central Print Testing Summary

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



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

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