



CalSAWS | Welcome to CalSAWS Committees



August 2019

Agenda

- ① CalSAWS Committees
- ② Regional Committee Member Role & Responsibilities
- ③ Communication Best Practices
- ④ CalSAWS System Change Access Channels
- ⑤ System Change Request (SCRs) Process
- ⑥ Core Automation Principles

CalSAWS

6 Regions to support 58 Counties



Region	# Counties	# Votes	% Person Count
1	12	2	15.12%
2	13	1	6.49%
3	14	1	2.84%
4	11	2	16.35%
5	7	3	30.53%
6	1	3	28.66%
Total	58	12	100%

CalSAWS Committees

- **CalSAWS Committees** serve as the structure for counties to **provide input, review, and approval** of the System Change Requests (SCRs) that will be implemented into CalSAWS
- **Committees are determined by topic** area and meet on a schedule defined by each committee
- **Committees are comprised of** CalSAWS Project Staff, Regional Committee Members (RCMs), Vendor Staff, Quality Assurance Staff, CDSS and DHCS Staff, Subject Matter Experts (SMEs) (as necessary), and sponsor Regional Managers.

CalSAWS Committees

- CalSAWS committee **structure** consists of **up to five (5) RCM Representatives per committee** with a **total of 12 votes from each of the six (6) Regions** per below ratio:

- Regions 2 and 3 – 1 Vote
- Regions 1 and 4 – 2 Votes
- Regions 5 and 6 – 3 Votes



- ✦ To take any action, there must be a minimum of 5 regions and 7 votes

RCM Role & Responsibilities

- **RCMs** are **county members** who **typically work with the functionality within the scope** of the committee. This may include, but is not limited to:
 - Line Staff
 - Supervisor
 - Program Manager
 - Policy Analysts
- **Review** program regulations/county processes to determine potential system impacts
- **Empowered to make decisions** on behalf of their Region; however, decisions should routinely be discussed with SMEs
- **Make recommendations** on SCRs to be included in Release Webcasts and other SCRs which may require an outreach effort



RCM Role & Responsibilities

- **Actively participate** in committee discussions and work toward consensus on the interpretation of all policy changes, including how that policy will or will not be incorporated into the system
- **Review and vote** on SCRs presented. Counties need to understand that CalSAWS SCRs previously approved by committees will be taken 'as is' with Migration
- **RCMs** should **collate each County's vote(s) to arrive at a Regional Vote**, by the provided due date.
- **Who Will Cast the Vote(s)?** Each Region needs to **determine** who will provide the **Regional vote(s)**.



RCM Role & Responsibilities

- **Reviewing SCRs** in a timely manner and **providing feedback and/or approval** on behalf of their Region by the requested due date. Once provided, the SCR is updated to reflect the recommendation from the Region.
- **Work collaboratively** with the CalSAWS Project and Regions to prioritize and promote SCRs
- **Record the individual County responses/questions** and respond to Analyst on behalf of the entire Region; not just the home County
- **Review CCB materials** relevant to Committee and provide Regional input back to Region's SMEs, RM, and PPOC, as appropriate
- **Answer questions** from Region regarding CCB items, as necessary
- **Participate in Regional Meetings** or forward updates to PPOCs to share Committee activities.

RCM Role & Responsibilities

Meeting Attendance

- **If RCM won't be able to attend a meeting, RCM will:**
 - Contact the co-RCM(s) to arrange meeting coverage and have backup share with SMEs via email any information the RCM was responsible to communicate out to the Region.
 - If no regional RCM can attend a meeting, the co-RCMs will collaborate and arrange for a respective SME from their Region to cover the meeting and will notify the Analyst. Substitutes handle RCM responsibilities.
 - RCMs will follow-up with substitute upon RCM's return.



RCM Role & Responsibilities

Meeting Notes

- **Take notes to share** with their co-RCMs and SMEs.
- **Rotate taking committee meeting notes**, by region.
 - A meeting note template will be provided by the meeting facilitator. The CalSAWS meeting note template can also be found on the CalSAWS Web Portal.
Web Portal Location: CalSAWS Web Portal>Meetings> Committees
 - Once the meeting notes are completed by the RCM and returned to the meeting facilitator, the draft meeting notes are sent out to the committee for review with a due date provided by the committee facilitator.
Note: Meeting notes are due to the facilitator no more two weeks after the meeting.
- RCMs **not present during** their **Region's rotation** to take meeting notes will be asked to take meeting notes at the next meeting.

RCM Role & Responsibilities

Meeting Notes

- Meeting notes are a record of actions the committee took at a meeting. They are not a record of everything that was said or who said what.
- Meeting Notes should follow the order of the agenda, with a basic summary sentence or two for each item. **DO NOT** report details of discussions, especially who said what.
- When items not on the agenda are discussed, note simply that “time was provided for members to discuss items not on the agenda”.
- Record action items in the Action Items section of the meeting note template.

