CalSAWS DD&I
Weekly Status Report

Reporting Period: June 7, 2021 to June 13, 2021

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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	🟢	Received approval for the Final Deliverable (FDEL) on June 7, 2021
57	CalSAWS Migration Work Plan Update #26	PMO	🟢	Submitted the Final Deliverable (FDEL) on June 11, 2021. Approval of the FDEL is due on June 18, 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	Audio/ Visual (A/V) Upgrades	Rancho Cordova	June 2021	• The A/V vendor completed installation of the equipment at the Rancho Cordova Project office on June 4, 2021. The CalSAWS Technical Team will perform additional testing and configuration of the A/V solution in June 2021, and wall/paint touch-ups will follow completion of the testing and configuration activities
2	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	• Continued planning facility capacity and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training
3	Return to Office	Rancho Cordova and	Spring/ Summer 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
		Norwalk Project Offices		Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices

► Facilitated the CalSAWS Weekly Status Meeting that was held on June 9, 2021
► Began preparations for the Section Directors meeting that is scheduled for June 15, 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 Facilitated the Risk Management Group meeting on June 9, 2021 to review new CalSAWS Project risks. A continuation of the Risk Management Group meeting is scheduled for June 16, 2021 to complete the review of existing high risks
► Continued supporting engagement of project staff working remotely, including:
  o Continued preparations for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for June 16, 2021
  o Finalized and distributed the CalSAWS Connect newsletter to the CalSAWS Project Team on June 10, 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
► Began working with Pingboard technical support to restore the ERIC tool's organization chart
► Continued performing Contract Management activities for the CalSAWS DD&I Project
  o Continued development of LRS Change Notice No. Ten which will include the use of funds from the LRS contract's R&A Change Budget Services allocation for the implementation of additional SCRs for CalHEERS interface maintenance for SFY 2020/21. This Change Notice is planned to be submitted to the JPA Board of Directors for approval in July 2021
  o Received the updated Statement of Work from the CalSAWS imaging vendor on June 3, 2021 and submitted the updated documents for County Purchase CC-01-2021 on June 4, 2021, which include revisions to address the County's feedback and comments. This County Purchase is related to Contra Costa County's request for third-party document export support for the CalSAWS Imaging Project
  o Continued development of County Purchases for Yolo and Santa Clara Counties' requests for third-party document export support for the CalSAWS Imaging Project
  o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
► Completed development of the CalSAWS IT Project Status Report for May 2021 and participated in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for

Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that was held on June 9, 2021

► Continued supporting the collection of documents for the CalSAWS Operational Readiness Review required for the CalSAWS DD&I Project

► Continued preparations for the next CalSAWS Project orientation session for new Project staff, which is scheduled for June 21, 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
57	CalSAWS Migration Work Plan Update #26	• Finalized and submitted the FDEL to the Consortium for review and feedback on June 11, 2021 • Approval of the FDEL is due on June 18, 2021

1.2.2   Communications Management

► CalSAWS Communications Management activities including:
  o Continued 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 21.07 Communications:
  o Performed activities for the 21.07 release. See Table 1.2.2-4 for completed and planned activities

Table 1.2.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Uploaded June 2021 Change Control Board Meeting Materials	June 7, 2021	Website Content Update

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	12	873
Total Number of Unique Users	6,480	926,253
Total Number of New Users	4,975	926,253
Total Number of Sessions (Individual Site Visits)	8,960	1,132,825
Average Number of Sessions per User	1.38	1.22
Average Number of Page Views per Session	1.46	1.23
Average Session Duration	1:47	0:52
AskCalSAWS Inquiries – Received/Resolved	4/4	301/299

Figure 1.2.2-1 – Overall CalSAWS.org Usage Trend*
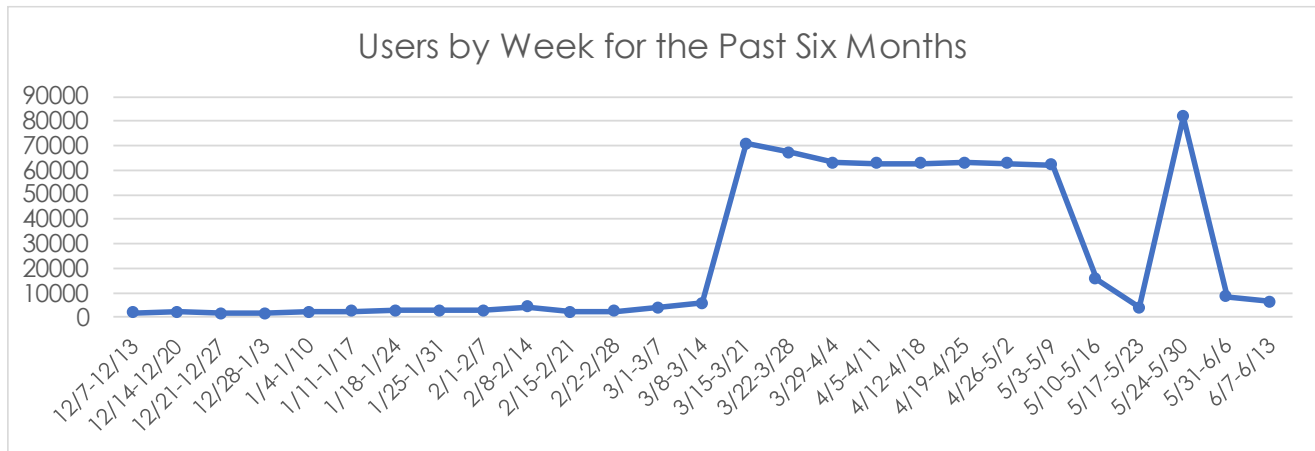
* Increase in usage from March 15, 2021 to May 16, 2021 was investigated to be from cities in the United States

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	49%
Latest News – News	38%
Meetings – Project Steering Committee	31%
Other Updates – Careers	30%
CalSAWS Committees – CalWORKs/CalFresh	28%

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.07 Communication Activities

TASK	DATE(S)	OWNER
CalSAWS Release Communications Planning Meeting	Bi-weekly on Thursdays	Production Operations
CalSAWS LRS Liaisons Meeting	July 12, 2021	Line Operations Development Section / Regional Managers
Send draft Release Notes file to select County Staff for review	July 12, 2021	Production Operations/C-IV Training
Send summary of changes in CalSAWS/LRS Release 21.07 in CalSAWS/LRS Health Check	July 19, 2021 – July 23, 2021	Production Operations
Webcast on Release 21.07 (C-IV)	TBD	C-IV Training
Webcast on Release 21.07 (CalSAWS/LRS)	TBD	Production Operations
21.07 CalSAWS/LRS / C-IV Application Development and Training Release Notes Broadcasts	July 20, 2021	LRS Help Desk/C-IV Training
CalSAWS Release 21.07 Greenlight Meeting	July 21, 2021	Release Management/QA
C-IV Release 21.07 Greenlight Meeting	TBD	Release Management/QA
CalSAWS Post-Release Checkpoint Call (previously LRS/C-IV Build Update Call)	July 26, 2021 – July 28, 2021	Production Operations
District Office Visit (Location: N/A)	None	Implementation

1.2.3   Cultural Transformation

► Phase 1 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
    • Continued development of second round Ambassador initiatives based on output of 2021 Ambassador ideation sessions; aligned with the CalSAWS Innovation team on areas for partnership

- Developed second iteration of Cultural Transformation informational video for presentation at the June 2021 CalSAWS JPA Annual Conference/Member Representatives meeting
- Continued 2021 Ambassador recruitment
- Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and on boarding training
- Continued the development of a CalSAWS Culture-focused orientation for new joiners
- Continued development of the next quarterly update of the CalSAWS Organizational Change Management Plan that will be submitted to the Consortium for review by June 30, 2021

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

► Co-Create Phase
  o IDEA Initiatives
    - Workshops
      - Continued to work with the vendor and update content provided from previous sessions to the overall deck
    - CalSAWS Table Talks
      - Decided on date to plan next CalSAWS Table Talk in July 2021
      - Prepared for the distribution of the 2-question survey for June 2021
    - We Are One
      - Continued to update the CalSAWS IDEA Calendar with most recent events
      - Distributed the 2-question survey to retrieve feedback on this initiative
    - Me, You, Us Training
      - Sent a two-question survey to all staff to retrieve feedback on this resource
    ► Leadership Coaching
      - Talked through feedback survey retrieved from Project 986 vendor
    ► Pulse Survey
      - Received approval for the second-round pulse survey
  o IDEA General
    - Completed to configuration of the JPA video based on feedback from Section Directors
    - Continued to collaborate with Great Place to Work (GPTW), Soft Skills, and Cultural Transformation to discuss the image of consolidated offerings to the CalSAWS Project team
    - Continued to work with the CalSAWS Connect team to provide content for diversity, equity and inclusion related topics and an IDEA overview

1.3   CRFI/CIT Communications Information

► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending June 13, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0138-21	C-IV User Change Readiness Assessment Survey	Informational	June 8, 2021	Helen Cruz	Araceli Gallardo
0139-21	C-IV County Prep Phase Kickoff, Activities, and Materials	Informational	June 11, 2021	Raul Gonzalez	Yvonne King

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending June 13, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-028	Custom Curriculum Enrollment Form	May 5, 2021	Closed	June 7, 2021	Ashley Arnold
21-031	Request for Imaging Train-the-SME (ITTSME) Participants	May 17, 2021	Closed	June 4, 2021	Ashley Arnold

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 June 13, 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 Facilitate a continuation of the Risk Management Group meeting on June 16, 2021 to review the CalSAWS Project's high and new risks
- ► Facilitate the CalSAWS Weekly Status Meeting scheduled for June 16, 2021
- ► Begin preparations for the Section Directors Meeting that is scheduled for June 15, 2021
- ► Continue activities to support Project staff working remotely
  - o Complete preparations and facilitate the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for June 16, 2021
  - o Begin development of the next issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on July 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
- ► Complete preparations for the next CalSAWS Project orientation session for new project staff that is scheduled for June 21, 2021
- ► Continue performing Contract Management activities for the CalSAWS DD&I Project
- ► 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
57	CalSAWS Migration Work Plan Update#26	• Facilitate a touchpoint meeting with Deliverable reviewers on June 17, 2021 to address comments and questions, as needed • Approval of the FDEL is due on June 18, 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
None for the reporting period		

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
- ► Plan and execute cross-Project initiatives to increase employee-driven innovation and autonomy across the project
- ► Recruit Culture Ambassadors for second round of Ambassador initiatives
- ► Finalize CalSAWS Culture Initiatives onboarding session materials
- ► Continue development of the next quarterly update of the CalSAWS Organizational Change Management (OCM) Plan which will be submitted to the Consortium for review by June 30, 2021

1.4.4   Inclusion, Diversity & Equity Advancement (IDEA)

- ► Continue to update IDEA documents on "We Are One" CalSAWS Project SharePoint tab
- ► Prepare for sending out the second round of the Pulse Survey
- ► Continue to complete the JPA meeting IDEA overview video
- ► Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training
- ► Continue to work on video overview of IDEA for the June 2021 CalSAWS JPA Annual Conference and Member Representatives meeting in preparation for walkthrough meeting
- ► Continue to distribute email with survey link embedded for those initiatives not measured in the Pulse Survey
- ► Continue to work with CalSAWS Connect team to provide content for the monthly newsletter

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 development and integration workshops with BenefitsCal
- One reopened BenefitsCal defect, resolution on target for June 11, 2021
▶ Secured Consortium Approval Board (CAB) approval to perform BenefitsCal User Acceptance Test (UAT) and C-IV mock conversion bulk uploads
▶ Deployed performance patch to troubleshoot Development environment failures
- continue to monitor environment's stability

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
Update Password Policies in Production Environment	June 25, 2021	In progress
Update "Forgot Password?" Link Logic in Production Environment	June 25, 2021	In progress
Implement Hot-Hot Architecture for DR	June 25, 2021	In progress
ForgeRock 21.06 Production Deployment	June 25, 2021	Not started
Enable CBO Management for BenefitsCal in Production Environment	July 30, 2021	In progress
Migrate ADF Devices from Duo to ForgeRock	July 30, 2021	In progress
ForgeRock 21.07 Production Deployment	July 30, 2021	Not started
Update Password Policies in Production Environment	June 25, 2021	In progress

▶ Integrated Performance Test at 40 county volume
- Planning continues across teams includes ForgeRock and BenefitsCal
- Cycle planned from July 12, 2021 – July 30, 2021
▶ Continued Innovation Lab activities
- Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
  - Continued progress on analysis of CalSAWS monolithic application
- Streamlined CalSAWS Lobby Application *(Describe Phase)*
  - Hosted session with Lobby Management Committee to refine user stories
- System Status for End Users *(Co-Create Phase)*
  - Received leadership feedback on current prototype and discussed considerations for leveraging ServiceNow
- CalSAWS Production Calendar *(Discovery Phrase)*
  - Presented business case at Workgroup and received approval to prototype
- Cybersecurity Awareness Program *(Discovery Phase)*
  - Continued vendor conversations

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

► Support BenefitsCal User Acceptance Test (UAT)
  o Perform external/ enterprise/ administrator user bulk uploads for User Acceptance Test (UAT)
► Continue ForgeRock C-IV migration planning activities
  o Resolve C4Yourself bulk upload defects
  o Perform Mock conversion II C-IV User Bulk upload
► Continue development work on 'hot-hot' architecture for disaster recovery implementation
► Continue to support CalSAWS migration to ForgeRock AT
► Integrated Performance Test at 40 County volume
  o Continue planning sessions and confirming milestones
► Innovation Lab
  o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    • Continue development of requirements from monolithic application analysis
  o Streamlined CalSAWS Lobby Application *(Describe Phase)*
    • Provide list of prototype features to potential vendors
  o System Status for End Users *(Co-Create Phase)*
    • Reflect on feedback received and brainstorm use cases
  o CalSAWS Production Calendar *(Describe Phrase)*
    • Meet with initiative leads to begin prototype
  o Cybersecurity Awareness Program *(Discovery Phase)*
    • Reach out to additional vendors

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

- ► Added and validated approximately 95,000 images as the functional set of images in preparation of User Acceptance Test (UAT)
- ► Recent issues with C-IV Snowballs
    - o Failure of Snowball 2 hardware
    - o Corruption/inconsistencies of data on Snowball 1
- ► Created risk for C-IV document migration due to recent Snowball failures
- ► Based on recent information from the test snowball process in the coming days we will be working towards the following:
    - o Outline high level milestones
    - o On the timeline target when the validation of migrated images can occur
    - o Review scaling options and timing
- ► Researched options for purging C-IV Images
- ► Conducted Santa Clara County Document Migration Discovery Session Check-in on June 9, 2021
- ► Conducted Orange County Document Migration Discovery Session Check-in on June 10, 2021
- ► Conducted Los Angeles County Document Migration Discovery Session Check-in on June 10, 2021
- ► Scheduled Santa Barbara Document Migration Discovery Session Check-in on June 14, 2021
- ► Scheduled San Diego County Document Migration Discovery Session Check-in on June 15, 2021
- ► Scheduled Placer County Document Migration Discovery Session Check-in on June 15, 2021
- ► Scheduled Santa Clara County Document Migration Discovery Session Check-in on June 16, 2021
- ► Scheduled Imaging Committee Meeting – June on June 17, 2021
- ► Scheduled Orange County Document Migration Discovery Session Check-in on June 17, 2021
- ► Scheduled Ventura County Document Migration Discovery Session Check-in on June 17, 2021
- ► Scheduled Los Angeles County Document Migration Discovery Session Check-in on June 17, 2021

Table 3.1-1 – CalSAWS Imaging Project Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
Application Build Activities	March 25, 2021	Complete
Release 21.01	November 25, 2020	Complete
Release 21.03	January 28, 2021	Complete
Release 21.05	March 25, 2021	Complete
User Acceptance Testing Environment Build-out	April 23, 2021	Complete
Migration Activities	October 1, 2021	In progress
Santa Clara County Document Migration Check-in Session	June 9, 2021	Complete
Orange County Document Migration Check-in Session	June 10, 2021	Complete
Los Angeles County Document Migration Check-in Session	June 10, 2021	Complete
Santa Barbara Document Migration Discovery Session Check-in	June 14, 2021	Scheduled
San Diego County Document Migration Discovery Session Check-in	June 15, 2021	Scheduled
Placer County Document Migration Discovery Session Check-in	June 15, 2021	Scheduled
Santa Clara County Document Migration Discovery Session Check-in	June 16, 2021	Scheduled
Imaging Committee Meeting – June	June 17, 2021	Scheduled
Orange County Document Migration Discovery Session Check-in	June 17, 2021	Scheduled
Ventura County Document Migration Discovery Session Check-in	June 17, 2021	Scheduled
Los Angeles County Document Migration Check-in Session	June 17, 2021	Scheduled

