

CalSAWS



Implementation Readiness Packet

June 2021

The purpose of the Implementation Readiness Packet is to provide C-IV Counties with information related to the operational readiness of the Projects within CalSAWS Portfolio, including the C-IV Migration and BenefitsCal, the state-wide Self-Service Portal. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones.

The Implementation Readiness packet is intended to provide a high-level overview of key milestones that contribute to the overall readiness of the C-IV Migration. The packet serves to inform the Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the C-IV Counties monthly.

*An Implementation Readiness Milestone is a critical-path activity for the C-IV Migration and BenefitsCal Go-Live in September 2021.



TABLE OF CONTENTS

Executive Summary Dashboard	3
C-IV County Heatmap.....	Error! Bookmark not defined.
Past Due Activities	8
Project-Related Risks and Issues.....	9
County-Related Risks and Issues	17
CalSAWS Implementation Readiness Areas	19
Application Readiness.....	20
Integration Readiness	24
Training Readiness.....	25
Conversion Readiness	27
Technical Readiness	28
Change Readiness	30
Implementation Readiness	32
C-IV Migration Upcoming Milestones/Tasks.....	36
BenefitsCal Executive Highlights	37
BenefitsCal Readiness Milestones.....	37
BenefitsCal Readiness Areas	38
Application Readiness.....	39
Integration Readiness	40
Technical Readiness	41
Conversion Readiness	42
Training Readiness.....	43
Change Readiness	44
Implementation Readiness	45
Key Upcoming Tasks.....	46
Contact Information	Error! Bookmark not defined.

EXECUTIVE SUMMARY DASHBOARD

C-IV MIGRATION AND BENEFITS CAL

The **Executive Dashboard** presents a **high-level view of Project Readiness** in the form of a stop light indicator. Readiness statuses are presented for each Readiness Area. The status of each Readiness Area is determined by timely Milestone completion (see Key below). Milestones are the set of required activities needed for CalSAWS Go-Live. Project Milestones are identified by project team leads and CalSAWS Project leadership. More detail on C-IV Migration and BenefitsCal progress can be found in later sections of the Implementation Readiness Packet.

Key:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Table 1 - Executive Summary Dashboard

*Information current as of 6/4/2021

Area	Category	CalSAWS	BenefitsCal	Central Print	Comments
Application	Design	C	C	N/A	
	Development	C	G	N/A	
	System Test	G	G	N/A	
	User Acceptance Test	G	G	N/A	
	Usability Test	N/A	G	N/A	
Integration	Design	C	C	C	
	Development	G	G	G	
	System Test	G	G	NS	
	Interface Partner Test	G	G	NS	For central print this is a connectivity test
Technical	Infrastructure	G	NS	N/A	
	Security Testing	G	G	N/A	
	Performance Testing	G	G	N/A	
Conversion	Conversion Readiness	G	NS	N/A	
	Converted Data Test	C	G	N/A	
Training	Training Plan	C	G	N/A	
	Training Materials	G	NS	G	
	Training Delivery	G	NS	NS	
Implementation	Service Desk	C	NS	NS	
	System Operations	G	NS	G	
	Prod Deployment Plans	G	NS	N/A	
Change	Communications	G	G	N/A	
	Partner Readiness (County, etc.)	N/A		N/A	
	Requirements	N/A	N/A	G	

Area	Category	CalSAWS	BenefitsCal	Central Print	Comments
Fulfillment Platform Software	Specifications	N/A	N/A	G	
	Configuration	N/A	N/A	NS	
Print Centers	Existing Print Centers Equipment Installed	N/A	N/A	G	
	New Print Center Established	N/A	N/A	G	
	Production Testing	N/A	N/A	NS	
Supplies	Requirements	N/A	N/A	G	
	Inventory	N/A	N/A	G	

C-IV COUNTY HEATMAP

The **C-IV County Heatmap** shows the Readiness Area Statuses for each of the 39 C-IV Migration Counties. The C-IV County Heatmap contains all Project Readiness areas, except Integration Readiness, which is a Project-specific readiness category.

The Criteria for determining the Status (e.g., **Not Started**, **Green**, **Yellow**, **Red**, **Complete**) of a Readiness Area is based on the Statuses of the individual Milestones within each Readiness Area.

Each County listed below has been linked to the County-specific Implementation Readiness Checklist hosted on the CalSAWS Web Portal. Please reach out to your PPOC for access to your County Implementation Readiness Checklist. The User must first be logged into the Web Portal with the user's credentials for the link to work.

As of June 4, 2021, the C-IV Migration overall is **on track** for Go-live on September 27, 2021. There are no late County Milestones that came due prior to June 4, 2021.

Milestones completed: 12 milestones

Milestones in progress: 1 milestones

Milestones not started: 5 milestones

Late Milestones: 0 Milestones

Key:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Table 2 - C-IV County Heatmap

	Application	Technical	Conversion	Training	Implementation	Change
Alpine	G	G	G	G	G	G
Amador	G	G	G	G	G	G
Butte	G	G	G	G	G	G
Calaveras	G	G	G	G	G	G
Colusa	G	G	G	G	G	G
Del Norte	G	G	G	G	G	G
El Dorado	G	G	G	G	G	G
Glenn	G	G	G	G	G	G
Humboldt	G	G	G	G	G	G

	Application	Technical	Conversion	Training	Implementation	Change
Imperial	G	G	G	G	G	G
Inyo	G	G	G	G	G	G
Kern	G	G	G	G	G	G
Kings	G	G	G	G	G	G
Lake	G	G	G	G	G	G
Lassen	G	G	G	G	G	G
Madera	G	G	G	G	G	G
Marin	G	G	G	G	G	G
Mariposa	G	G	G	G	G	G
Mendocino	G	G	G	G	G	G
Merced	G	G	G	G	G	G
Modoc	G	G	G	G	G	G
Mono	G	G	G	G	G	G
Monterey	G	G	G	G	G	G
Napa	G	G	G	G	G	G
Nevada	G	G	G	G	G	G
Plumas	G	G	G	G	G	G
Riverside	G	G	G	G	G	G
San Benito	G	G	G	G	G	G
San Bernardino	G	G	G	G	G	G

	Application	Technical	Conversion	Training	Implementation	Change
San Joaquin	G	G	G	G	G	G
Shasta	G	G	G	G	G	G
Sierra	G	G	G	G	G	G
Siskiyou	G	G	G	G	G	G
Stanislaus	G	G	G	G	G	G
Sutter	G	G	G	G	G	G
Tehama	G	G	G	G	G	G
Trinity	G	G	G	G	G	G
Tuolumne	G	G	G	G	G	G
Yuba	G	G	G	G	G	G

Key:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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*Information current as of 6/4/2021

*Integration Readiness is not included in the C-IV County heatmap as there are no Integration Readiness activities for the C-IV Counties to date. If future Integration Readiness activities are added for the C-IV Counties, a column on Integration Readiness will be added in the above C-IV County heatmap

*To date, there are no BenefitsCal Milestones for the C-IV Counties

County Specific Checklists can be found on the Web Portal at the following navigation:

PAST DUE ACTIVITIES

C-IV MIGRATION AND BENEFITS

Past Due Activities Summary

The Past Due Summary table shows a count of Project and County Late Milestones/Tasks and their associated severity level. A Late Milestone/Task is any Milestone/Task that has not been completed by the target due date.

As of 6/4/2021 there are 0 Late Milestones/Tasks.

Table 3 - Past Due Milestones/Tasks by Severity Level

Severity	Late Milestones/Tasks
High No remediation plan has been identified	0
Medium A remediation plan has been identified, but has not yet started	0
Low A remediation plan has been identified and is in progress	0
Grand Total	0

The table below provides details for all Late Milestones/Tasks, their county impacts, and the mitigation strategies to get the county back on track.

Table 4 - Past Due Milestones/Tasks Detail

No.	Milestone/Task Summary	Severity	Original Due Date	New Due Date	Actual % Complete	Planned % Complete	Impact	Remediation Plan
1.								

PROJECT-RELATED RISKS AND ISSUES

C-IV MIGRATION AND BENEFITS CAL

Project-Related Risks and Issues Summary

The Project-Related Risks and Issues Summary tables show the counts of Project Risks and Issues related to C-IV Migration and their associated Risk level/Issue Priority. **As of 6/13/2021 there are 8 open Project Risks and 0 Issues** that align with CalSAWS or BenefitsCal Readiness.

Table 5 – Project-Related Risks Summary

Risk Level	# of Risks
High Probability is high and impact is major	5
Medium Probability is possible and impact is significant	3
Low Probability is low and impact is minimal	0
Grand Total	8

Table 6 – Project-Related Issues Summary

Issue Priority	# of Issues
Critical Unacceptable impact to the CalSAWS Project	0
High Major slip in major milestone or critical path impacted	0
Medium Minor slip in major milestone with no critical path impact	0
Low Minimal impact or minor Project adjustment needed	0
Grand Total	0

The table below provides details for Project-related risks, the risk level, and the mitigation plan to get back on track.

Table 7 - Project-Related Risks

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
226	High	COVID-19 relief efforts may impact CalSAWS DD&I schedule.	The state and federal partners have requested changes to the SAWS Systems in response to COVID-19 relief efforts. The scope and priority of these efforts are not fully known. The Consortium and vendors may need to allocate staff to support the relief efforts to get them implemented quickly. If resources from DD&I are shifted to focus on relief efforts, it could impact the CalSAWS DD&I delivery schedule.	<p>The priority for the CalSAWS Project is responding to emergency and policy updates related to COVID-19.</p> <p>There are several new initiatives from the Fed/State which are expected to be completed in the short term (\$600 California Stimulus and 15% CalFresh COLA). These updates, along with DHCS FPL COLA, schedule CF Emergency Allotments, and other release and routine activities are being researched as they cause impacts to C-IV down time (availability during weekends) . Additionally, as new initiatives are identified, there may be a need to ask the State to prioritize these initiatives due to limitations in the available weekend timeframes to complete the scheduled batch jobs. With the PHE currently extended through 4/2021, discussions have begun with DHCS regarding what they have received from CMS. As more information is known/decided, the SAWS will provide feedback on approach and timelines.</p> <p>On 2/23/2021, Governor Newsom signed off on the Golden State Grant, a \$600 grant benefit for CalWORKs (and some other outside SAWS) customers. This is expected to be implemented by all SAWS on 3/27/2021. In order to meet this priority timeline, a few SCRs may need to shift to later dates.</p> <p>CalSAWS is anticipating another one-time grant for CalWORKs in July. The Project will also be updating MC RE dates as an initial step as DHCS works through the policy for when the PHE is lifted. The Project does not expect an impact to the schedule due to these changes.</p>
231	High	Delay of Web Browser compliance may impact users who do not use MS Internet Explorer	LRS (base CalSAWS) is built to work primarily with Microsoft Internet Explorer (IE). It is not browser agnostic nor fully compatible with Google Chrome or other browsers. The IE-centric architecture creates compatibility issues such as document preview, handle	An approach with Adobe Experience Manager (AEM) was prototyped and meets the basic requirement of rendering the forms in HTML5 and providing compatibility with Chrome and Edge browsers. Validation was completed with all the identified types of forms and threshold

