CalSAWS DD&I
Weekly Status Report

Reporting Period: March 22, 2021 to March 28, 2021

Table of Contents

1.0 Project Management

1.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	Application Development	🟢	Draft Deliverable (DDEL) is in progress. Submission of the DDEL is due on May 14, 2021
53	CalSAWS Requirements Traceability Matrix – Update #7	Application Development	🟢	Received approval for the Final Deliverable (FDEL) on March 23, 2021
54	CalSAWS Migration Project Control Document Update #2	PMO	🟢	Draft Deliverable (DDEL) is in progress. Submission of the DDEL is due on April 6, 2021

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

1.2 Highlights of the Reporting Period

1.2.1 Project Management

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

Table 1.2.1-1 – Key Facility Initiatives/Projects

Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
1	Reconfigure and update Suite 100 and 120	Rancho Cordova Project Office	Winter 2020/2021	• Continued working with the Section Directors, Team Leads, and Managers on seating assignments and plans for Suites 100 and 120
2	Audio/ Visual (A/V) Upgrades	Rancho Cordova	Spring 2021	• Due to the need to re-order certain equipment for the A/V upgrades, installation work for the Rancho Cordova Project office will be rescheduled in April 2021
3	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	• Continued planning facility and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training. Updates from the teams individually expected the end of

Item #	Initiatives/ Projects	Location	Target Date	Notes/Status
				March and final seat counts are targeted for early May 2021
4	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring/ Summer 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request Forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices • Developed proposed approach for Return to Office trigger based on California's COVID-19 risk tier level. The proposal will be previewed with CalSAWS Project Leadership on April 6, 2021

► Facilitated the CalSAWS Weekly Status Meeting that was held on March 24, 2021
► Completed preparations and participated in the Section Directors Meeting that was held on March 23, 2021
► Continued CalSAWS Risk Management activities, including:
  o Continued to work with risk owners to develop and update mitigation plans for the accepted CalSAWS DD&I Project risks
  o Continued preparations for the next monthly Risk Management Group meeting, scheduled for March 31, 2021
► Continued supporting engagement of project staff working remotely, including:
  o Began preparations for the monthly virtual CalSAWS Project All Staff Meeting that is scheduled for April 21, 2021
  o Continued development of the next monthly CalSAWS Connect newsletter which is planned to be distributed to the CalSAWS Project Team on April 15, 2021
► Posted the recorded celebration and guest book of the C-IV Project 20th Anniversary virtual celebration to the CalSAWS YouTube channel and distributed the related communication to the CalSAWS Project Team on March 16, 2021. The guest book will be available for signing through March 31, 2021
► Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
► Continued distribution of Mentimeter licenses to CalSAWS teams to support virtual polling/surveys. Documenting Mentimeter Quick Start Guide for reference on CalSAWS SharePoint.
► Continued performing Contract Management activities for the CalSAWS DD&I Project
  o LRS Amendment No. 25 and C-IV Amendment No. 113
    • LRS Amendment No. 25 and C-IV Amendment No. 113 are planned to be submitted to the CalSAWS JPA Board of Directors for approval on April 15, 2021 and will incorporate the Consortium's CDSS and DHCS Privacy and Security Agreements (PSAs), User Security and Acceptable Use Policy,

CalSAWS Information Security Policy, CalSAWS Privacy and Security Awareness Training, and CalSAWS Vendor Breach and Security Notification Process into the respective base contracts. Continued to review feedback that was discussed on March 17, 2021 with the Consortium PMO Director and Consortium Cloud Security Analyst
► Continued preparations and planning for the next virtual CalSAWS Project orientation for new project staff that is scheduled for April 12, 2021
► Continued performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
54	CalSAWS Migration Project Control Document Update #2	• Continued developing the DDEL • Submission of the DDEL is due on April 6, 2021

1.2.2   Communications Management

► CalSAWS Communications Management activities including:
  o Continue to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy:
  o Continued oversight and management of Power of 58 materials
► CalSAWS External Website (www.calsaws.org):
  o Continued the administration and support of the CalSAWS external website
    • See Table 1.2.2-1 for details on Website Support Activities
► CalSAWS Migration DD&I Release 21.03 Communications:
  o Performed activities for the 21.03 release. See Table 1.2.2-4 for completed and planned activities
► CalSAWS Migration DD&I Release 21.05 Communications:
  o Performed activities for the 21.05 release. See Table 1.2.2-5 for completed and planned activities

Table 1.2.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Uploaded 21.03 CalSAWS/LRS and C-IV Release Notes	March 22, 2021	Website Content Update

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	8	722
Total Number of Unique Users	67,285	442,422
Total Number of New Users	66,871	442,422
Total Number of Sessions (Individual Site Visits)	69,721	594,708
Average Number of Sessions per User	1.04	1.34
Average Number of Page Views per Session	1.05	1.35
Average Session Duration	0:09	1:20
AskCalSAWS Inquiries – Received/Resolved	1/3	213/212

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend *
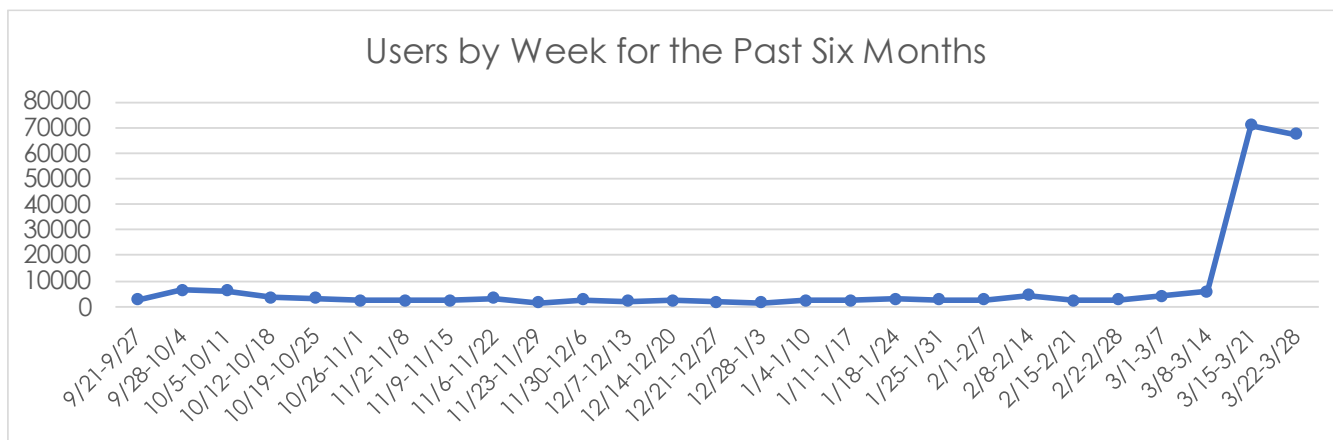
* Increase in usage beginning March 15, 2021 is currently being investigated with the Accenture Security team. The Google Analytics data has been shared with the Accenture Security team. A specialized usage report has been generated by WordPress and forwarded it over to the Accenture Security team for further investigation

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	51%
Latest News – News	38%
Meetings – Project Steering Committee	32%
Other Updates – Careers	32%
CalSAWS Committees – CalWORKs/CalFresh	30%

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.03 Communication Activities

TASK	DATE(S)	OWNER
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	March 10, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	March 8, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.03 in CalSAWS/LRS Health Check	March 15, 2021 – March 19, 2021	Production Operations
Webcast on Release 21.03 (C-IV)	TBD (None – no demonstrations are requested)	C-IV Training
Webcast on Release 21.03 (CalSAWS/LRS)	March 16, 2021	Production Operations
21.03 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	March 16, 2021	LRS Help Desk/C-IV Training
CalSAWS Release 21.03 Greenlight Meeting	March 17, 2021	Release Management/QA
C-IV Release 21.03 Greenlight Meeting	March 18, 2021	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	March 22 – March 24, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

Table 1.2.2-5 – CalSAWS Migration DD&I Release 21.05 Communication Activities

TASK	DATE(S)	OWNER
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	May 11, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	May 10, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.05 in CalSAWS/LRS Health Check	May 17, 2021 – May 21, 2021	Production Operations
Webcast on Release 21.05 (C-IV)	TBD	C-IV Training

TASK	DATE(S)	OWNER
Webcast on Release 21.05 (CalSAWS/LRS)	TBD	Production Operations
21.05 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	May 18, 2021	LRS Help Desk/C-IV Training
CalSAWS Release 21.05 Greenlight Meeting	May 19, 2021	Release Management/QA
C-IV Release 21.05 Greenlight Meeting	May 20, 2021	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	May 24 – May 26, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

1.2.3 Cultural Transformation

► Phase 3 activities:
  o Overall:
    • Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
    • Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-project coaching program and employee resource groups
    • Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
    • Continued to support development of the monthly CalSAWS Connect Newsletter
    • Presented findings of second round of Culture DNA Assessment results to Cultural Transformation team
    • Continued development of Ambassador ideation session materials
    • Continued 2021 Ambassador recruitment
    • Presented the Power of 58 online swag shop to Section Directors on March 23, 2021. Liaised with Staples on product options and pricing
    • Continued developing the next quarterly update of the CalSAWS Organizational Change Management (OCM) Plan that is planned for submission for Consortium review on March 31, 2021
    • Coordinated across IDEA, GPTW, and Soft Skills Training to create a CalSAWS Cultural Framework.
  o Culture Ambassadors' Initiatives:
    • Cross-Pollination (CP):
      ▪ Maintained quick-win lists to continue with short-sprint initiatives to sustain engagement across the Project
      ▪ Developed materials for "Know it All Series"
    ▪ Wellness
      ▪ Continued planning and material development for Wellness initiative "Resilience" training in parallel with Soft Skills Training

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

► Co-Create Phase
- o IDEA Initiatives
  - • Workshops
    - ▪ Distributed the signup sheets for upcoming diversity, equity and inclusion workshops offered by Project 986 Consulting
  - • Leadership Coaching
    - ▪ Retrieved feedback from the first diversity, equity, and inclusion focused leadership coaching workshop session
  - • CalSAWS Table Talks
    - ▪ Held a pop-up CalSAWS Table Talks to acknowledge the recent surge in violence against our Asian American Pacific Islander community
      - o A maximum of 136 participants attended the session
    - ▪ Sent out the output deck for the session for those who could not attend and shared it on the We Are One IDEA Tab on SharePoint
  - • We Are One
    - ▪ Updated the inclusion, diversity, and equity centralized repository with more general information
  - • Me, You, Us Training
    - ▪ Put together a sample group to test out the self-paced training tool
- o IDEA General
  - • Updated an overall IDEA event calendar and shared on SharePoint
  - • Brainstormed on Table Talks topics for April

1.3 CRFI/CIT Communications Information

► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending March 28, 2021

Table 1.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0069-21	C-IV Migration Imaging Scan Mode Infographic and Demonstration Videos (2)	Informational	March 23, 2021	Helen Cruz	Araceli Gallardo
0071-21	CalSAWS Implementation Readiness Packet – March 2021	Informational	March 25, 2021	Alec Christianson	Rojana Turner
0072-21	CalSAWS Imaging Newsletter #1	Informational	March 25, 2021	Helen Cruz	Araceli Gallardo
0073-21	Imaging Demonstration Videos	Informational	March 25, 2021	Helen Cruz	Araceli Gallardo

► The following tables outline CalSAWS Requests for Information (CRFIs) sent for the reporting period ending March 28, 2021

Table 1.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-014	CalSAWS Los Angeles Imaging and BenefitsCal User Acceptance Test	March 1, 2021	Closed	March 22, 2021	Toby Barnes, Mufaddal Tinmaker, and Roger Perez
21-017	Request to identify missing portal CBO/FBO login data – C-IV Counties	March 10, 2021	Open	April 9, 2021	Iadira Morales

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-018	CalSAWS CalWIN BenefitsCal User Acceptance Test	March 15, 2021	Open	April 2, 2021	Mufaddal Tinmaker and Roger Perez
21-019	CalWIN Implementation and Support Services- OCM Point of Contact Identification	March 17, 2021	Open	March 31, 2021	Rick Lytle

► CRFIs for the reporting period ending March 28, 2021

Table 1.3-3 – Overdue CRFIs

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

► No Overdue CRFIs for the reporting period ending March 28, 2021

1.4   Activities for the Next Reporting Period

1.4.1   Project Management

► Continue CalSAWS DD&I Facility Management activities, including:
  o Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
► Continue CalSAWS Risk Management activities, including:
  o Continue to work with risk owners to monitor risks and update risk mitigation plans
  o Complete preparations and facilitate the next monthly Risk Management Group meeting on March 31, 2021
► Facilitate the CalSAWS Weekly Status Meeting scheduled for March 31, 2021
► Begin preparations for the Section Directors Meeting that is scheduled for March 23, 2021
► Continue activities to support Project staff working remotely
  o Continue preparations for the next (seventeenth) virtual CalSAWS Project All Staff Meeting that is scheduled for April 21, 2021
  o Continue development of the next issue of the CalSAWS Connect newsletter, scheduled to be distributed to the CalSAWS Project Team on April 15, 2021
  o Continue developing Project communications, as needed
► Continue to plan and prepare for CalSAWS Project staff to return to the Project offices once the State and Local Government Shelter At Home ordinances have been lifted
► Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
► Continue performing Contract Management activities for the CalSAWS DD&I Project
► Complete preparations for the CalSAWS Project orientation session that is scheduled for April 12, 2021
► Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
54	CalSAWS Migration Project Control Document Update #2	• Continue developing the DDEL • Submit DDEL on April 6, 2021

1.4.2   Communications Management

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

Table 1.4.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Add CalSAWS Text Terms and Conditions page	May 24, 2021	Website Content Update

1.4.3   Cultural Transformation

- ► Continue to provide tips via email, Microsoft Teams, and coaching to help the CalSAWS Project Team transition to working virtually 100% through the COVID-19 Work from Home ordinances
- ► Anticipate and plan for cultural impacts pertaining to current climate and returning to work once the California return to work orders are announced and it is safe to return to the office
- ► Plan and execute cross-Project initiatives to increase employee engagement
- ► Plan and execute cross-Project initiatives to increase feedback
- ► Plan and execute cross-Project initiatives to increase employee wellness
- ► Develop second round of Cultural Ambassador initiatives according to design thinking session outputs based on the Culture DNA Assessment results
- ► Recruit Culture Ambassadors for second round of Ambassador initiatives
- ► Continue developing the next quarterly update of the CalSAWS Organizational Change Management (OCM) Plan

1.4.4   Inclusion, Diversity & Equity Advancement (IDEA)

- ► Update calendar on SharePoint with all IDEA events
- ► Update CalSAWS Connect IDEA events
- ► Update CalSAWS Connect Earth Day segment
- ► Complete the pulse survey data comparison
- ► Update the IDEA overview deck to display previous event outcomes

1.5   Deviations from Plan/Adjustments

- ► None for the reporting period

2.0   Technical Infrastructure and Cloud Enablement

2.1   Highlights of the Reporting Period

► Continued ForgeRock integration planning and operational activities
► Continued ForgeRock implementation support activities
  o Continued to monitor ForgeRock services
► Continued ForgeRock features enablement and integration activities
  o Communicated instructions for AT environment go-live to integration partners
► Continued development and integration workshops with BenefitsCal
► Continued ForgeRock C-IV migration planning activities
► Prepared for 21.03.26 ForgeRock production deployment

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
ForgeRock 21.03 Production Deployment	March 26, 2021	In progress
BenefitsCal 'Citizen' Non-Prod User Bulk Upload	March 26, 2021	In progress
ForgeRock AT Env Go Live	April 2, 2021	In progress
C-IV UAT User Bulk Upload	April 2, 2021	In progress
ForgeRock 21.04 Production Deployment	April 30, 2021	In progress
Implement Hot Hot Architecture for DR	May 31, 2021	In progress

► Continued Innovation Lab activities
  o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    • Onboarded new resource to begin working on ODM initiative
  o Streamlined CalSAWS Lobby Application *(Describe Phase)*
    • Drafted high level user stories
    • Set up third session to explore feasibility of user stories
  o System Status for End Users *(Co-Create Phase)*
    • Completed working session to discuss prototype scope
  o CalSAWS Production Calendar *(Discovery Phrase)*
    • Continue conversations with initiative stakeholders
  o Transform Communications and Collaboration *(Discovery Phase)*
    • Created prototype structure in Forumbee tool

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

2.2   Activities for the Next Reporting Period

► ForgeRock features enablement and Integration activities
  - o Perform C-IV UAT user bulk upload
  - o Migrate applications to ForgeRock AT environment
  - o Continue BenefitsCal ForgeRock integration
  - o Conduct subset of BenefitsCal user upload
  - o Continue C-IV Conversion support activities
  - o Continue Technical Architecture activities
► Innovation Lab
  - o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    - • Continue progress on work plan with new resource
  - o Streamlined CalSAWS Lobby Application *(Describe Phase)*
    - • Refine user stories and prepare for third collaborative session
  - o System Status for End Users *(Co-Create Phase)*
    - • Refine prototype scope with stakeholders
  - o CalSAWS Production Calendar *(Discovery Phrase)*
    - • Continue requirements gathering
  - o Transform Communications and Collaboration *(Discovery Phase)*
    - • Align on success criteria for prototype and potential pilot