Figure 3.1-1 – CalSAWS Imaging Releases Burndown
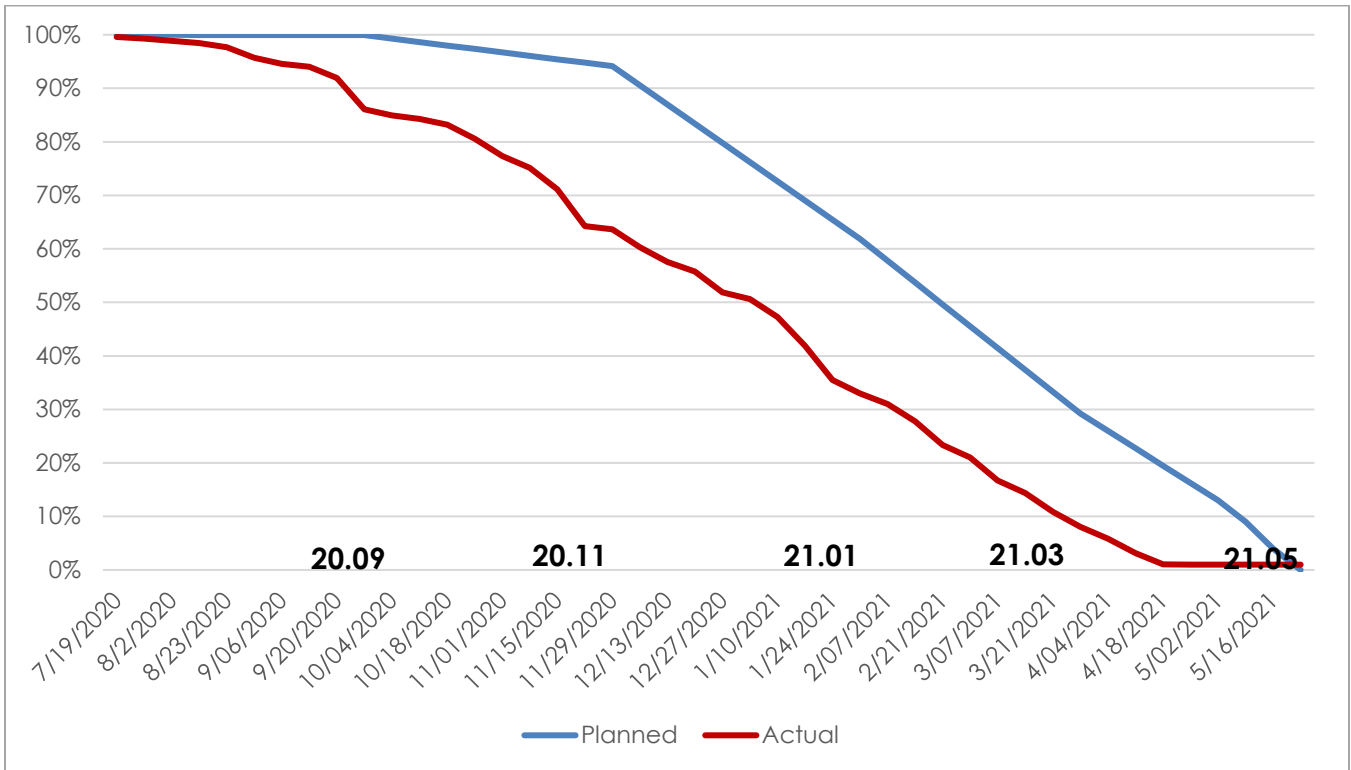
Figure 3.1-5 – Los Angeles (Nexlogica)*
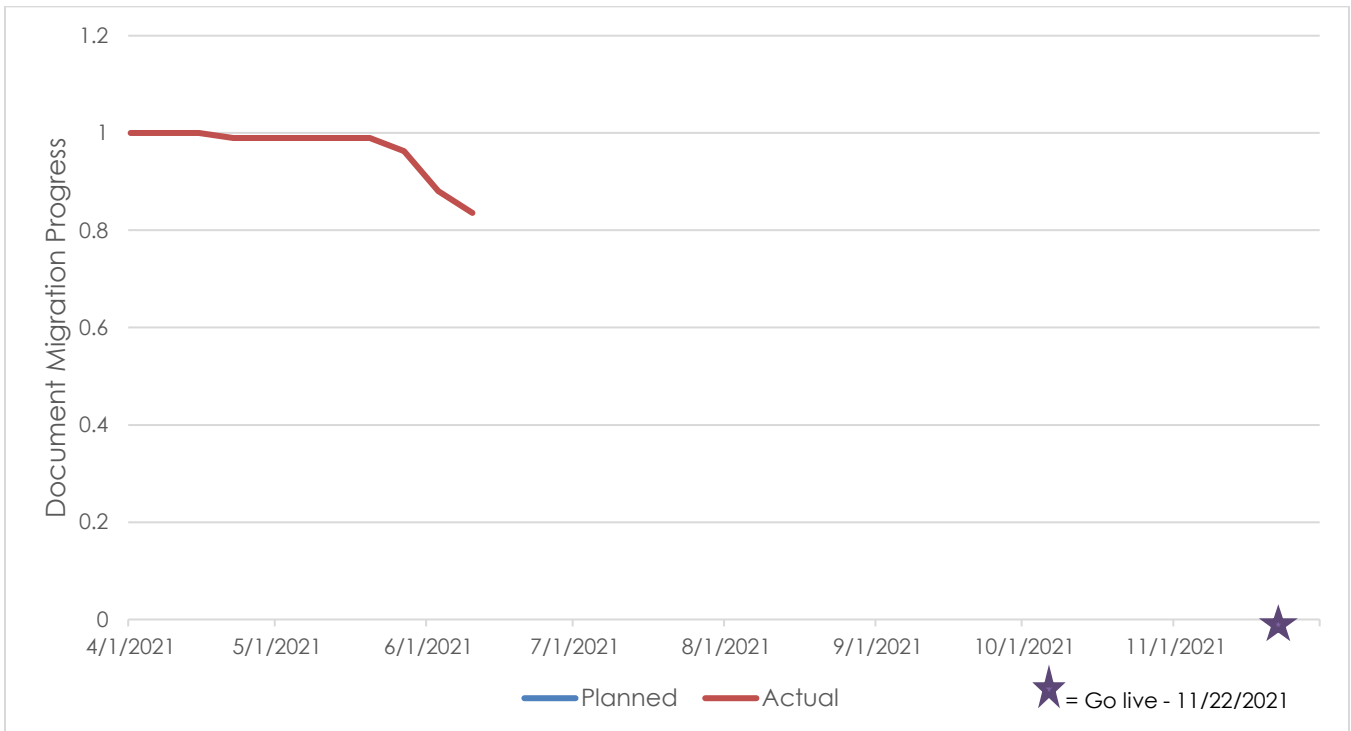
Note:
- Please see CalSAWS Project Risk #234

3.2   Activities for the Next Reporting Period

► Conduct Santa Barbara Document Migration Discovery Session Check-in on June 14, 2021
► Conduct San Diego County Document Migration Discovery Session Check-in on June 15, 2021
► Conduct Placer County Document Migration Discovery Session Check-in on June 15, 2021
► Conduct Santa Clara County Document Migration Discovery Session Check-in on June 16, 2021
► Schedule Imaging Committee Meeting – June on June 17, 2021
► Conduct Orange County Document Migration Discovery Session Check-in on June 17, 2021
► Conduct Ventura County Document Migration Discovery Session Check-in on June 17, 2021
► Conduct Los Angeles County Document Migration Discovery Session Check-in on June 17, 2021
► Schedule Santa Barbara Document Migration Discovery Session Check-in on June 21, 2021
► Schedule Placer County Document Migration Discovery Session Check-in on June 22, 2021
► Schedule Orange County Document Migration Discovery Session Check-in on June 24, 2021
► Schedule Ventura County Document Migration Discovery Session Check-in on June 24, 2021
► Schedule Los Angeles County Document Migration Discovery Session Check-in on June 24, 2021

3.3   Deviations from Plan/Adjustments

► None for the reporting period

4.0 Customer Service Center

4.1 Highlights of the Reporting Period

► Presented the Inbound IVR Design on June 9, 2021and submitted document for approval
► Continuing to develop Contact Center Environment strategy with SMEs and stakeholders (on-going)
► Scheduled Callback design on track for July 7, 2021 committee review date

Figure 4.1-1 – CalSAWS Customer Service Center – Requirements Burndown

Table 4.1-2 – Customer Service Center Milestones

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	21.11
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	Approved	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Approved	22.03
Admin Page - Core Tech Design (CA-226672)	May 26, 2021	Submitted	22.05
Inbound IVR (CA-226837)	June 9, 2021	Submitted	22.05
Scheduled Callback (CA-229573)	July 7, 2021	Draft in progress	22.05
Environments (CA-227045)	July 30, 2021	Draft in progress	21.11
External Party Access IVR - Core Tech Design (CA-226839)	August 18, 2021	Draft in progress	22.01
External Party Access IVR – App Dev (CA-TBD)	September 24, 2021	Not started	22.01
Telephonic Signature - Core Tech and AppDev Design (CA-226838)	September 22, 2021	Draft in progress	22.01
Outbound IVR - App Dev (CA-228699)	July 30, 2021	Draft in progress	21.11
Voice Authentication: All Languages - App Dev (CA-TBD)	November 26, 2021	Not started	22.03
Admin Page – App Dev (CA-TBD)	January 28, 2022	Draft in progress	22.05

4.2   Activities for the Next Reporting Period

► Obtained committee approval on Admin Page and Inbound IVR designs
► Continue work on designs for Scheduled Callback, Telephonic Signature, External Party Access IVR, and Environments (for Contact Center)
► Continue coordination with vendor partners for design validation

4.3   Deviations from Plan/Adjustments

► None for the reporting period

5.0 Analytics

5.1 Highlights of the Reporting Period

5.1.1 Analytics Summary

Table 5.1.1-1 – CalSAWS Analytics Summary

ANALYTICS RELEASE	STATUS	SOFT LAUNCH DATE	HARD LAUNCH DATE	Dashboards	State & Mgmt. Reports	TOTAL	% OF TOTAL
C	In Production	Deployed	Deployed	2	0	**2**	0%
D	In Production	Deployed	Deployed	4	33	**37**	9%
E	In Production	Deployed	Deployed	7	60	**67**	23%
F	In Soft Launch	Deployed	Planned June 15, 2021 *(Approved)*	3	74	**77**	40%
G	In Soft Launch	Deployed	Planned June 15, 2021 *(Approved)*	4*	45	**49**	51%
H	In Development and Testing	June 30, 2021	Planned September 2021	6	65	**71**	
I	In Development	September 30, 2021	TBD	1	75	**76**	
J	Future Development	January 15, 2022	TBD	0	75	**75**	
Total Reports				**27**	**427**	**454**	

Note:
- The 4 Dashboards in Release G will be hard launched on September 2, 2021

5.1.2 Soft Launch
► 51% of dashboards and reports have been deployed via soft launch
► Completed Hard Launch #3 (Release F and G) testing in SYS6. There were changes to the Hard Launch #3 inventory which were reviewed with and approved by the Consortium
► Hard Launch #3 deployment to production has been revised to July 7, 2021. This deployment is dependent on both:
  o OCAT-ForgeRock fix to be deployed
  o CA-225548 (Role update to support On-request)
  Target production deployment date for OCAT-ForgeRock fix is planned for June 26, 2021. The Analytics team (Consortium, QA, and Accenture) have agreed to move the release until OCAT-ForgeRock fix is in production and Analytics testing has confirmed reports are functioning.
► The following testing activities are at-risk due to C-IV Environment SYSLG03 pending removal per security concerns (see CHG0030349):
  o 3 OBIEE – C-IV Release G Part 2 Dashboards (see Figure 5.1.7-2, below)
  o 18 C-IV only reports from Release H
  o Remaining 40 County System Test
  Meeting scheduled on June 16, 2021 with Consortium and Security teams to review and discuss mitigation and next steps

5.1.3 Production (Hard Launch)

► 23% of dashboards and reports are currently in production
► There were no incidents reported over the past week affecting the generation of dashboards or reports in production

5.1.4 Performance and Scalability

► Over the past week all Soft and Hard Launch deployed dashboards and reports completed (Los Angeles data only) within the batch window
► Glue POC will continue post C-IV cutover
► Continued 40 County Analytics Isolation Performance Testing
  o Daily testing on GDS4 completed last week with end-to-end run time improvement of approximately 33 minutes
  o Identified additional jobs to tune
  o A detailed summary will be reviewed with the Consortium and QA during this week's Performance and Scalability meeting
► Batch End-to-End Performance Testing (with 40 County Data) – Analytics
  o End-to-End testing has been moved to Analytics Stage instance to avoid contention with User Acceptance Testing (UAT). Currently runs in End-to-End environment match the same 40 County Performance test runs we're seeing in the isolation testing. Currently runs in End-to-End environment
  o Technical team is starting with the 40 county Performance test for the on-request reports from the June 15, 2021

5.1.5 40 County System Test

► Continued executing 40 County System Test on dashboards and reports soft launched and in production. See risk above

5.1.6 User Acceptance Testing (UAT)

► Reviewed the Analytics inventory as well as the batch schedule to generate and deliver dashboard and reports during the UAT timeframe
► Dashboard and Reports Delivery Risks:
  o UAT will not be testing Hard Launch #3 reports until both the Materialized Views (MV) code (CA-225548) and the OCAT-ForgeRock fix is applied to production to avoid having to revert any changes. For reference, the OCAT-ForgeRock fix was deployed to UAT on June 11, 2021 and the MV is Pending
  o Release G dashboards and remaining Release H C-IV only reports (18) are at risk for delayed delivery due to C-IV Environment SYSLG03 Risk (see risk above)
► Continued to provide Analytics team support for UAT

5.1.7 Development and Testing

► Release H
  o The team is progressing to complete Release H dashboards and reports (Milestones #16 OBIEE CIV Reports R8 and Milestone #5 Report Release R8) and deploy to Soft Launch as planned on June 30, 2021
  o Dashboards
    • Continued development and testing of Release H Dashboards

Figure 5.1.7-1 – CalSAWS Analytics – Release H Burndown (OBIEE)
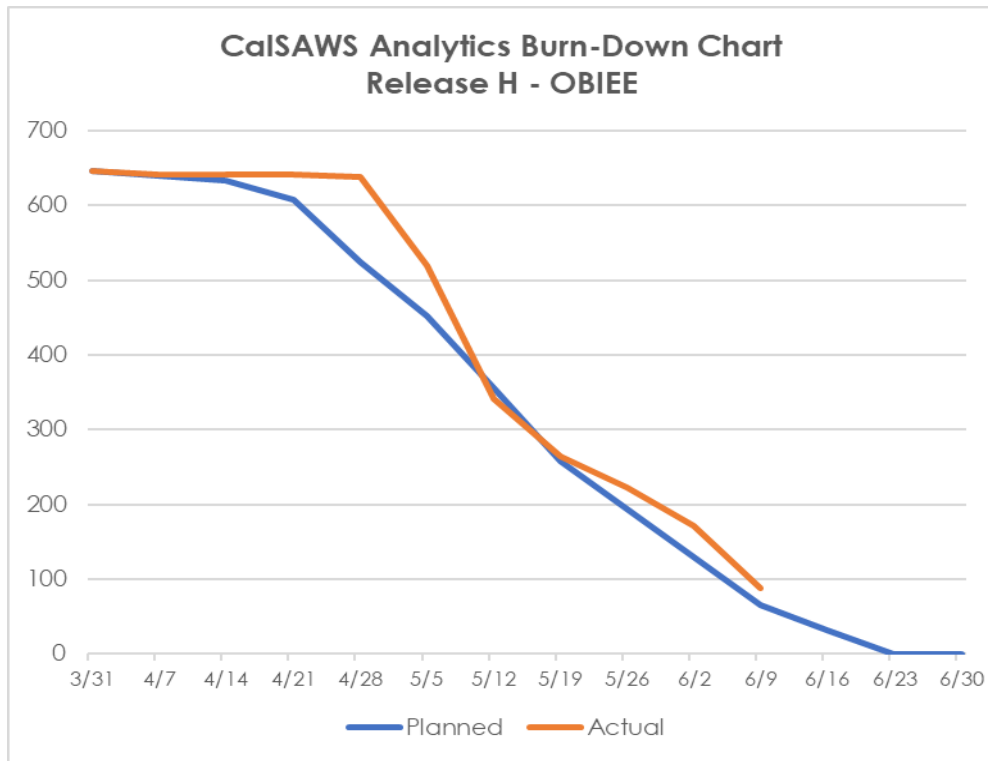
Figure 5.1.7-2 – CalSAWS Analytics – Release H Status Matrix (OBIEE)