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
			<p>data population logic in certain data fields, trigger forms, or proper rendering of Notice Of Actions (NOAs). IE is also being obsoleted by the industry. DDID 1776 requires that CalSAWS support Microsoft Internet Explorer and the Chrome Web Browser. DDID 1768 only requires Microsoft IE for the AMP performance monitor. This is inconsistent with DDID 1776 and does not enable workstation names to be captured using Chrome.</p>	<p>languages. There were some minor font related and dynamic rendering issues identified in the initial validation. There have been improvements to some of the fonts with the latest patch provided by Adobe on 3/19/21. There are 2 tickets that remain open with Adobe to look at the font issues and 1 open ticket to look at the dynamic rendering issue. These issues have been escalated within Adobe; a meeting was held on 3/26/21 with Adobe leadership across their engineering, support and sales teams. Adobe provided an update on the open tickets and a go forward plan. The project team has started investigating backup strategies in the event these issues cannot be resolved by Adobe.</p> <p>Two Tech SCRs have been drafted for 21.07 to support the current plan based on the assumption Adobe will resolve these issues soon.</p> <p>SCR CA-225842 - Application architecture changes to render HTML5 Forms</p> <p>SCR CA-225846 - Update CalSAWS application to enable ForgeRock session management</p>
236	High	The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	<p>The Analytics hard-launch dashboard production release experienced delays in data refresh impacting CalSAWS (LRS).</p> <ul style="list-style-type: none"> • A single county (LA) data load was delayed due to batch processing exceeding 6:00 am. • Data refresh time is degrading for a single county volume in production processing. • Performance and measurements for a single county may not scale with the current configurations. • Staging environment performance results identified that the environment used for hard launch needs to align with the production environment. 	<p>Action Item #1: The Analytics Performance Framework document was approved. Final action item sign-off is pending agreement on documentation of Qlik-specific SLAs (to include rendering time). No existing benchmark or rendering time documented for comparison to legacy platform.</p> <p>Action Item #2: Demonstrate stability in batch job run times and adherence to 6am batch window over a 5-10-day period. Complete</p> <p>Action Item #3: Initial batch performance testing (Analytics only) for 40 counties is underway</p> <p>Action Item #4: 58 county performance and load testing.</p>

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
				Not started; dependent on converted CalWIN data
237	High	The scaling of Batch for 58 Counties may have an impact on system performance	<p>The CalSAWS production batch schedule does not always complete by 6am. As part of DDI there will be growth in both the count of batch jobs and volume of data as additional counties are converted into CalSAWS. This growth may add a challenge to batch completing on time.</p> <p>Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle.</p>	<ul style="list-style-type: none"> • Continue to monitor the trend analysis of batch performance tuning efforts in CalSAWS • Recommend moving the batch performance testing earlier in the schedule to allow for analysis and remediation as necessary • Develop baselines from batch regression test for trend analysis and to identify tuning priorities • Apply operational updates to identified bottlenecks: query tuning, additional job threading, schedule updates to reduce contention • Identify core and non-core jobs for the new batch schedule. Prioritize jobs that must complete prior to 6am based on business need and interface partner processing timeframes • Update existing alerting, monitoring, escalation and communication procedures (Batch Ops / Reports / Analytics) • Improve/automate notification of delays that may have a potential business impact <p><u>Risk Status:</u></p> <ul style="list-style-type: none"> • Batch Regression Test January 4, 2021 to May 14, 2021 to account for Batch EDBC Performance Phase 3 testing • Batch Performance test start date is still on-track to begin June 1, 2021 • Requires Golden Data Set (GDS) #4 targeted for May 24 to resolve defects, 3-day process to load data • Requires the 21.05 code, targeted for May 22, 2021 • Need to run EDBC Benefit match, materialized view refresh, and other setup activities before performance test starts • FinOps approved second copy of the 40-county database for batch performance. This will allow the teams to research regression test output while continuing execution
248	High (New)	The C-IV Imaging go live may not have images prior to 2/28/21 due to delays in the C-IV image migration	The C-IV Converted Image transfer for documents scanned prior to February 28th, 2021 is currently at risk of not finishing prior to go live.	As mitigation for a faulty snowball device and corrupted image files, we are re-initiating the transfer of images to multiple snowballs in parallel, reducing the size of the loads, maximizing our output

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
				<p>thresholds and further tuning the export scripts.</p> <p>We are currently working together with experts from AWS and Hyland to confirm impact of these additional efficiencies to the overall process, timeline, and tasks required to complete this migration.</p> <p>The following high-level tasks are the major activities associated with this remediation work.</p> <p>Ship new snowball to Hyland /AWS to confirm new process and script works</p> <p>Benchmark transfer speed and adjust timeline accordingly Once snowball is validated, immediately follow up with loading and transferring the remaining snowball devices</p> <p>Continue to assess the plan in order to increase the throughput on each of our activities</p> <p>UAT test efforts are not impacted since 94,000 converted images were already successfully loaded to the UAT environment for validation.</p> <p>At the time of go live in September, at a minimum, the most recent seven months of scanned images will already be loaded into CalSAWS since those are already being replicated into the cloud/Hyland now as part of CIV production processing. In addition, the read only version of C-IV will also continue to contain all images as another reference point after Go Live for further mitigation of this risk impacting Go Live in September.</p>
208	Medium	CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties	There have been persistent delays in CalHEERS achieving release readiness during the system test cycle, introducing risk to the dependent CalSAWS production release date. Any CalSAWS delay will impact the timely delivery of business functionality, receipt of which is critical to the counties. Additionally, date slips cause	<p>Will continue to collaborate with the CalHEERS team as they transition to a new M&O vendor focusing on potential release impacts. Continue to monitor and communicate with DHCS partners.</p> <p>Due to COVID-19, the meetings and coordination with DHCS, Katie Mead and her team, have not yet occurred.</p>

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
			negative downstream planning and scheduling churn.	<p>Items in the state budget may require additional coordination between CalHEERS and CalSAWS, increasing complexity. Additionally, CalHEERS is migrating the application to the cloud which also increases complexity.</p> <p>CalHEERS production releases have been delivered without delay for the preceding 12 months. However, due to the planned CalHEERS Cloud migration and the CalHEERS discussion of a potential 09/2021 release, this item will continue to require monitoring.</p>
235	Medium	The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface	If either the BenefitsCal phase 1 implementation or the CalSAWS modifications for BenefitsCal phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal phase 1 could be impacted.	<p>The team will split the scope of BenefitsCal phase 1 into two releases, with release 1 functionality being equivalent to or exceeding what is currently available in C4Yourself and deploying with the CalSAWS C-IV cutover in September 2021.</p> <p>Functionality to be included in release 1 (September 2021) includes:</p> <ul style="list-style-type: none"> • User Centered Design, Apply for Benefits, Report a Change, Renewal/ Redetermination, Periodic Reports, System Administration, Home Page and Dashboards, Alerts and Notifications, CBO/FBO, Account Management, Messages/ Correspondence, Document Upload, Appointments, Am I Eligible, Operational Reports. C4Y User Account Conversion, Help Center, 12 Languages, C4Y User Conversion <p>Features/efforts to be delivered in November 2021 includes:</p> <ul style="list-style-type: none"> • VITA Support Request, Account at Risk, EBT/BIC Card Replacement, GA/GR, YBN User Conversion <p>The team presented additional detail of the three mitigation options for Risk 235 at the 12/3/2020 PSC and 12/4/2020 Board meetings. The JPA Board voted to proceed with Option 2 as the mitigation strategy. Option 2 included splitting BenefitsCal Phase 1 functionality into two releases, as described in the updated Risk Mitigation Plan. The Board requested the addition of a</p>

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
				<p>contingency and rollback plan if current Option 2 plans cannot be executed as proposed. The contingency/rollback plan is under development.</p> <p>Team discussed measures to add into test plan to allow for uninterrupted development and system test time up until May 31. ClearBest QA will maximize test execution during the week of May 31 to complete the most testing possible in 1 week. Deloitte will provide new build by June 7 to support closeout of findings prior to the start of UAT June 14. Starting June 14, QA Independent Test and UAT will be staggered to focus on components of application as they are ready on an incremental basis. QA will also access Jira and other provided test artifacts during system test period to confirm quality and exit criteria.</p>
241	Medium	If production services/operations are not expanded to support 58 counties, CalSAWS may not be ready to support a multi-county and multi-vendor production environment	As production services expand to support multiple counties and additional production services are introduced, production operations needs to be ready to support a multi-county and multi-vendor production environment.	<p>Conducted an assessment of current processes/procedures/organization to determine next steps to evolve production operations to support multi-county, multi-vendor set of services and implement outcomes prior to the C-IV cutover.</p> <p>Areas to review:</p> <ul style="list-style-type: none"> • Production incident management • Escalation • Communications to impacted parties • Production Services - monitoring capabilities • Recovery scenarios (major outage versus minor) / business impact <p>Current status as of 04/22/2021:</p> <p>Assessment remediation(s) alignment with a plan and schedule to be provided before next reporting period</p> <p>The CalSAWS Regional Managers greenlit the migration of both LA and C-IV counties to the new instance of ServiceNow. This migration centralizes the service management components of operations into a single toolset.</p>

The table below provides details for Project-related issues, the issue priority, and the mitigation plan to get back on track.

Table 8 - Project-Related Issues

No.	Issue Priority	Issue Name	Issue Description	Mitigation Plan/ Status
1.				

COUNTY - RELATED RISKS AND ISSUES

C-IV MIGRATION AND BENEFITS

C-IV Migration Risks and Issues Summary

The County-Related Risks and Issues Summary tables show a count of County Risks and Issues related to C-IV Migration and their associated risk level/issue priority. **As of 6/4/2021 there are 0 Risks and 0 Issues.**

Table 9 – County-Related Risks Summary

Risk Level	# of Risks
High Probability is high and impact is major	0
Medium Probability is possible and impact is significant	0
Low Probability is low and impact is minimal	0
Grand Total	0

Table 10 - Issues by Priority

Issue Priority	# of Issues
Critical Unacceptable impact to the CalSAWS Project	0
High Major slip in major milestone or critical path impacted	0
Medium Minor slip in major milestone with no critical path impact	0
Low Minimal impact or minor Project adjustment needed	0
Grand Total	0

The table below provides details for County-related risks, the risk level, and the mitigation plan to get back on track.