Deliverable Management

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

2.3   Deviations from Plan/Adjustments

► None for the reporting period

3.0   Imaging

3.1   Highlights of the Reporting Period

► Continued moving C-IV images still in workflow off Centera in preparation of the document migration
► Continued moving C-IV images off K2 onto AWS Snowball as part of the document migration
► Conducted Santa Cruz County Document Migration Kick-off Session on March 16, 2021
► Conducted Santa Clara County Document Migration Discovery Session Check-in on March 17, 2021
► Conducted Los Angeles County Document Migration Discovery Session Check-in on March 25, 2021
► Scheduled Solano County Document Migration Kick-off Session on April 1, 2021
► Scheduled Los Angeles County Document Migration Discovery Session Check-in on April 1, 2021

Table 3.1-1 – CalSAWS Imaging Project Milestones

MILESTONES	DUE DATE	STATUS
Application Build Activities	March 25, 2021	In progress
Release 21.01	November 25, 2020	Complete
Release 21.03	January 28, 2021	Complete
Release 21.05	March 25, 2021	In progress
Migration Activities	October 1, 2021	In progress
Santa Cruz County Document Migration Kick-off Session	March 16, 2021	Complete
Santa Clara County Document Migration Check-in Session	March 17, 2021	Complete
Los Angeles County Document Migration Check-in Session	March 18, 2021	Complete
CalSAWS Imaging Committee Meeting - March	March 18, 2021	Complete
Los Angeles County Document Migration Check-in Session	March 25, 2021	Complete
Solano County Document Migration Kick-off Session	April 1, 2021	Scheduled
Los Angeles County Document Migration Check-in Session	April 1, 2021	Scheduled

Figure 3.1-1 – C-IV K2 to AWS Snowball Migration Burndown Chart
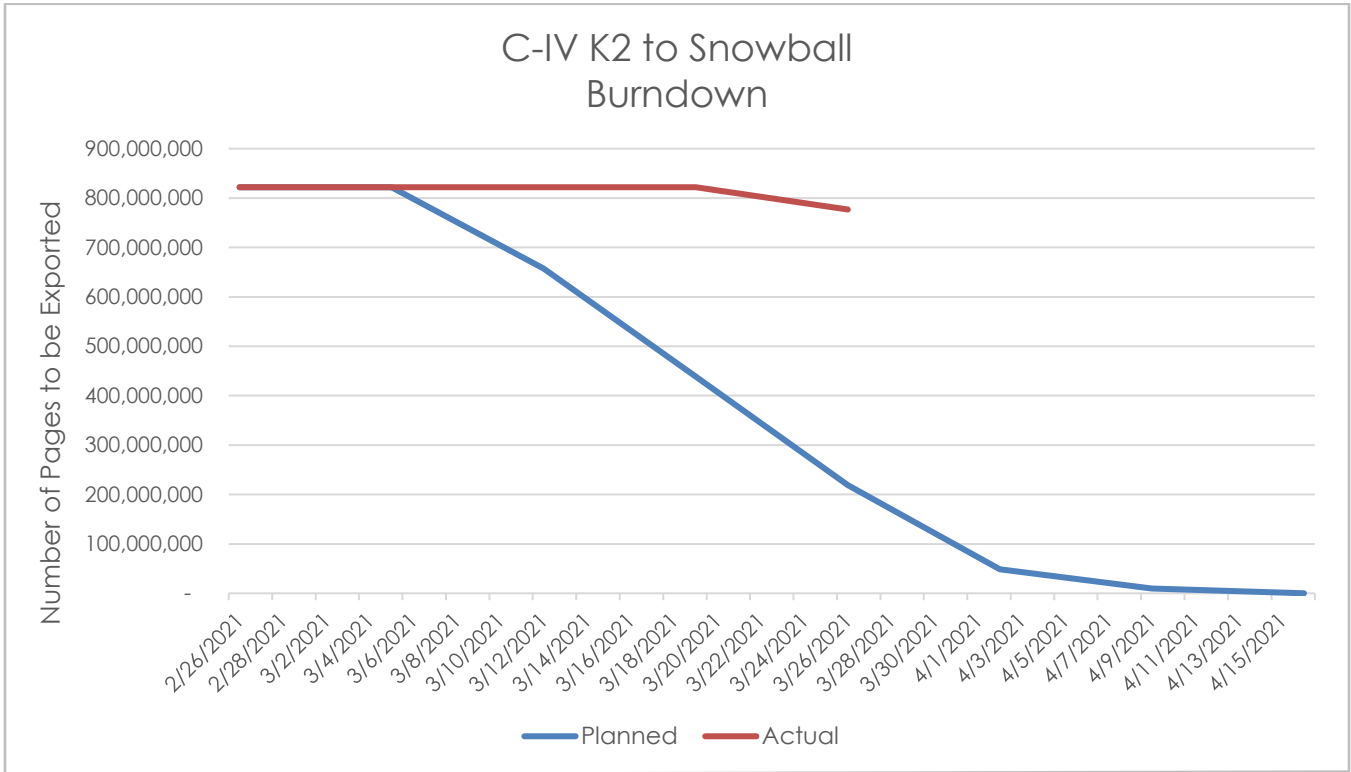
Figure 3.1-2 – CIV Images in Workflow not Migrated off Centera Burndown Chart
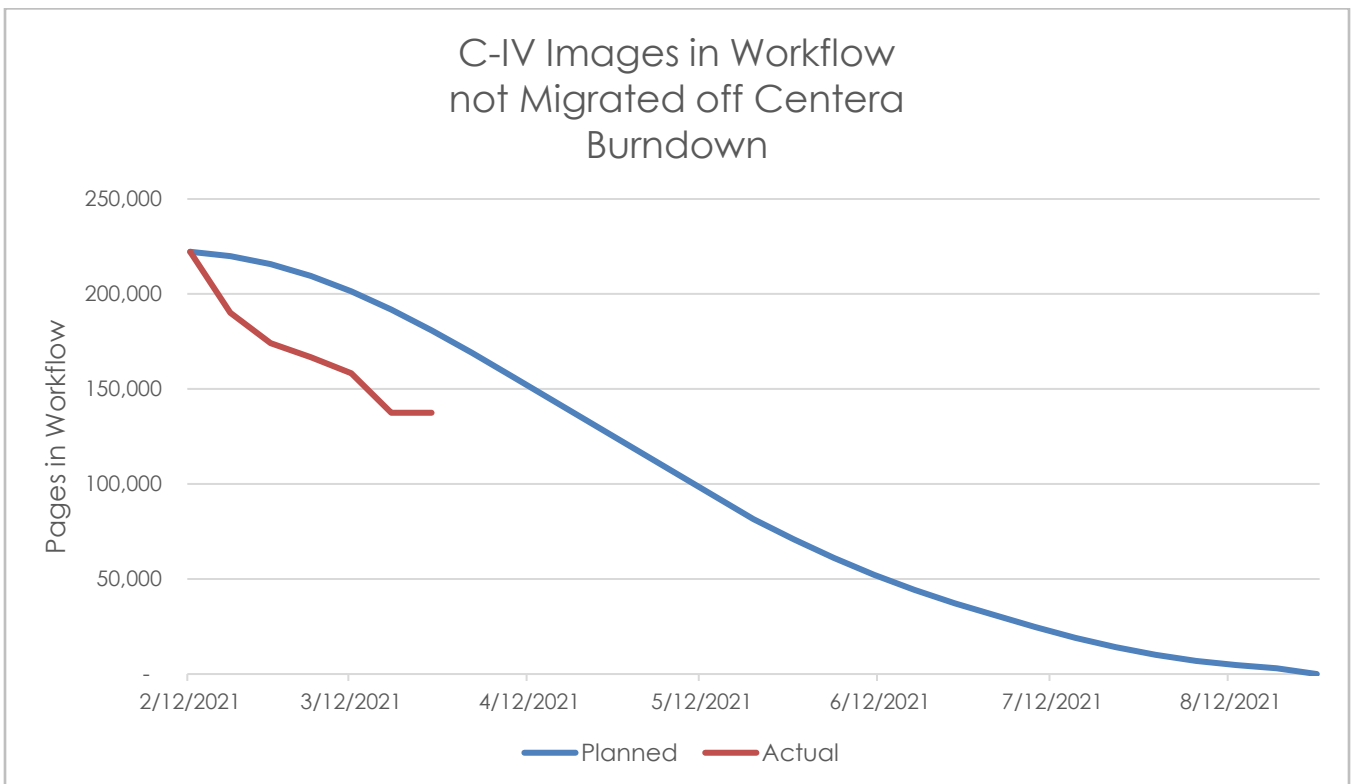
Figure 3.1-4 – CalSAWS Imaging Releases Burndown Chart
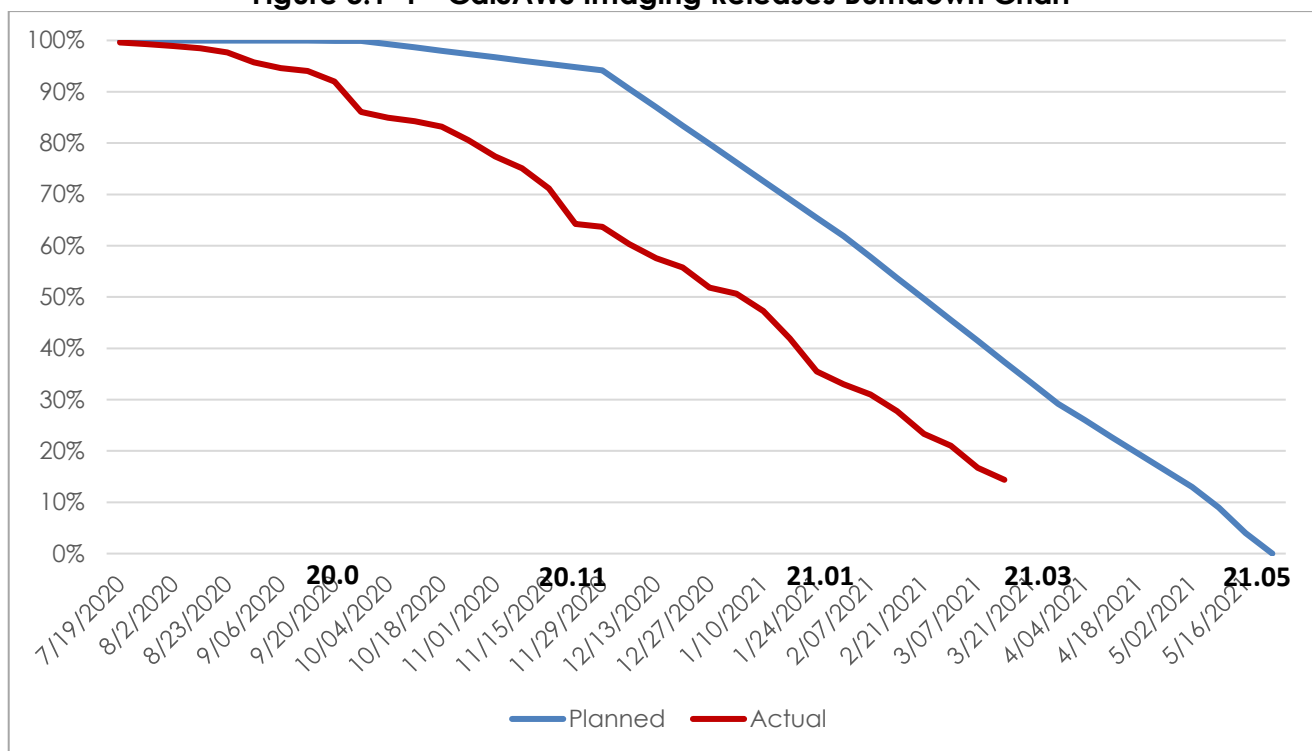
3.2 Activities for the Next Reporting Period

- ▶ Continue moving C-IV images still in workflow off Centera in preparation of the document migration
- ▶ Continue moving C-IV images off K2 onto AWS Snowball as part of the document migration
- ▶ Conduct Solano County Document Migration Kick-off Session on April 1, 2021
- ▶ Conduct Los Angeles County Document Migration Discovery Session Check-in on April 1, 2021
- ▶ Schedule Santa Clara County Document Migration Discovery Session Check-in on April 7, 2021
- ▶ Schedule Los Angeles County Document Migration Discovery Session Check-in on April 8, 2021

3.3 Deviations from Plan/Adjustments

- ▶ None for the reporting period

4.0   Customer Service Center

4.1   Highlights of the Reporting Period

► Conducted the IVR/Contact Center Committee meeting on March 24, 2021
► Began preparation for April IVR/Contact Center Committee meeting
► Continued internal design sessions
► Continued vendor meetings

Table 4.1-1 – Customer Service Center Milestones

MILESTONES	DUE DATE	STATUS
CalSAWS Customer Service Center Solution – Initial Work Plan Complete	March 18, 2021	Completed
CalSAWS Customer Service Center Solution – Core Application Design Complete	June 30, 2021	In progress
Outbound IVR	March 24, 2021	Completed
WFM/QA/QM Reporting	March 24, 2021	Completed
SSO Integration	April 28, 2021	Draft in progress
Admin Page: Security and Permissions	April 28, 2021	Draft in progress
Self-Service Features	April 28, 2021	Draft in progress
Inbound IVR	April 28, 2021	Draft in progress
Voice Authentication for All Languages	April 28, 2021	Not started
Post-call Survey/Webchat/Click-to-Call	April 28, 2021	Not started
Enhanced CCP	April 28, 2021	Not started
Admin Page: Roll-On/Off/Update Agents	May 26, 2021	Draft in progress
Telephonic Signature	May 26, 2021	Draft in progress
Signature Execution and Recording	May 26, 2021	Draft in progress
Integration, Interface, and Journaling	May 26, 2021	Draft in progress
External Party Access	May 26, 2021	Not started
Work-From-Home Modifications	May 26, 2021	Not started
IVR/Contact Center Committee – February 2021	February 24, 2021	Completed
IVR/Contact Center Committee – March 2021	March 24, 2021	Completed
IVR/Contact Center Committee – April 2021	April 7, 2021	Scheduled
IVR/Contact Center Committee – May 2021	April 28, 2021	Scheduled

4.2   Activities for the Next Reporting Period

► Prepare for IVR/Contact Center Committee on April 28, 2021
► Continue internal design sessions for the following:
  o Administration Page
  o Enhanced CCP

4.3   Deviations from Plan/Adjustments

► None for the reporting period

5.0   Analytics

5.1   Highlights of the Reporting Period

► General
  o Continued supporting Converted Data Testing (CDT) of State Reports
  o Continued executing 40 County system tests on dashboards and reports soft launched and in production
  o Performance Testing
    • Completed performance testing for the Release G
    • Continued planning dashboards and reports 40 County Analytics Performance testing
    • Continued integrating and planning dashboards and reports into the CalSAWS Batch Performance testing window including environment configuration set up
  o On-Request Solution Update
    • Confirmed with Consortium Technical that On Demand Application Generation/Dynamic Views (ODAG/DV) approach will support On-Request reports re-platform inventory (scheduled for Release H)
    • Confirmed with Consortium Technical that Qlik Bookmark is to be used as a new Subscription feature; required training instruction will be documented by the Analytics team
► Release F
  o Continued to support County Validation (see Table 5.1-1)
► Release G
  o Continued Dashboards and Reports Development and Testing
    • Mitigation strategies for both Dashboards and Reports continue to align with plan and remain on-plan for a March month-end soft launch
      ▪ Dashboards: LRS Dashboards are on-schedule and planned for soft launch by the end of the month. C-IV Dashboards remain on a separate schedule to complete by the end of April 2021 and will align with Release G hard launch
      ▪ Reports: LRS - Both Reports are on-schedule and planned for soft launch by the end of the month. C-IV Reports replanned to complete development and testing mid-April and will align with Release G hard launch and in accordance with UAT
  o Continued and completed Release G Performance Testing to remain On-Schedule for the Release G Soft-Launch Milestone planned for March 31, 2021
► Architecture
  o Began migration of Jenkins to Amazon Web Services (AWS) Linux
  o Continued efforts to complete Glue proof of concept (PoC)
  o DataBricks PoC paused (as planned) until next week

► Training
  o Qlik Platform Capabilities
    • Continued development of Bookmarks, Add Object, and Duplicate Sheet Web Based Trainings (WBT) content
  o Ad-Hoc Connect and Query
    ▪ DBA team members joined planning session, presented content for connecting to and querying the existing Standby Database source
    ▪ Met with Los Angeles County CalSAWS Support Services (CSS) to discuss Ad-Hoc reporting experience to date

Table 5.1-1 – Release F Soft Launch Timeline

Release F	Week Ending											
	January				February				March			
Remaining Activities	1/8/21	1/15/21	1/22/21	1/29/21	2/5/21	2/12/21	2/19/21	2/26/21	3/5/21	3/12/21	3/19/21	3/26/21
Complete Analytics System Test												
Complete Consortium Tech Test												
Configure Batch Jobs in STG												
Conduct Performance Testing												
Present Performance Test Results												
Complete Performance Testing												
Migrate to PRD (Soft Launch)												
Complete Consortium Pre-CV Test												
Conduct County Validation												