Release	Dashboard	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
				Soft Launch (6/30)					
OBIEE - C-IV (Rel G Part 2)	C-IV Call Log	3/5	3/12	6/18	4/1	6/9	6/18	6/18	HL #4 (9/2)
	C-IV Semi Annual Reporting	3/5	3/12	6/18	4/1	6/9	6/18	6/18	HL #4 (9/2)
	C-IV WPR and Engagement	3/5	3/12	6/18	4/1	6/9	6/18	6/18	HL #4 (9/2)
OBIEE (Release H)	LRS Alerts	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS CWS Alerts	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS Work Order	5/14	5/21	6/20	5/28	6/11	6/25	6/29	HL #4 (9/2)
	LRS Placement Vendor Exception	5/21	5/28	6/20	6/4	6/11	6/25	6/29	HL #4 (9/2)
	LRS Welfare to Work	5/21	5/28	6/20	6/4	6/11	6/25	6/29	HL #4 (9/2)
	LRS Caseload History				6/4	6/11	6/25	6/29	HL #4 (9/2)

Legend:
Complete
Complete as of this week
In Progress

- o Reports
    - Continued development and testing of Release H reports.
    - Two current C-IV on-request reports Longitudinal and Engagement Analysis may need to be re-designed as scheduled reports, and need little, longer time frame to socialize the change
    - ATLG05 C-IV environmental issues impacting 4 C-IV source report's generation, team is working on mitigating this risk with report's team's help
    - Team working on clearing testing backlog over next few weeks, expecting to be back on trend line by middle to end of June for most of the reports
    - Complexities associated with some of 2 on-requests reports has slowed progress; however, team is confident that they can get back on plan by middle to end of June timeframe

Figure 5.1.7-3 – CalSAWS Analytics – Release H Burndown (State & Management)
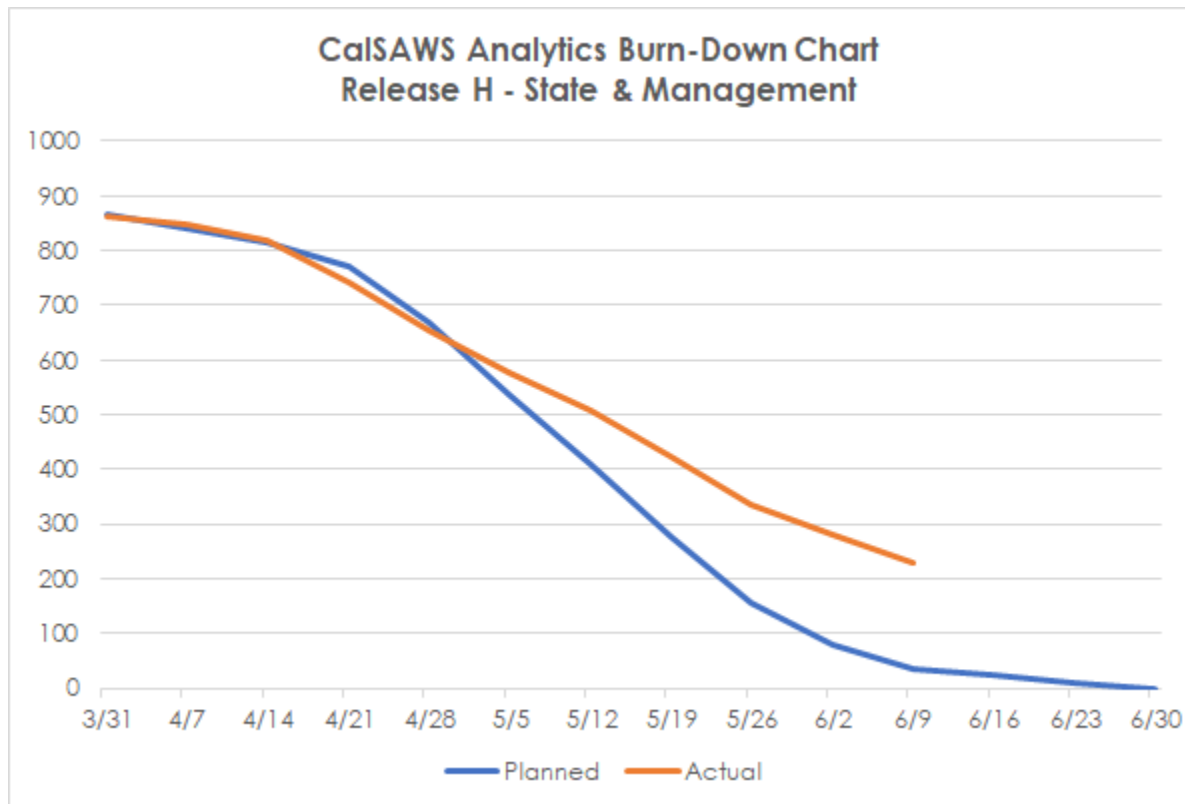
Figure 5.1.7-4 – CalSAWS Analytics – Release H Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering Due Date	Reverse Engineering % Comp	Curation Build Due Date	Curation Build % Comp	Curation Test Due Date	Curation Test % Comp	Consortium Curation Test Due Date	Consortium Curation Test % Comp	Visualization Build Due Date	Visualization Build % Comp	Visualization Test Due Date	Visualization Test % Comp	Consortium Viz Validation Due Date	Consortium Viz Validation % Comp
Mgmt	Administration	15	4/15	93%							6/11	93%	6/18	40%	6/25	0%
	Case Activity	8	4/15	88%	5/21	100%	5/31	100%	6/18	0%	6/11	63%	6/18	38%	6/25	0%
	Employment Services	11	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	82%	6/18	45%	6/25	0%
	Fiscal	22	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	100%	6/18	68%	6/25	0%
	Resource Data Bank	2	4/15	100%							6/11	100%	6/18	100%	6/25	0%
	Special Units	6	4/15	100%							6/11	100%	6/18	83%	6/25	0%
	State	3	4/15	100%	5/21	100%	5/31	100%	6/18	0%	6/11	100%	6/18	33%	6/25	0%
TOTAL		67	65 of 67	97%	9 of 9	100%	9 of 9	100%	0 of 9	0%	61 of 67	91%	37 of 67	55%	0 of 67	0%

Legend:
Complete
Complete as of this week
In Progress

5.1.8   Change Enablement

► Qlik Platform Capabilities
  o Completed development of Bookmarks and Object Interaction Web Based Training (WBT) content
    • Updated target date to mid-June to align with C-IV Early Training
    • Completed WBT #2 and reviewing with CT June 16, 2021

5.2   Re-Platform Migration Schedule

Table 5.2-1 – Analytics Reports Re-Platform Release Migration Schedule

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	• CalWORKs	Daily	18 Sheets
	• QA	Daily	10 Sheets
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	• CalFresh	Daily	30 Sheets
	• CalFresh Meals	Monthly	2 Sheets
	• Managed Personnel	Daily	1 Sheet
	• SSI/SSP	Daily	2 Sheets
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	30 Sheets

	• General Relief	Daily and Monthly	32 Sheets
	• Program Assignment	Monthly	1 Sheet
	• DPSSTATS Scorecard	Daily	1 Sheet
	• AAP (CWS)	Daily	21 Sheets
	• Foster Care (CWS)	Daily	21 Sheets
	• Kin-Gap (CWS)	Daily	21 Sheets
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) Approved for Hard Launch			
Dashboards			
LRS	• Operational Reports	Monthly	30 Sheets
	• Task Management	Daily	19 Sheets
	• Welfare Fraud Prevention & Investigation	Monthly	4 Sheets
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) Approved for Hard Launch			
Dashboards			
C-IV	• Call Log	Daily	19 Sheets
	• Semi Annual Reporting	Daily	11 Sheets
	• WPR and Engagement	Daily	46 Sheets
LRS / C-IV	• Reception Log	Daily	10 Sheets
State & Management			
	Category	Number of Scheduled	Number of On Request

			Reports	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) In Development and Testing				
Dashboards				
LRS	•	Caseload History	Monthly	9 Sheets
	•	Alerts	Daily	5 Sheets
	•	Alerts (CWS)	Daily	3 Sheets
	•	Placement Vendor Exception Report (CWS)	Daily	3 Sheets
	•	Work Order	Daily	6 Sheets
	•	Welfare to Work	Daily	7 Sheets
State & Management				
		Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	•	Administrative	0	14
	•	Case Activity	0	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) In Design and Development				
Dashboards				
LRS	•	Statistical Reports	Monthly	79 Sheets
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
LRS	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
	• 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

5.3   Activities for the Next Reporting Period

▶ Cloud Analytics
  o Continue executing 40 County System Test and Performance testing
  o Support User Acceptance Test (UAT) start
  o Deploy Hard Launch #3 in Production
  o Release G
      • Continue testing of C-IV dashboards in stage 2 (40 County data)
  o Release H
      • Continue build and testing activities
  o Training
      • Qlik Platform Capabilities: Review Bookmarks and Object Interaction Web Based Training (WBT) content and release to Learning Management System (LMS)

5.4   Deviations from Plan/Adjustments

▶ None for the reporting period

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	21.06	21.07	21.11	22.01	22.02	22.03	22.05	22.06	22.07	22.09
Design	New	0	2	9	21	0	28	12	0	1	4
	Design in Progress	0	5	16	7	0	3	0	0	0	0
	Ready for Committee	0	0	2	0	0	0	0	0	0	0
	Committee Review	0	0	0	0	0	0	0	0	0	0
	Pending Approval	0	1	2	1	0	0	0	0	0	0
Build	Approved	0	3	1	1	0	1	2	1	1	1
	In Development	1	4	8	0	0	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	0	0	0	0	0	0	0	0	0	0
Test	System Test	0	40	0	0	0	0	0	0	0	0
	Test Complete	1	2	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	2	57	38	30	0	32	14	1	2	5

SCRs in Production	664
SCRs with Release TBD	3

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." Two of three SCRs are related to Client Correspondence SCRs

6.1.2 DDID System Test Status

Figure 6.1.2-1 – DDID System Test Status
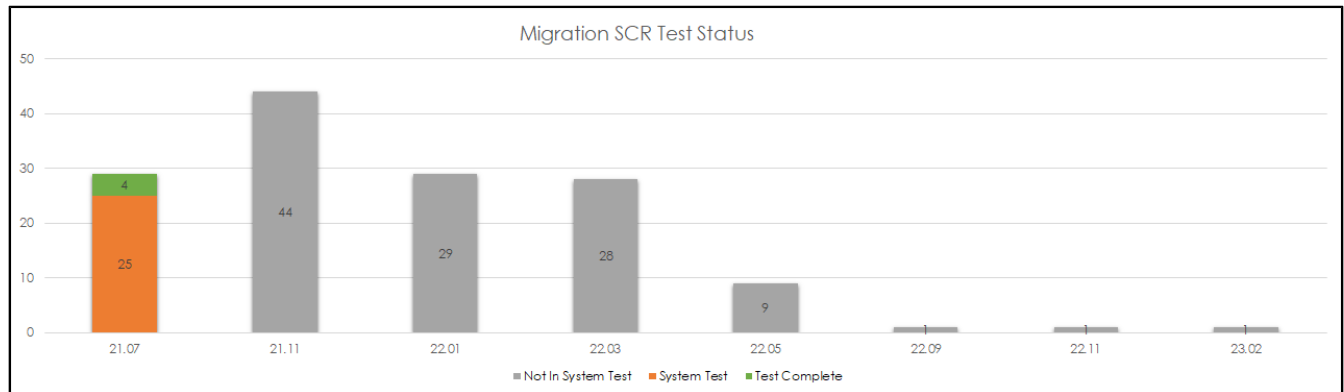
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In 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 June 11, 2021	**25%**
Pass Rate Actual as of June 11, 2021	**34%**
System Test Complete Date: July 21, 2021	

CalSAWS DD&I System Test Execution Status - 21.07

Fail, 52, 1%
Blocked, 2, 0%
In Progress, 39, 6%
Pass, 234, 34%%
Not Executed, 358, 52%

Legend:
- Blocked
- Fail
- In Progress
- Not Executed
- Pass
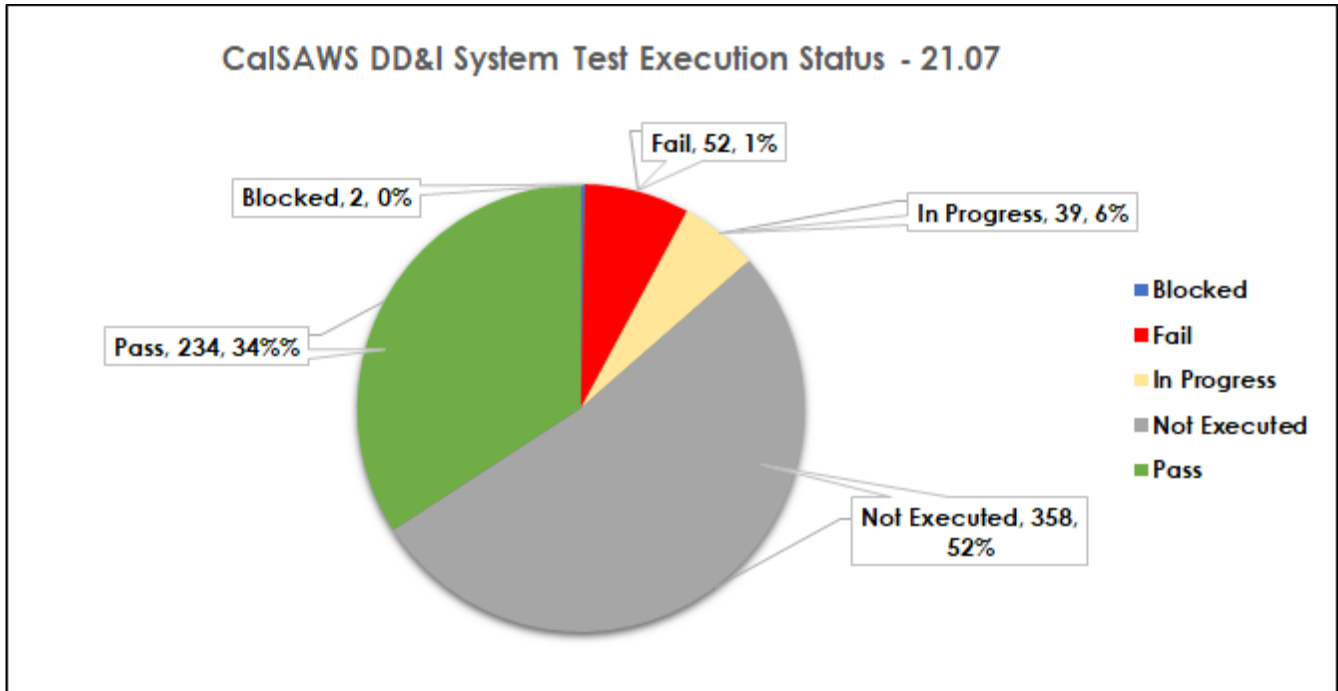
Note:

- 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 and development activities for DDIDs. Status is provided in Figure 6.1.1-1 (CalSAWS DDID Design Status) above

► Continued test execution for 21.07. 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

Table 6.1.3-1 – Consortium Partners

CONSORTIUM PARTNER	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
EICT (CalWIN)	N/A	N/A	0/3	July 31, 2021
OCAT	N/A	N/A	0/*	July 31, 2021

Notes on Consortium Partner status:
► OCAT: Test scope to be discussed on June 16, 2021