Table 11 - C-IV Migration Risks

Risk #	Risk Level	Risk Name	Risk Description	Mitigation Plan/ Status
1.				

The table below provides details for County-related issues, the issue priority, and the mitigation plan to get back on track.

Table 12 - C-IV Migration Issues

No.	Issue Priority	Issue Name	Issue Description	Mitigation Plan/ Status
1.				

C-IV MIGRATION OVERALL READINESS

CalSAWS Implementation Readiness Areas

The readiness of CalSAWS Implementation is comprised of several readiness areas that measure progress and overall readiness for a production deployment. The scale used to evaluate readiness is below:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Table 13 - C-IV Migration Overall Readiness Dashboard

Area	Category	Start Date	End Date	Current Period	Previous Period
Application	Design	04/23/2019	04/23/2021	C	C
	Development	05/25/2019	05/28/2021	C	G
	System Test	07/18/2019	07/23/2021	G	G
	UAT	04/1/2021	08/31/2021	G	G
	Usability Test	N/A	N/A	N/A	N/A
Integration	Design	01/27/21	03/10/2021	C	C
	Development	02/25/21	06/11/2021	G	G
	System Test	04/26/21	07/16/2021	G	NS
	Interface Partner Test	03/1/2021	08/27/2021	G	G
Technology	Infrastructure	03/1/2019	09/15/2021	G	G
	Security Testing	11/5/2019	09/24/2021	G	G
	Performance Testing	05/1/2019	09/24/2021	G	G
Conversion	Conversion Readiness	03/4/2019	08/31/2021	G	G
	Converted Data Test	12/15/2020	04/30/2021	C	G
Training	Training Plan	07/15/2019	01/29/2021	C	C
	Training Materials	01/01/2019	08/01/2021	G	G
	Training Delivery	09/03/2019	09/17/2021	G	G
Implementation	Service Desk	01/01/2021	04/30/2021	C	C
	System Operations	12/01/2019	08/27/2021	G	G
	Prod Deployment Plans	09/23/2019	07/31/2021	G	G
Change	Communications	05/4/2020	09/06/2021	G	G
	Partner Readiness	N/A	N/A	N/A	N/A

C-IV MIGRATION APPLICATION READINESS

Application Readiness

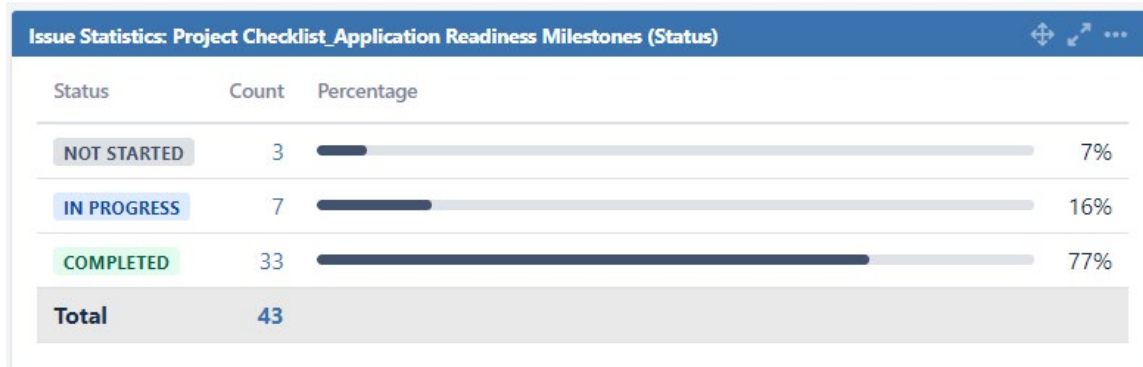
As of June 4, 2021, 33 out of 43 milestones/tasks are complete. 7 out of 43 are in progress for Application Readiness.

The CalSAWS **Application Development team** designs, develops, tests, and maintains the CalSAWS application based on the CalSAWS Design, Development, and Implementation (DD&I) Statement of Requirements (SOR).

For every **major CalSAWS release**, a **CalSAWS General Design** Deliverable is submitted that is comprised of a package of design documents. A total of eleven (11) CalSAWS General Design Deliverables will be submitted prior to C-IV Migration.

As part of the application readiness effort, system testing of CalSAWS serves as a major system readiness factor in preparation for the C-IV Migration. The **CalSAWS System Test Team** is responsible for validating the changes, based on the CalSAWS Designs that were approved to meet the stated system functional and non-functional/technical requirements. The Counties are responsible for validating the implementation of the designs through User Acceptance Testing.

Figure 1 - Application Readiness Milestones/Tasks



Upcoming Tasks

The table below includes a summary of the application readiness tasks planned with the target start and target due date.

Figure 2 - Application Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-6582	PROJECT - Submit Deliverable #52 - CalSAWS (C-IV) UAT Readiness Report/Milestone	IN PROGRESS	12/30/2020	06/07/2021
CI-6583	PROJECT - Deploy CalSAWS Release 21.07	IN PROGRESS	12/18/2020	07/25/2021
CI-692	PROJECT - Complete State and County Interface Testing	IN PROGRESS	06/01/2021	07/30/2021
CI-6656	PROJECT - Execution of Interface Partner File Exchange Test	NOT STARTED	06/07/2021	07/30/2021
CI-7015	PROJECT - Completion of Batch Performance Testing	IN PROGRESS	05/18/2021	07/30/2021
CI-6716	PROJECT - Completion of Interface Test Phase	IN PROGRESS	06/01/2021	07/31/2021
CI-661	PROJECT (IMAGING) - Perform UAT Testing	NOT STARTED	06/14/2021	08/27/2021
CI-6365	PROJECT - Administer User Acceptance Test	IN PROGRESS	04/01/2021	08/27/2021
CI-691	PROJECT - Complete C-IV User Acceptance Test (UAT)	NOT STARTED	06/14/2021	08/31/2021
CI-6308	PROJECT - Child Care Administrator Portal is ready for C-IV County Cutover	IN PROGRESS	03/23/2020	09/22/2021

Metrics of Key Milestones in Progress

CalSAWS Release **21.05** was deployed to Production on May 23, 2021. CalSAWS Release **21.07** report below:

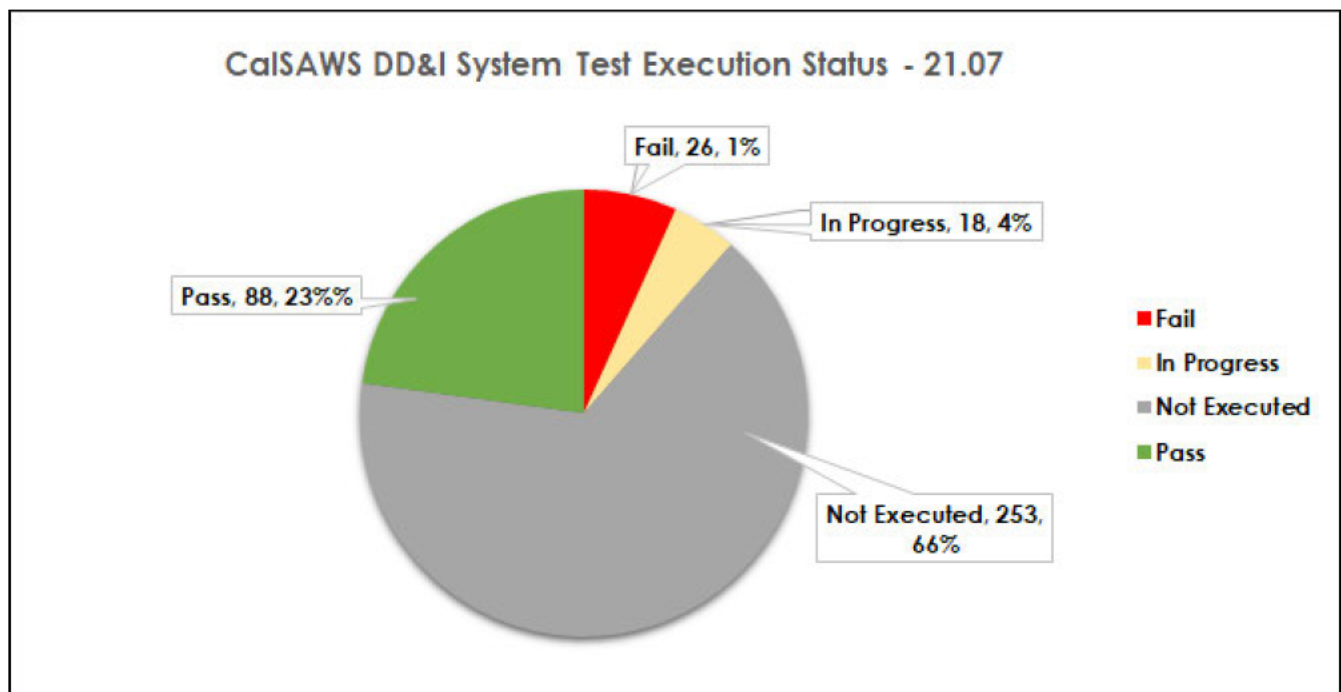
Table 14 - CalSAWS Release 21.07 SCRs

SCRs Ready for Design	SCRs in Design	SCRs in Build	SCRs in System Test	SCRs Test Complete	Total SCRs
0	0	0	21	2	23

Table 15 - CalSAWS Release 21.07 Pass Rates

Pass Rate Target as of June 4, 2021	13%
Pass Rate Actual as of June 4, 2021	23%
System Test Complete Date: July 21, 2021	

Figure 3 - CalSAWS Release 21.07 Test Execution



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

Not Executed: The test scenarios have not begun

Pass: All test scenarios have been completed successfully and passed test criteria

Fail: Not all system test scenarios have passed, but the tester was able to complete the test scenarios

Blocked: A system test scenario failed, which blocked the tester from proceeding with other scenarios

In Progress: The system test scenario execution is underway

Completion of Batch Regression Testing

Batch Regression Testing was completed on **May 21, 2021**. All test scripts were executed, and any failed scenarios were associated to Defects. The remaining open defects (5 total) were identified as a level 3 - Normal/Low priority, whose fixes are being developed and tested.

C-IV MIGRATION INTEGRATION READINESS

Integration Readiness

As of June 4, 2021, 0 out of 7 milestones/tasks are complete. 7 out of 7 are in progress for Integration Readiness.

The CalSAWS **Application Development team** designs, develops, tests, and maintains the CalSAWS application based on the CalSAWS Design, Development, and Implementation (DD&I) Statement of Requirements (SOR).