Figure 5.1-2 – CalSAWS Analytics – Release G Burndown (OBIEE)
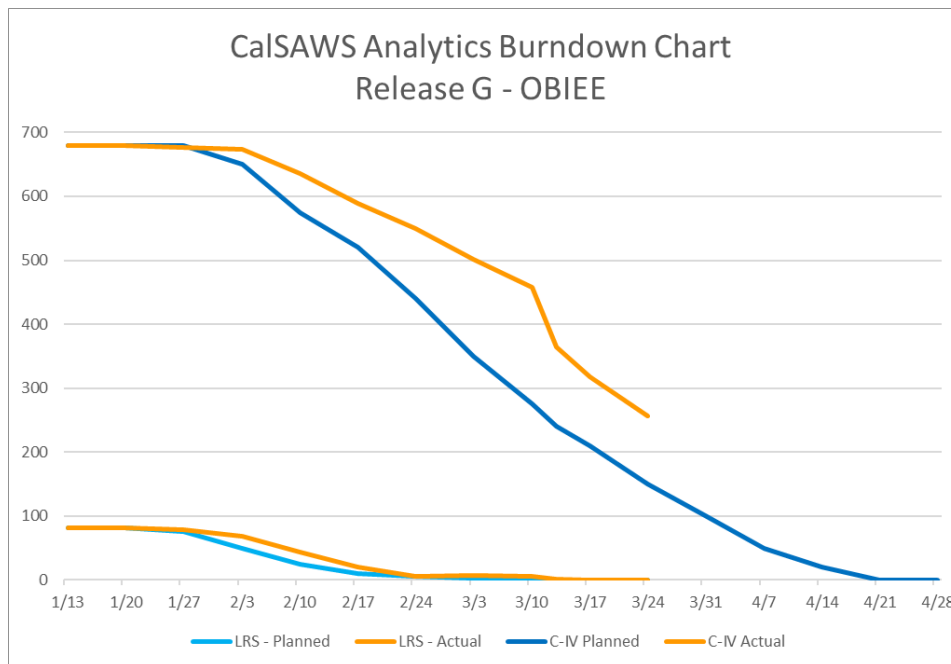
CalSAWS Analytics Burndown Chart
Release G - OBIEE

Figure 5.1- 3 CalSAWS Analytics – Release G Status Matrix (OBIEE)

Release G	Dashboard	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
		Soft Launch (3/31)							
OBIEE	LRS Reception Log - Historical	1/29	2/15	3/19	2/15	2/26	3/26	3/30	HL #4 (TBD)
	LRS Reception Log - Real Time				3/5	3/10	3/26	3/30	HL #4 (TBD)
		40 County System Test (4/30)							
OBIEE - C-IV	C-IV Call Log	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (TBD)
	C-IV Semi Annual Reporting	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (TBD)
	C-IV WPR and Engagement	3/5	3/12	4/15	4/1	4/15	4/28	4/29	HL #4 (TBD)

Legend:
Complete
Complete as of this week
In Progress

Figure 5.1-4 – CalSAWS Analytics – Release G Burndown (State & Management)

CalSAWS Analytics Burn-Down Chart
Release G - State & Management

Figure 5.1-5 – CalSAWS Analytics – Release G Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering		Curation Build		Curation Test		Consortium Curation Test		Visualization Build		Visualization Test		Consortium Viz Validation	
			Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp
Mgmt	Administration	3	2/12	100%	2/17	100%	2/24	100%	3/19	100%	3/12	100%	3/19	100%	3/26	67%
	Case Activity	2	2/12	100%	2/17	100%	2/24	100%	3/19	50%	3/9	100%	3/16	100%	3/26	50%
	Fiscal	34	2/12	100%	2/10	100%	2/17	100%	3/19	53%	3/12	100%	3/19	100%	3/26	65%
TOTAL		**39**	39 of 39 100%		39 of 39 100%		39 of 39 100%		15 of 39 38%		39 of 39 100%		39 of 39 100%		26 of 39 67%	

Type	Functional Area	Number of Reports	Reverse Engineering		Curation Build		Curation Test		Consortium Curation Test		Visualization Build		Visualization Test		Consortium Viz Validation	
			Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp
C-IV Reports	Case Activity	5	2/12	100%	3/25	100%	3/31	100%	4/13	40%	4/2	100%	4/9	80%	4/13	0%
	Employment Services	1	2/12	100%	3/25	100%	3/31	100%	4/13	100%	4/2	100%	4/9	100%	4/13	100%
TOTAL		**6**	6 of 6 100%		6 of 6 100%		6 of 6 100%		3 of 6 50%		6 of 6 100%		5 of 6 83%		1 of 6 17%	

Legend:
- Complete
- Complete as of this week
- In Progress

Table 5.1-6 – Analytics Reports Re-Platform Release Migration Schedule

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	• CalWORKs	Daily	
	• QA	Daily	
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	• CalFresh	Daily	
	• CalFresh Meals	Monthly	
	• Managed Personnel	Daily	
	• SSI/SSP	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	4	0
	• Case Activity	7	0
	• Fiscal	15	0
	• State	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	• Med-Cal	Daily	
	• General Relief	Daily and Monthly	
	• Program Assistance	Monthly	
	• DPSSTATS Scorecard	Daily	
	• AAP (CWS)	Daily	
	• Foster Care (CWS)	Daily	

	• Kin-Gap (CWS)	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	7	0
	• Case Activity	4	0
	• Employment Services	0	0
	• Fiscal	34	0
	• State	13	0
	• Special Units	1	0
	• Resource Data Bank	1	0
Release F (Migration Window: August 2020 – December 2020) In Soft Launch Environment			
Dashboards			
LRS	• Operational Reports	Monthly	
	• Task Management	Daily	
	• Welfare Fraud Prevention & Investigation	Monthly	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	2	2
	• Case Activity	3	5
	• Employment Services	0	1
	• Fiscal	28	2
	• Resource Data Bank	0	0
	• State	26	0
	• Special Units	0	5
Release G (Migration Window: November 2020 – March 2021) In Development			
Dashboards			
C-IV	• Call Log	Daily	
	• Semi Annual Reporting	Daily	
	• WPR and Engagement	Daily	
LRS / C-IV	• Reception Log	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	3	0
	• Case Activity	4	3
	• Employment Services	0	1
	• Fiscal	33	1
	• State	0	0

	• Special Units	0	0
	• Resource Data Bank	0	0
	• New Reports	0	0
Release H (Migration Window: February 2021 – June 2021)			
Dashboards			
LRS	• Caseload History	Monthly	
	• Alerts	Daily	
	• Alerts (CWS)	Daily	
	• Placement Vendor Exception Report (CWS)	Daily	
	• Work Order	Daily	
	• Welfare to Work	Daily	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	0	14
	• Case Activity	1	8
	• Employment Services	0	11
	• Fiscal	2	20
	• State	5	0
	• Special Units	0	6
	• Resource Data Bank	0	2
Release I (Migration Window: May 2021 – September 2021)			
Dashboards			
LRS	• Statistical Reports	Monthly	
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS	• Administrative	11	1
	• Case Activity	19	5
	• Employment Services	3	0
	• Fiscal	28	5
	• State	2	0
	• Special Units	1	1
Release J (Migration Window: September 2021 – January 2022)			
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0

LRS	• Fiscal	36	1
	• Resource Data Bank	1	0
	• Special Units	5	3

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

5.2   Activities for the Next Reporting Period

► Cloud Analytics
  o Release F
    • Continue County Validation testing

Table 5.2-1 – Release F Soft Launch Timeline

Release F	Week Ending											
	January				February				March			
Remaining Activities	1/8/21	1/15/21	1/22/21	1/29/21	2/5/21	2/12/21	2/19/21	2/26/21	3/5/21	3/12/21	3/19/21	3/26/21
Complete Analytics System Test	▓											
Complete Consortium Tech Test		▓										
Configure Batch Jobs in STG	▓											
Conduct Performance Testing		▓	▓									
Present Performance Test Results			▓	▓								
Complete Performance Testing				▓								
Migrate to PRD (Soft Launch)				▓								
Complete Consortium Pre-CV Test					▓	▓	▓	▓				
→ Conduct County Validation									▓	▓	▓	▓

  o Release G
    • Continue build and test efforts for C-IV dashboards
    • Continue build and test efforts for C-IV Reports
    • Complete Release G Performance Testing
    • Review Release G Performance Test Results with Consortium and ClearBest QA
    • Submit request to the Consortium for Approval to deploy Release G Dashboards and Reports to Soft-Launch
    • Complete soft launch for March 31, 2021 Milestone
  o Training
    • Qlik Platform Capabilities
      ▪ Continue development of Bookmarks, Add Object, and Duplicate Sheet
      ▪ Confirm status of file and tool requirements for C-IV and CalWIN end user access
    • Ad-Hoc Connect and Query
      ▪ Review Ad-Hoc connect and query in new platform access and instruction with Los Angeles County CalSAWS Support Services (CSS) unit
      ▪ Confirm distribution list and session announcement avenues
      ▪ Re-visit content needs/expectations related to APEX
      ▪ Continue meeting with session topic owners to build out session content

► Architecture
   o   Continue migration of Jenkins to AWS Linux
   o   Complete Glue job runs
   o   Resume DataBricks proof of concept (PoC)

5.3   Deviations from Plan/Adjustments

► None for the reporting period

CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: March 22, 2021 to March 28, 2021

27 of 63

6.0   Application Development and Test

6.1   Highlights of the Reporting Period

6.1.1   Application Development Summary

**Table 6.1.1-1 – CalSAWS Application Development Summary**

	Status	21.05	21.06	21.07	21.11	22.01	22.03	22.05	22.07	22.09	22.11
Design	New	0	0	10	33	29	24	5	1	4	0
	Design in Progress	1	0	11	18	12	1	0	0	0	0
	Ready for Committee	0	0	1	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	0	8	2	0	0	0	0	0	0
Build	Approved	0	0	5	2	1	2	1	1	1	1
	In Development	8	0	10	0	0	0	0	0	0	0
	Development Complete	0	0	1	0	0	0	0	0	0	0
	In Assembly Test	0	1	1	0	0	0	0	0	0	0
Test	System Test	44	0	0	0	0	0	0	0	0	0
	Test Complete	0	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	53	1	47	55	42	27	6	2	5	1

SCRs in Production	569
SCRs with Release TBD	7

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

6.1.2   DDID System Test Status

**Figure 6.1.2-1 – DDID System Test Status**
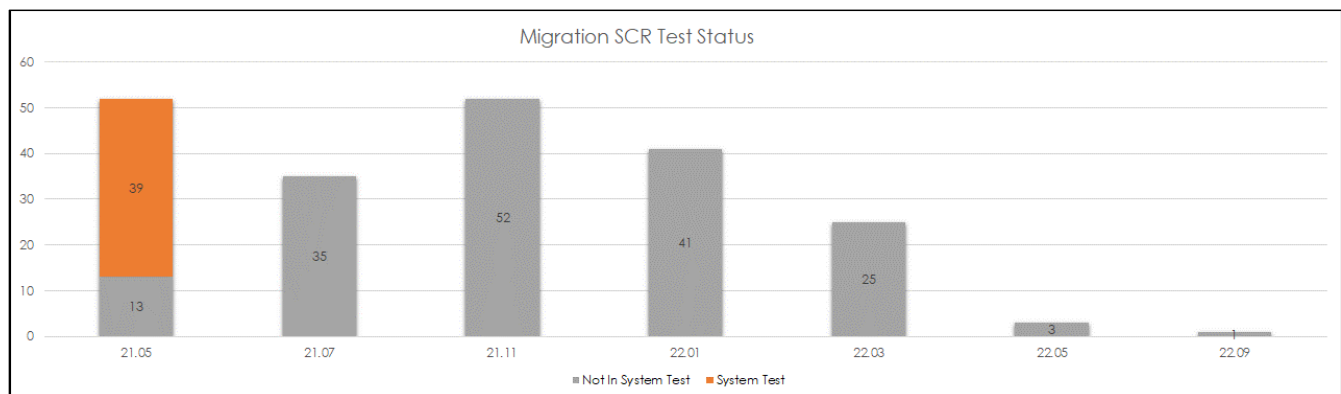
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In Production statuses; Test Complete includes Test Complete; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery
- Counts are higher in this chart (as compared with Design and Build Status) due to the inclusion of all CalSAWS DD&I SCRs targeted for the release, such as DD&I Training and Technical SCRs

Table 6.1.2-1 – DDID System Test Status

Pass Rate Target as of March 19, 2021	**0%**
Pass Rate Actual as of March 19, 2021	**0%**
System Test Complete Date: May 19, 2021	
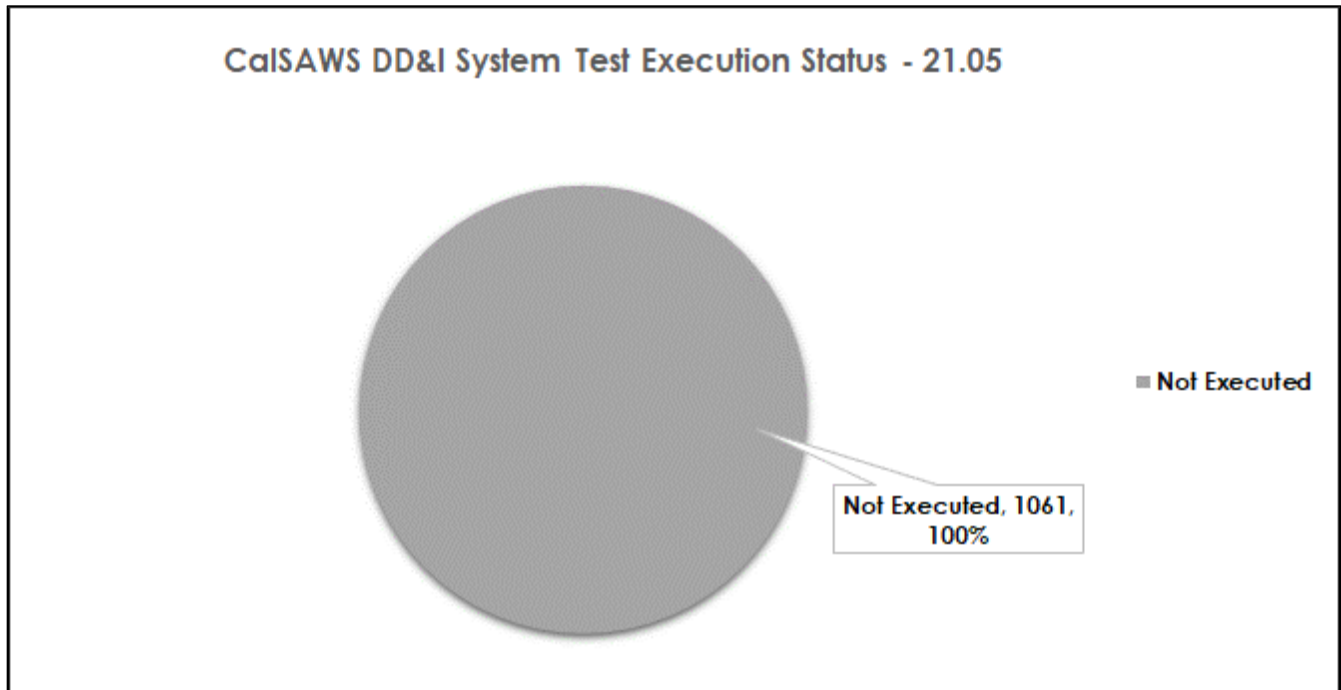
Note: Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

▶ Continued drafting designs for DDIDs. Status is provided in Figure 6.1.1-1 (CalSAWS DDID Design Status) above
▶ Continued build activities. Status is provided in Figure 6.1.2-1 (CalSAWS DDID Build Status) above
▶ Continued test preparation for CalSAWS Release 21.05. Status is provided in Figure 6.1.2-1 (CalSAWS DDID System Test Execution Status) above

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

▶ Meetings to further plan and discuss File Exchange test execution during June 2021 to July 2021
  o Meetings during the reporting period:
    • eICT/CalWIN: March 23, 2021 (2:00 p.m. – 2:30 p.m.)
    • San Bernardino County: March 24, 2021 (1:00 p.m. – 1:30 p.m.)
  o Upcoming Meetings:
    • CCSAS: April 7, 2021 (3:30 p.m. – 4:00 p.m.)
   • CDSS: March 29, 2021 (3:00 p.m. – 4:00 p.m.)

- CMIPS/OSI: April 8, 2021 (3:00 p.m. – 3:30 p.m.)
- EBT/FIS: April 7, 2021 (1:30 p.m. – 2:00 p.m.)
- Kern County: April 6, 2021 (1:00 p.m. – 1:30 p.m.)
- Marin County: March 30, 2021 (1:00 p.m. – 1:30 p.m.)
- MEDS (DHCS): April 1, 2021 (10:00 a.m. – 11:00 a.m.)
- Sutter County: April 8, 2021 (1:30 p.m. – 2:00 p.m.)
- WDTIP: April 7, 2021 (1:00 p.m. – 1:30 p.m.)