Table 6.1.3-2 - State Partners

STATE PARTNER	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
CalHEERS	3/3	June 10, 2021	2/31	July 15, 2021
CCSAS (DCSS)	N/A	N/A	0/2	July 31, 2021
CDSS (DSS)	N/A	N/A	0/4	July 31, 2021
CMIPS (OSI)	N/A	N/A	0/2	July 31, 2021
CMSP	0/1	June 22, 2021	0/1	July 31, 2021
EBT (FIS)	0/2	TBD*	0/2	July 31, 2021
MEDS (DHCS)	N/A	N/A	0/4	July 31, 2021
WDTIP (OSI)	N/A	N/A	0/2	July 31, 2021
WIS (DSS)	N/A	N/A	0/2	July 31, 2021

Notes on State Partner status:
► CMSP: SFTP server details received from CMSP on June 14, 2021
► EBT (FIS): FIS currently routes files through the C-IV servers. Dependent on FIS changes to route through CalSAWS. CalSAWS has completed the necessary changes and are awaiting confirmation from FIS on the changes on their end so that a test session can be setup.
► MEDS (DHCS): Test scope leveraging non-production data discussed and agreement reached on June 10, 2021. Scenario count reflected in Table 6.1.3-2 above

Table 6.1.3-3 – C-IV Counties

C-IV COUNTY PARTNER	SERVER CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
Alpine County	0/1	June 29, 2021[1]	0/2	July 31, 2021
Amador County	0/3	June 29, 2021[1]	0/2	July 31, 2021
Butte County	0/1	June 22, 2021	0/2	July 31, 2021
Calaveras County	2/3	June 15, 2021	0/2	July 31, 2021
Colusa County	0/2	TBD[3]	0/2	TBD[3]
Del Norte County	0/2	June 15, 2021	0/2	July 31, 2021
El Dorado County	2/4	June 15, 2021	0/2	July 31, 2021
Glenn County	0/2	TBD[3]	0/2	TBD[3]
Humboldt County	0/1	TBD[2]	0/2	TBD[2]
Imperial County	0/4	June 15, 2021	0/2	July 31, 2021
Inyo County	0/1	June 29, 2021	0/2	July 31, 2021
Kern County	0/4	June 29, 2021[1]	0/2	July 31, 2021
Kings County	0/1	June 15, 2021	0/2	July 31, 2021
Lake County	0/1	June 15, 2021	0/2	July 31, 2021
Lassen County	0/2	June 15, 2021	0/2	July 31, 2021
Madera County	3/4	June 15, 2021	0/2	July 31, 2021
Marin County	0/1	June 15, 2021	0/2	July 31, 2021
Mariposa County	0/3	June 22, 2021	0/2	July 31, 2021
Mendocino County	0/1	June 15, 2021	0/2	July 31, 2021
Merced County	0/2	June 29, 2021[1]	0/2	July 31, 2021
Modoc County	0/5	June 22, 2021	0/2	July 31, 2021
Mono County	0/1	June 22, 2021	0/2	July 31, 2021
Monterey County	0/1	June 15, 2021	0/2	July 31, 2021
Napa County	3/5	June 15, 2021	0/2	July 31, 2021
Nevada County	0/2	June 15, 2021	0/2	July 31, 2021
Plumas County	0/4	June 22, 2021	0/2	July 31, 2021
Riverside County	0/2	June 22, 2021	0/2	July 31, 2021
San Benito County	0/2	June 22, 2021	0/2	July 31, 2021
San Bernardino County	0/2	TBD[3]	0/2	TBD[3]
San Joaquin County	0/4	June 15, 2021	0/2	July 31, 2021
Shasta County	0/4	June 15, 2021	0/2	July 31, 2021
Sierra County	0/1	June 29, 2021[1]	0/2	July 31, 2021
Siskiyou County	0/2	June 22, 2021	0/2	July 31, 2021
Stanislaus County	0/1	June 15, 2021	0/2	July 31, 2021
Sutter County	0/3	TBD[2]	0/2	TBD[2]
Tehama County	0/1	June 15, 2021	0/2	July 31, 2021
Trinity County	0/4	June 22, 2021	0/2	July 31, 2021

C-IV COUNTY PARTNER	SERVER CONNECTIVITY		INTERFACE TESTING	
	STATUS	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE
Tuolumne County	0/4	TBD[3]	0/2	TBD[3]
Yuba County	0/4	TBD[2]	0/2	TBD[2]

Notes on County Partner status:

► Note 1: Pending prerequisite SFTP server information from County
  o Applies to the following Counties: Alpine, Amador, Inyo, Kern, Merced, Sierra
  o Server connectivity target completion date updated to June 29, 2021
► Note 2: OTech California Department of Technology (CDT) dependency
  o Applies to the following Counties: Humboldt, Sutter, Yuba
  o CalSAWS met with all 3 counties and the counties took action items to assess the feasibility of their network being able to support going directly to CalSAWS via the Extranet,
    • Sutter will be providing their assessment results on 6/15/2021
    • Humboldt and Yuba will be providing their assessment results on 6/17/2021
► Note 3: Dependent upon County reconfiguration / build out of new SFTP servers
  o Applies to the following Counties: Colusa, Glenn, San Bernardino, Tuolumne
  o Working with Counties on a target completion date

6.1.4   Non-State Forms (NSF):

► State form translations
  o The following table shows status of State form translation SCRs

**Table 6.1.4-1 – State form translation SCRs**

STATE FORMS – TRANSLATION SCRs	FORM COUNT
New	0
In Design	5
In Development	13
In Test	3
Test Complete	2
In Production	12
Grand Total	**35**

6.1.5 Task Management

► Continued to meet with Consortium Business Analysts and Quality Assurance (QA) team to develop designs for the 21.11 release
   o CA-214901 DDID 2197
   o CA-217298 DDID 1629
► Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
   o CA-214923 DDID 2389
   o CA-214902 DDID 2209

Figure 6.1.5-1 – Task Management DDID Status
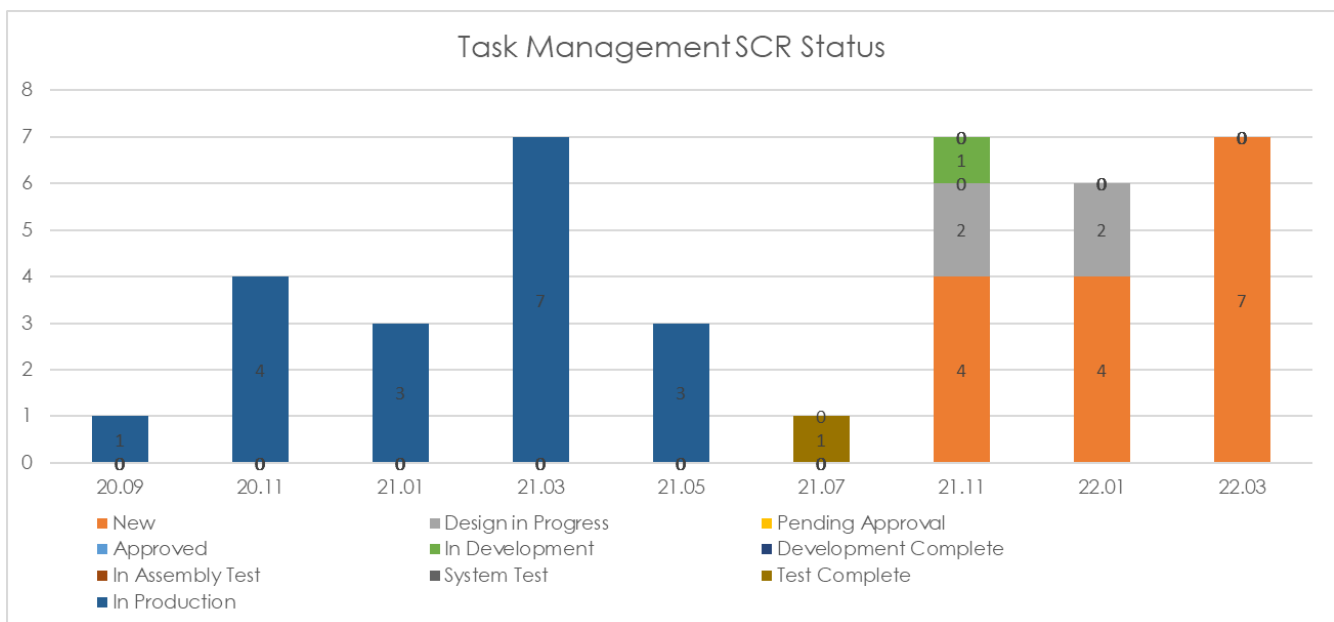
6.1.6 API

► Completed testing Appointment and Task APIs. Deployed June 9, 2021
► Continued testing Case, Program and Documents APIs
► Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) 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
   o CA-214746 - DDID 2343 FDS: API - Barriers API

Figure 6.1.6-1 – API DDID Status
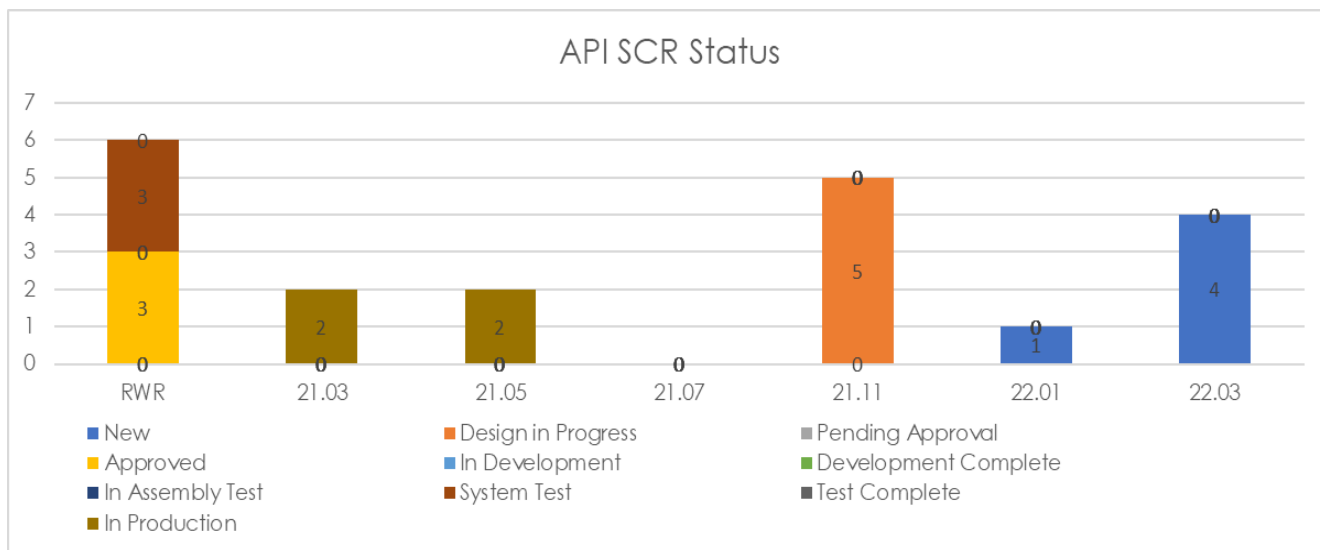
6.1.7 GA/GR

► General:
- o Provided the weekly status update to Consortium on June 1, 2021
- o Discussed the GA GR Correspondence deliverables and design clarifications on June 8, 2021 and June 10, 2021
- o Discussed the GA GR Correspondence web service design clarifications on June 11, 2021 and June 12, 2021
- o Reviewed with Consortium Business Analysts the below design on June 10, 2021 for
  - • CA-225943 API Correspondence Service
  - • CA-215914 Employment Services Phase 2 Fiscal changes
  - • Impact of new data collection elements in SCR CA-215655 Phase 1 online changes on other programs
- o Continued System Testing of 21.07 SCRs
  - • CA-215665 – Batch 1/2/3 Online changes Batch 1 (11 Rules) Non-Financial Rules, NOA Reasons
  - • CA-227318 – Remove sanction details from non-compliance screen for CalWIN GA GR solution
  - • CA-215664 – Employment Services - phase 1
- o Continued with Development of 21.11 SCRs
  - • CA-228982 – (Phase 1, Batch 2 (9 Rules) Non-Financial rules, NOA Reasons)
  - • CA-215926 – (Phase 1, Batch 3 (11 Rules) Non-Financial rules, NOA Reasons)
  - • CA-215927 – DDID 2314b, DDID 2321 FDS: GA GR Fiscal Changes
  - • CA-215916 – (Phase 2, Batch 1 [8 rules])

o Continued with 21.11 designs
- CA-215927 – (Phase 2, Batch 2 [8 rules])
- CA-215672 – (Phase 2, Batch 3 (6 rules))
- CA-215914 – DDID 2313 FDS: GA GR Employment Services – Phase 2
- CA-225943 – DDID 2319 FDS: GA GR - API Correspondence Service
- CA-215920 – DDID 2314/2319 FDS: GA GR NOA/Form Generations from EDBC Phase 1

Figure 6.1.7-1 – GA/GR DDID Status
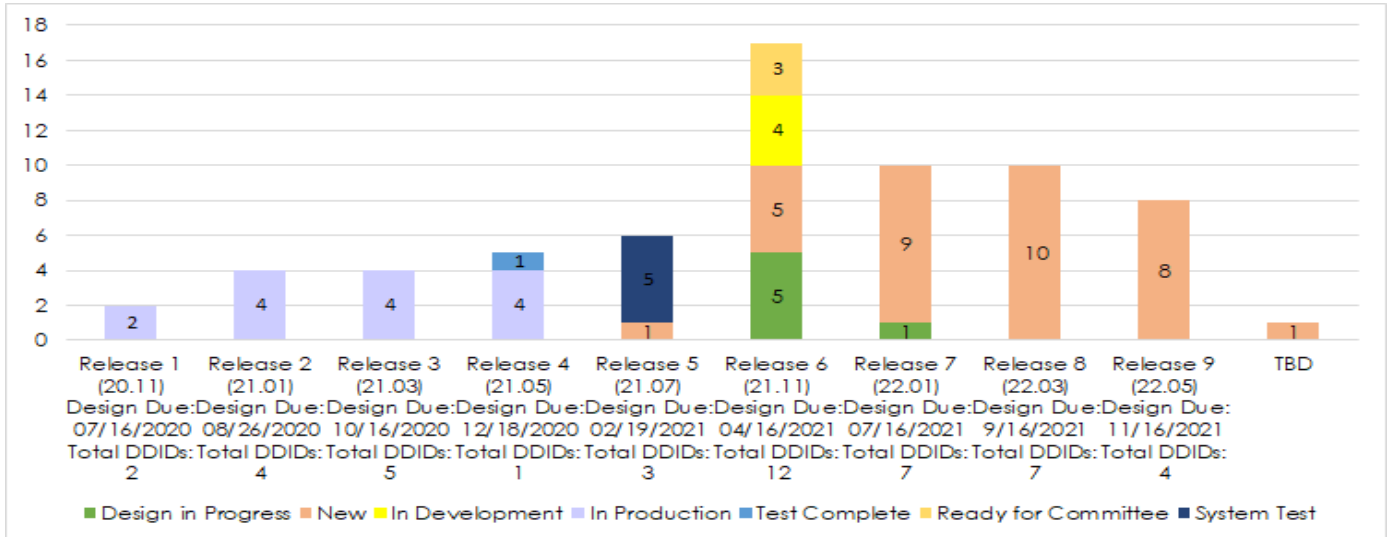
► CalWIN Correspondence Track:

Figure 6.1.7-2 – GA/GR Correspondence
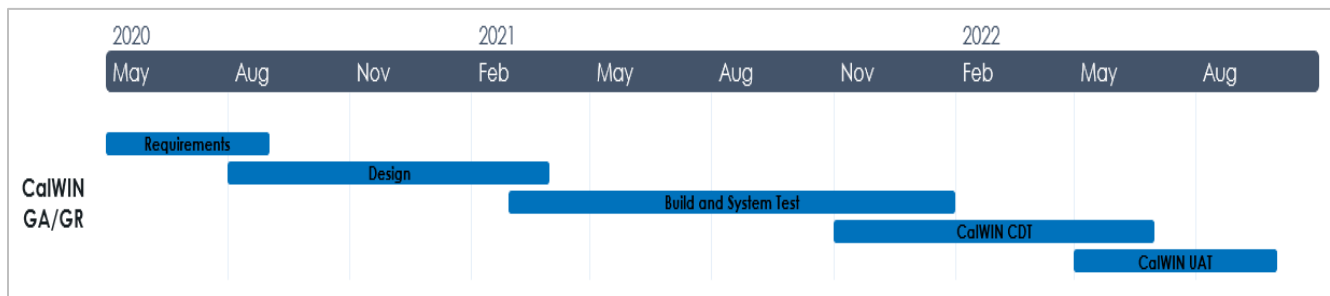
Figure 6.1.7-3 – CalWIN GA/GR Correspondence Development
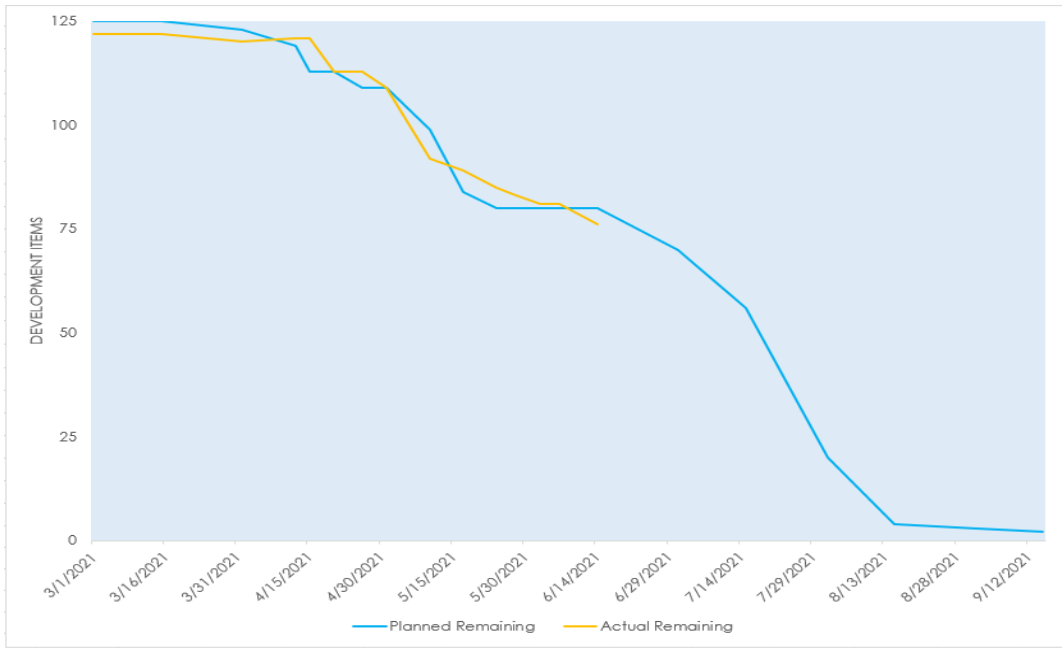
6.1.8   CalSAWS Portal Integration

Figure 6.1.8-1 – CalSAWS BenefitsCal Component Timeline

► Completed Sprint 10 activities on June 11, 2021. The following components were completed:
  o Appointment - Reschedule -API (SIT June 14, 2021)
  o SAR 7 - APIs (SIT June 14, 2021)
  o CF 37 - APIs (SIT June 14, 2021)
► The following components scheduled to be completed during Sprint 10 will extend into Sprint 11 due to dependencies on the BenefitsCal team
  o Forms API (Portal Hosted) (SIT June 14, 2021)
  o EBT/BIC - Task - APIs (SIT June 14, 2021)
  o MC RE Forms - APIs (SIT June 14, 2021)
  o Messaging - APIs (SIT June 14, 2021)
► Began Sprint 11 activities and met with Consortium Business Analysts and Quality Assurance (QA) team for design and development activities

Figure 6.1.8-2 – CalSAWS BenefitsCal Burndown Chart
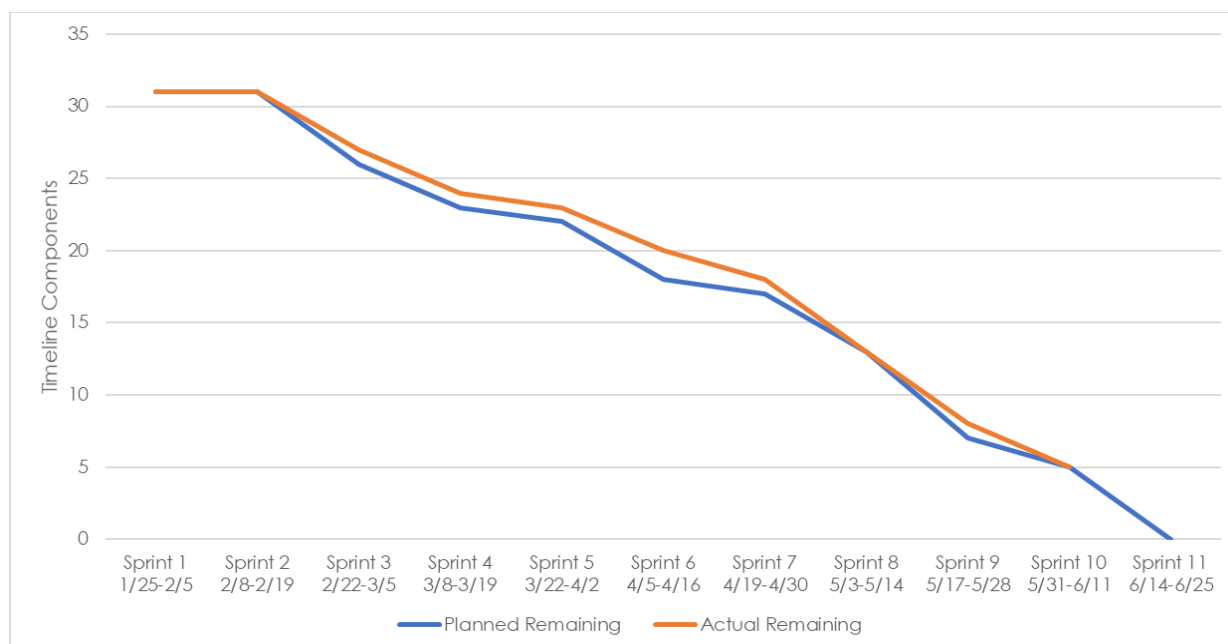
6.1.9 Batch Performance Test

► Batch Performance Testing identified that job performance was impacted by Database IOPS. TBCR #177 modified the EC2 instance type instance type on June 10, 2021
  o Following this change, a daily batch performance run was executed which showed performance more in line with production
► Performance defects have been opened to track batch processes that have been identified for performance analysis. Of the 22 defects created, only 2 are in the critical path of batch. Those defects (below) will be prioritized for fixes to reduce the overall batch run window
  o CA-229743 - PB00M100 (Workload Assignment Batch folder)
  o CA-229932 - PB00M102 (Workload Assignment Batch folder)

► Upcoming Performance test schedule
  o June 14, 2021 – re-execute Main Payroll batch
  o June 16, 2021 – execute large volume Form generation batch

Figure 6.1.9-1 – Batch Performance Burndown Chart

Batch Performance Weekly Burndown Chart
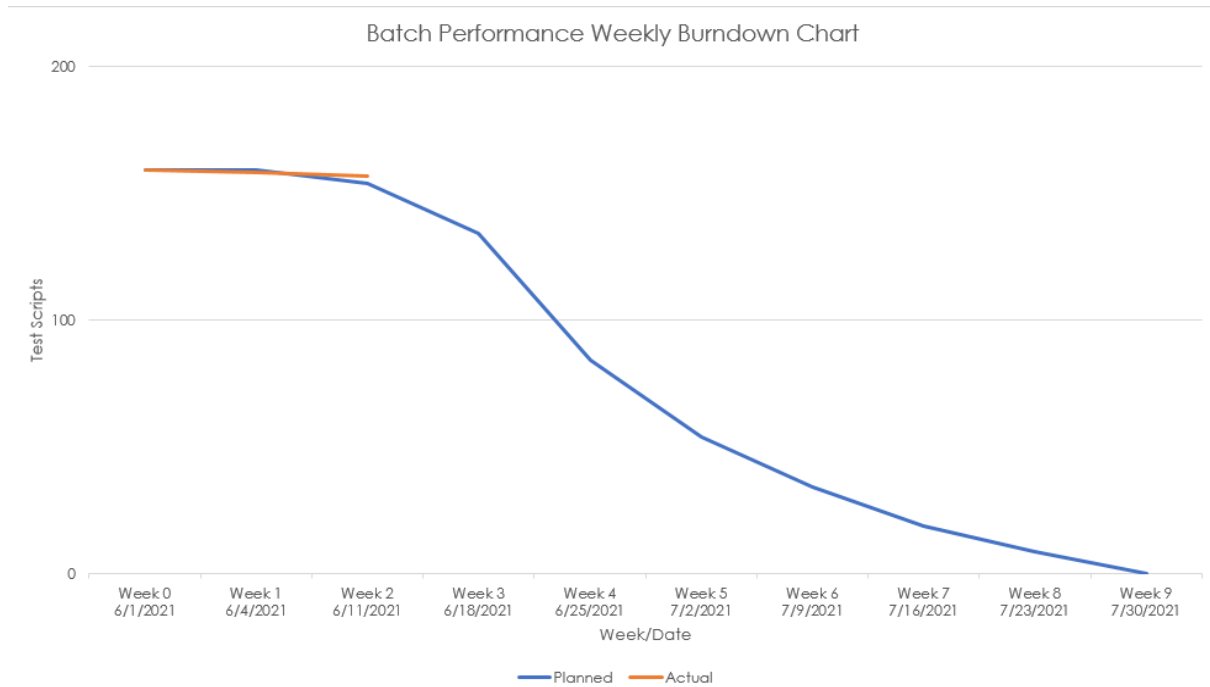
6.1.10 Central Print

► Continued working on the new insertion barcode:
  o Continued testing CalSAWS print files with the new 2D insertion barcode. SCR 229866 is logged to track this effort
  o Received sample print files from Gainwell Technologies with the print center replacement barcode. Began testing these files
► The following 21.07x SCRs are logged for central print activities:
  o CA-218205 - Turn on GEN 1365 indicator
  o CA-226573 - Cutover Activities for New Central Print Vendor Gainwell Technologies

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

- ► Case Purge in C-IV officially kicked off on April 16, 2021
  - o 88% complete with all Case Purge processing
  - o Resumed processing on May 10, 2021. Running on 10 Threads
  - o Estimated to finish by mid-June 2021
- ► Continued Sprint 1 of CalSAWS Porting Epic
  - o This Epic covers the work to implement what was built for C-IV into CalSAWS
  - o Sprint 1 focuses on changes necessary to identify cases in CalSAWS that are eligible for removal under the approved data retention policy
  - o Integrated LDS data load stories into planned sprints for CalSAWS port
- ► Started Sprint 2 of CalSAWS Porting Epic
  - o Sprint 2 focuses on changes necessary for the case deletion modules and logging, in addition to the LDS Shell Case versions of the Journal and Issuance History PDF's

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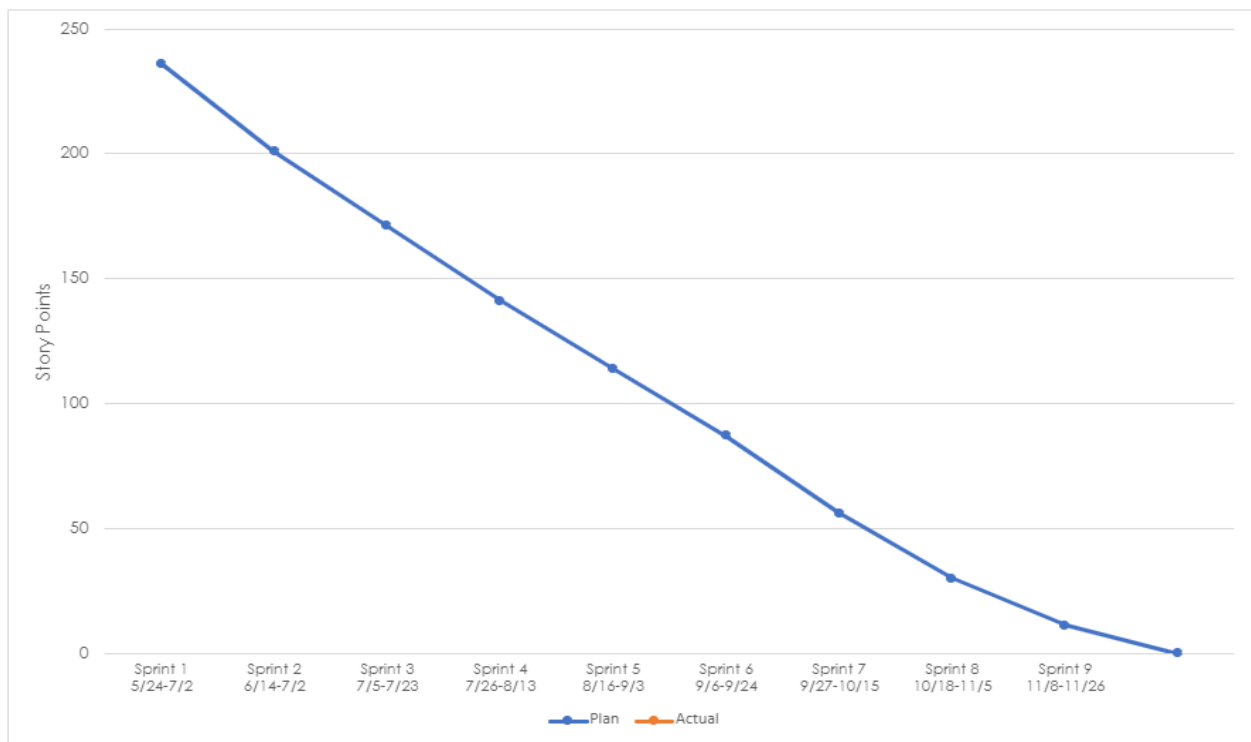
Table 6.1.11-1 – Planned Purge Sprints

Sprint 1	Case Identification, Case Purge Table updates, Data Removal Detail page PDF's, S3 Storage, Translate LDS Flat File into Oracle Database
Sprint 2	Case Exception logging, Case Deletion Batch, Deletion Tables, Create LDS Issuance and Case Journal History PDF process
Sprint 3	Case Summary/Detail page, Data Removal Identification/Override Reports, Document Removal, create new Status for LDS Cases loaded into Case Purge table
Sprint 4	Case Deletion logging, Purge Status, Deletion Table Names, Image Removal, Re-Verification Batch
Sprint 5	Time Limit Aid Summary page, Data Removal Completion Report, Migrate Transformed LDS Data from Temp to Destination Tables Group 1
Sprint 6	Case Locking, Migrate Transformed LDS Data from Temp to Destination Tables Group 2
Sprint 7	Deletion-driven Tables, Document Disaster Recovery Removal, Deletion Trace logging, County Test for LDS Case Data Load
Sprint 8	Performance Environment Preparation and Execution
Sprint 9	Batch Scheduling, Case Purge Transition

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	• Received approval for the FDEL on June 7, 2021

6.2 Activities for the Next Reporting Period

► Continue drafting designs for Migration Impact SCRs
► Continue test execution for CalSAWS 21.07 Release

Deliverable Management

Table 6.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

6.3 Deviations from Plan/Adjustments

► None for the reporting period

7.0 Conversion

7.1 Highlights of the Reporting Period

7.1.1 C-IV Conversion

► Executed Mock Conversion #2 – 1A Cutover Preparation Cutover activities
  o Completed Cutover Mock activities approximately 4 hours earlier than planned. The start and finish times below highlight the differences between the actual and planned completion times (at a Milestone level)
  o Identified Conversion work items for a Future GDS. Team will assess and prioritization in next GDS (#6) delivery
    • Move the ISAWS Case Load task from 1B to 1A
    • Update Rekey Script
    • Update Database permissions
► Executed Post Mock Conversion #2 – 1A activities in preparation for GDS#5 delivery
  o Executed Conversion Validation Test Validation Regression:
    • 154 of 155 (or 99%) Test Scripts passed
► Prepared for and began Mock Conversion #2 – 1B Go-Live activities scheduled for the morning of June 13, 2021

Table 7.1.1-1 – C-IV Conversion Milestones

MILESTONES COMPLETED	PLANNED COMPLETE	ACTUAL COMPLETE	ACTUAL DIFFERENCE (rounded to the hour)
C-IV County Preparation Start	June 9, 2021 9:00 a.m.	June 9, 2021 9:00 a.m.	0.0
Data Staging Complete	June 9, 2021 9:51 p.m.	June 9, 2021 10:11 p.m.	0.3
Data Transformation Complete	June 10, 2021 2:16 a.m.	June 10, 2021 2:29 a.m.	0.2
Converted Data Loaded into CalSAWS Production Database	June 10, 2021 7:06 a.m.	June 10, 2021 5:07 a.m.	-2.0
C-IV County Preparation Complete	June 10, 2021 2:26 p.m.	June 10, 2021 10:21 a.m.	-4.1

Note:
• Adjustments have been for tasks that could not be executed during a mock conversion and tasks which were paused to assess overall completion variances.