Figure 4 - Integration Readiness Milestones/Tasks

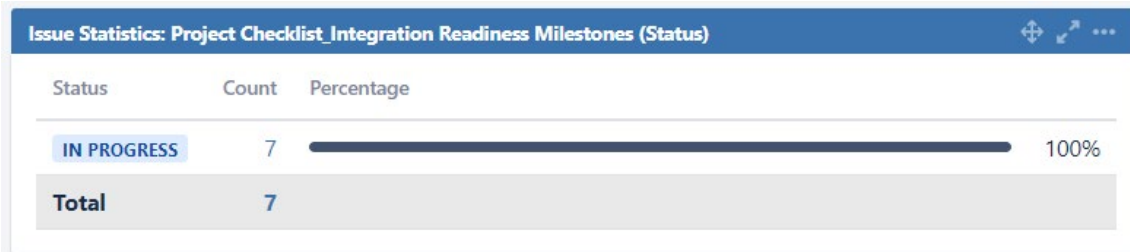


Figure 5 - Integration Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-7536	PROJECT - Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces)	IN PROGRESS	01/25/2021	06/14/2021
CI-7520	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with Ad Hoc Reporting (Extranet Dependent)	IN PROGRESS	03/15/2021	06/15/2021
CI-7320	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - CalWIN eICT	IN PROGRESS	03/01/2021	08/27/2021
CI-7319	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - Child Support Interface	IN PROGRESS	03/01/2021	08/27/2021
CI-7318	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - CalHEERS	IN PROGRESS	01/15/2021	08/27/2021
CI-7260	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - EBT (FIS)	IN PROGRESS	01/15/2021	08/27/2021
CI-7259	PROJECT - Partner Enablement - Establish CalSAWS Connectivity with C-IV Partner - MEDS	IN PROGRESS	03/01/2021	08/27/2021

C-IV MIGRATION TRAINING READINESS

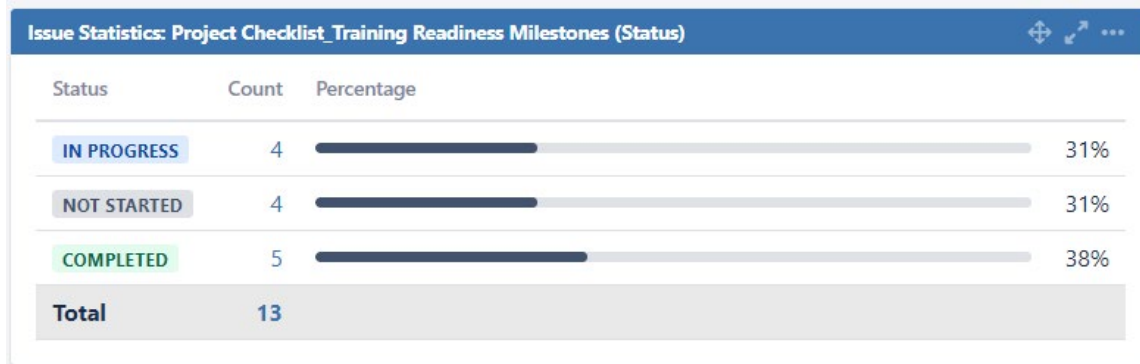
Training Readiness

As of June 4, 2021, 5 out of 14 milestones/tasks are complete. 4 out of 14 are in progress for Training Readiness.

The C-IV to CalSAWS **Training Program** consists of a collection of **Web-based Trainings** and **Supplemental User Guides**. The CalSAWS Project team is currently in the Design and Build phase of training development. The below table describes the progression of the development of the training materials.

TRAINING READINESS – MILESTONES/TASKS METRICS

Figure 6 - Training Readiness Milestones/Tasks



Upcoming Tasks

Figure 7 - Training Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-6638	PROJECT - Complete C-IV Migration Training Materials	IN PROGRESS	03/02/2020	06/11/2021
CI-609	PROJECT - Load C-IV Migration WBTs and Users Guides to the LMS	IN PROGRESS	04/05/2021	06/11/2021
CI-7671	PROJECT - Update ServiceNow to accommodate LMS Requests from the C-IV Counties	IN PROGRESS	04/15/2021	06/15/2021
CI-619	PROJECT - Add C-IV County end-users to the LMS	NOT STARTED	06/07/2021	06/20/2021
CI-612	PROJECT - Complete and support Early Training	NOT STARTED	06/28/2021	08/20/2021

Metrics of Key Milestones in Progress

Table 16 - Migration Training Materials Progression

Training Material Type	Number of Materials	Phase		
		Design	Build	Complete
Web-based Trainings (WBTs)	29	1	20	8
Quick/Reference Guides	73	1	1	71

C-IV MIGRATION CONVERSION READINESS

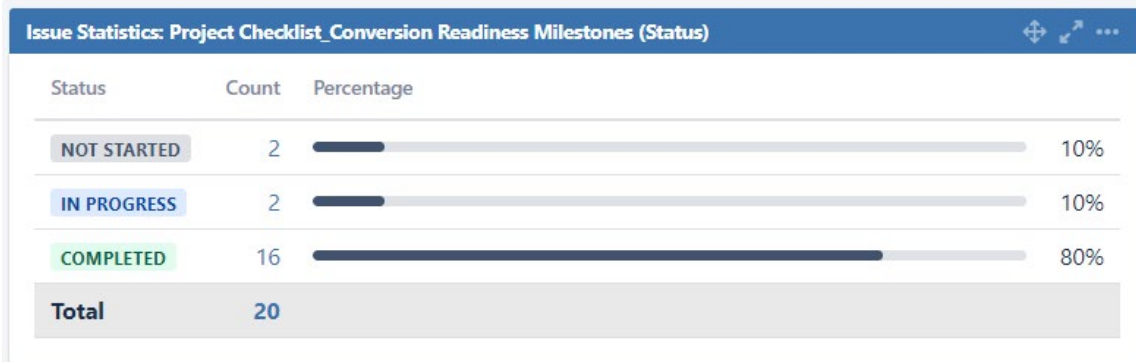
Conversion Readiness

As of June 4, 2021, 16 out of 21 milestones/tasks are complete. 3 out 21 are in progress for Conversion Readiness.

The conversion activities focus on the **planning, development, and execution** of tasks to **transform and migrate the data** residing within the C-IV System into the CalSAWS. Data and process readiness, through pre-cutover activities such as **data cleansing** and **mock conversions**, are critical to a successful migration/cutover.

CONVERSION READINESS – MILESTONE/TASKS METRICS

Figure 8 - Conversion Readiness Milestones/Tasks



Upcoming Tasks

Figure 9 - Conversion Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-7005	PROJECT - Generate Golden C-IV Converted Data Set #5	IN PROGRESS	05/24/2021	06/21/2021
CI-6998	PROJECT - EDBC Match & Recon	IN PROGRESS	07/01/2020	07/30/2021

C-IV MIGRATION TECHNICAL READINESS

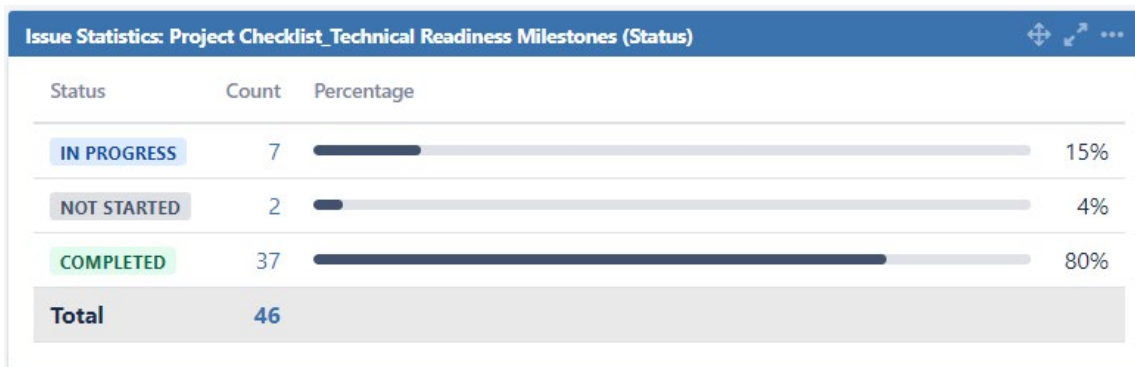
Technical Readiness

As of June 4, 2021, 37 out of 48 milestones/tasks are complete. 9 out of 48 are in progress for Technical Readiness.

The CalSAWS **Technical Team** is responsible for the performance and availability of the CalSAWS System. Migration to the Amazon Web Services (AWS) Cloud in October 2019 was a major technical readiness area for the C-IV Migration, as it led the way to bring all 58 California Counties onto one system and maintain performance standards. The Technical Team will continue to concentrate on **scaling up the** performance of the **System** and **preparing infrastructure** for the 39 C-IV Counties to join CalSAWS. Many of the technical readiness activities require the coordination and collaboration with the Technical Point of Contacts (TPOCs).

TECHNICAL READINESS – MILESTONES/TASKS METRICS

Figure 10 - Technical Readiness Milestones/Tasks



Upcoming Tasks

Figure 11 - Technical Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-6997	PROJECT - Complete SD-WAN & Extranet Network enablement, for all C-IV Counties	IN PROGRESS	11/01/2020	06/15/2021
CI-7883	PROJECT - Complete Case Data removal	IN PROGRESS	04/30/2021	06/15/2021
CI-7911	PROJECT - Project Rollback planning in conjunction with cutover planning	IN PROGRESS	04/09/2021	06/30/2021
CI-8112	PROJECT - Establish CalSAWS Connectivity with all C-IV Interface partners	IN PROGRESS	04/23/2021	07/31/2021
CI-743	PROJECT - Kiosk/FACT Solution: Push software update to Kiosks at CalSAWS counties	NOT STARTED	08/11/2021	09/15/2021
CI-697	PROJECT - Complete Online Performance Test	NOT STARTED	09/13/2021	09/17/2021
CI-696	PROJECT - Complete Performance and Stress Testing	IN PROGRESS	09/13/2021	09/17/2021
CI-6630	PROJECT - Complete Environment Deployment for Cloud Enablement and Provide Support	IN PROGRESS	08/01/2019	09/22/2021
CI-6658	PROJECT - Completion of Performance and Stress Test for CalSAWS Go-live	IN PROGRESS	02/01/2021	09/22/2021

Metrics of Key Milestones in Progress

Complete Extranet Network enablement, for all C-IV Counties

Extranet Enablement

Extranet enablement aims to build a future state of connectivity for all counties to access AWS hosted services. As of June 4, 2021, 122 sites are complete (96%). The target completion date is June 30, 2021.