CalSAWS System Change Access Channels

- **System Change Requests may occur via three access channels:**
 - **CalSAWS Enhancement Requests (CER)** - CERs are submitted directly by County PPOCs to the CER inbox; or
 - **State/Federal Policy Changes**- SCR placeholders are submitted directly by Consortium Analysts or Project Section Directors as a direct result of an upcoming Policy or Emergent change; or
 - **Project/Strategic Directive Changes**- SCR placeholders will be created to accommodate the changes (Ex. Technical architecture changes may have no end user impact, General Representatives vote on a Strategic Direction at their meeting, etc.).



System Change Request (SCR) Process

SCR Lifecycle and County Input Opportunity



County PPOC submits CER Request Form to CER@calsaws.org

Committee agrees to move CER forward to an SCR

Committee determines if SCR should be on the Committee Priority List

Note: CERs are not required for State policy, administrative & training changes

Consortium Analyst creates SCR once CER is approved, and communicates SCR # to County requestor. CalSAWS creates ACL SCR (draft ACL)

Once prioritized, Consortium Analyst creates scorecard for the SCR to assign a weighted value and priority. Committee will see the SPG score in the Committee Prioritization Template
Note: Prioritized SCRs may not be in both instances of JIRA.

SPG approves SCR to be added to the SPG Approved SCR list (target 150 approved SCRs)

After SPG approval, Consortium Analyst will solicit design consideration input from Committee. Share ACL Input

Submit CDIs to: Design.Input@CalSAWS.org

SPG approval authorizes Design Team to begin Design. Consortium will confirm the SCRs the Design Team is working on

Consortium Analyst informs Committee when Design starts and distribute design input and ACL Input received from the regions

For Designs with large effort, Consortium Analyst and Design Team will conduct regular check-ins with the Committee

Design Team and Consortium Analyst complete draft Design.

Build and Test Teams confirm solution and estimate; review capacity and target release

Consortium Analyst reviews estimates, target release date, and submits draft Design to Committee for review and approval of the Design and release date (approx. 3 weeks)

5. Change Control Board (CCB) Packet

The CCB analyst sends the CCB Packet (SCR Design) to the Counties

Counties distribute CCB Packet internally for review; CalSAWS will address questions/concerns

CCB (RMs) approves CCB packet (design, release, funding)

6. SCR Implementation

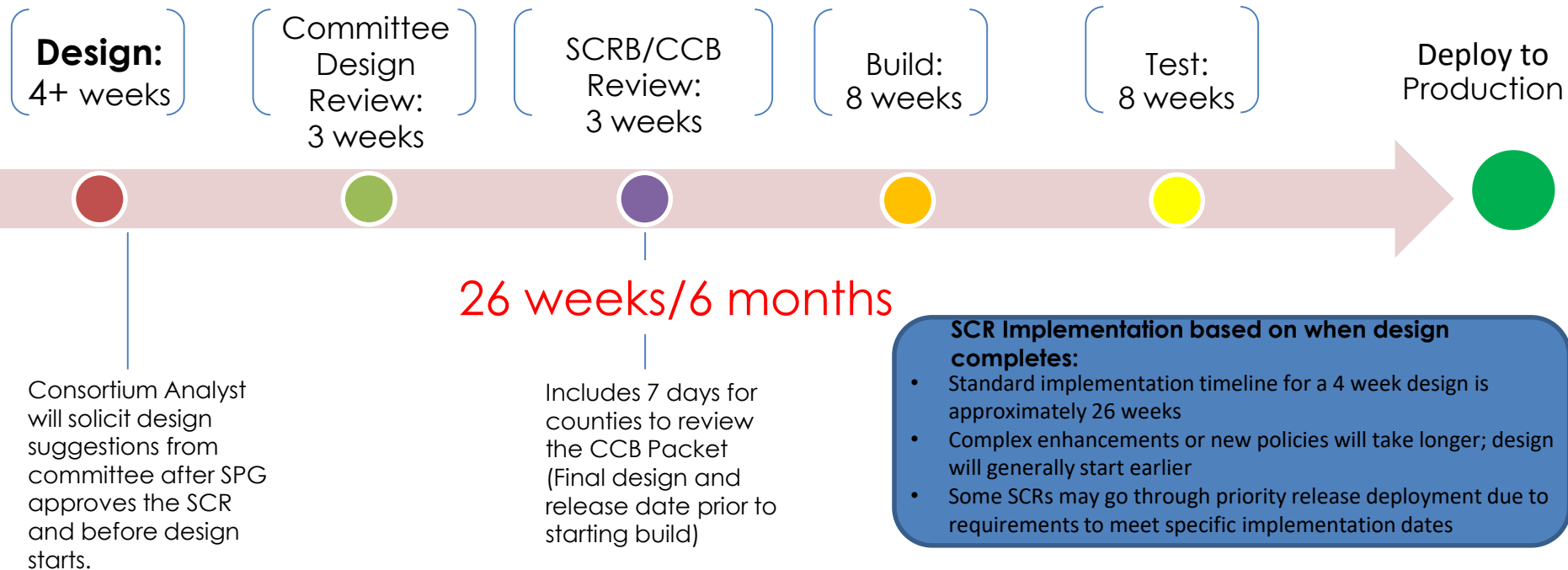
CalSAWS completes Build and Test activities for SCR