Table 7.1.1-2 – C-IV Mock Conversion Schedule

MILESTONES	TARGETED MONTH	STATUS
C-IV Mock Conversion #2	1A: June 9, 2021 – June 10, 2021 1B: June 13, 2021 – June 17, 2021	• 1A - Complete • 1B - In-Progress
C-IV Mock Conversion #3 - County Validation	July 2021	• Not started

7.1.2 CalWIN Conversion:

► Continued performance discovery runs
   o Reviewing database performance logs
► Updated Development environments to CalSAWS 21.05 Data Model (DM)
► Continued Data Model (DM) 21.05 Epic
   o Overall, approx. 7% complete and on-schedule to complete by July 9, 2021
     • Planning Sprint (Complete): Assessed 50 21.05 Data Model updates and assigned to Sprints 1 and 2
     • DM Sprint 1 is planned to complete by June 25, 2021
     • Eligibility Determination Benefit Calculation (EDBC) Match Sprint is planned to complete by July 9, 2021

Table 7.1.2-1 – CalWIN Conversion Statistics 21.05 (June 2021 - July 2021)

				21.05								
						Item Status						
				0%	25%	30%	50%	75%	5%	100%	100%	0%
Sprint	**Total - Deferred Items**	**Sprint Duration**		**Not Started**	**Analysis & Mapping in Progress**	**Ready for Consortium Review**	**Build In Progress**	**Ready for AT**	**On Hold**	**Completed** *(Tested)**	**CNR**	**Deferred**
Overall	**53**	**6/7/2021**	**7/9/2021**	**46**	**5**	**0**	**3**	**0**	**0**	**0**	**0**	**0**
Planning	50	6/7/2021	6/18/2021	Idenitfited Database changes for 21.05 (22 Stories, 28 Tasks)								
Data Model Sprint 1	34	6/7/2021	6/25/2021	29	5	0	0	0	0	0	0	0
Data Model Sprint 2	16	6/28/2021	7/9/2021	16	0	0	0	0	0	0	0	0
EDBC Match Sprint 3	3	6/7/2021	7/9/2021	1	0	0	3	0	0	0	0	0

► CalWIN Conversion System Test Development (Epic) is approximately 47% and on-schedule to complete development by the end of October 2021
   o Continued development of the EDBC Functional Area scenarios
   o Continued development of the Special Units Functional Area scenarios
   o Fiscal Functional Area scenarios are ahead of schedule as plan was to begin in July 2021

Table 7.1.2-2 – CalWIN System Test Development Status

FUNCTIONAL AREA	STATUS	TOTAL	BEGIN	FINISH	NOT STARTED	IN PROGRESS	ON HOLD	COMPLETED	% COMPLETED	PLANNED COMPLETED
Overall	**Overall**	**300**	**March 22, 2021**	**October 29, 2021**	**140**	**13**	**5**	**142**	**47%**	**36%**
Online	Complete	92	March 22, 2021	April 30, 2021	0	0	3	89	97%	100%
EDBC	Behind Schedule	40	May 3, 2021	June 4, 2021	0	13	2	25	63%	100%
Special Units	On Schedule	50	June 7, 2021	July 9, 2021	34	0	0	16	32%	12%
Fiscal	Future Development	42	July 12, 2021	September 3, 2021	30	0	0	12	29%	0%
Batch/ Interfaces	Future Development	76	September 6, 2021	October 29, 2021	76	0	0	0	0%	0%

► Continued Converted Data Delivery planning updates

7.1.3   Gainwell Technologies

► CalWIN Data Migration (Gainwell Technologies)
  o   Conversion teams are planning for future data delivery
  o   The team continued to meet with the document migration team and assess document migration processes
► CalWIN Data Retention M&O (Gainwell Technologies)
  o   All Counties have completed initial data retention runs
  o   Planning for future data retention in progress

7.1.4   Ancillary Systems Conversion:

► Counties continue to make excellent Data Mapping and Transformation progress
► San Francisco County Fraud is Pending a County decision to retain their in-house system
► Counties are continuing to make progress submitting 100% Production Dataset Size. These files are necessary for CalWIN Core Conversion orchestration and integrations

Table 7.1.4-1 – Ancillary Status by Functional Area

PHASE	COLLECTIONS	FRAUD	TASK MANAGEMENT
Data Mapping	8 Counties Data Mapping Complete and 6 In-Progress (as they iterate through Mapping and Transformation)	4 Counties Data Mapping Complete, 1 is In-Progress (as the county iterates through Mapping and Transformation), and 1 in On-Hold	6 Counties Data Mapping Complete and 2 In-Progress (as the county iterates through Mapping and Transformation)
Transformation	All Counties Build In-Progress and all Counties have successfully submitted either partial or production sized files	All Counties Build In-Progress and all have successfully submitted either partial or production sized files	1 County is Build Complete with the remaining Counties Build In-Progress and all have successfully submitted either partial or production sized files
Risk or Issues	Team is requesting that all counties submit Production Sized Files on or before July to integrate with the CalWIN Core Golden Data Set delivery to Converted Data Testing in November		

Table 7.1.4-2 – County Status by Ancillary System

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Contra Costa	**Design Complete and Build In-Progress** Received Production Sized Files	N/A	N/A
Placer	**Design Complete and Build In-Progress** Received Production Sized Files	**Design Complete and Build In-Progress** Requested Production Sized Files	**Design Complete and Build In-Progress** Received Production Sized Files
Yolo	**Design Complete and Build In-Progress** Requested Production Sized Files	N/A	N/A
Santa Clara	N/A	N/A	**Design and Build In-Progress** Received Production Sized Files
Tulare	**Design and Build In-Progress** Received Production Sized Files	N/A	N/A
Orange	**Design Complete and Build In-Progress** Received Production Sized Files	**Design Complete and Build In-Progress** Received Production Sized Files	**Design and Build Complete** Received Production Sized Files
Santa Barbara	N/A	N/A	**Design Complete and Build In-Progress** Requested Production Sized Files
Ventura	**Design Complete and Build In-Progress** Received Production Sized Files	N/A	N/A
San Mateo	**Design Complete and Build In-Progress** Received Production Sized Files	N/A	**Design Complete and Build In-Progress** Requested Production Sized Files
Santa Cruz	**Design and Build In-Progress** Received Production Sized Files	N/A	**Design and Build In-Progress** Received Production Sized Files
Solano	**Design and Build In-Progress** Received Production Sized Files	N/A	N/A
Alameda	**Design and Build In-Progress** Requested Production Sized Files	**Design and Build In-Progress** Received Production Sized Files	N/A
Fresno	**Design Complete and Build In-Progress**	N/A	N/A

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
	Received Production Sized Files		
Sonoma	**Design and Build In-Progress** Requested Production Sized Files	N/A	**Design Complete and Build In-Progress** Received Production Sized Files
Sacramento	N/A	**Design Complete and Build In-Progress** Received Production Sized Files	**Design Complete and Build In-Progress** Received Production Sized Files
San Francisco	**Design and Build In-Progress** Received Production Sized Files	n/a (conversion) – Pending decision to retain in-house system	N/A
San Luis Obispo	**Design Complete and Build In-Progress** Requested Production Sized Files	**Design Complete and Build In-Progress** Received Production Sized Files	N/A

Figure 7.1.4-3– Ancillary Systems Conversion Gantt Chart
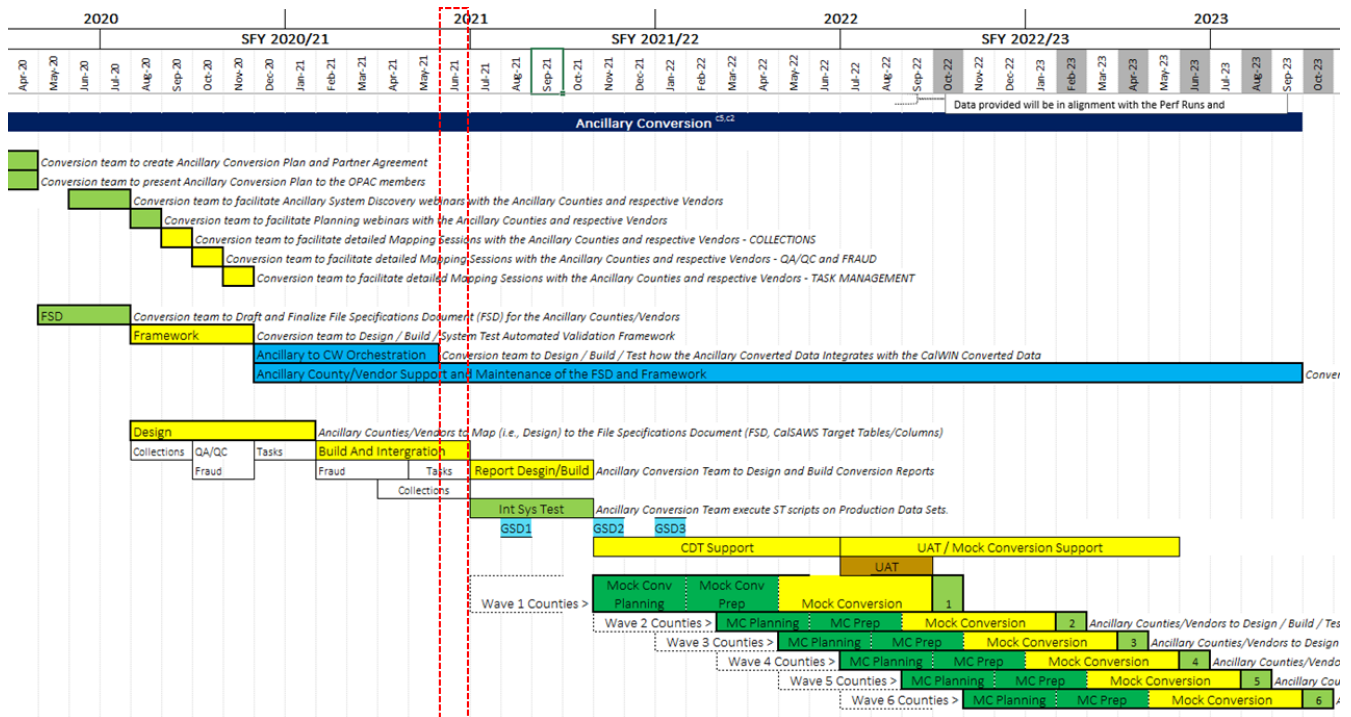
Table 7.1.4-4 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Complete
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Complete
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Complete
December 2020	Automation Framework Complete	Exception handing for Ancillary provided Data is ready for the Counties	Complete
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Complete
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
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 7.1.4-5 – 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 7.1.4-6 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2 Activities for the Next Reporting Period

7.2.1 C-IV Conversion:

► Continue to execute Eligibility Determination Benefit Calculation (EDBC) Match
► Complete Mock 2 1B activities
► Continue to work on GDS 6 items

7.2.2 CalWIN Conversion:

► Continue discovery runs in performance environment with filtered data
► Continue EDBC match defect resolutions Sprint 3
► Continue data model update Sprint 1
► Complete System Test Online scenario Sprint 1
► Continue System test Special Units scenario Sprint 2
► Continue Converted Data Delivery planning activities

7.2.3 Gainwell Technologies

► CalWIN Data Migration (Gainwell Technologies)
  o Continue documentation with CalSAWS on extraction plans around shell cases
  o Begin planning for future CalWIN extractions
► CalWIN Data Retention M&O (Gainwell Technologies)
  o Continue planning for future data retention runs

7.2.4 Ancillary Systems Conversion:

► On-going support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
► Continue design/build/test of data conversion routines and remains on schedule for completion by end of June 2021
► Continue to update the Ancillary Systems file specifications documents (as needed)
► Continue to update the Ancillary Systems Conversion Plan work product (as needed)