Table 17 - Extranet Enablement Summary

Status	Count	Percent
Completed	122	96%
In Progress	3	2%
On Hold	3	2%

C-IV MIGRATION CHANGE READINESS

Change Readiness

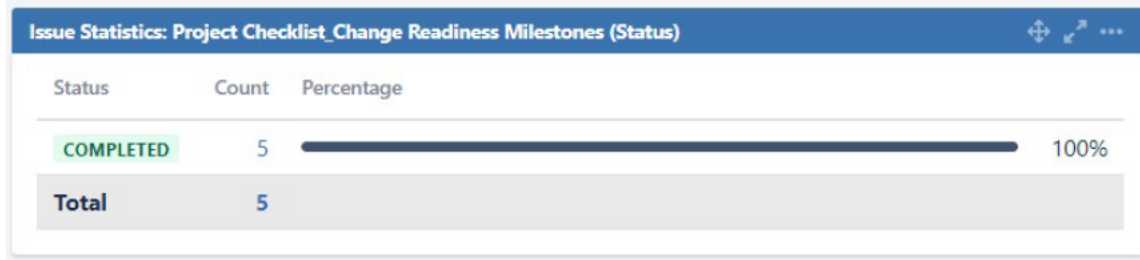
As of June 4, 2021, 5 out of 5 milestones are complete. 0 is in progress for Change Readiness.

The **Change Management Team** track the level of **User preparedness** for the upcoming C-IV Migration and adoption of the new System. User Readiness is monitored through regularly administered assessments surveys.

Change Management activities guide county teams through the change commitment curve. Activities support Change Network Champions (CNC) in their efforts to increase awareness, understanding, and acceptance of the CalSAWS System changes. The ultimate goal is for county teams to commit to the changes by C-IV County Go-Live.

CHANGE READINESS – MILESTONES/TASKS METRICS

Figure 12 - Change Readiness Milestones/Tasks



Change Readiness Upcoming Milestones/Tasks

As of June 4, 2021, 5 out of 5 Change Readiness milestones are complete. 0 Change Readiness milestones remain.

Metrics of Key Milestones in Progress

Table 18 - Change Communications/Outreach Distributed

Communication/Outreach Type	Number Distributed/Hosted	Total Number Planned
Infographics	11	9+
CalSAWS Implementation News Blasts	3	4
Demonstration Videos	6	6+
Targeted Topic Sessions	10	10
Change Network Meetings	7	11
Just-in-Time Demos	1	5

Most **Imaging change management** activities and communications are integrated into the overall C-IV Migration change management approach. The Infographics, CalSAWS Implementation News Blasts, Demonstration Videos, and Change Network Meetings referenced above include Imaging content. In addition to those activities and

communications, the Imaging Change Management Team is responsible for several activities that focus solely on Imaging.

Table 19 - Imaging-specific Activities

Activity	Status	End Date
Imaging Roadshows	4 out of 4 Roadshows Hosted	03/02/2021
Imaging Demonstrations	4 out of 4 Demonstrations Hosted	05/13/2021

C-IV MIGRATION IMPLEMENTATION READINESS

Implementation Readiness

As of June 4, 2021, 4 out of 7 milestones/tasks are complete. 2 out of 7 are in progress for Implementation Readiness.

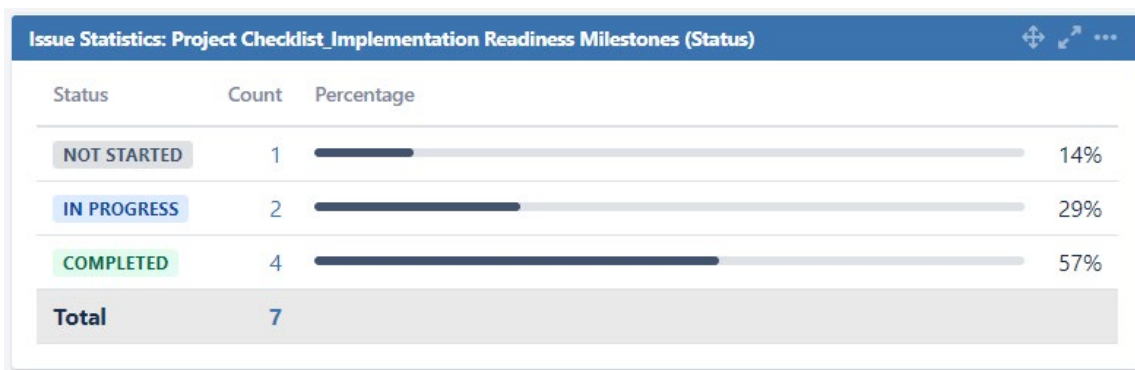
Implementation Support is a coordinated effort of the County Implementation Points of Contact (IPOCs) and Project Targeted On-Site Support (TOSS) teams. The IPOCs serve an essential role as the conduits of communication and facilitators of readiness activities from their respective counties to the Project TOSS teams.

The Readiness activities for C-IV user groups will focus on **preparing Counties to transition** from using the C-IV System to using CalSAWS. The activities are structured to confirm readiness throughout the Implementation process, enabling the Consortium to determine if key milestones are met and progress to the Readiness Plan is staying on track.

Twice-Monthly IPOC Engagement

In preparation for C-IV Migration, the Project has scaled up the frequency of their monthly meetings with the IPOCs. The Implementation Team meets on a twice-monthly basis with all 39 County IPOCs. In addition, each IPOC meets on a regular basis with their Project TOSS team to coordinate and monitor milestones and tasks on their individual County Readiness checklist. As the Migration date nears, these meetings will increase to more frequent reoccurrences.

Figure 13 - Implementation Readiness Milestones/Tasks



Upcoming Tasks

Figure 14 – Implementation Readiness Upcoming Milestones/Tasks

Key	Summary	Status	Target Start Date	Target Due Date
CI-7484	PROJECT - Finalize Post-Deployment Approach	IN PROGRESS	11/23/2020	07/31/2021
CI-803	PROJECT - Engage the Counties on staff profile/security administration updates	NOT STARTED	06/09/2021	08/27/2021
CI-8099	PROJECT - Transition Central Print Vendors	IN PROGRESS	04/19/2021	08/30/2021

Metrics of Key Milestones in Progress

Regional Touchpoints

The CalSAWS Implementation Team is hosting four Quarterly Regional Touchpoints for the C-IV Counties. The intended attendees for these sessions are Managers, Supervisors, Trainers, Policy Experts, and other County Stakeholders who may be involved with internal County migration efforts and would like to learn more about the CalSAWS timeline and migration activities. The Team hosted the first two Regional Touchpoints and will host the third in late May 2021.

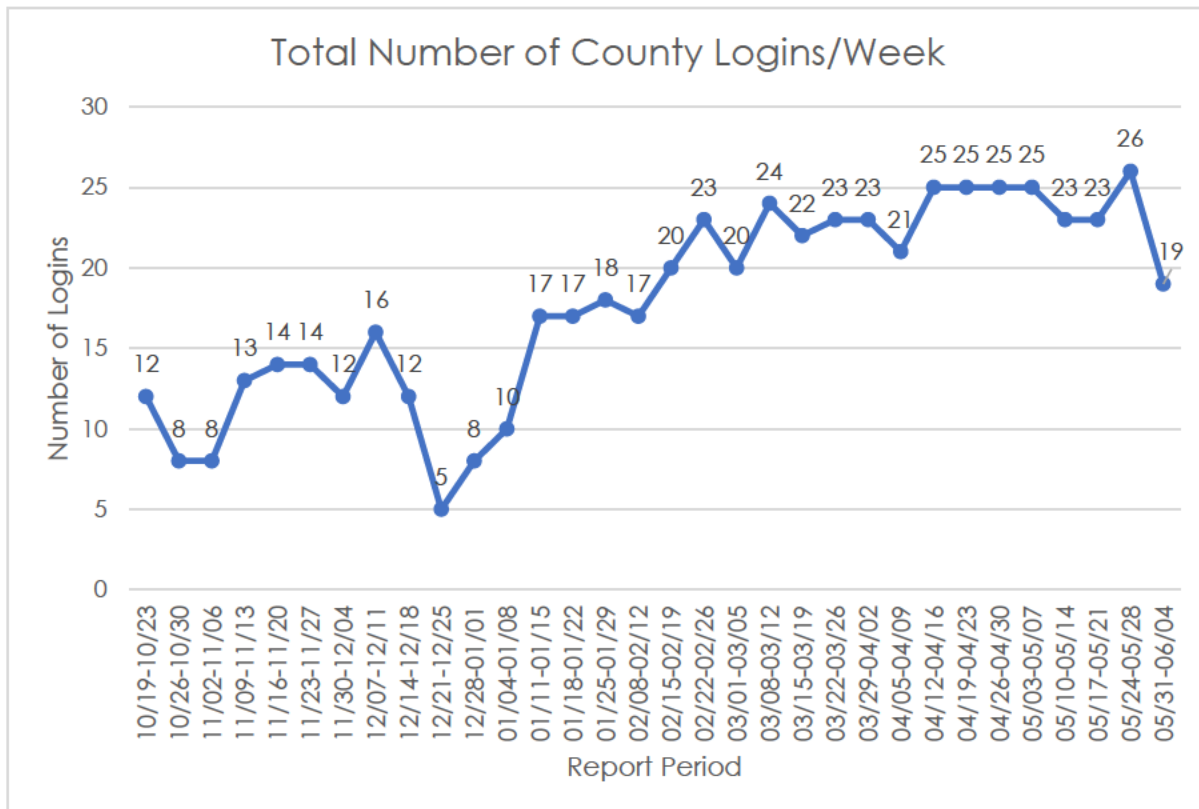
Table 20 - Regional Touchpoint Delivery Schedule

Title		Status	Delivery Date
Regional Touchpoint #1	Region 1	Completed	09/29/2020
	Region 2	Completed	09/30/2020
	Region 3	Completed	09/23/2020
	Region 4	Completed	09/22/2020
	Region 5	Completed	09/21/2020
Regional Touchpoint #2	Region 1	Completed	02/02/2021
	Region 2	Completed	01/28/2021
	Region 3	Completed	01/27/2021
	Region 4	Completed	01/27/2021
	Region 5	Completed	02/03/2021
Regional Touchpoint #3	Region 1	Completed	05/26/2021
	Region 2	Completed	05/25/2021
	Region 3	Completed	05/25/2021
	Region 4	Completed	05/18/2021
	Region 5	Completed	05/27/2021
Regional Touchpoint #4	Region 1	Not Started	Aug-2021
	Region 2	Not Started	Aug-2021
	Region 3	Not Started	Aug-2021
	Region 4	Not Started	Aug-2021
	Region 5	Not Started	Aug-2021

