Cal**SAWS** | Training Environment Update
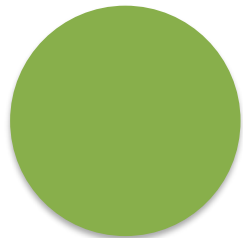
Background

Training Environment

- Counties gave feedback on what was proposed for the CalSAWS Training Environment in the June 2020 Training Committee meeting
  - There is a concern about the lack of resources to maintain training cases and ILTs
  - There is a concern about starting off with a clean/empty slate at refresh, and the resources required to rebuild cases
  - Counties would like a way to copy existing cases into the Training Environment
- Since then, the project has been investigating other options for the training environment that will meet a majority of the counties' needs

Training Environment Solution - Overview

With the new solution, Counties will be able to:

1. Access the **Production** environment, and copy cases to the **Training – Staging** environment

2. Use the **Training – Staging** environment to:
   - Create new Golden Cases
   - Maintain Golden Cases
   - Prepare cases for training scenarios

3. Copy cases from the **Training – Staging** environment to the **Training – Production** environment to conduct training activities

4. Specify the number of times a case is replicated. A unique identifier will be appended to cases.

*Golden Cases – A set of fictitious cases that have been created for the purposes of hands-on training and/or training demonstrations. Golden cases can be replicated multiple times to provide the same training scenario during a lesson to multiple end-users . Golden Cases are housed and maintained in the Training Staging Environment as a master copy of cases for training purposes.

Environments & Releases
Case Copy functionality

The code release will be the same in all three environments:

Production Environment → Training Staging Environment → Training Production Environment

The releases must be the same for case copy to occur.

There will be other environments that counties can access to preview the upcoming release.

Environment Features

Key Features	Production	Training Staging	Training Production
Access	All end users	Limited	20% of end user population
Type of Environment Data	Production Data	Golden Case, Production Data (To Be Manually Masked by Counties)	Mock Data originating from manually masked production data and golden cases
Case Copy	Yes – to Training Staging Yes – to PRT	Yes – to Training Production	Yes – from Training Staging
Interfaces	MEDS, IEVS		Imaging Training Environment only
Batch			
Refresh	Every major release	TBD by Training Committee	TBD by Training Committee
Authentication	Active Directory and Local Accounts	Personal Accounts	Generic Accounts
Availability to LA County	Currently Available	CalSAWS Release 21.07	Currently Available
Availability to C-IV Counties	September 2021	CalSAWS Release 21.07	CalSAWS Release 21.07
Availability to CalWIN Counties	Starting October 2022 (CalWIN Wave #1 – Placer and Yolo)	TBD	TBD
Purpose	The real-time environment where the CalSAWS application and tools are put into operation for their intended uses by end users.	To house golden case data and manually masked production data that can be case replicated to the Training Production Environment	To support county training efforts

*The above dates/information is subject to change.

Data Masking

Counties manually mask data

- Data copied from the Production environment into the Training Staging Environment will not be automatically masked
- Counties must manually mask cases in the Training Staging Environment
- The Project will provide guidance on masking

County Staff Manually Mask Cases in the Training - Staging Environment

Training Staging Environment

Data Masking - continued

- Why manual masking?
  - Automatic system masking on individual cases does not exist currently
  - The automatic system masking level of effort is high and there are budget constraints
- Individual/personal user accounts will be used in the **Training – Staging** environment so that data manipulation is tracked

Training Staging Environment

Copying Cases Across the Environments

How it works

Production Environment

Training Staging Environment
Unique user accounts

Training Production Environment
Generic accounts

Original Case

Manually Masked Case

Golden Case

Replicated Cases with a Unique Identifier

Case Copy

The approach

Replicate, Then Individualize Each Case for Training

Cases need to be able to be distinguished from each other; otherwise, people might work on the same case.

Unique Identification of Copied Cases

The need: To be able to distinguish between different copies from the same original case.