6.1.4 Converted Data Test (CDT):

► Continued test execution of C-IV CDT phase

Chart 6.1.4-1 – C-IV CDT Execution Status

Pass Rate Target as of March 26, 2021	74%
Pass Rate Actual as of March 26, 2021	79%
System Test Complete Date: April 30, 2021	
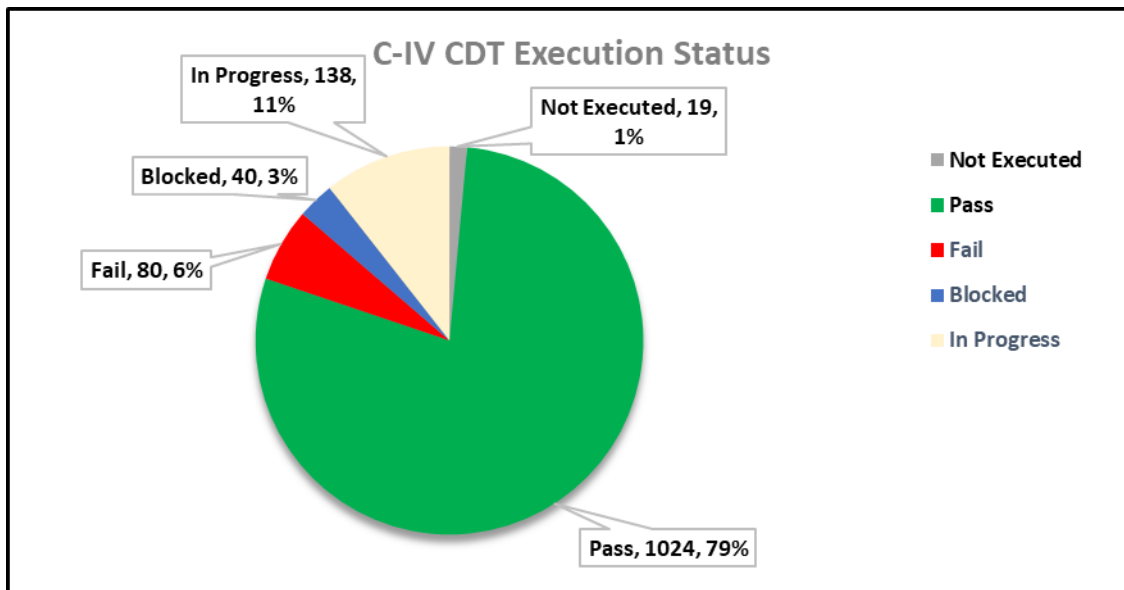
Note: Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

6.1.5   Non-State Forms (NSF):

► Four SCRs are test complete and being scheduled for an upcoming priority release
► Group 1: Migrate C-IV Forms with No Changes:
  o State forms:
    • The table below currently only shows status for English and Spanish versions of the State forms

Table 6.1.5-1 – Migrate C-IV Forms with No Changes

Migrate C-IV Forms - No Changes	Form Count	Status		
State Recommendation		In Design	In Development	Deployed to Production
State Form	6	0	1	5
Keep as a Non-State Form	7	0	0	7
Grand Total	**13**	**0**	**1**	**12**

► Group 2: Migration C-IV Forms with Changes:
  o State forms:
    • The table below currently only shows status for English and Spanish versions of the State forms

Table 6.1.5-2 – Migrate C-IV Forms with Changes

Migrate C-IV Forms - With Changes	Form Count	Status		
State Recommendation		In Design	In Development	Deployed to Production
State Form	6	0	0	6
Keep as a Non-State Form	6	0	0	6
Grand Total	**12**	**0**	**0**	**12**

► Group 3: Update LRS Forms:
  o State forms:
    • The table below currently only shows status for English and Spanish versions of the State forms

Table 6.1.5-3 – Update LRS Forms

Update LRS Form	Form Count	Status		
State Recommendation		In System Test	Test Complete	Deployed to Production
State Form	6	0	1	5
Existing State Form	2	0	0	2
Keep as a Non-State Form	15	0	0	15
Grand Total	**23**	**0**	**1**	**22**

► Group 4: Add new Non-State forms
  o State forms:
    • The table below currently only shows status for English and Spanish versions of the State forms
    • Added GEN 102 to the State form count below. ADM 102 was implemented in 20.09 as CSF 105. The State subsequently is converting this to a State form, GEN 102. The ADM 102 will be used until the GEN 102 is implemented

Table 6.1.5-4 – Add New Non-State Forms

New Forms	Form Count	Status		
State Recommendation		In Design	In Development	Deployed to Production
State Form	15	2	5	9
Existing State Form	2	0	2	0
Keep as a Non-State Form	12	0	11	1
Grand Total	**29**	**2**	**18**	**10**

6.1.6   Task Management

► Continued to meet with Consortium Analysts and Quality Assurance team to develop designs for the 21.07 release
  o CA-214915 DDID 2251
 o CA-214910 DDID 2241
  o CA-214901 DDID 2197

Figure 6.1.6-1 – Task Management DDID Status
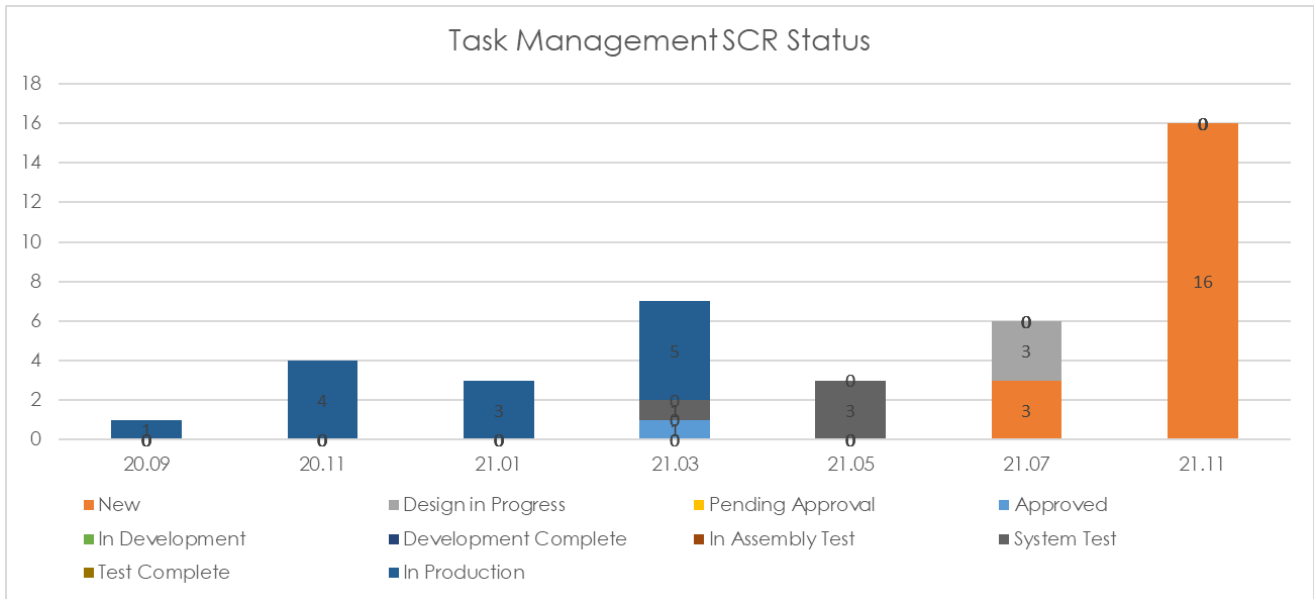
6.1.7   API

▶ Continued meeting with Consortium Analysts and the Quality Assurance team to develop designs for the 21.11 release
   o CA-214759 – DDID 2356 FDS: API - Worker Info API
   o CA-214757 - DDID 2354 FDS: API - Verifications API
   o CA-214750 - DDID 2347 FDS: API - Issuance API
   o CA-214744 - DDID 2341 FDS: API - Activity Agreements API

Figure 6.1.7-1 – API DDID Status
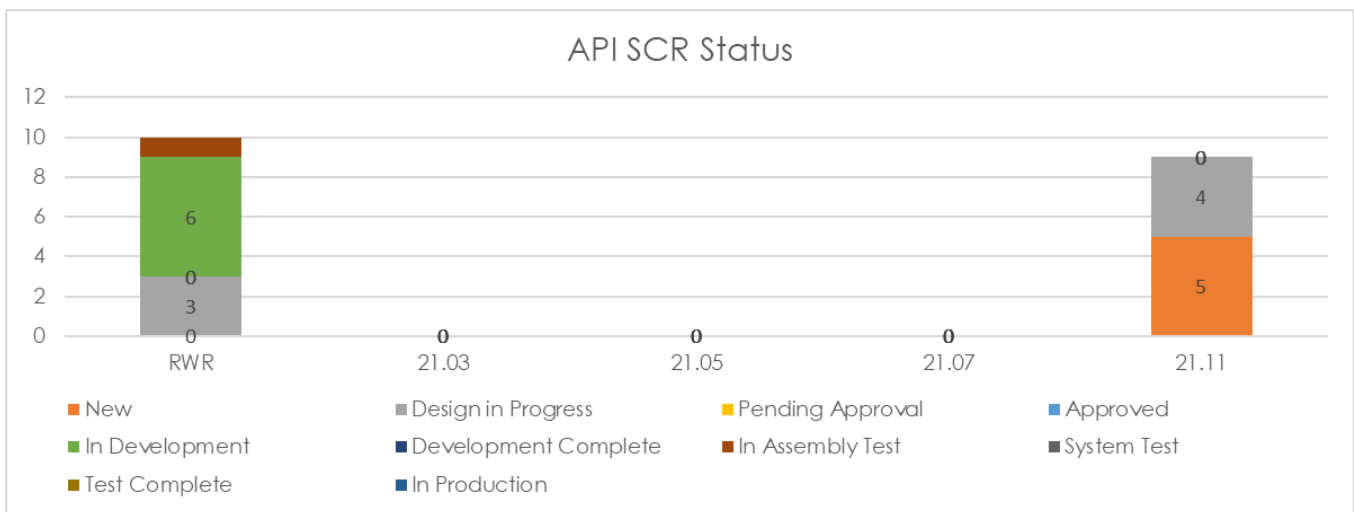
6.1.8   GA/GR

▶ General:
- o Provided the weekly status update to Consortium on March 23, 2021
- o Completed review of all the WCDS Correspondence documents
- o Discussed GA GR Display only reasons (1,043) with Consortium on March 26, 2021
- o Discussed the GA GR Correspondence deliverables and design Clarifications on March 23, 2021 and March 25, 2021
- o Completed development and started Assembly testing of 21.05 SCR
  - • CA-215675 – Two party check: C-IV and Los Angeles County changes
  - • SCR CA-224044 Display GA GR left Navigation for Managed GR. Filter GR program in Run EDBC. Auto post GA/GR EBT Repayment for Managed GR
  - • SCR CA-223610 Program code update in Workload Inventory, SSIAP Workload Page for Managed and Non-Managed GR
- o Continued with development of 21.07 SCRs
  - • CA-215665 – (Phase 1, Batch 1 (10) SFU rules, NOA reasons)
  - • CA-215666 – (Phase 1, Batch 2 [12 rules])
  - • CA-215926 – (Phase 1, Batch 3 [12 rules])
- o Continued with 21.11 designs
  - • CA-215916 (Phase 2, Batch 1 [8 rules])
  - • CA-215927 (Phase 2, Batch 2 [8 rules])
  - • CA-215672 (Phase 2, Batch 3 (6 rules))
  - • CA-215664 – DDID 2313 FDS: GA GR Employment Services – Phase 1

Figure 6.1.8-1 – GA/GR DDID Status
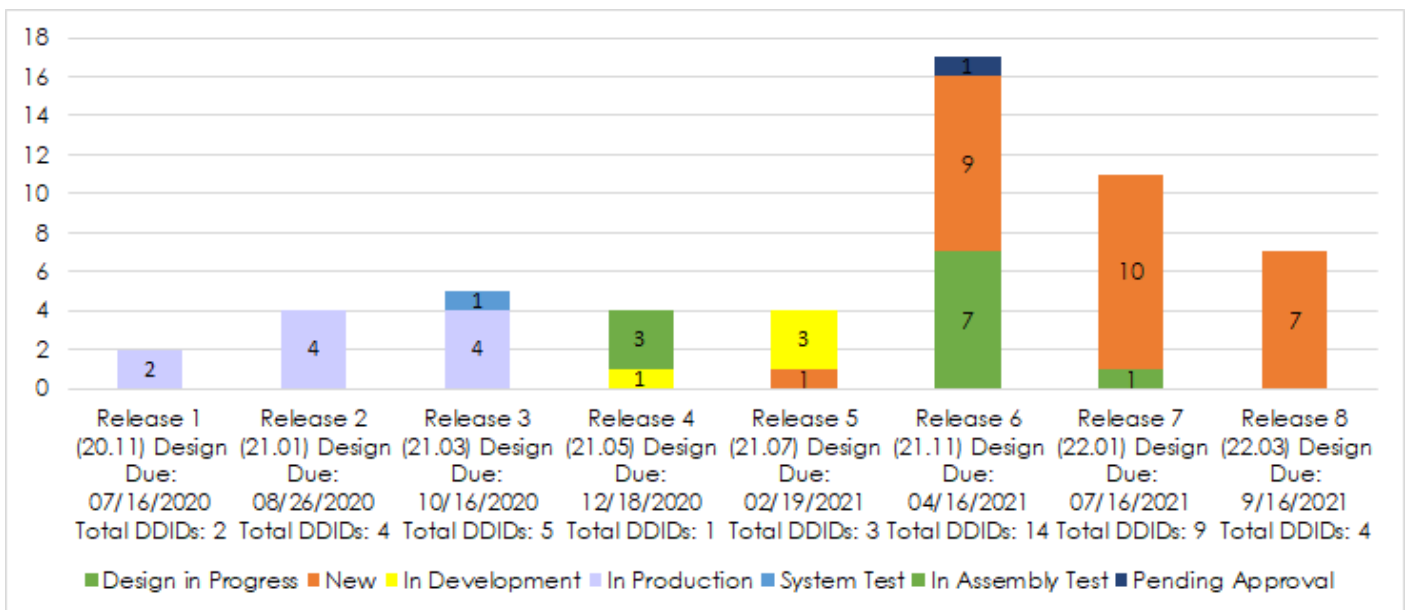
▶ CalWIN Correspondence Track:

Figure 6.1.8-2 – GA/GR Correspondence

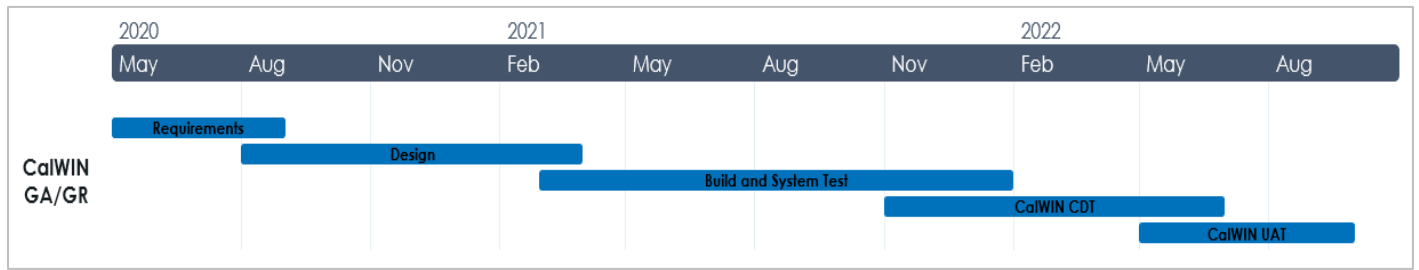**Figure 6.1.8-3 – CalWIN GA/GR Correspondence**
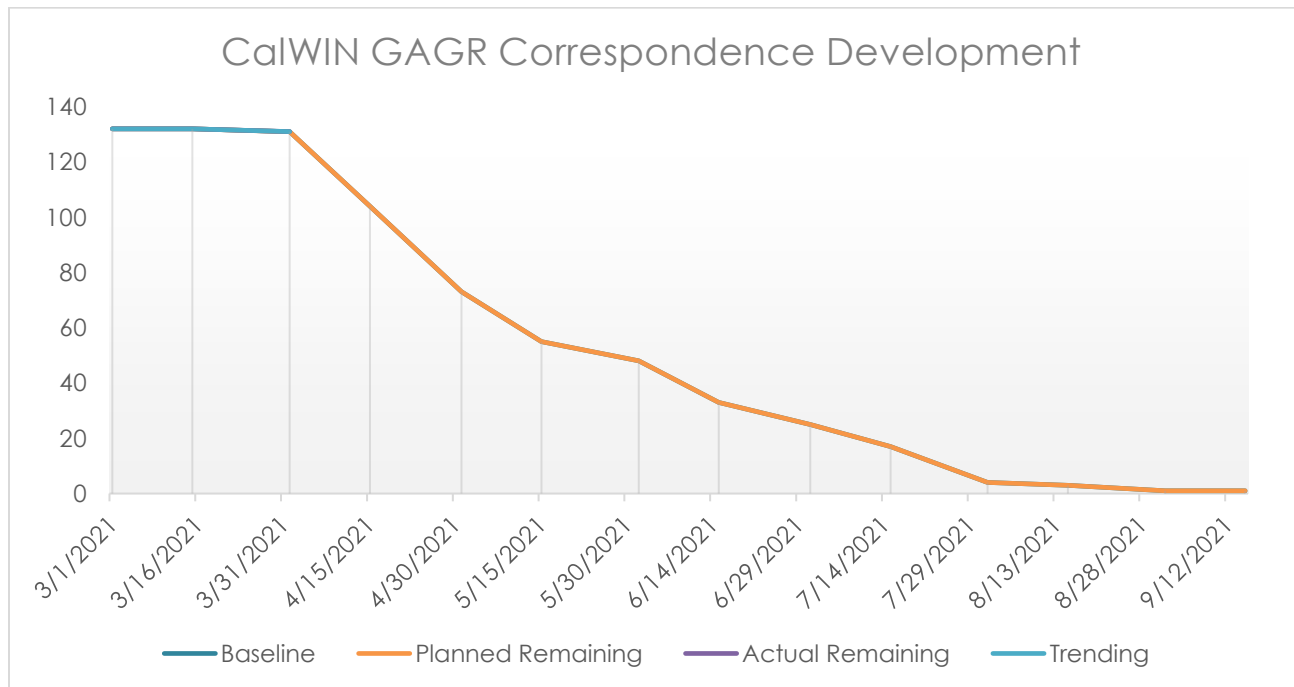
Table 6.1.8-1 – GA/GR Correspondence