C-IV County Sandbox Usage Statistics

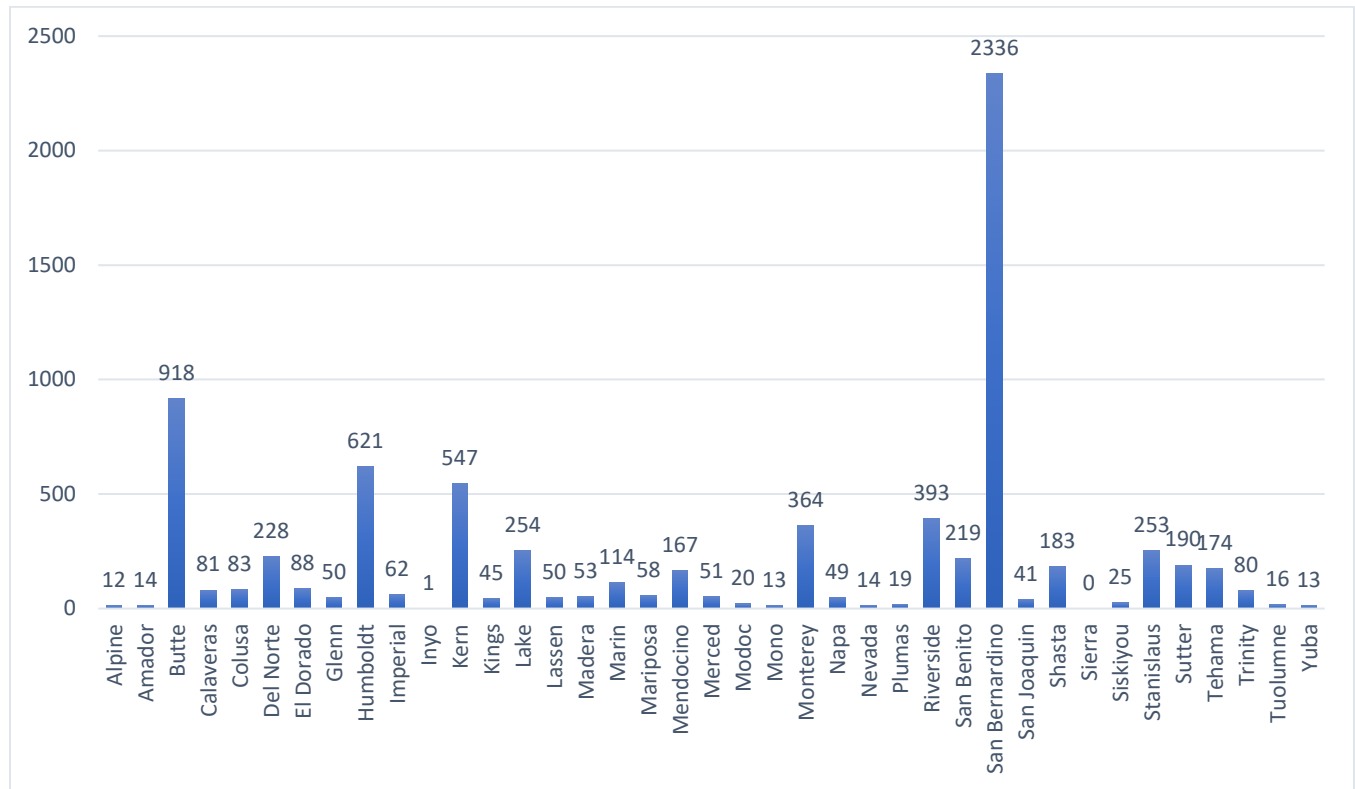
The **CalSAWS Sandbox** Environment provides select County staff with the opportunity to use CalSAWS in a non-production environment where they can experience and familiarize themselves with CalSAWS functionality, at a point in time as of the last CalSAWS Release, prior to migration. The Table below shows the number of Counties that logged into the Sandbox Environment during each reporting period (since 10/19/2020).

Figure 15 - Total Number of C-IV County Logins/Week



The Chart below shows the number of Sandbox logins per C-IV County since October 19, 2021.

Figure 16 Number of Sandbox Logins per C-IV County Since October 19, 2020



C-IV MIGRATION UPCOMING MILESTONES/TASKS

C-IV MIGRATION UPCOMING MILESTONES/TASKS

Table 21 - C-IV Migration Upcoming Milestones/Tasks

Milestone Name	Start Date	Due Date	Notes
Submit Deliverable #52 – CalSAWS (C-IV) UAT Readiness Report/Milestone	12/30/20	06/07/21	
Load C-IV Migration WBTs and Users Guides to the LMS	04/05/21	06/11/21	
Complete C-IV Migration Training Materials	03/02/20	06/11/21	
Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces)	01/25/21	06/14/21	
Update ServiceNow to accommodate LMS Requests from the C-IV Counties	04/15/21	06/15/21	
Partner Enablement – Establish CalSAWS Connectivity with Ad Hoc Reporting (Extranet Dependent)	03/15/21	06/15/21	
Complete Case Data removal	04/30/21	06/15/21	
Complete SD-WAN & Extranet Network enablement, for all C-IV Counties	11/01/20	06/15/21	
Add C-IV County end-users to the LMS	06/07/21	06/20/21	
Generate Golden C-IV Converted Data Set #5	05/24/21	06/21/21	
Project Rollback planning in conjunction with cutover planning	04/09/21	06/30/21	

BENEFITS^{CAL} EXECUTIVE SUMMARY

BENEFITS^{CAL} EXECUTIVE HIGHLIGHTS

This section will contain the executive highlights from the BenefitsCal system and user standpoint and will include a summary of key accomplishments for the previous period, as well as the highlights for the next period.

The BenefitsCal status below is effective **05/08/21** through **06/04/21**.

Executive Highlights

- **Development** Increment 3 of 3 is in progress. **System Test** of Increment 2 is in progress, and testing of Increment 3 begins 06/07/21.
- Received approval of the **System Security Plan (SSP)** and **Customer Experience (CX) Measurement** Work Products, as well as the **Maintenance and Operations (M&O) Plan FDED**.
- Supported planning for **User Acceptance Test (UAT)** to support ongoing planning and preparation. UAT begins 06/14/21.
- The first round of **performance testing** is scheduled to complete on 06/04/21.
- **Pre-Go Live communications** are approved for distribution and translated into threshold languages. The new **BenefitsCal.com website** is developed and approved, go-live scheduled for 06/11/21.
- **Training plans** are complete, and quick reference guides (QRGs) are in progress. The project team developed and shared roadshow materials, and will plan monthly demos approaching go-live.

BenefitsCal Readiness Milestones

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

Key Milestones	Status	Evaluation Start Date	Decision Date	Go?	Notes
Exit System Test	NS	07/16/21	07/23/21		
Exit UAT	NS	08/20/21	09/03/21		
Production Dry Run	NS	08/06/21	08/13/21		
Production Green-Light	NS	09/06/21	09/10/21		

Milestone Legend

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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BENEFITS^{CAL} OPERATIONAL READINESS

BENEFITS^{CAL} READINESS AREAS

The operational readiness of BenefitsCal is comprised of several readiness areas that measure progress and overall readiness for a production deployment. The scale used to evaluate readiness is defined below:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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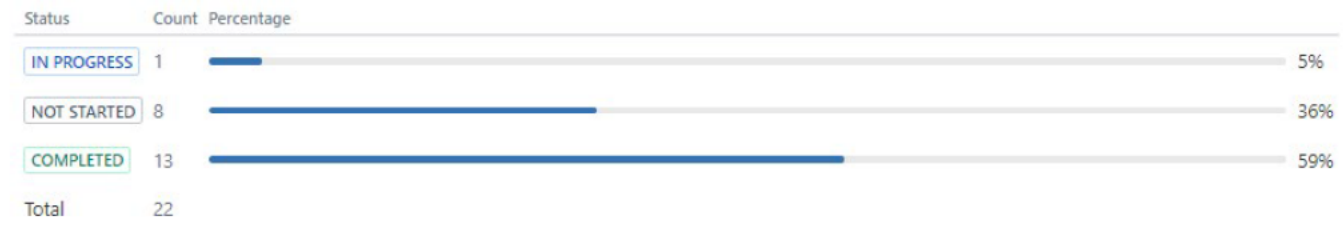
Area	Category	End Date	Current Period	Previous Period
Application	Design	03/10/21	C	C
	Development	06/11/21	G	G
	System Test	07/16/21	G	G
	UAT	09/03/21	G	G
	Usability Test	09/03/21	G	G
Integration	Design	03/10/21	C	C
	Development	06/11/21	G	G
	System Test	07/16/21	G	G
	Interface Partner Test	07/16/21	G	G
Technical	Infrastructure	09/24/21	NS	NS
	Security Testing	08/06/21	G	G
	Performance Testing	09/03/21	G	G
Conversion	Conversion Readiness	09/27/21	G	NS
	Converted Data Test	07/16/21	G	G
Training	Training Plan	05/28/21	C	G
	Training Materials	07/30/21	G	G
	Training Delivery	09/17/21	G	NS
Implementation	Service Desk	09/10/21	NS	NS
	System Operations	09/03/21	G	G
	Prod Deployment Plans	09/27/21	G	G
Change Readiness	Communications	09/20/21	G	G
	Partner Readiness	09/20/21	NS	NS

BENEFITS CAL APPLICATION READINESS

Application Readiness

Below is the status of the Application Readiness of the BenefitsCal system. **22 tasks** are tracked to support the **Application Readiness** of the BenefitsCal system. As of 06/04/21, all Application Readiness Tasks are on time and on target.

Figure 17 - Application Readiness



Upcoming Tasks

The table below includes a summary of the application readiness tasks planned with the due date, actual percent complete, and planned percent complete.

Table 22 – Application Readiness Upcoming Tasks

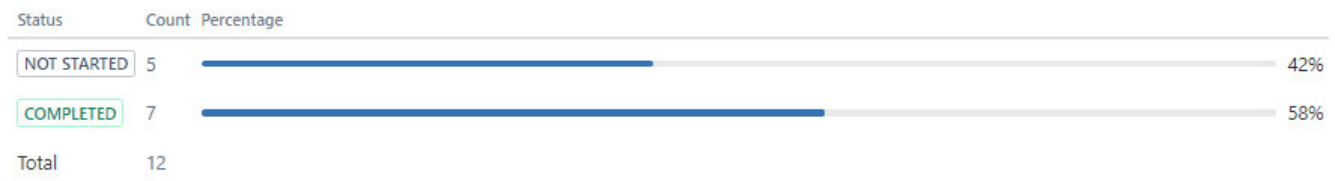
Key	Summary	Status	Due Date ^	Actual % Complete	Planned % Complete
CSPM-6653	Start BenefitsCal UAT.	NOT STARTED	14/Jun/21	0	0
CSPM-6727	Complete Development Increment - 3	NOT STARTED	09/Jul/21	0	0
CSPM-6648	Submit final System Test results.	NOT STARTED	16/Jul/21	0	0
CSPM-6647	Complete BenefitsCal System Test.	IN PROGRESS	16/Jul/21		
CSPM-6651	Complete Usability Test	NOT STARTED	20/Aug/21	0	0
CSPM-6654	Complete BenefitsCal UAT.	NOT STARTED	03/Sep/21	0	0
CSPM-6652	Submit final UAT test results.	NOT STARTED	03/Sep/21	0	0
CSPM-6650	Complete BenefitsCal System Test regression.	NOT STARTED	03/Sep/21	0	0

BENEFITS_{CAL} INTEGRATION READINESS

Integration Readiness

Below is the status of the integration readiness of the BenefitsCal system. **12 tasks** are tracked to support the **Integration Readiness** of the BenefitsCal system. As of 06/04/21, all Integration Readiness Tasks are on time and on target.

