CalSAWS |

CalSAWS Training Production Environment

June 11, 2020

Agenda

① Meeting Purpose

② County Accessible Environments

③ Option 1 – Golden Case/Mock Data

④ Option 2 – Masked Production Data

⑤ User Accounts

⑥ Refresh Schedule

⑦ Current County Training on Emulators, MEDS Alerts, IEVs, etc.

⑧ Next Steps

Training Environment Requirements
Purpose

Discuss specific Training Production Environment features and options

Receive feedback from the Training Committee on how the Training Production Environment features/options will function across all 58 Counties

Discuss Next Steps

County Accessible Environments

County Accessible Environments

Key Features

Key Features	Training Production	Staging - Training	PRT (Simulation)	County Preview	Sandbox
Access	20% of the end-user pop.	Limited	All End-users	Limited	Limited
Type of Environment Data	Golden Case/Mock or Masked Production Data	Mock Data	Production Data	Masked Production Data	Masked Production Data
Case Copy	X - Golden Case/Mock data	X	X		
Case Replication	X - Masked Production Data				
Interfaces	Interface with the Imaging Training Environment only				
Batch					
Pre-Release Code				X	
Refresh	TBD by Training Committee	TBD by Training Committee	Every Major Release	Every Major Release	Major Release + 1 week
Authentication	Local Accounts	Local Accounts	Active Directory	Active Directory	Local Accounts
Availability to C-IV Counties	TBD	TBD	September of 2021	Post C-IV Migration	December of 2019
Availability to CalWIN	TBD	TBD	Beginning October of 2022	Post CalWIN Migration	December of 2019
Purpose	To support County training efforts.	To house golden case data that can be case copied into the Training Production Environment.	To execute different testing scenarios without changing the actual production data stored in CalSAWS. Users can create "what if" scenarios.	To preview functionality in the upcoming release.	To allow migrating Counties to gain experience using CalSAWS.

Assumptions:

*Training Production Environment features/options above are proposed and in progress

*Staging Environment is dependent upon the Golden Case/Mock Data Model

*Case Copy refers to the action of marking a case to be copied from one environment to another

*Case Replication refers to the action of marking a case already in the environment to be replicated XXX number of times

* Sandbox Environment will be decommissioned after CalWIN Implementation

* All end-users have or will have access to the CalSAWS Production System

Option 1 – Golden Case/Mock Data

Golden Case/Mock Data Model

- The Golden Case/Mock Data model for the Training Production Environment includes:
  - County development of a set of "golden cases" that can be used for training purposes
  - Golden cases will sit in a separate staging environment and can be copied over to the Production Training Environment
    - ✦ A staging environment will "house" all the golden case/mock data that the Counties create and want to retain
  - Each individual County would be responsible for maintaining and managing their golden case data set
  - Security administration would have to be maintained by the individual Counties

Golden Case/Mock Data
Background

Fictitious data

Need for a separate Staging Environment
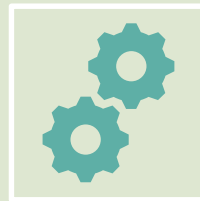
Individual County management of data

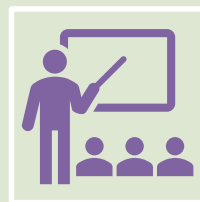**Case Copy**

Golden Case/Mock Data Model

What is Case Copy?

Case Copy refers to the action of marking a case to be copied from one environment to another