| GAGR - Notices Design Phase Delivery											
Design Phases	Total Items	DDID	SCR	Duration		Deferred	Not Started	In Progress	Internal Review	WCDS/CalWIN Committee/Consortium Review	WCDS/CalWIN Committee/Consortium Approved
CC Areas Overall	1338			Planned Start	Planned End*	1	0	0	0	0	1337
CC Print (Case Worker Functionality)	14	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	9/30/2020	12/31/2020	1	0	0	0	0	13
CC Maintenance (CC Admin Functionality)	158	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	10/5/2020	1/22/2021	0	0	0	0	0	158
Template Specifications	39	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	11/2/2020	2/12/2021	0	0	0	0	0	39
Appendix A Correspondence list GAGR only	968	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	11/2/2020	3/8/2021	0	0	0	0	0	968
Appendix A Correspondence list GAGR + other programs	155	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	11/24/2020	3/8/2021	0	0	0	0	0	155
New GA/GR NOAs (Non CalWIN Counties)	4	2319a 2314d 2319b	CA-215670 CA-215920 CA-215671	2/10/2020	3/8/2021	0	0	0	0	0	4
*Planned end dates are being discussed and coordinated to include stakeholder reviews											

6.1.9   CalSAWS Portal Integration

Figure 6.1.9-1 – CalSAWS BenefitsCal Component Timeline
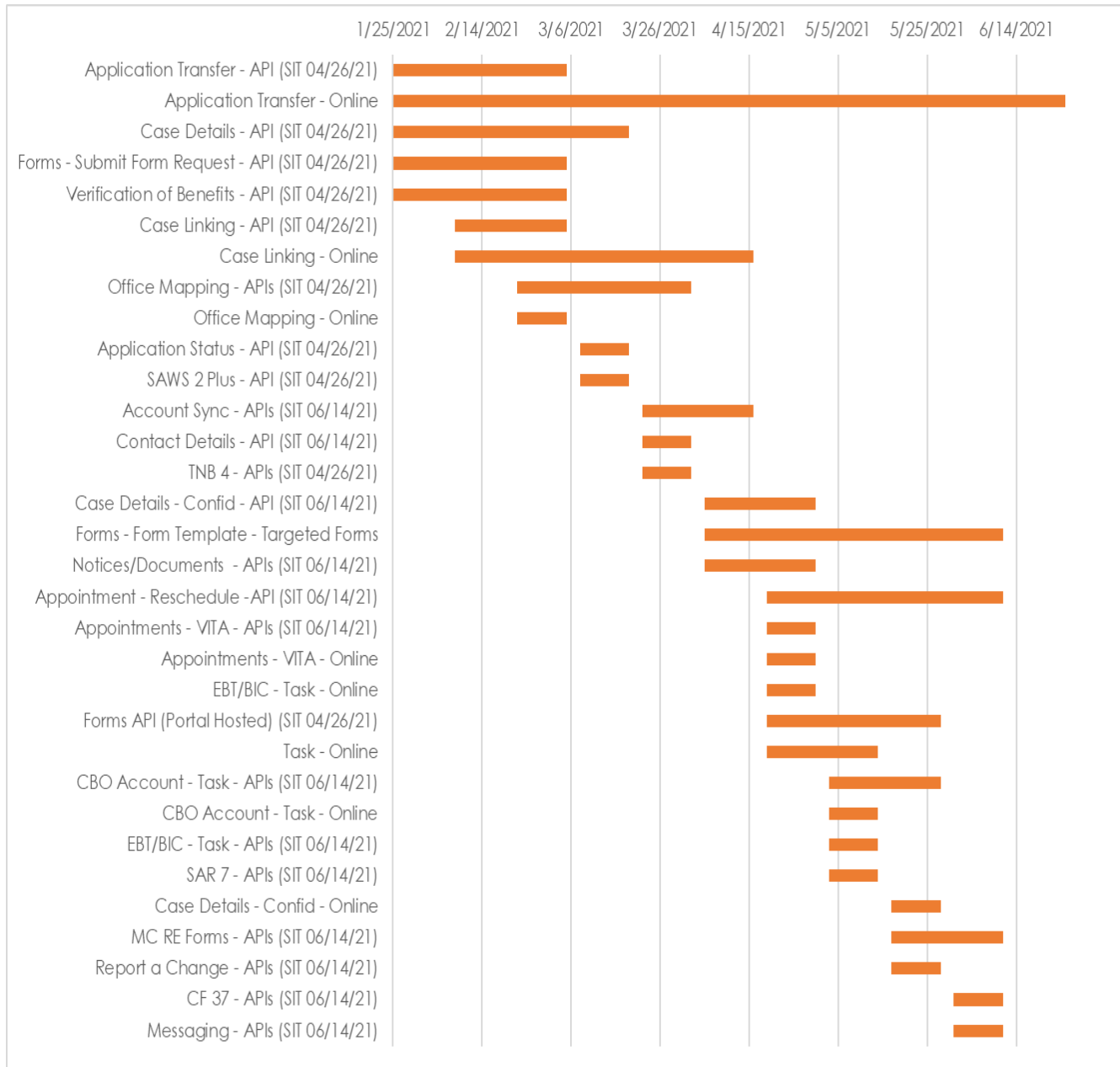
► Continued Sprint 5 activities and met with Consortium Analysts and Quality Assurance team for design and development activities for the following components:
  o Application Transfer – Online
  o Case Linking – Online
  o Contact Details - API
  o Account Sync - API
  o TNB 4 – API
  o Office Mapping - API
  o SAWS 2 Plus – API

Figure 6.1.9-2 – CalSAWS BenefitsCal Burndown Chart
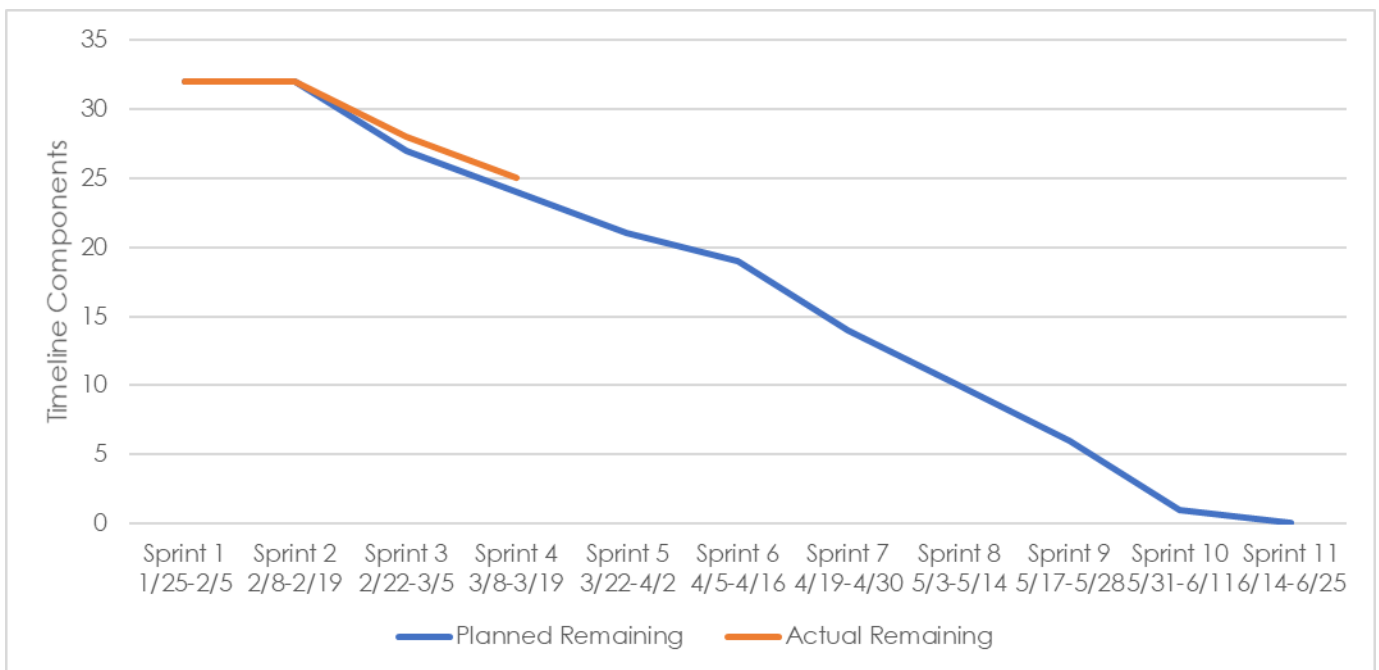
6.1.10   Batch Regression Test

► Began Batch Regression test on March 1, 2021 and has had 3 batch cycles tested
► Batch Regression was paused to performance test the batch performance environment on Los Angeles County only data and batch schedule (run on March 26, 2021). Regression testing will resume when the environment is refreshed to 40 County volume (in progress)

Figure 6.1.10-1 – Batch Regression Burndown Chart

Batch Regression Weekly Burndown Chart
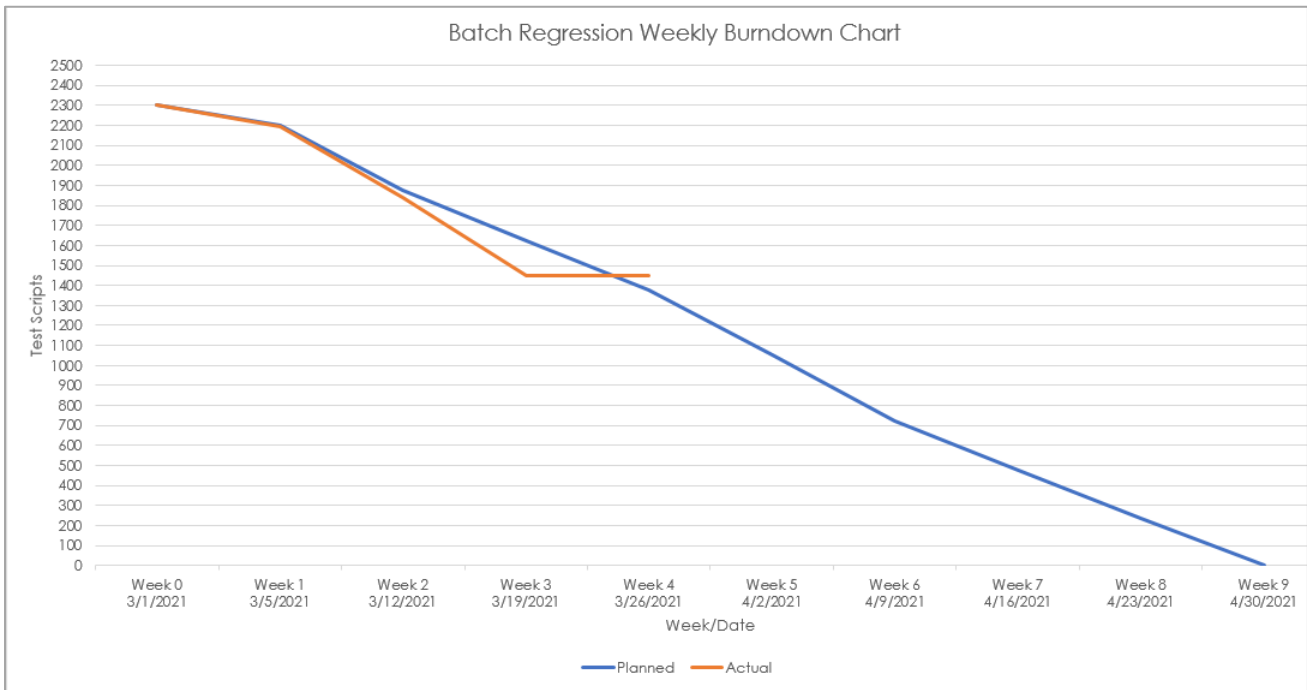
Chart 6.1.10-2 – Batch Regression Execution Status

Pass Rate Target as of March 19, 2021	**40%**
Pass Rate Actual as of March 19, 2021	**37%**
Regression Test Complete Date: April 30, 2021	
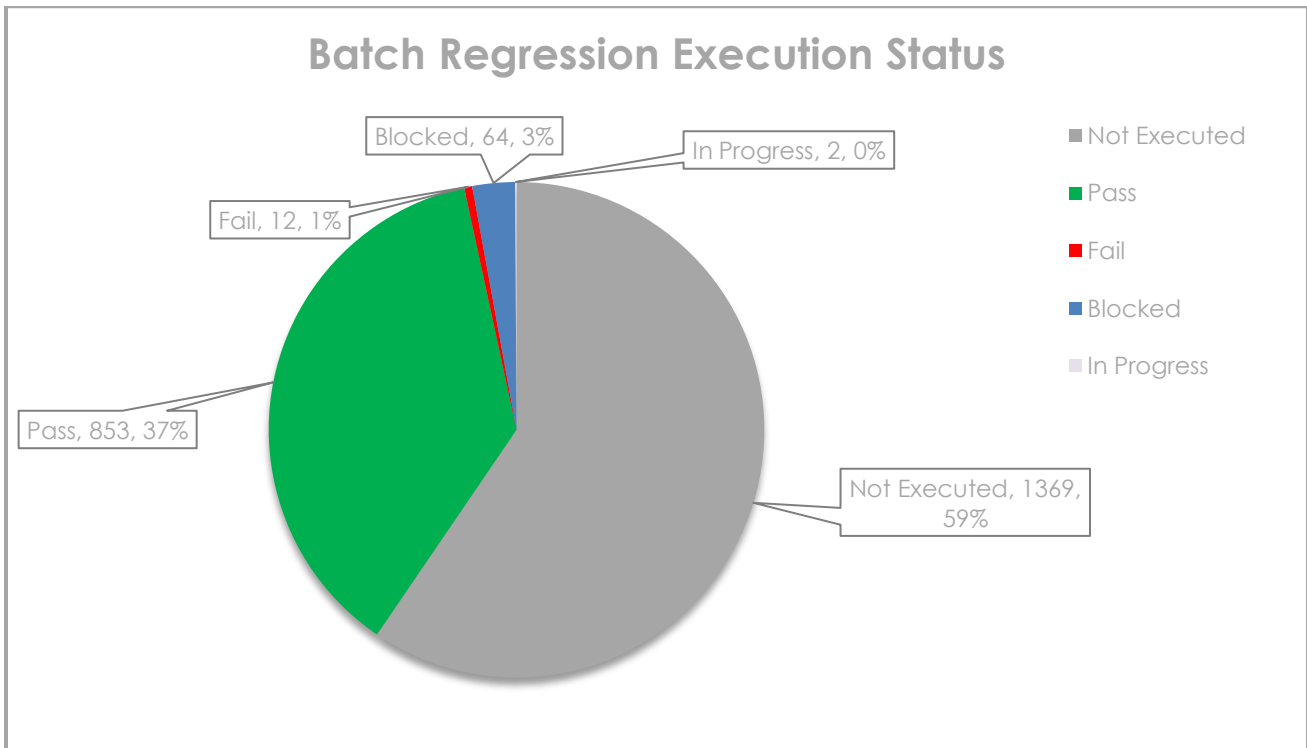
Batch Regression Execution Status

6.1.11 Case Purge

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

- ► Continuing Sprint 11, which includes the following:
  - o Performance testing deletion process, including PDF generation and deletion of documents and images
  - o New Case Data Removal Completion Report