Figure 18 - Integration Readiness



Upcoming Tasks

There are no integration readiness tasks planned for the next reporting period. The table below includes a summary of the integration readiness tasks planned with the due date, actual percent complete, and planned percent complete.

Table 23 – Integration Readiness Upcoming Tasks

Key	Summary	Status	Due Date ^	Actual % Complete	Planned % Complete
CSPM-6734	Start BenefitsCal Integration UAT.	NOT STARTED	14/Jun/21	0	0
CSPM-6711	Complete Integration Development Iteration - 3	NOT STARTED	09/Jul/21	0	0
CSPM-6733	Complete BenefitsCal Integration System Test.	NOT STARTED	16/Jul/21	0	0
CSPM-6731	Complete Interface Partner Testing	NOT STARTED	20/Aug/21		0
CSPM-6735	Complete BenefitsCal Integration UAT.	NOT STARTED	03/Sep/21	0	0

BENEFITS CAL TECHNICAL READINESS

Technical Readiness

Below is the status of the technical readiness of the BenefitsCal system. **10 tasks** are tracked to support the **Technical Readiness** of the BenefitsCal system. As of 06/04/21, all Technical Readiness Tasks are on time and on target.

Figure 19 - Technical Readiness



Upcoming Tasks

There are no technical readiness tasks planned for the next reporting period. The table below includes a summary of the technical readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.

Table 24 – Technical Readiness Upcoming Tasks

Key	Summary	Status	Due Date	Actual % Complete	Planned % Complete
CSPM-6713	Start penetration test.	NOT STARTED	28/Jun/21	0	0
CSPM-6714	Complete penetration test and share penetration test results.	NOT STARTED	13/Jul/21	0	0
CSPM-6719	Complete all BenefitsCal pre-production source code vulnerability scans (SAST / DAST).	NOT STARTED	16/Jul/21	0	0
CSPM-6720	Start BenefitsCal pre-production launch third-party web application penetration testing	NOT STARTED	19/Jul/21	0	0
CSPM-6721	Complete BenefitsCal pre-production launch third-party web application penetration testing	NOT STARTED	06/Aug/21	0	0
CSPM-6717	Complete Performance Testing.	NOT STARTED	03/Sep/21	0	0
CSPM-6712	Complete BenefitsCal External URL Setup	NOT STARTED	24/Sep/21	0	0

BENEFITS_{CAL} CONVERSION READINESS

Conversion Readiness

Below is the status of the Conversion Readiness of the BenefitsCal system. **15 tasks** are tracked to support the **Conversion Readiness** of the BenefitsCal system. As of 06/04/21, all Conversion Readiness Tasks are on time and on target.

Figure 20 - Conversion Readiness



Upcoming Tasks

There are no conversion readiness tasks planned for the next reporting period. The table below includes a summary of the conversion readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.

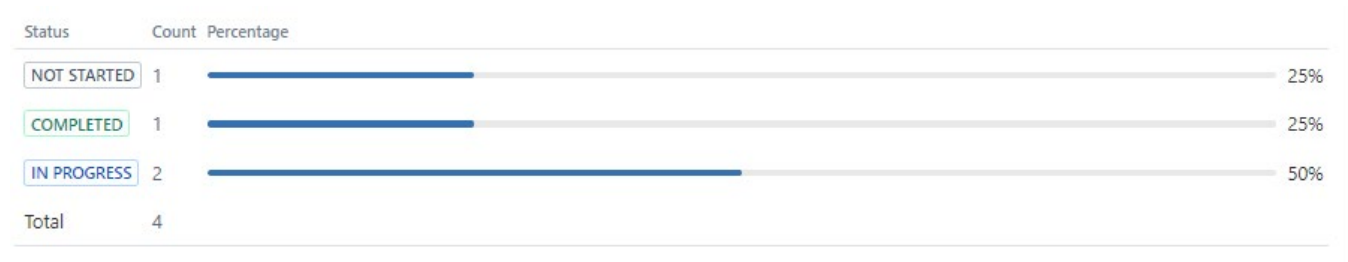
Table 25 – Conversion Readiness Upcoming Tasks

CSPM-6676	Submit user conversion report with CalSAWS Stakeholders	NOT STARTED	24/Sep/21	0	0
CSPM-6674	Load legacy user data in production BenefitsCal database	NOT STARTED	24/Sep/21	0	0
CSPM-6673	Execute Conversion: Create user accounts within ForgeRock for BenefitsCal Customer and CBO users. ForgeRock team to execute.	NOT STARTED	24/Sep/21	0	0
CSPM-6672	Create administrative user accounts within ForgeRock for BenefitsCal admin users.	NOT STARTED	24/Sep/21	0	0
CSPM-6675	User Conversion PROD Run complete	NOT STARTED	27/Sep/21	0	0
Key	Summary	Status	Due Date	Actual % Complete	Planned % Complete
CSPM-6668	Load legacy user data in pre-production BenefitsCal database	NOT STARTED	11/Jun/21	0	0
CSPM-6667	Execute Conversion on Pre-Production-Create user accounts within ForgeRock for BenefitsCal Customer and CBO users. ForgeRock team to execute.	NOT STARTED	11/Jun/21	0	0
CSPM-6666	Create administrative on Pre-Production user accounts within ForgeRock for BenefitsCal admin users.	NOT STARTED	11/Jun/21	50	50
CSPM-6729	Complete Conversion Data Testing	NOT STARTED	16/Jul/21	0	0
CSPM-6669	User Conversion Mock Run complete	NOT STARTED	16/Jul/21	0	0
CSPM-6671	Provide extract of the CBO and Admin users	NOT STARTED	22/Sep/21	0	0
CSPM-6670	Provide extract of regular users (non-CBO and non-admin users) account data from C4Y system	NOT STARTED	22/Sep/21	0	0

Training Readiness

Below is the status of the Training Readiness of the BenefitsCal system. **4 tasks** are tracked to support the **Training Readiness** of the BenefitsCal system. As of 06/04/21, all Training Readiness Tasks are on time and on target.

Figure 21 - Training Readiness



Upcoming Tasks

The table below includes a summary of the integration readiness tasks planned with the due date, actual percent complete, and planned percent complete.

Table 26 – Training Readiness Upcoming Tasks

Summary	Status	Due Date ^	Actual % Complete	Planned % Complete
Approve BenefitsCal Portal training materials.	NOT STARTED	06/Aug/21	0	0

Change Readiness

Below is the status of the Change Readiness of the BenefitsCal system. **6 tasks** are tracked to support the **Change Readiness** of the BenefitsCal system. As of 06/04/21, all Change Readiness Tasks are on time and on target.

Figure 22 - Change Readiness



Upcoming Tasks

The table below includes a summary of the change readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.

Table 27 – Change Readiness Upcoming Tasks

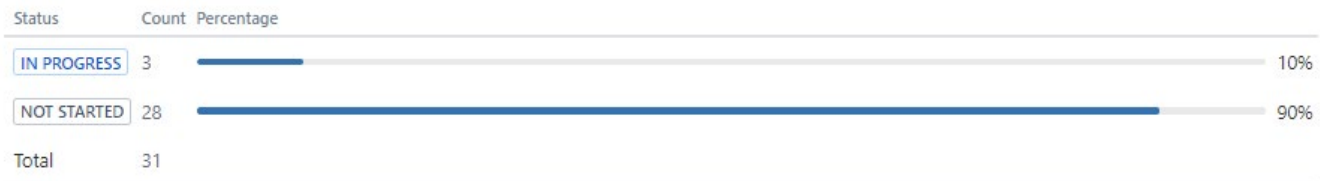
Key	Summary	Status	Due Date	Actual % Complete	Planned % Complete
CSPM-6657	Distribute go-live communications	NOT STARTED	07/Sep/21	0	0
CSPM-6660	Confirm correspondence (mail and email) includes an updated reference to the new BenefitsCal System	NOT STARTED	20/Sep/21	0	0
CSPM-6659	Confirm other Systems have updated their URL to point to the new BenefitsCal.	NOT STARTED	20/Sep/21	0	0
CSPM-6658	Confirm that consortium staff have participated in preparatory meetings and trainings.	NOT STARTED	20/Sep/21	0	0

BENEFITS CAL IMPLEMENTATION READINESS

Implementation Readiness

Below is the status of the Implementation Readiness of the BenefitsCal system. **31 tasks** are tracked to support the **Implementation Readiness** of the BenefitsCal system. As of 06/04/21, all Implementation Readiness Tasks are on time and on target.

Figure 23 - Implementation Readiness



Upcoming Tasks

There are no implementation readiness tasks planned for the next reporting period. The table below includes a summary of the implementation readiness tasks planned for the future reporting period with the due date, actual percent complete, and planned percent complete.

Table 28 – Implementation Readiness Upcoming Tasks

CSPM-6689	County Service Desk staff to complete documentation of Service Desk interactions to support county staff.	NOT STARTED	27/Aug/21	0	0
CSPM-6737	Staff is trained on the incident management process	NOT STARTED	03/Sep/21	0	0
CSPM-6702	Define incident management process	NOT STARTED	03/Sep/21	0	0
CSPM-6701	Create Command Center distribution list and share distribution list to all Command Center staff.	NOT STARTED	03/Sep/21	0	0
CSPM-6700	Send out Command Center-related meeting invitations to all required attendees.	NOT STARTED	03/Sep/21	0	0
Key	Summary	Status	Due Date	Actual % Complete	Planned % Complete
CSPM-6693	Plan service desk support and communications.	NOT STARTED	16/Jul/21	10	10
CSPM-6704	Plan system operations support and communications.	NOT STARTED	30/Jul/21	0	0
CSPM-6688	Operational management reports / dashboards are implemented (Service Desk Reports).	NOT STARTED	06/Aug/21	0	0
CSPM-10117	Customer Experience (CX) Dashboards	NOT STARTED	27/Aug/21	10	10
CSPM-6692	Disseminate BenefitsCal training materials to Service Desk staff.	NOT STARTED	13/Aug/21	0	0
CSPM-6691	Confirm that County Service Desk staff reviewed and approved the Service Desk escalation instructions.	NOT STARTED	27/Aug/21	0	0
CSPM-6690	County Service Desk staff to confirm sufficient capacity to support BenefitsCal users.	NOT STARTED	27/Aug/21	0	0

BENEFITS CAL UPCOMING TASKS

KEY UPCOMING TASKS

Task Name	Start Date	Due Date	Measure/Description
Complete Development - Increment 3	06/07/21	07/09/21	100% of Development for Increment 3 tasks are complete.
Start Performance Test	05/24/21	06/04/21	Performance Test Strategy work product is approved by the Consortium. 100% of the performance test cases applicable for the increment are available for execution. Performance Logging and Reporting setup are complete. Performance Production monitoring alerts are setup in alignment with the DEL 10 M&O Plan deliverable.
Complete Writing UAT Test Scripts	04/19/21	06/11/21	100% of the UAT Test Scripts have been written.
Begin Integration UAT	06/14/21	09/03/21	100% of the UAT test cases are loaded into the X-ray tool for execution. 100% of the smoke test cases are executed and passed within the UAT environment.
Increment 2 SIT	04/19/21	06/11/21	100% of the System Test cases are loaded into the X-ray tool for execution. 100% of the smoke test cases are executed.
Develop Training Materials	05/03/21	07/30/21	Draft the Training materials.