With the Golden Case/Mock Data Model, cases would be copied from the Staging Environment into the Training Production Environment
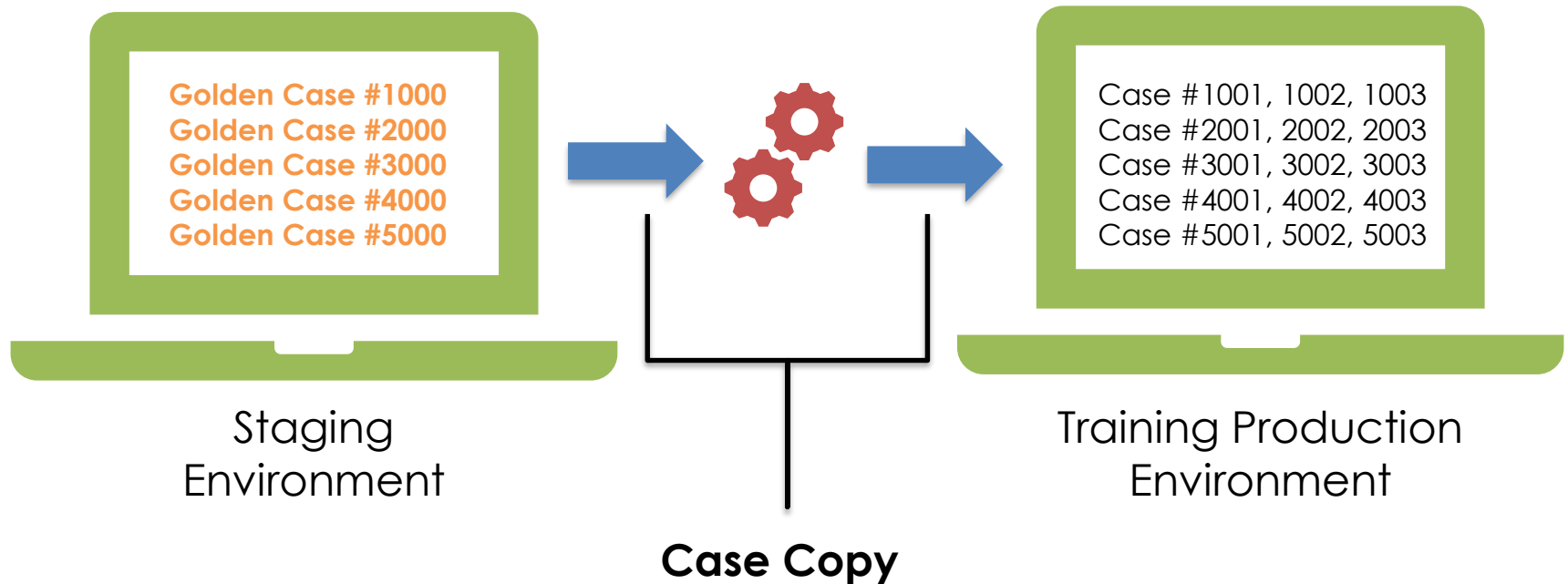
Each County will have access to the Staging Environment (i.e., trainers, staff development, administrators, etc.)

Golden Case Data Model

Background

- The Golden Case Data model for the Training Environment includes

Staging Environment

Golden Case #1000
Golden Case #2000
Golden Case #3000
Golden Case #4000
Golden Case #5000

Training Production Environment

Case #1001, 1002, 1003
Case #2001, 2002, 2003
Case #3001, 3002, 3003
Case #4001, 4002, 4003
Case #5001, 5002, 5003

Case Copy

Question for the Counties: How many accounts would you need for the Staging Environment?

Question for the Counties: How many cases do you envision copying over?

Golden Case Data Model – Advantages/Disadvantages

Advantages

- Counties can create the exact case they want to use for their Instructor-led courses
- Trainers are accustomed to the set of golden cases they are training on
- Trainers don't have to search for a case to use in their training sessions
- Refreshes do not wipe out golden cases, since they are housed in the Staging environment
- The Staging environment will maintain changes to user account profile updates

Disadvantages

- Creation and maintenance of case data
- Create new Golden Case data as a result of application changes, etc.
- Golden Case data may become outdated quickly
  - Dependency on system date
- Data is limited to straightforward and simple case scenarios
  - Difficult to create complex cases

Option 2 – Masked Production Data

Masked Production Data Model

- The Masked Production Data model for the Training Production Environment includes:
  - A subset of the masked copy of the actual CalSAWS production data
- Assumptions
  - Due to masking algorithm used, for certain data fields (e.g. location names, etc.), the output may be a combination of letters that do not form a logical word
  - The Training Production Environment will contain LA-specific data, until the other Counties migrate to CalSAWS. C-IV County-specific data will be available after C-IV Migration. CalWIN County-specific data will be available after each CalWIN wave, respectively.
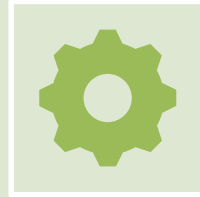
Masked Production Data **Background**

Masked Production Data	**No need for separate Staging Environment**
Specific County data will be available post County Migrations	**Case Replication**

Masked Production Data Model

What is Case Replication?