Figure 6.1.11-1 – Case Purge Burndown Chart
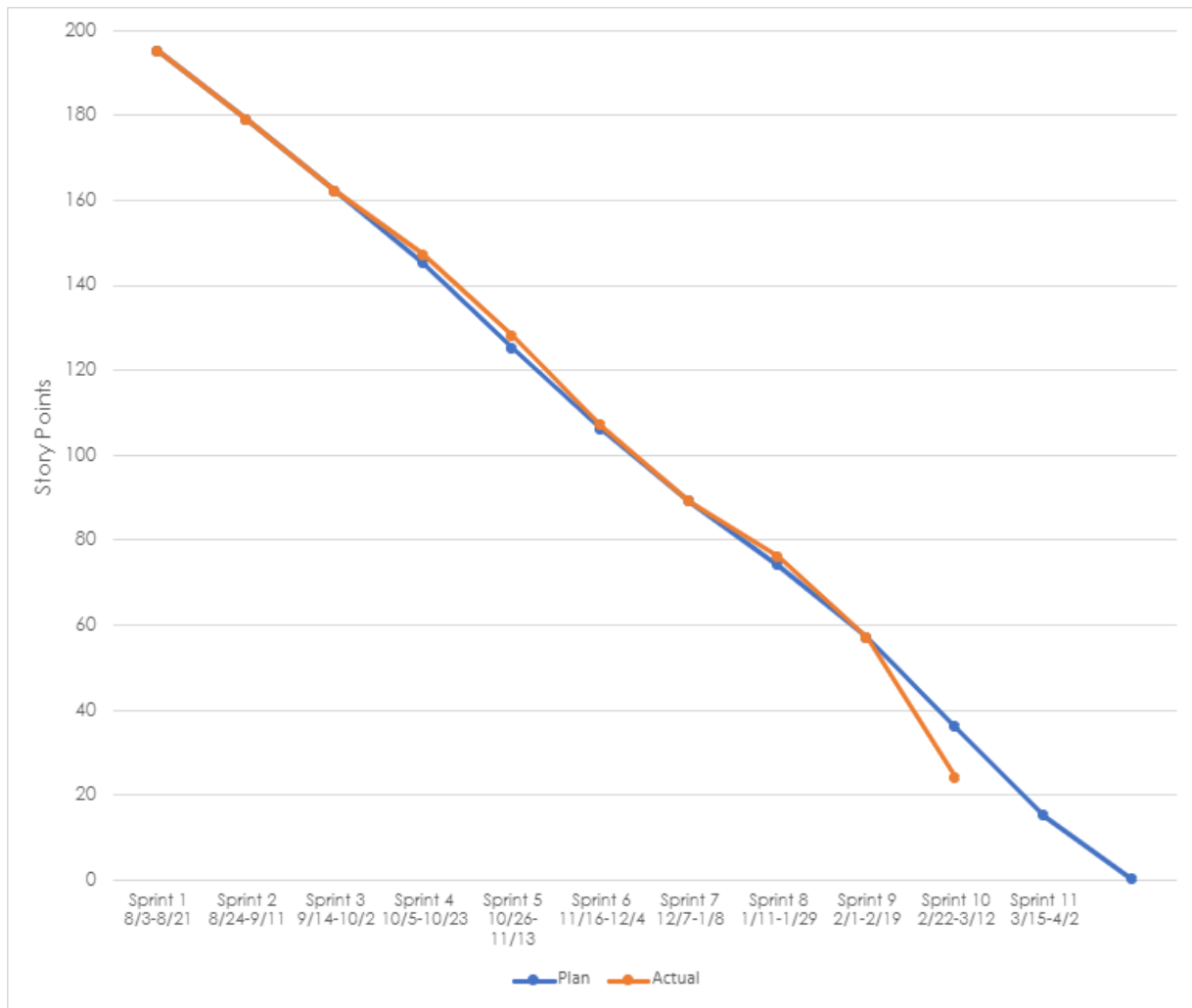
Table 6.1.11-1 – Planned Purge Sprints

Sprint 1	Case Identification, Case Purge Table creation, Data Identification Batch job
Sprint 2	Batch Scheduling, Exception Logging, ID performance tuning, Pre-Purge Report
Sprint 3	Case Summary Flag, Override Page, Purge Override Report
Sprint 4	Batch framework for Deletion Process, Purge Status update, Case deletion tables
Sprint 5	Creation of PDFs for Journal, Issuances
Sprint 6	Restart capabilities, Id of PGM_DETL purge dependencies, Batch window criteria, Updates to Detail page to access PDFs
Sprint 7	Delete from ABSENT_PARENT, JOURNAL_ENTRY and their child tables
Sprint 8	Delete from GENERATE_DOC and dependencies, Nightly re-verify of Purge Status for previously identified cases.
Sprint 9	Delete Alfresco Document files, Delete from PGM_DETL and CASE tables with their dependencies
Sprint 10	Delete from CASE_PERS and Delete images associated with purgeable cases
Sprint 11	Automation of DB Optimization Process (Index rebuild, compute status, etc.)

6.1.12   Deliverable Management

Table 6.1.12-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	- Continued developing the DDEL - Submission of the DDEL is due on May 14, 2021
53	CalSAWS Requirements Traceability Matrix – Update #7	Received approval for the FDEL on March 23, 2021

6.2   Activities for the Next Reporting Period

- ► Continue drafting designs for Migration Impact SCRs
- ► Commence test execution for CalSAWS 21.05 Release
- ► Continue build activities for Release 21.05 and commence build activities for 21.07

Deliverable Management

Table 6.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
52	CalSAWS (C-IV) UAT Readiness Report/Milestone	• Continue developing the DDEL • Submission of the DDEL is due on May 14, 2021

6.3   Deviations from Plan/Adjustments

- ► None for the reporting period

7.0   Conversion

7.1   Highlights of the Reporting Period

- ► C-IV Conversion
    - o Continued Golden Data Set (GDS) #3 activities
    - o Continued Eligibility Determination Benefit Calculation (EDBC) match analysis
    - o Continued Design and Development on Consolidated Case Review (prioritized) report
    - o Continued progress on cutover activities and mock conversion planning

Table 7.1-1 – C-IV Mock Conversion Schedule

| MILESTONES	TARGETED MONTH	STATUS
C-IV Mock Conversion Finalize Schedule of Activities	March 2021	• In progress and on schedule
C-IV Mock Conversion Table Read	April 2021	• Not started
C-IV Mock Conversion #1	May 2021	• Not started
C-IV Mock Conversion #2	June 2021	• Not started
C-IV Mock Conversion #3 - County Validation	July 2021	• Not started

- ► CalWIN Conversion:
  - o Completed final Admin build
    - • 2 items remain to be closed once data is deployed to AT environment
  - o Continued Performance Discovery Runs
    - • Currently executing against Wave 3 Counties
  - o Completed EDBC Match Planning
    - • EDBC discovery issues will be primary focus for first sprint
    - • Plan is to complete major program runs by October 2021. Minor programs to follow
  - o Completed Data Conversion System Test Planning
    - • Plan and Epics/Sprints identified
    - • Lifecycle communicated to team. Trial run test scenario completed
  - o Continued Converted Data Delivery planning updates
    - • Plan and Epics/Sprints identified
    - • Target Data Model and data import date identified (Week of April 5, 2021)
    - • Continuing to finalize source data import into conversion development environment dates
  - o Continued Admin End of Epic Packet generation
- ► CalWIN Data Migration (Gainwell Technologies)
  - o Continued development and testing of extraction logic
- ► CalWIN Data Retention M&O (Gainwell Technologies)
  - o During the weekend of March 28, 2021, Data Retention was not run in CalWIN per schedule. Activities are scheduled to begin again on April 04, 2021
    - • Completed to date are Sonoma, Santa Barbara, Santa Cruz, Yolo, San Luis Obispo, Contra Costa and Placer Counties

Figure 7.1.1 – CalWIN Data Retention Phase II Gantt Chart
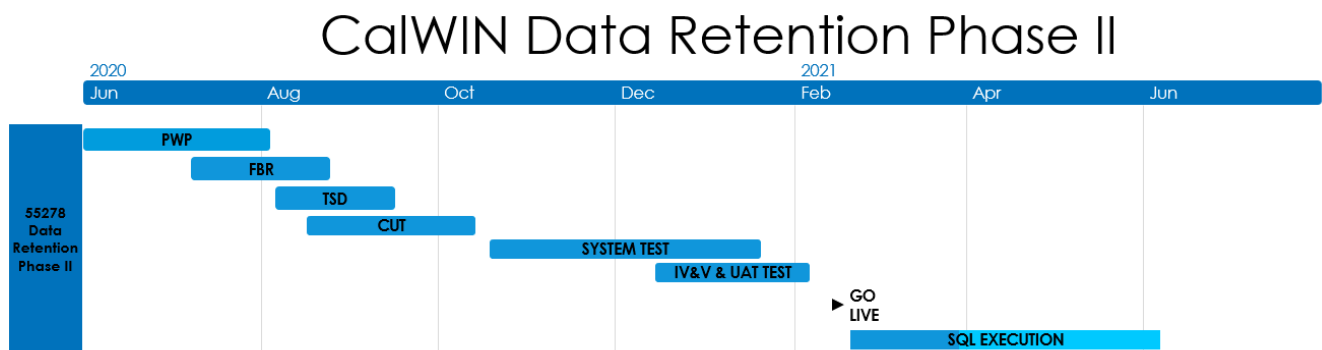
Table 7.1.2 – CalWIN Data Retention Phase II Status

CalWIN Data Retention Phase 2					
MILESTONES	**DUE DATE**				**STATUS**
Project Work Plan Phase	August 3, 2020	🟢		100%	Complete
Functional Business Requirements Phase	August 24, 2020	🟢		100%	Complete
Technical System Design Phase	September 15, 2020	🟢		100%	Complete
Coding and Unit Testing Phase	October 13, 2020	🟢		100%	Complete
System Test Results Phase	January 19, 2021	🟢		100%	Complete
User Acceptance Phase	February 5, 2021	🟢		100%	Complete
Project Implementation	February 15, 2021	🟢		100%	Complete
Initial SQL Execution	June 06, 2021	🟢		44%	In Progress
Post Implementation Support	June 30, 2021	🟢		0%	Scheduled

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

► Ancillary Systems Conversion:
  o Automated Framework
    • 17 of 17 Counties have successfully logged on to AWS
    • 154 files have been uploaded during the month of March 2021
  o Access to AWS
    • Received 29 of the 29 County and Functional Area User have been granted access to the CalSAWS Amazon Web Services (AWS) Cloud for uploading County extracted files
  o Continued to provide weekly status updates regarding the Ancillary Systems Conversion effort

Table 7.1-3 – Ancillary Status by Functional Area

Phase	Collections	Fraud	Task Management
Data Mapping	On-schedule	On-schedule	On-schedule
Transformation	13 of 14 Counties have successful submitted	5 of 6 Counties have successful submitted	7 of 8 Counties have successful submitted
Risk or Issues	None	None	None

Table 7.1-4 – 6 Month Horizon Milestones

MILESTONES	TARGETED MONTH	STATUS
Facilitate Ancillary Conversion data mapping workshops	October 2020 – January 2021	• Complete
Design/build/test conversion routines	October 2020 – July 2021	• In-progress (on-schedule)
Facilitate on-going support for Ancillary Conversion data mapping	February 2021 – September 2023	• In-progress (on-schedule)

Table 7.1-5 – CalWIN Conversion Statistics
Admin (November 2020 – February 2021) - Total Tables: 273

Admin– Admin Functional Areas										
			Item Status							
Sprint	Total Tables	Sprint Duration	Not Started	Analysis and Mapping in Progress	Ready for Consortium Review	Build in Progress	On Hold	Completed	CNR	Deferred
Admin Planning		11/23/2020 - 12/4/2020	273 Items (+23 Data Model and Bug Changes) • 103 Previously mapped or duplicate • 9 items deferred (GA/GR, EDBC Match) • 14 CNR • 147 to be mapped (Note: Expectation is that a significant number of these tables will be CNR or otherwise deferred to OCM/County consultation)							
Data Model Updates	22	12/2/2020 - 12/16/2020	0	0	0	0	0	19	1	2
Data Model Hardening	TBD	12/16/2020 - 12/23/2020	0	0	0	0	0	0	0	0
Admin Sprint 2	42	12/28/2020 - 1/15/2021	0	0	0	0	0	25	16	1
Admin Sprint 3	43	1/18/2021 - 2/5/2021	0	0	0	0	0	34	9	0
Admin Sprint 4	73	2/8/2021- 2/19/2021	0	0	0	2	0	31	40	0
Admin Hardening	TBD	2/22/2021 - 3/5/2021	0	0	0	0	0	0	0	0
Admin Review	N/A	3/8/2021 - 3/19/2021	0	0	0	0	0	0	0	0

NOTES: 'Conversion Not Required' (CNR) represents those target tables that during analysis or mapping was determined there is no need to convert into the targeted CalSAWS table. The 'Deferred' column represents differences which are dependent on CalSAWS Application Development Team designs

Figure 7.1-3– Ancillary Systems Conversion Gantt Chart
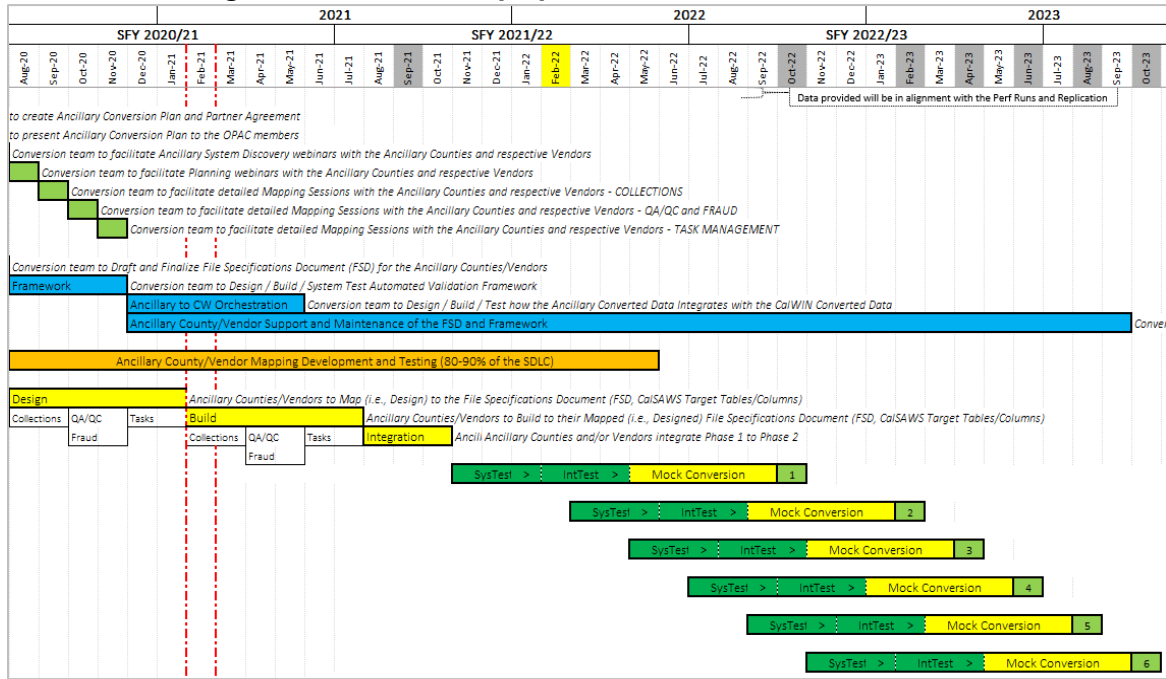
Table 7.1-6 – Ancillary Systems Conversion Milestones

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

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

Table 7.1-7 – Ancillary Systems Conversion Milestones - Network Connectivity

FINISH	TECHNICAL MILESTONE	TECHNICAL MILESTONE DESCRIPTION
January 2021	Ancillary System Drop Zone Identified (in CalSAWS AWS)	Accounts in the CalSAWS AWS have been created for the Ancillary Counties to send files/data
February 2021	Protocol for Sending Data Confirmed	Ancillary Counties and CalSAWS Project Technical teams have determined and agreed to the methods and processes for sending files/data to CalSAWS AWS (S3)
February 2021	Identity and Access Management Credentials Enabled	CalSAWS Project Technical teams have provided Ancillary Counties credentials granting the Access to send files to CalSAWS AWS (S3)
June 2021	Test File Transmission Successful	Ancillary Counties and CalSAWS Project Technical teams have successfully sent files to CalSAWS AWS (S3)

Deliverable Management

Table 7.1-8 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2   Activities for the Next Reporting Period

▶ C-IV Conversion:
  o Continue to execute Eligibility Determination Benefit Calculation (EDBC) Match
  o Continue to support Converted Data Test (CDT)
  o Continue work on Golden Data Set (GDS) #3