Table 31 – Key Upcoming Tasks

CENTRAL PRINT OVERALL READINESS

Central Print Readiness Areas

The readiness of CalSAWS Central Print Implementation is comprised of several readiness areas that measure progress and overall readiness for production. The scale used to evaluate readiness is below:

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Table 32 – Central Print Overall Readiness Dashboard

Area	Category	Start Date	End Date	Current Period	Previous Period
Fulfillment Platform Software	Requirements	04/16/2021	06/30/2021	G	G
	Specifications	04/16/2021	06/30/2021	G	G
	Configuration	07/1/2021	08/26/2021	NS	NS
Integration	Design	04/16/2021	06/07/2021	C	G
	Development	06/08/21	07/30/2021	NS	NS
	Test	08/01/21	08/27/2021	NS	NS
	Connectivity Test	07/15/2021	07/30/2021	NS	NS
Print Centers	Existing Print Centers Equipment Installed	06/1/2021	07/15/2021	G	NS
	New Print Center Established	04/16/2021	07/30/2021	G	NS
	Production Testing	08/05/2021	08/25/2021	NS	NS
Supplies	Requirements	04/16/2021	07/30/2021	G	G
	Inventory	04/16/2021	07/30/2021	G	G
Training	Training Course	07/01/2021	08/15/2021	NS	NS
	Training Delivery	08/15/2021 ⁹	09/22/2021	NS	NS
Implementation	Service Desk	08/15/2021	09/22/2021	NS	NS
	System Operations	8/28/2021 ⁹	09/30/2021	NS	NS

FULLFILLMENT PLATFORM SOFTWARE READINESS

Fulfillment Platform Software Readiness

The Fulfillment Platform is a Software as a Service (SaaS) integrated set of automation tools that assists with the workflow in the Print Centers. The Fulfillment Platform provides preprocessing and workflow management for all three Print Centers.

The objective of this readiness activity is to identify configuration parameters for the Fulfillment Platform and execute on loading of the configurations. This workstream also has the objective of identifying Fulfillment Platform users and adding those users.

The following activity to accomplish Fulfillment Platform readiness is underway:

- **Configuration Meetings** — Conduct a series of design and review meetings with the CalSAWS Application Maintenance Vendor to discuss print job configurations to be loaded into the Fulfillment Platform as rules for creating the job work orders.

Upcoming Tasks

The upcoming major steps to accomplish Fulfillment Platform readiness include:

- **Configuration Load** — Load the validated configurations into the Fulfillment Platform.
- **Demonstrate the Print Services Portal** — Provide a demonstration of the Portal within the Fulfillment Platform.
- **User Identification** — Identify Consortium and County Portal users, and gather the information required for creating user IDs.
- **User Load** — Load the identified user IDs into the Fulfillment Platform.

All steps in this activity will be repeated for each phase (Los Angeles County, C-IV Counties, CalWIN Counties).

After execution of this readiness activity, the configurations for the predefined print jobs will be loaded into the Fulfillment Platform, and user IDs for the particular phase will be available.

Integration Readiness

The objective of this readiness activity is to complete the design and development of the interface connectivity and print file parameters with the CalSAWS Application Maintenance Vendor.

During each phase, beginning with the Los Angeles County Implementation, the interface and file formats needed to receive input for print and mail services are established and/or verified with the CalSAWS Application Maintenance Vendor.

The following steps in this readiness activity are underway:

- **Existing Documentation Review** — Obtain existing documentation regarding the print files created by CalSAWS for review.
- **Design Meetings** — Conduct a series of design and review meetings with the CalSAWS Application Maintenance Vendor to discuss and create the design for file transfer and print jobs.

Upcoming Tasks

The upcoming steps to accomplish Integration readiness include:

- **Sample File Review** — Obtain print files that contain samples of correspondence for unit testing and to finalize envelope specifications.
- **Test Plan Review** — Verify the plan for system and performance testing with the Consortium and CalSAWS Application Maintenance Vendor and obtain agreement on the tasks and timing for each organization.
- **Job Scheduling Calendar** — Create the initial job scheduling calendar for Phases I and II. This step will be repeated for Phase III separately as the Phase III cutover approaches.

PRINT CENTERS READINESS

Print Centers Readiness

The print centers readiness activities are intended to enhance two of the Primary/Backup Print Centers that are in operation today and establish a new third Print Center.

The amount of change required for our existing Print Centers is minimal. The following steps in this readiness activity related to the existing print centers are underway:

- **Establish Network Connectivity** — While network connectivity to C-IV and CalWIN exists today, the ability to transfer files from the CalSAWS Amazon Web Services (AWS) instance to the Gainwell AWS instance will be established using secure file transfer protocol (SFTP). Gainwell maintains File Transfer as a Service, which will be used to receive the CalSAWS print files, in the Gainwell AWS instance.
- **Extend the Fulfillment Platform** — Access to the Fulfillment Platform will be provided to the Rancho Print Center. The Fulfillment Platform, operated from the Microsoft Azure cloud, is in full use in the Sacramento Print Center today. This step includes providing employee access and training on use of the tools.
- **Perform Equipment Replacement** — The Rancho Print Center will be replacing a small number of lower-speed printers with higher-speed models. The planned number of printer replacements is three, which will be reevaluated during the requirements verification.

The following steps in this readiness activity related to the new print center are complete:

- **Building Identification** — Identification of the specific building that meets the requirements in the target area.
- **Lease** — Execution of the lease for the chosen location.
- **Site Survey and Building Modifications** — Completion of building modifications, such as additional electrical to support the printers and inserters. This step includes obtaining permits and the associated inspections, if applicable.
- **Network Connectivity** — Establishment of network connectivity to Gainwell's File Transfer as a Service to obtain print files for processing and to the Microsoft Azure environment to access the Fulfillment Platform.

The following steps in this readiness activity related to the new print center are underway:

- **Equipment Purchase/Setup** — Purchase and setup of the printers, inserters, furniture, and workstations/tablets needed to perform print operations.
- **Component Testing** — Verification that equipment is operating within expected levels.

Upcoming Tasks

The upcoming steps to accomplish print center readiness include:

- **Connectivity Testing** — Verification that print jobs can be received and access to the Fulfillment Platform is established.

SUPPLIES READINESS

Supplies Readiness

Supplies readiness relates to obtaining the correct envelopes, paper and inserts for production printing as needed for each phase.

This readiness activity includes verifying the volume and content of the planned print with the CalSAWS Application Maintenance Vendor and verifying supply items. Determination of the supplies listed below are currently underway.

- **Envelope design** — Determine specifications by obtaining sample envelopes and print files of each correspondence type
- **Fonts** — Gather information on any new fonts if applicable
- **Paper type** — Obtain information on paper type(s) in use
- **Preprinted inserts** — Automate the process if possible, or obtain inventory
- **Postage permits** — Validate permit indicia needed

Upcoming Tasks

The upcoming steps to accomplish this readiness activity include:

- **Postage** — Coordinate with the Counties to obtain postage deposits
- **Postage transition-in** — Determine the process to obtain residual postage funds for Counties not served by Gainwell today
- **Inventory transition** — Determine the process to obtain residual useable inventory for Counties not served by Gainwell today

After execution of the work in activity, the envelope, paper and insert specifications are finalized for ordering and postage deposits are obtained from the counties in the particular phase.

Training Readiness

Training readiness relates to providing training on the Central Print portal to counties in each particular implementation phase. The portal is available for counties to obtain status on printing and postage balances.

This readiness activity includes developing the training course and delivering the training related to county portal usage. The following readiness activity is underway:

- **Training Course** — Develop training webinar course for county designated portal users

Upcoming Tasks

The upcoming step to accomplish this readiness activity includes:

- **Training Delivery** — Conduct training webinars related to portal access and usage

Implementation Readiness

This readiness activity results in creation of the CalSAWS printing solution's operational processes.

The following readiness activities are complete:

- **Knowledge Transfer for C-IV and CalWIN Counties Print** — Because Gainwell is the current Print Services provider for the C-IV and CalWIN Counties, knowledge transfer sessions to understand these current print processes are complete.

The following readiness activities are underway:

- **Knowledge Transfer for Los Angeles County Print** — For Phase I (Los Angeles County), knowledge transfer sessions are conducted with the LRS Print Vendor to understand the current process and any unique aspects of the output.
- **Operations Procedures** — This activity results in creation and documentation of Print Center procedures including:
 - File Receipt, including identifying and determining processes for interaction with the CalSAWS Application Maintenance Vendor when files are not received, etc.
 - Print, including transition of the electronic print file to physical documents and associated tracking and quality control
 - Insertion, including movement of the physical document through the process of folding and insertion and associated quality control
 - USPS delivery, including preparation of mail pieces to USPS standards for entering the mail stream
 - Inventory, including inventory tracking and order point parameters
 - Scheduling management, including coordination with the CalSAWS Application Maintenance Vendor to determine the planned print jobs for upcoming months
 - Reporting, including provision of reporting information to the Consortium and Counties
 - Incident management, including processes for handling incidents that compromise the output capacity at any of the three Print Centers
 - Service request management, including processes for handling County or Consortium concerns

Upcoming Tasks

The following readiness activities are upcoming:

- **Communication Touchpoints** — Identify the communication touchpoints; for example, delayed print, damaged mail, postage replenishment, etc.

- **CalSAWS County Support Model** — Review the existing CalSAWS County Support model, including the role of Customer Engagement and the Regional Manager.
- **Customer Support Procedures** — Document the process for customer support, including County Portal access and training procedures.
- **Create Cutover Activity List** - Create a Cutover Activity List that lists the significant tasks to be completed in the days leading up to the cutover window, during the cutover window, and immediately following cutover

CONTACT INFORMATION



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58 Counties.
1 System.
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A for One.
And One System for A.

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to Help More People.
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