Case Replication refers to the action of marking a case already in the Training Production Environment to be replicated XX number of times

With the Masked Production Data Model, cases would be replicated within the Training Production Environment

Anyone that has access to the Training Production Environment will have the ability to replicate cases

Masked Production Data Model
Background

- The Masked Production Data model for the Training Production Environment includes:

Golden Case #1000	Production Case #6000
Golden Case #2000	Production Case #7000
Golden Case #3000	Production Case #8000
Golden Case #4000	Production Case #9000
Golden Case #5000	Production Case #10000

Case #1001, 1002, 1003 — Production Case #6001
Case #2001, 2002, 2003 — Production Case #7001
Case #3001, 3002, 3003 — Production Case #8001
Case #4001, 4002, 4003 — Production Case #9001
Case #5001, 5002, 5003 — Production Case #10001

Case Replication

Training Production Environment

Case Replication

Masked Production Data Model – Advantages/Disadvantages

Advantages

- Lots of data
- Masked Production data set allows Counties to train on more complex cases
- In addition to the availability of the production data, cases can be manually created by Trainers and copied
- No maintenance/ management of data, if the County leverages existing masked production cases to deliver training

Disadvantages

- Refreshes will wipe out any manually created cases
- Refreshes will wipe out any changes to updated user account profiles
- Searching for the ideal case for Instructor-led trainings can be cumbersome

User Accounts

User Accounts

How many accounts will each County receive?

- How many Training Production Environment Accounts do you need for your County?

- Recommend accounting for:
  - Induction training
  - Ongoing and targeted training
  - Simultaneous training sessions
  - Training Production Environment account management and tracking by the individual Counties

User Accounts

Our Proposal

Create Training Production Environment User Accounts that will be approx. 20% the total number of active end-users in the County

For example, if a County has 100 active end-users, the County will receive approx. 20 Training Production Environment User Accounts for training purposes

All Training Production Environment User Accounts will be dispositioned to have system administrator rights

User Accounts

Approximate Allocation of Training Production Environment User Accounts

County	# of TE Accounts
Alameda	288
Alpine	6
Amador	11
Butte	160
Calaveras	35
Colusa	22
Contra Costa	288
Del Norte	29
El Dorado	55
Fresno	410
Glenn	33
Humboldt	160
Imperial	109
Inyo	9
Kern	486
Kings	118
Lake	64
Lassen	20
Los Angeles	4400
Madera	127
Marin	70
Mariposa	19
Mendocino	55
Merced	185
Modoc	10
Mono	15
Monterey	173
Napa	74
Nevada	48

County	# of TE Accounts
Orange	1171
Placer	69
Plumas	15
Riverside	1124
Sacramento	361
San Benito	31
San Bernardino	1777
San Diego	573
San Francisco	560
San Joaquin	266
San Luis Obispo	87
San Mateo	105
Santa Barbara	118
Santa Clara	360
Santa Cruz	135
Shasta	137
Sierra	5
Siskiyou	37
Solano	123
Sonoma	162
Stanislaus	198
Sutter	49
Tehama	43
Trinity	20
Tulare	215
Tuolumne	48
Ventura	287
Yolo	69
Yuba	54

Refresh Schedule

Training Production Environment Data Refresh
Data Refresh Key Features

- A Training Production Environment data refresh:
  - Deletes any edits or changes to cases in the Training Production Environment and is overwritten with the new data set
  - Deletes all copied and replicated cases
  - Deletes manually created cases
  - Resets user account profile changes, specific to the Masked Production Data Model

Note – the first three (3) bullets above apply to both Golden Case/Mock data and Masked Production Data Model Options

Training Production Environment Data Refresh

Data Refresh Schedule

- Training Committee to decide Refresh Schedule, if any, at Training Committee meeting at a later date

Current County Training on Emulators, MEDS Alerts, IEVs, etc.

Current County Training

Feedback

How do you train using the Emulators?

- EBT, MAGI Emulators

How do you train on these topics today? Is this method working well?

- MEDS Alerts
- IEVS

Next Steps

Training Production Environment

- Review/discuss Training Production Environment features with your Counties
- Let us know if you have any questions by June 25, 2020
  - Committee.Training.All@CalSAWS.org
  - Next meeting: Vote – July 1, 2020

Next Steps