7.2.5 Deliverable Management

Table 7.2.5-1 – 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 June 7, 2021
► Continued work on Release 21.07 Training SCRs in System Test
► Continued development of C-IV Migration Web Based Training (WBT) Design and Build
► Continued to update the CalSAWS Learning Management System (LMS) with Migration materials
► Completed development of Training Environment Roadshow materials and guide
  o Sent Training Environment Roadshow materials to the Consortium for review
► Imaging
  o Attended Weekly Training Touchpoint with Consortium Training Manager on June 7, 2021
  o Hosted Imaging County-Maintained Workflow Queues WBT Walkthrough on June 8, 2021
  o Hosted Imaging Single Case Capture WBT Walkthrough on June 9, 2021
  o Attended Early Training Preparation Session on June 10, 2021
  o Presented Imaging Training updates at Monthly CalSAWS Change Network meeting for the C-IV Counties on June 10, 2021
  o Monitored CalSAWS Requests for Information (CRFI) 21-032 Request for Imaging Train-the-SME (ITTSME) Participants Responses
  o Finalized Document Retrieval WBT
  o Finalized Imaging and e-ICT Documents Quick Guide
  o Finalized Kiosk, Mobile, Portal and e-Application Documents Quick Guide
  o Completed Imaging WBT Build
  o Monitored feedback/comments for Imaging Quick Guides
  o Continued Imaging Reference Guide development
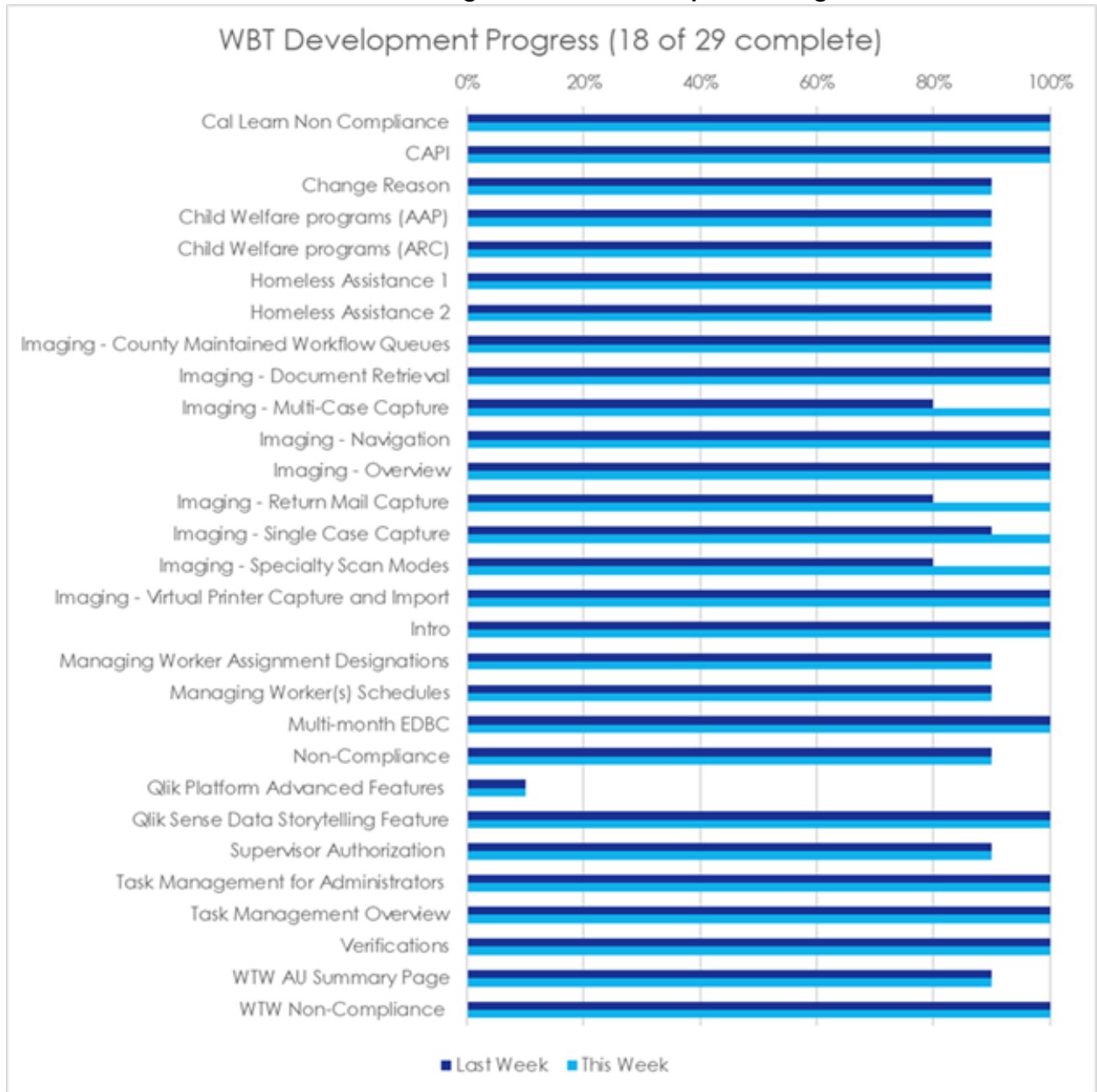
Figure 8.1-1 Training SCR Status
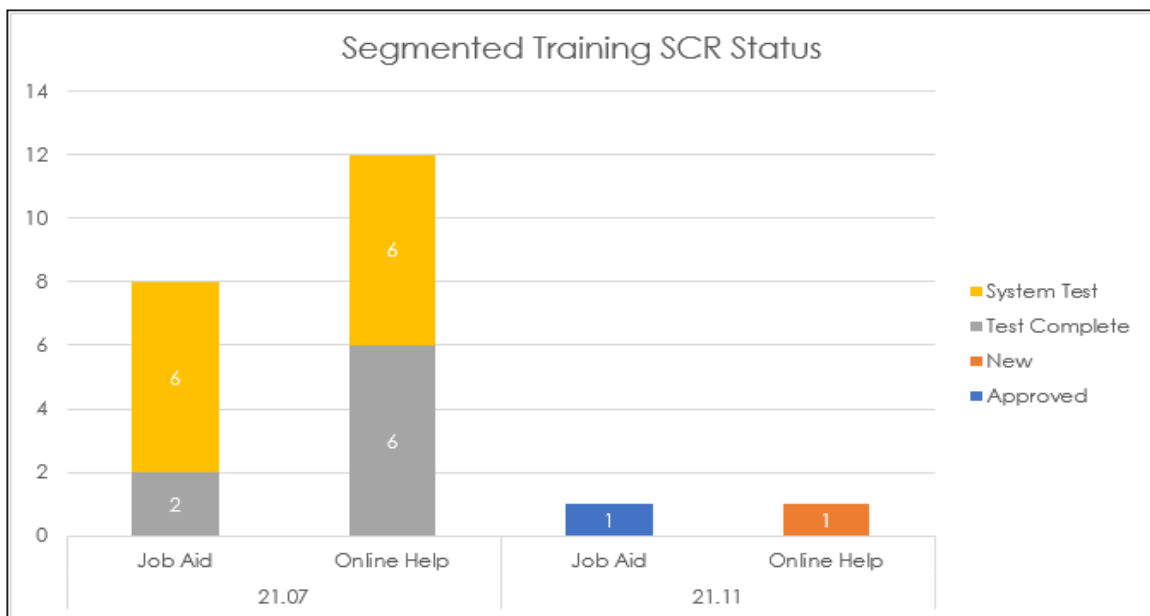
Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

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

WBT Development Progress (18 of 29 complete)

- Cal Learn Non Compliance
- CAPI
- Change Reason
- Child Welfare programs (AAP)
- Child Welfare programs (ARC)
- Homeless Assistance 1
- Homeless Assistance 2
- Imaging - County Maintained Workflow Queues
- Imaging - Document Retrieval
- Imaging - Multi-Case Capture
- Imaging - Navigation
- Imaging - Overview
- Imaging - Return Mail Capture
- Imaging - Single Case Capture
- Imaging - Specialty Scan Modes
- Imaging - Virtual Printer Capture and Import
- Intro
- Managing Worker Assignment Designations
- Managing Worker(s) Schedules
- Multi-month EDBC
- Non-Compliance
- Qlik Platform Advanced Features
- Qlik Sense Data Storytelling Feature
- Supervisor Authorization
- Task Management for Administrators
- Task Management Overview
- Verifications
- WTW AU Summary Page
- WTW Non-Compliance

■ Last Week ■ This Week

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

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

Quick Guide Development Progress (44 of 46 complete)
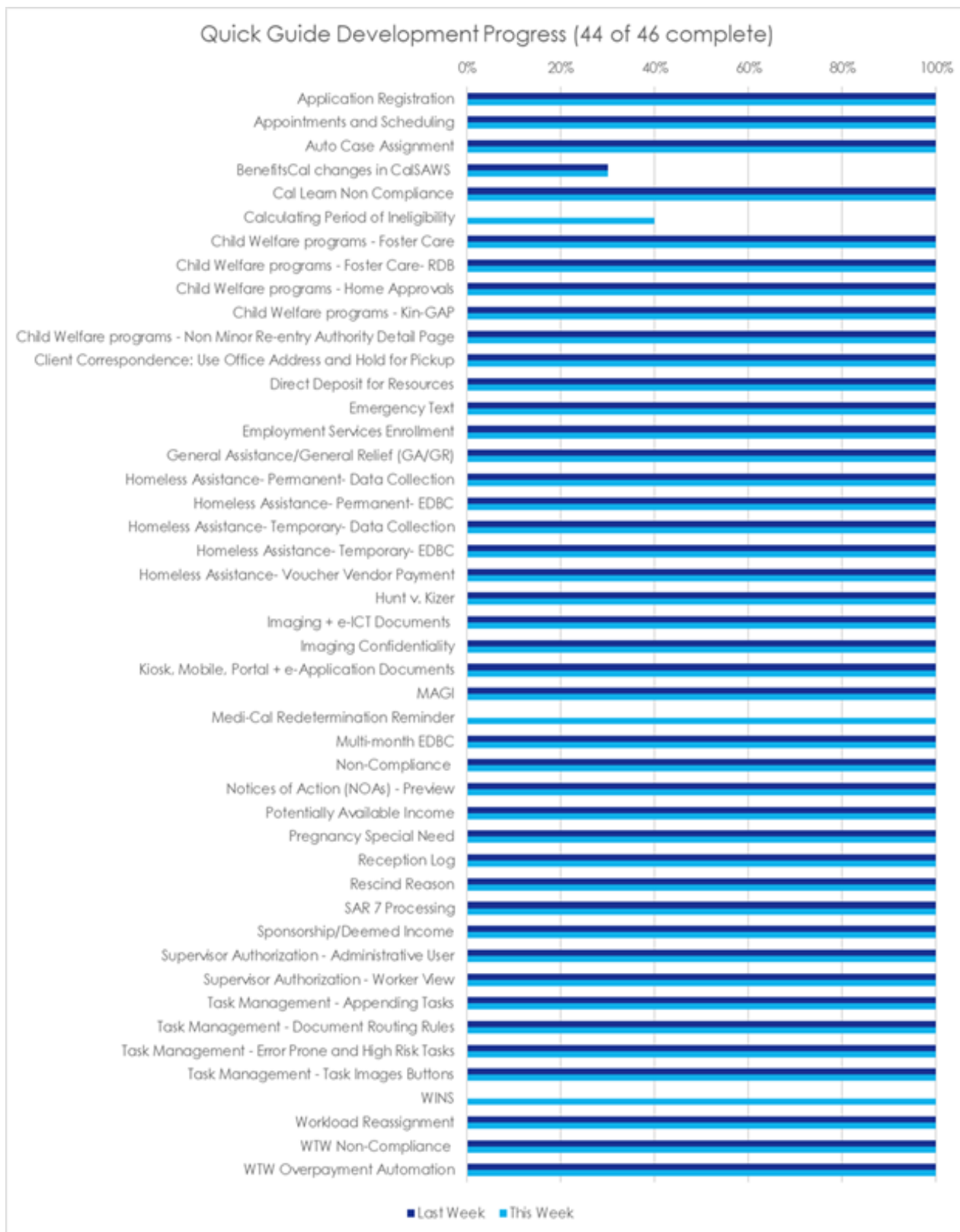
Note: The above training materials are subject to change (Name, type, etc.)
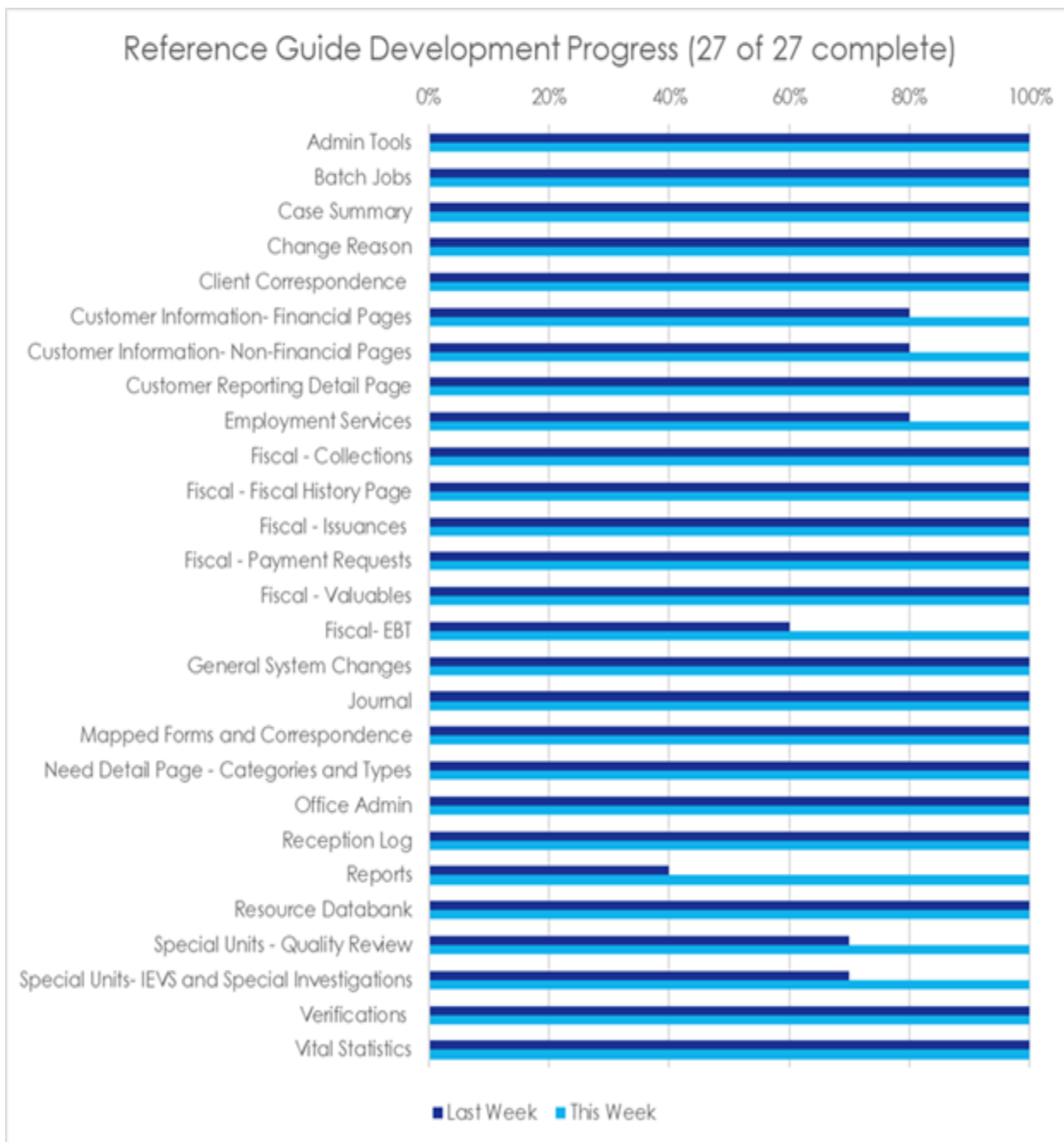
Table 8.1-4 – C-IV Migration Reference Guide Development Progress

Reference Guide Development Progress (27 of 27 complete)

■ Last Week ■ This Week

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

Deliverable Management

Table 8.1-5 – 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 June 14, 2021
► Host monthly Training Status Meeting on June 15, 2021
► Conduct Training Environment roadshow materials walkthrough with Customer Engagement on June 17, 2021
► Continue working on R21.07 Training SCRs and monitor Defects
► 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 provide support to the Consortium Training Team and Production Operations team on the new Release Notes process
► Continue to review the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
► Imaging
  o Attend Weekly Training Touchpoint with Consortium Training Manager on June 14, 2021
  o Present Imaging Training updates at Monthly Training Team Meeting with Consortium Migration Training Team on June 15, 2021
  o Host Imaging Multi-Case Capture WBT walkthrough on June 15, 2021
  o Host Imaging Specialty Scan Modes WBT walkthrough on June 16, 2021
  o Host Imaging Return Mail Capture WBT walkthrough on June 17, 2021
  o Attend Early Training Planning session on June 17, 2021
  o Continue load and test of finalized WBTs to CalSAWS Learning Management System
  o Continue Imaging Reference Guide development
  o Start drafting materials for Imaging Early Training sessions
  o Start drafting Imaging Train-the-SME materials
  o Assign C-IV County staff to Imaging Train-the-SME sessions

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

► Incorporated feedback from the CIT/CRFI review group on the County Preparation Phase Packet and Security Matrix and distributed to the C-IV Counties via CalSAWS Information Transmittals (CIT)

► Compiled the June Implementation Readiness Packet and Dashboard and prepared for distribution to the CIT/CRFI review group
  o Continued coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness approach

► Coordinated with the Technical Team to compile all CalSAWS URLs that need to be whitelisted by C-IV Counties, and began to prepare an associated CIT

► Continued coordination with the User Acceptance Test (UAT) team on testing outcomes and their impact on the Implementation team, as appropriate

► Continued preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
  o Continued preparing the template for the green light and pre green light meetings

► Continued to develop an in-depth post-deployment support plan, as well as a County Preparation Phase support plan for the C-IV Counties and their security administrators

► 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 Readiness

► 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 June 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 9.1.1-2)
► Imaging
  o Attended Weekly Implementation Touchpoint with Consortium Implementation Manager on June 7, 2021
  o Continued to maintain Imaging tasks on Project and County readiness checklists
  o Continued supporting Implementation team in answering County Imaging questions
  o Continued development of Project and County Imaging Readiness Checklists for Los Angeles County