RMs release greenlight approval to deploy to production systems

CalSAWS distributes final Release Notes 1 day prior to deployment

System Change Request (SCR) Process

Standard SCR Timeline



System Change Request (SCR) Process

- SCRs are the **documentation used by the CalSAWS Project to track all functional changes to the System**. For example, a SCR is created in response to:
 - All State letters
 - Committee discussions
 - Approved (in concept) CER
 - Contractor staff when a need is identified
 - Other needs identified by the CalSAWS Project staff
- **Project Input-** The respective Committee **facilitator creates the SCR** for all policy related state letters and information notices as they are received.
- **County Input- Counties, via their SMEs, are encouraged to provide County/Regional input to their RCMs** regarding their thoughts on how SCRs should be prioritized or ideas on the design. County staff, including RCMs, may complete a County Design Input (CDI) form for submission to the Project.



System Change Request (SCR) Process

CalSAWS Migration Detailed Design Implementation Document (DDID) SCRs

The CalSAWS Migration DDID SCRs are reviewed and approved by the CalSAWS Consortium staff. No additional approval for these CalSAWS General Design and associated CalSAWS DD&I SCRs (e.g. committee or CCB) will be required.

As DDID SCRs are approved, the SCRs documents will be associated as artifacts to CalSAWS General Design Deliverables. After approval of the general design deliverable, the DDID SCRs will be posted to the CalSAWS Web Portal and a CIT will be sent to inform the counties that the DDID SCRs are on the CalSAWS Web Portal should they want to review them. These SCRs will also be part of the Change Control Board (CCB) packet.

Upon approval of the CalSAWS General Design Deliverables, development work and subsequent testing and deployment activities will commence.

System Change Request (SCR) Process

CalSAWS Migration Design Difference Change Request (DDCR) SCRs

Because the DDCRs were discussed, reviewed, and approved by the committees, these SCRs are NOT approved the committee, they are approved by the Consortium staff.

The DDCR SCRs are sent to the committee as a For Your Information (FYI) and are in the CCB SCR packet.

System Change Request (SCR) Process

Reviewing SCRs

- When reviewing Design Documents/SCRs, below are a few things to consider:
 - ✓ Does the recommendation follow State/Federal policy/regulations?
 - ✓ Will there be an impact on other parts of the program (or other programs) because of this change?
 - ✓ Does the recommendation impact my county's business process?
 - ✓ Will there be any adverse impacts to the customer because of this change?
 - ✓ Should we request a new or updated Job Aid or County Functional Presentation (CFP)?
 - ✓ Should we request this SCR be included in the release webcast?
 - ✓ Are there any MEDS impacts to consider?
 - ✓ Are there any CalHEERS impacts to consider?
 - ✓ Are there any Fiscal impacts?
 - ✓ Are there any Reports that may need updating as a result of this change?

System Change Request (SCR) Process

Escalation Process



- **Why Do I Escalate?** The Project has a **formal Committee Escalation Process** used by the Counties/Consortium to escalate issues for resolution. The escalation process will be used for any situation where there is a significant re-design of business processes required in the county, there are concerns with a trouble ticket response, issues with Change Control Board (CCB) items, or where a stalemate occurs.
- **When Do I Escalate?** Four criteria need to be considered before an issue should be considered for escalation:
 - Has a reasonable effort been made to gain consensus between Regions/Committee attendees?
 - Is it a “Significant Negative Impact” to the Counties?
 - Is it easily configurable?
 - Is a State Policy Clarification/Interpretation needed?

DRAFT Core Automation Principles

The following should be considered when participating on committees:

- Solutions shall maximize automation in SCR designs.
- Solutions shall incorporate county design input from regional committees when determining level of automation in SCR designs.
- Solutions support a singular interpretation of policy.
- Solutions work for counties of all sizes and resources.
- Solutions support multiple business processes where not enforced by policy (i.e. open vs. forced navigation).
- Solutions account for future maintainability and system performance:
- Allowing counties to maintain county specific data points (security, mileage rates, automated actions, etc.).
- Configurability, where appropriate, align with system maintainability and performance SLAs.
- Solutions may include a multi-phase approach to limit risk, potential impact, and/or meet stakeholder deadlines, when necessary.
- Solutions do not introduce a migration gap before CalSAWS implementation, unless otherwise agreed upon by Consortium Leadership.
- Solutions should avoid the introduction of redundant or duplicative functionality.

DRAFT Core Automation Principles

- **Committees shall consider alternative approaches when:**
 - Total count impacted are less than 1% of the Consortium volume for the given area (e.g. programs, tasks created, applications taken, issuances, etc.)
 - There are viable alternatives available, for example:
 - ✦ Changing an individual county business process.
 - ✦ Manual system functionality (e.g. manual EDBC, template repository, ad hoc reporting, etc.).
 - Time required to utilize alternative does not cause undue hardship on the Counties (e.g. worker/customer/staffing issues or delayed processing).
 - When the Counties (through the Committees) have not prioritized or requested the change