- ► CalWIN Conversion:
  - o Complete final testing for Administration Sprint 4
  - o Continue Discovery runs in performance environment (Note: Run is on unfiltered data and unoptimized routines)
  - o Begin EDBC match bug resolutions EBC sprint 1
  - o Begin System Test Online scenario sprint 1
  - o Continue Converted Data Delivery planning activities
  - o Continue to support Consortia Side-by-Side effort
  - o Complete Admin End of Epic Packet generation
- ► CalWIN Data Migration (Gainwell Technologies)
  - o Continue development of extraction activities
  - o Continue documentation with CalSAWS on extraction plans around shell cases
- ► CalWIN Data Retention M&O (Gainwell Technologies)
  - o Continue execution of Data Retention on 11 remaining CalWIN Counties
- ► Ancillary Systems Conversion:
  - o On-going support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
  - o Continue to staff and mobilize the Ancillary Systems Conversion teams
  - o Continue design/build/test of data conversion routines and remains on schedule for completion by end of May 2021
  - o Continue to update the Ancillary Systems file specifications documents (as needed)
  - o Continue to update the Ancillary Systems Conversion Plan work product (as needed)

Deliverable Management

Table 7.2-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

## 7.3   Deviations from Plan/Adjustments

- ► None for the reporting period
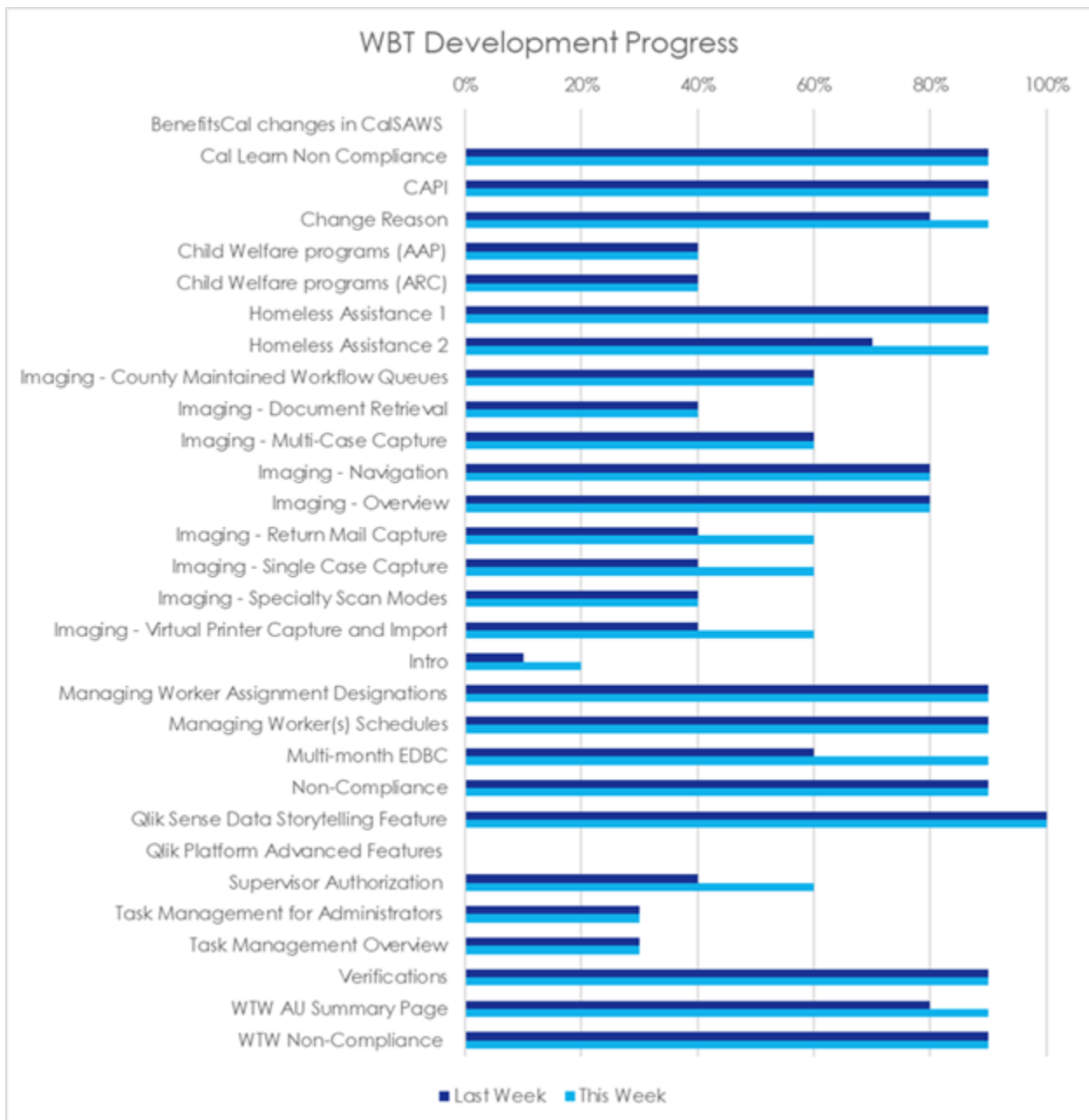
8.0   Training

8.1   Highlights of the Reporting Period

► Hosted weekly Training Touchpoint meeting on March 22, 2021
► Continued R21.05 Training SCRs
► Continued development of C-IV Migration Web Based Training (WBT) Design and Build
► Imaging
   o Presented Imaging status at weekly Training Touchpoint with Consortium Training Manager on March 22, 2021
   o Continued Imaging WBT Build
   o Continued Imaging Job Aid development

Figure 8.1-1 Training SCR Status
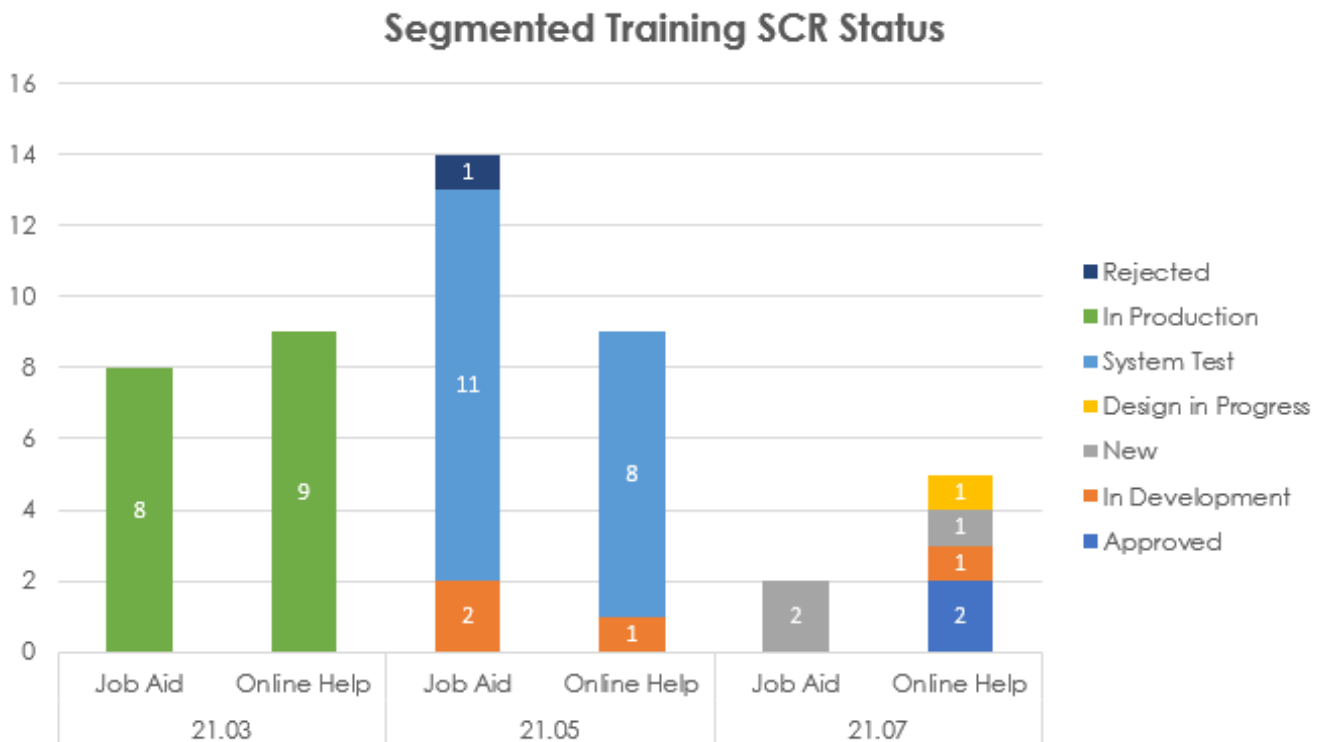
Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

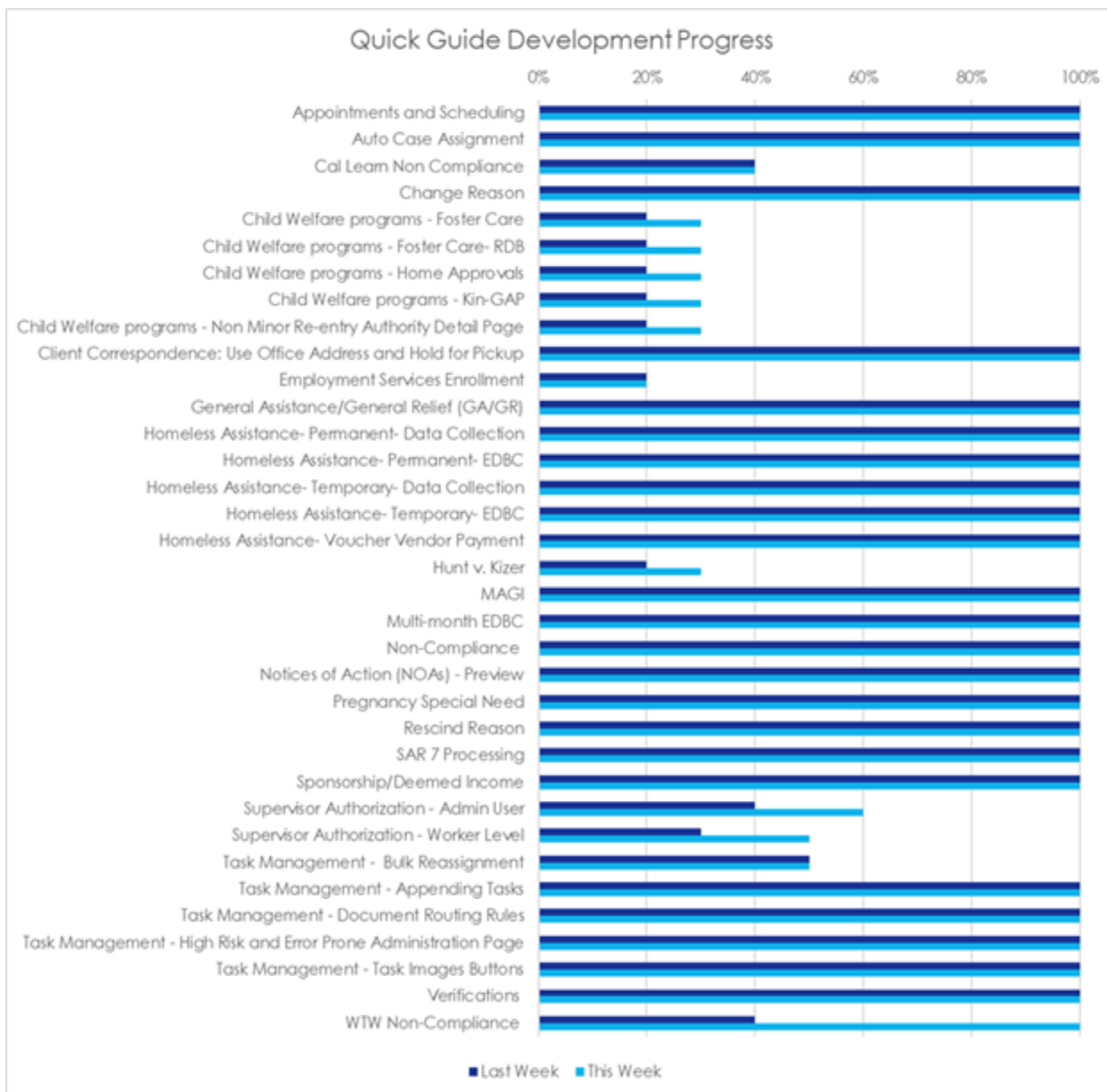**Table 8.1-2 – C-IV Migration WBT Development Progress**

WBT Development Progress

Note: The above training materials are subject to change (Name, type, etc.)

Table 8.1-3 – C-IV Migration Quick Guide Development Progress

Note: The above training materials are subject to change (Name, type, etc.)

Deliverable Management

Table 8.1-2 – Training Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.2   Activities for the Next Reporting Period

► Host weekly Training Touchpoint meeting on March 29, 2021
► Continue work on R21.05 OLH SCRs
► Continue to provide support to the Consortium Training team on Migration Web Based Training (WBT) development
► Continue to provide support to the Consortium Business Analysts and ClearBest on the process for updating job aids
► Continue to review the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
► Imaging
  o Present Imaging status at weekly Training Touchpoint with Consortium Training Manager on March 29, 2021
  o Attend meeting regarding Imaging Training Environment Integration on March 30, 2021
  o Attend meeting regarding User Acceptance Testing Application Training Materials on March 30, 2021
  o Continue Imaging WBT Build
  o Continue Imaging Job Aid development
  o Start Imaging supplemental guide development

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.3   Deviations from Plan/Adjustments

► None for the reporting period

9.0   Deployment

9.1   Highlights of the Reporting Period

9.1.1   Implementation

► Hosted a walk-through of the CalSAWS Implementation Readiness Packet for the C-IV County IPOCs and PPOCs on Mach 24, 2021
   o Distributed the CalSAWS Implementation Readiness Packet via CIT
► Continued to develop an in-depth post-deployment support plan that can accommodate both on-site and completely virtual support models
► Hosted a meeting with Application Development ant System Test Teams on March 24, 2021 to review the C-IV County Impacts as Outcomes of CDT
► Continued coordination with the BenefitsCal Implementation Team on the Integrated Readiness Approach for the CalSAWS Portfolio
► Continued planning and generating content for Implementation Regional Touchpoint #3, to be hosted in late May 2021
► Finished compiling a comprehensive opt-in/out tracker for all decisions made from 2019-present that will be implemented at C-IV Migration
► Continued to maintain a master FAQ document of all Implementation-related questions asked across various meetings, emails, and other feedback mechanisms (posted monthly to the Web Portal)
► Continued the maintenance of the County and Project Readiness Checklists in JIRA as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation Readiness
   o Continued maintenance by comparing Project Readiness Checklist to the CalSAWS Migration Work Plan to existing tasks and milestones
► Continued to maintain the Project-level checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration
► Continued to maintain the Master County Readiness Checklist (updating each County's respective checklist as applicable), confirming with relevant Project teams on the accuracy of task descriptions, owners, target started dates, and target completion dates
   o Regional TOSS teams continued their March occurrences and began their April occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
   o Continued tracking actual completion dates for each County, as tasks are coming due
   o Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist
   o Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate
► Continued tracking the County profiles, which includes attributes that define a County's Readiness Tasks, including number of workers, being task-based, having an intranet, etc.
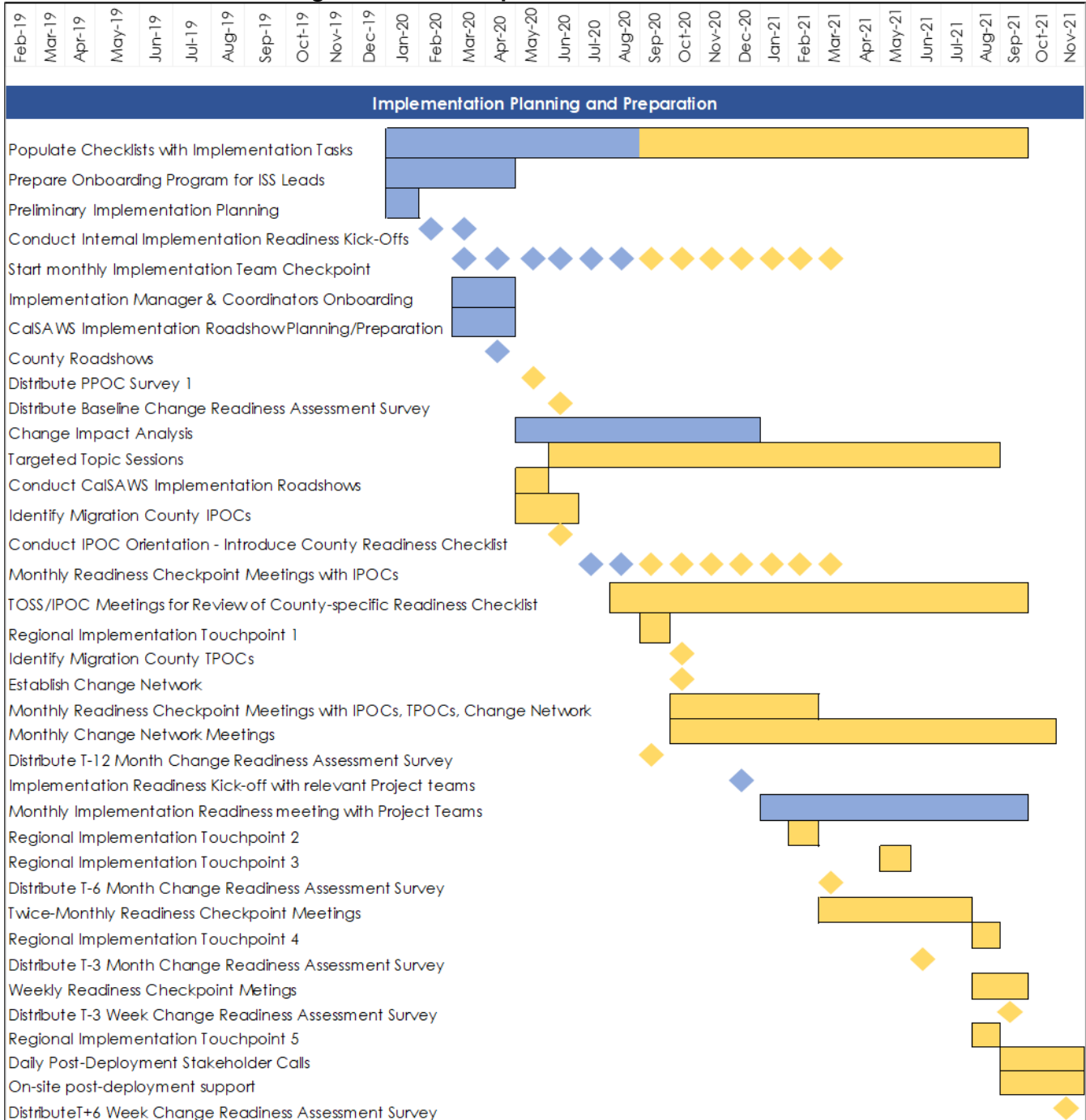► Maintained schedule of Implementation meetings (see Table 8.1.1-1)