When copying from Production and Sally Smith is now masked to John Jones, we need John Jones' case replicated 100 times so that each trainee can add a baby to the case.
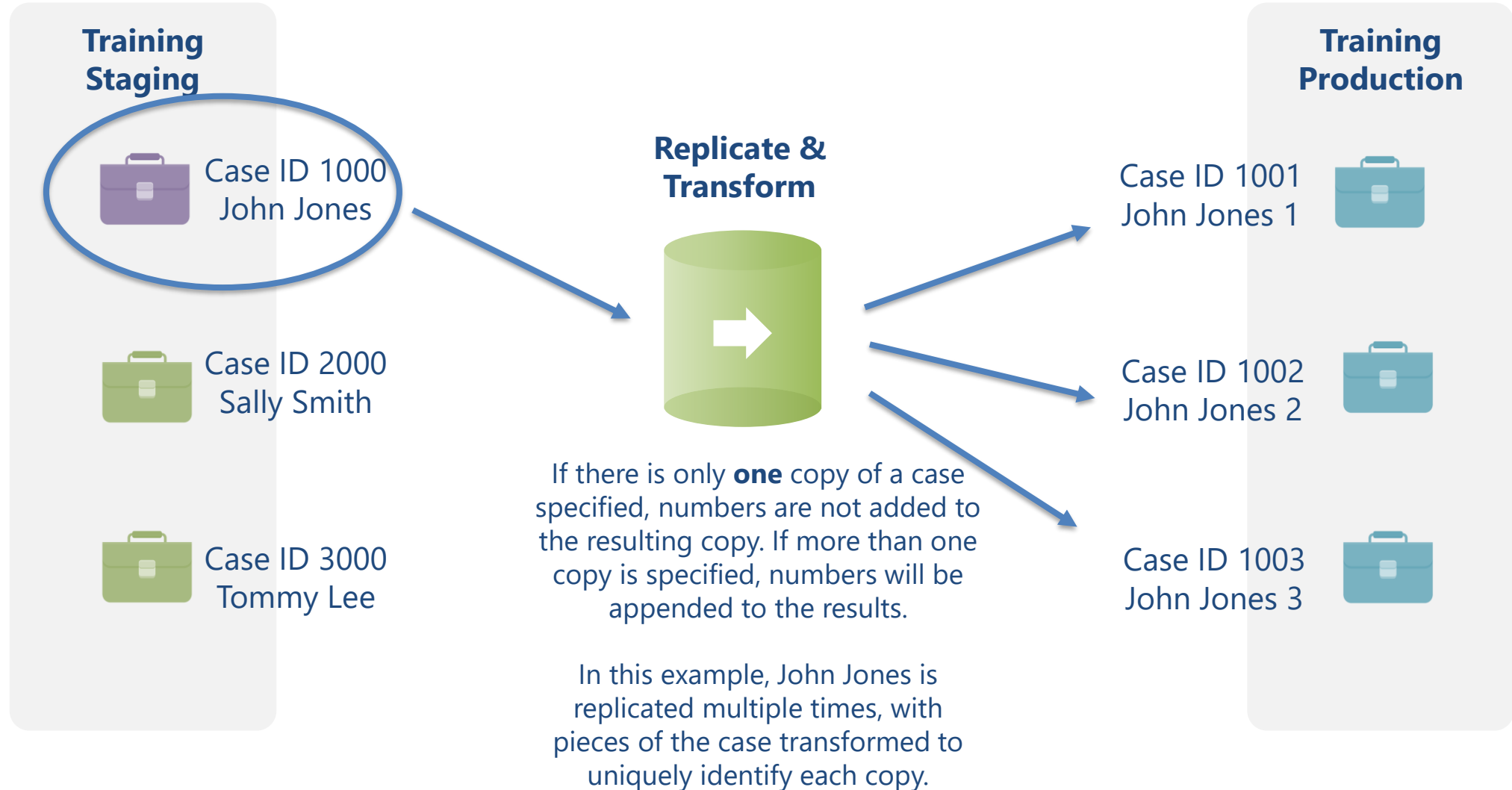
It's helpful to have the Case ID unique and perhaps a unique identifier added to a field such as **Last Name**, so that instructors can distinguish between cases (Example: John Jones 1, John Jones 2, John Jones 3)

For example, if Case A is copied to a single schema 100 times, there needs to be some mechanism by which to differentiate the 100 separate cases from each other, so each of 100 students can be assigned to work on a distinct copy of the case.

Case Copy - continued
Conceptual Example

Training Staging

Case ID 1000
John Jones

Case ID 2000
Sally Smith

Case ID 3000
Tommy Lee

Replicate & Transform

If there is only **one** copy of a case specified, numbers are not added to the resulting copy. If more than one copy is specified, numbers will be appended to the results.

In this example, John Jones is replicated multiple times, with pieces of the case transformed to uniquely identify each copy.

Training Production

Case ID 1001
John Jones 1

Case ID 1002
John Jones 2

Case ID 1003
John Jones 3

Solution Summary

- Counties may copy unmasked **Production** cases to the **Training - Staging** environment

- Data copied from the **Production** environment into the **Training - Staging** environment will not be automatically masked

- Counties must manually mask cases in the **Training - Staging** environment

- A Job Aid will detail the procedures on how to manually mask data

- Counties can copy manually masked or golden cases from **Training - Staging** to **Training - Production**
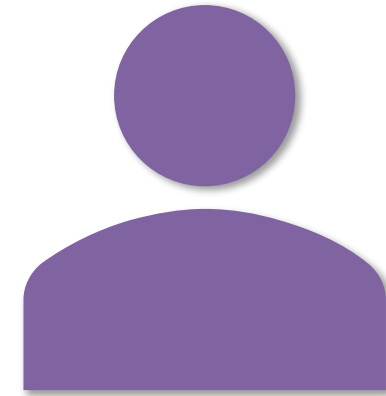
Recap of Previous Decisions

User Accounts - A Recap

Training Production Environment User Accounts will be approx. 20% of 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

*A CRFI will be sent out requesting the names of County staff that require access to the Training Staging Environment.

User Accounts

Number of Training Production Environment User Accounts By County

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

Data Refresh

Refresh Schedule

- The Training Committee will vote on a refresh schedule for the Training Production Environment