Figure 9.1.1-1 – Implementation Gantt Chart
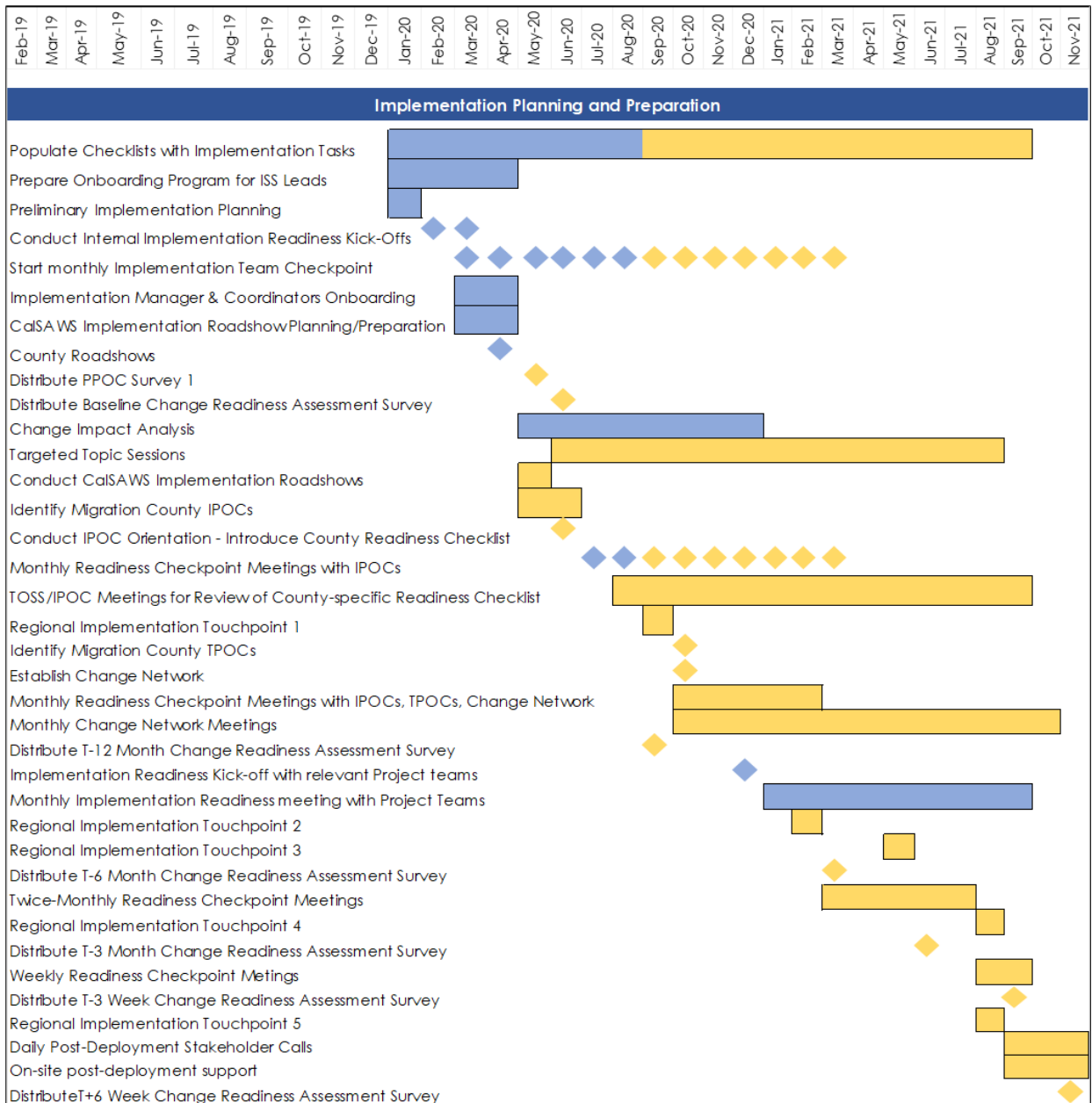
NOTE: Activities in yellow indicate direct interaction with the C-IV Counties

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 Champion (CNC) Feedback Form and provide responses in a timely manner
   o Finalized developing and compiling the June Change Network Champion presentation materials
   o Held the June CNC Meeting on June 10, 2021
   o Began to gather the June CNC meeting follow-up materials
► Targeted Topics/Just-in-Time (JIT) demonstrations
   o Change Reason
      • Finalized the Change Reason JIT Demonstration follow-up materials, including the Q&A document and distributed to Counties
   o Eligibility Processing
      • Continued planning for the Eligibility Processing Just-in-Time demonstration on June 15, 2021
   o Employment Services
      • Continued planning for the Employment Services Just-in-Time demonstration on June 29, 2021
► Communication
   o News Blast #4
      • Identified final topics for the final News Blast #4 to be distributed in August 2021
   o Infographics
      • Continued creating a three-phased "How to Best Prepare for C-IV Migration to CalSAWS infographic"
   o Go-Live Packet
      • Finalized the first draft of the Informational Migration Packet
   o User Readiness Assessment Survey
      • Finalized the T-3 Month User Readiness Assessment Survey for distribution on June 15, 2021, as well as the corresponding communications
► Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
   o Reviewed 1,143 designs/design differences
      • 777 have been identified as having some level of impact
      • 23 have been identified as having a high level of impact
      • 147 have been identified as having a medium level of impact
      • 607 have been identified as having a low level of impact
      • 367 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 Weekly Change Management Touchpoint with Consortium Change Management Leads on June 9, 2021
  - o Presented Imaging Change Management and Training updates at CalSAWS Imaging and Contact Center Projects Joint Status Meeting on June 9, 2021
  - o Hosted Bi-Weekly Imaging Change Management, Training, and Implementation Touchpoint with Consortium Staff on June 9, 2021
  - o Attended C-IV Change Network June Monthly Meeting on June 10, 2021
  - o Updated Document Migration Infographic for C-IV Counties to address reviewer feedback
  - o Drafted CalSAWS Information Transmittals (CIT) for Document Migration Infographic
  - o Los Angeles County Imaging Change Management
    - • Continued monitoring responses for the Los Angeles County T-6M Change Readiness Assessment Survey
    - • Started preparing for Los Angeles County June Change Network meeting
- ► Task Management
  - o Continued coordination with Task Management Application Development teams for overview of the solution and change
  - o Continued review and development of Task Management training and change management materials, including migration WBTs, infographics, and targeted topic session materials.
- ► FCED
  - o Continued reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

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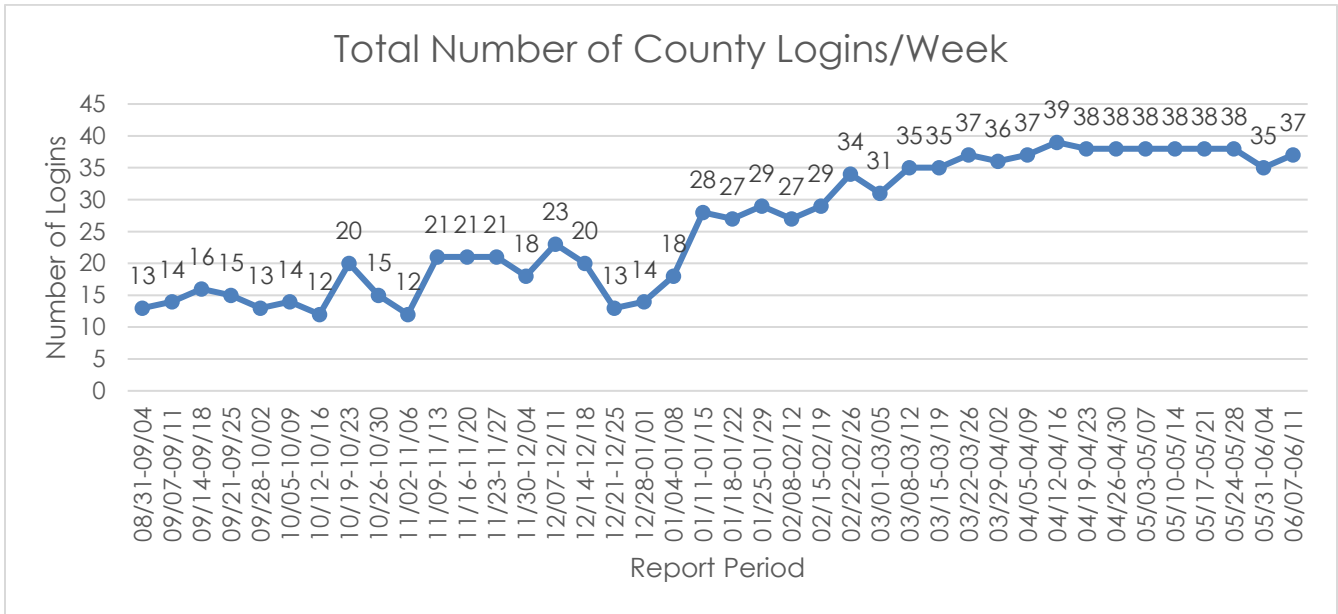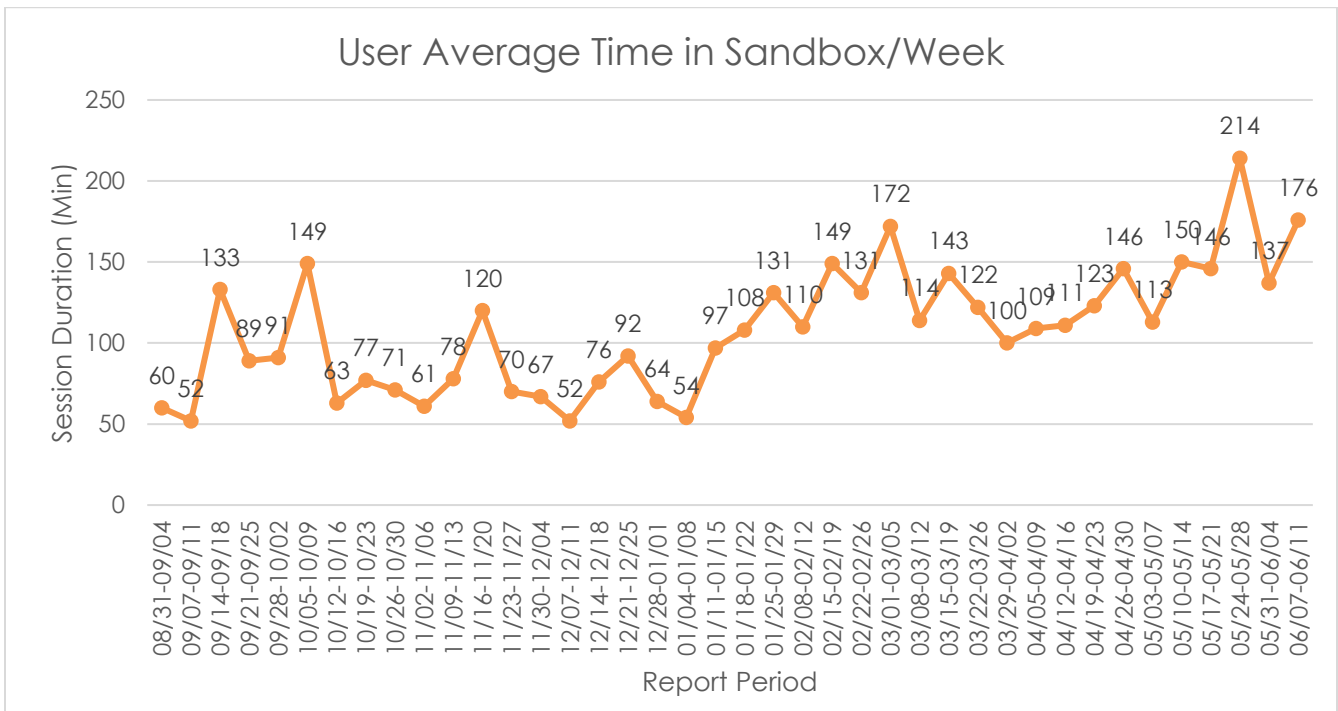

Figure 9.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (excluding 02/01/2021-02/09/2021*)

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, 6	3	00:47:24
Butte	Users 1, 4	22	05:38:47
Calaveras	User 6	2	01:14:14
Contra Costa	Users 1, 3, 5	60	21:55:59
El Dorado	Users 1, 3, 6	5	01:19:27
Humboldt	Users 1, 2, 3, 4, 5	34	13:58:58
Imperial	User 4	1	00:48:08
Kern	Users 2, 3, 4, 5, 6	65	09:06:49
Lake	Users 1, 2, 3	5	01:14:12
Los Angeles	Users 4, 6	19	16:52:53
Marin	User 1	4	04:10:52
Mariposa	User 4	1	00:24:05
Mendocino	Users 1, 2	4	01:57:35
Merced	Users 1, 6	4	00:13:52
Monterey	Users 1, 2, 3, 4, 6	28	08:29:46
Napa	Users 4, 5, 6	4	01:23:08
Nevada	Users 1, 2, 3, 5, 6	16	05:07:01
Orange	Users 1, 2, 3, 4, 5, 6	41	13:39:16
Placer	Users 3, 4	13	16:34:31
Riverside	Users 1, 2, 3, 5, 6	31	10:05:25
San Benito	Users 1, 3	44	00:21:31
San Bernardino	Users 1, 2, 3, 4, 5, 6	86	01:31:11
San Diego	Users 1, 2, 3, 4, 5, 6	47	16:13:56
San Francisco	Users 2, 3	12	02:12:45
San Joaquin	User 4	1	01:38:46
San Luis Obispo	Users 1, 2, 4	6	04:14:46
San Mateo	User 6	2	00:28:07
Santa Barbara	Users 3, 5, 6	23	06:54:47
Santa Clara	Users 1, 2, 4	12	05:38:56
Santa Cruz	Users 1, 3	16	03:13:39
Shasta	User 4	1	00:11:47
Solano	User 1	1	00:00:23
Stanislaus	Users 1, 2, 3, 4, 5	30	12:03:46
Sutter	Users 1, 2, 3, 4, 5, 6	54	18:59:46
Tehama	User 6	1	00:05:00
Ventura	User 6	5	02:47:05
Yolo	Users 1, 5, 6	20	10:22:24

9.2 Activities for the Next Reporting Period

9.2.1 Implementation

► Host the Implementation Readiness Checkpoint with the C-IV Counties on June 16, 2021
► Host the Implementation Readiness Pre-meet with the Regional Managers on June 17, 2021, in which the Greenlight Presentation Template will be covered
► Host the Implementation Working Session with the Project Teams, in which the Project teams are asked to communicate on updates/changes to Implementation Readiness tasks, alert Implementation on status updates, escalate issues, and establish any mitigation plans for behind/at-risk tasks
► Prepare for the County Preparation Phase Kickoff Meetings, to be hosted on June 22 and 23, 2021
► Send the June Implementation Readiness Packet and Dashboard to the CIT/CRFI review group
► Continue coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness approach
► Continue coordination with the User Acceptance Test (UAT) team on UAT outcomes relevant to the Implementation, Change, and Training Teams
   o Begin having Implementation Team representation at the UAT Weekly Kick off, daily triage, and daily stand-up calls
► Continue preparing a pathway to green light approach that incorporates the appropriate stakeholders, checkpoints, and readiness inputs
   o Continue preparing a presentation template for the green light and pre green light meetings
   o Present approach to Customer Engagement Management and the Regional Managers
► 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 Implementation Touchpoint with Consortium Implementation Manager on June 14, 2021
   o Present Imaging updates at Twice-Monthly Implementation Readiness Checkpoint on June 16, 2021
   o Attend Pre-Meet for Monthly Implementation Readiness Checkpoint on June 17, 2021
   o Attend Monthly Implementation Readiness Working Session with CalSAWS Teams on June 17, 2021
   o Continue supporting Implementation team in answering County Imaging questions

    o Continue monitoring Project Implementation Readiness tasks for Imaging
    o Continue creating Project and County Imaging Readiness Checklists for Los Angeles County Imaging implementation

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 Deliverable #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.)
► Change Network
    o Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
    o Finalize the follow-up materials based on the June CNC Meeting occurrence
► Targeted Topics / Just-in-Time (JIT) demonstrations
    o Eligibility Processing
        • Host the Eligibility Processing demonstration on June 15, 2021
        • Begin to collect the follow-up materials from the demonstration to distribute
    o Employment Services
        • Continue to prepare for upcoming demonstration session on June 29, 2021
► Communication
    o Begin drafting the final News Blast to be distributed in August 2021
    o Infographics
        • Continue developing the three-phased "How to Best Prepare for the C-IV Migration to CalSAWS" Infographic
    o Go-Live Packet
        • Finalize the Informational Migration Packet
► User Readiness Assessment Survey
    o Distribute the development of the T-3 Month User Readiness Assessment Survey on June 15, 2021
    o Monitor feedback from Survey Respondents for the duration of the Survey from June 15, 2021 to June 28, 2021
► Continue to 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

► Imaging

    o Host bi-weekly Imaging Materials Review session with Consortium Imaging Business Analysts on June 16, 2021

    o Attend Weekly Change Management Touchpoint with Consortium Change Management Leads on June 16, 2021

    o Start planning Imaging content for Migration News Blast #4

    o Develop Optical Character Recognition Infographic

    o Finalize Document Migration Infographic for C-IV Counties

    o Finalize content for Los Angeles County June Change Network Meeting

    o Analyze Los Angeles County T-6 Month Imaging Change Management Assessment results

► Task Management

    o Continue coordination with Task Management Application Development teams for overview of the solution and change

    o Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs

► FCED

    o Continue reviewing C-IV impacts of FCED SCRs and creating associated communications, as appropriate

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