► Imaging
  o Attended weekly Implementation touchpoint with Consortium Implementation Lead on March 22, 2021
  o Attended CalSAWS Implementation Readiness Packet Walkthrough on March 24, 2021
  o Continued to maintain Imaging tasks on Project and County readiness checklists
  o Continued supporting Implementation team in answering County Imaging questions

Figure 9.1.1-1 – Implementation Gantt Chart

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

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

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

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.1.2 Change Management

► Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live
► Continued to add and track Communications Events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other Change Communications
► Change Network
  o Continued to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
  o Continued compiling a comprehensive Q&A document based on questions received during the March CNC meeting
  o Continued planning for the April occurrence of the Change Network Meetings, as well as the optional Change Management Workshop, to take place immediately following the April Meeting
► Targeted Topics / Just-in-Time demonstrations
  o Task Management
    • Continued planning for the April 20, 2021 Task Management Targeted Topic Session
  o Continued strategizing the approach and establishing the topics for the upcoming Just-in-Time Demonstrations
► Communication
  o Continued to prepare a Summary of High-Impact Changes document, which lists the high-impact change areas in CalSAWS and where to find associated reference materials
► C-IV County Feedback
  o Continued to monitor the results of the T-6 Month Change Readiness Assessment Survey and troubleshoot any reported issues
► Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
  o Hosted a walk-through of the CIA Executive Dashboard in JIRA for the Section Directors and the Regional Managers on March 24, 2021
  o Reviewed 1,143 designs/design differences
    • 765 have been identified as having some level of impact
      ▪ 26 have been identified as having a high level of impact
      ▪ 157 have been identified as having a medium level of impact
      ▪ 582 have been identified as having a low level of impact
    • 378 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)
  o Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.
► Continued coordination and collaboration with Conversion Team on Change Management's role in communicating and tracking manual case reviews, as well as downstream application/batch impacts based on unreconcilable data
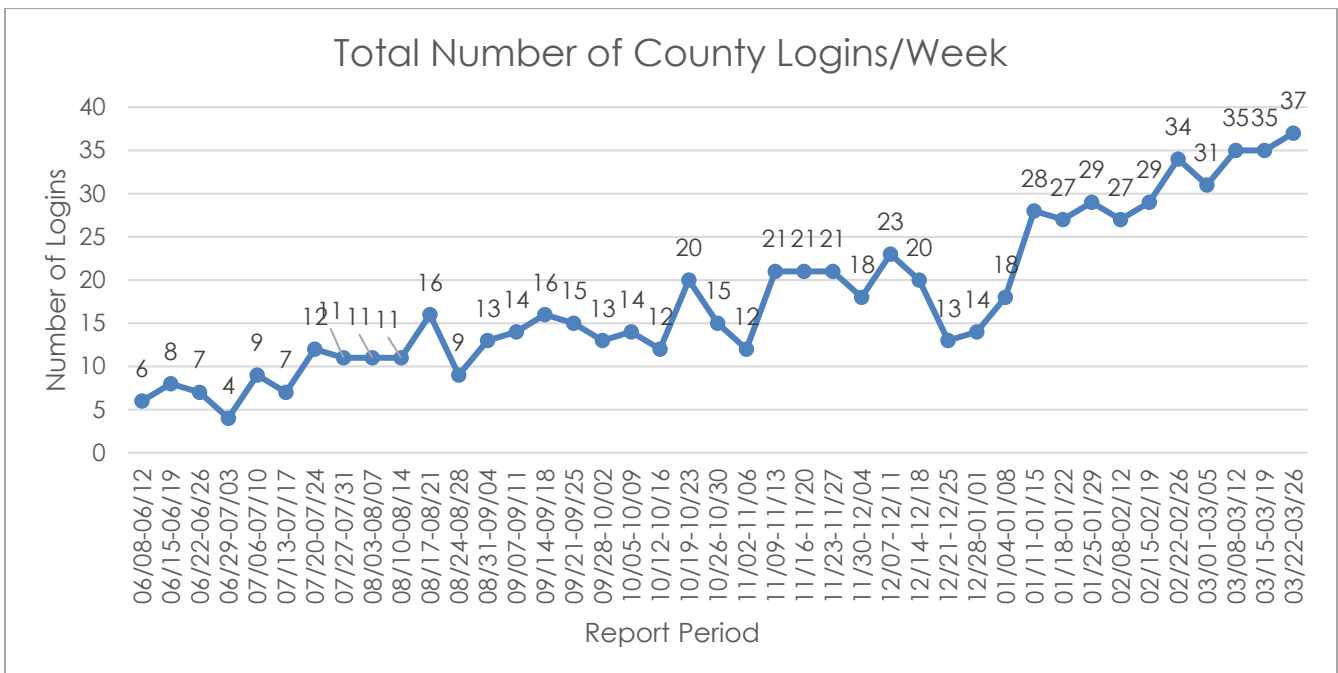► Continued to monitor Sandbox performance and follow up on the status of open environment defects
► Imaging

- o Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
- o Attended Customer Engagement Management Team Touchpoint on March 23, 2021
- o Hosted Bi-Weekly Imaging Materials Review session with Consortium Imaging Analysts on March 24, 2021
- o Attended weekly Change Management Touchpoint with Consortium Change Management Leads on March 24, 2021
- o Attended meeting regarding C-IV Document Migration Updates on March 24, 2021
- o Hosted Los Angeles County Imaging Change Network monthly meeting on March 25, 2021
- o Distributed CIT 0069-21 C-IV Migration Imaging Scan Mode and Demonstration Videos on March 22, 2021
- o Distributed CIT 0071-21CalSAWS Imaging Newsletter #1 on March 22, 2021
- o Distributed CIT 0072-21Imaging Demonstration Videos on March 22, 2021
- o Started planning for Imaging Demonstrations
- o Drafted CIT for Imaging Demonstrations
- o Drafted Imaging content for Summary of High Impact Changes
- o Drafted Imaging content for Migration Change Network April monthly meeting
- ► Task Management
  - o Continued coordination with Task Management Application Development teams for overview of the solution and change
  - o Continued review of Task Management training material, including Quick Guides, WBT Detailed Designs, and CalSAWS/LRS Webcast materials
- ► FCED
  - o Finalized development of the FCED Change Management Plan
  - o Finalized the FCED Change Impact Analysis

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

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

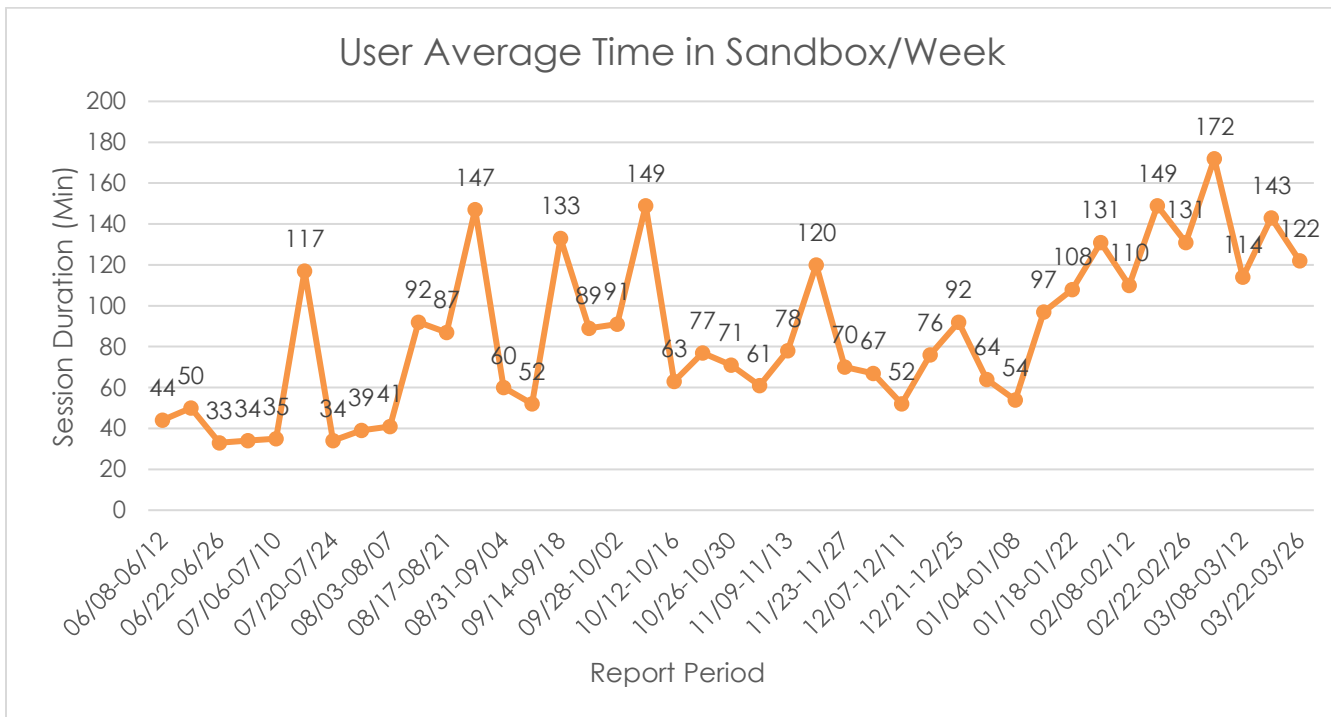**Table 9.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period**

County	User	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	Users 1, 5, 6	30	10:13:48
Alpine	User 4	3	00:09:05
Butte	Users 1, 4	21	05:47:27
Calaveras	Users 4, 5	2	00:00:39
Colusa	User 1	1	00:03:14
Contra Costa	Users 2, 3	5	00:43:01
Del Norte	Users 1, 2, 3, 4, 5, 6	38	11:55:41
El Dorado	Users 1, 3, 6	6	01:29:34
Fresno	User 1	2	00:15:43
Humboldt	Users 1, 2, 3, 4, 5	44	12:28:30
Kern	Users 1, 2, 3, 4, 5, 6	57	21:37:10
Kings	Users 2, 3	2	00:01:10
Lake	Users 2, 3, 4	13	05:07:25
Lassen	Users 4, 5, 6	19	07:55:23
Los Angeles	Users 4, 6	21	20:45:17
Marin	Users 1, 2	2	00:00:45
Mariposa	User 1	1	00:15:08
Mendocino	Users 1, 2, 4, 6	10	06:33:08
Modoc	Users 4, 6	2	00:34:47

County	User	LOGIN COUNT	TOTAL LOGGED TIME
Mono	User 1	1	00:32:34
Monterey	Users 1, 3, 4, 6	14	04:57:39
Orange	Users 1, 2, 3	25	04:13:57
Placer	User 3	1	00:00:00
Riverside	Users 1, 3, 5	19	08:45:33
Sacramento	User 3	1	01:04:12
San Bernardino	Users 1, 2, 3, 4, 5, 6	167	17:12:00
San Diego	Users 1, 2, 3, 4, 5, 6	16	11:10:34
San Francisco	Users 1, 2, 3	7	02:52:00
San Luis Obispo	Users 1, 3, 5	16	04:16:45
San Mateo	Users 4, 5, 6	9	02:46:41
Santa Clara	Users 1, 4	10	06:07:37
Santa Cruz	Users 1, 2, 3	6	00:27:02
Shasta	Users 1, 2, 4, 5, 6	12	04:40:18
Sonoma	User 4	1	00:03:25
Stanislaus	User 1	1	00:59:02
Sutter	User 1	2	00:13:01
Tehama	Users 1, 2, 3, 5	14	06:39:06

9.2   Activities for the Next Reporting Period

9.2.1   Implementation

► Continue coordination with the BenefitsCal Implementation team on an integrated readiness approach
► Continue to develop an in-depth post-deployment support plan that can accommodate both on-site and completely virtual support models
► Distribute the CIT to alert PPOCs of the available Conversion Case Review Guides
► Continue planning for the Quarterly Implementation Regional Touchpoint #3
► Continue to maintain Project-level and County-level Readiness checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
  o Continue to update County-specific checklists based on feedback from IPOCs
  o Continue to track upcoming task due dates and actual completion dates
  o Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria
► Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities
► Imaging
  o Attend Weekly imaging Touchpoint with Consortium Implementation Lead on March 29, 2021
  o Attend Twice-Monthly Training, Implementation, and Change Management Team meeting on March 30, 2021

- o Draft Imaging content for Regional Touchpoint #3
- o Continue supporting Implementation team in answering County Imaging questions
- o Continue monitoring Project Implementation Readiness tasks for Imaging

Deliverable Management

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

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.2.2   Change Management

- ► Continue to maintain DEL #41 Ongoing Working Document (OWD)
- ► Continue to add Communications Events and expected completion dates to the Change Management Communications Roadmap for Change Management activities and County engagement points
  - o Based on Change Readiness Assessment Surveys results, Change Network feedback, and Change Impact Analysis outcomes, continue to determine topics and create content for change communications, such as infographics, videos, and the CalSAWS Newsletter
    - ▪ Continue content for Change Communications (infographics, news blasts, videos etc.)
    - ▪ Continue creation of a Summary of High-Impact Changes Document
- ► Targeted Topics
  - o Continue planning for the transition from Targeted Topics to Just-in-Time Demonstrations
  - o Continue planning for the Task Management Targeted Topic, to be hosted on April 20, 2021
- ► Change Network
  - o Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
  - o Continue to plan for the April occurrence of the Change Network Meetings, as well as the Optional Change Management Workshop
- ► C-IV County Feedback
  - o Continue to monitor responses to the T-6 Month Change Readiness Assessment Survey and begin conducting analysis
- ► Continue drive change team efforts phase of the C-IV to CalSAWS Change Impact Analysis
  - o Continue coordination with Training Team on Organizational Change Management (OCM) recommendations based on Change Impact Analysis (CIA) outcomes
- ► Continue coordination with Conversion on case review tracking, Application Development Team input, and necessary County outreach
  - o Continue to review Conversion impacts from JIRA extract
- ► Continue to monitor Sandbox environment performance and escalate issues as necessary
  - o Alert the PPOCs that the Sandbox data has been refreshed and the 21.03 code

        has been deployed to the environment
- o Post the 21.03 Sandbox Case Listing to the Web Portal
► Imaging
- o Attend Customer Engagement Management Touchpoint on March 30, 2021
- o Host Bi-Weekly Imaging Change Management, Training, and Implementation Touchpoint with Consortium staff on March 31, 2021
- o Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on March 31, 2021
- o Present Change Management and Training status at CalSAWS Imaging and Contact Center Projects Joint Status Meeting on March 31, 2021
- o Draft Los Angeles County Imaging communications for April
- o Start planning for Los Angeles County Imaging Change Network April monthly meeting
- o Start analyzing Imaging responses from T-6 Month Migration Change Readiness Assessment Survey
- o Draft Imaging content for Migration News Blast #3
► Task Management
- o Continue coordination with Task Management Application Development teams for overview of the solution and change
- o Finalize training and change management material scope based on conversations with Application Development teams
► FCED
- o Submit the FCED Change Management Plan to the Consortium for review and begin monitoring the comments log for feedback
- o Host the FCED Change Management Plan walk-through on March 30, 2021

9.3   Deviations from Plan/Adjustments

► None for the reporting period

10.0 Appendices

Appendix A – CalSAWS Deliverable Summary
Appendix B – CalSAWS Migration Work Plan Summary
Appendix C – CalSAWS DD&I Project Gantt Chart
Appendix D – CalSAWS Project Risks and Issues
Appendix E – OBIEE and State & Management Master Inventory