Cal**SAWS** | Project Steering Committee Meeting

August 19, 2021

Agenda

1. Call Meeting to Order and confirmation of quorum
2. Agenda Review
3. Public Opportunity to speak on items NOT on the Agenda. Public comments are limited to no more than three minutes per speaker, except that a speaker using a translator shall be allowed up to six minutes.

   NOTE: The public may also speak on any item ON the Agenda by waiting until that item is read then requesting recognition from the Co-Chair to speak.

- All lines will be muted when meeting begins.
- To unmute:
  - ✦ When connected via computer – click the microphone icon.
  - ✦ When connected via telephone – press *6.

Action Items

Action Items

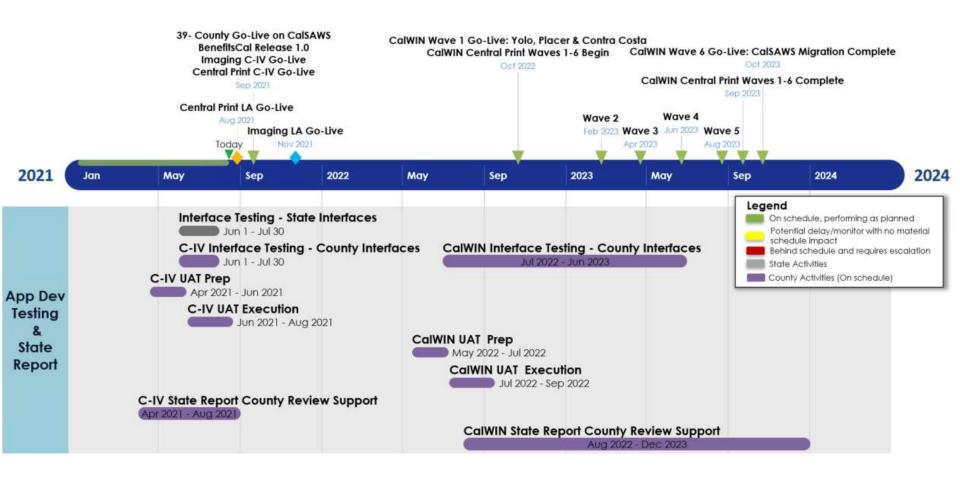4. Approval of the Minutes from the July 15, 2021, PSC Meeting and review of Action Items.
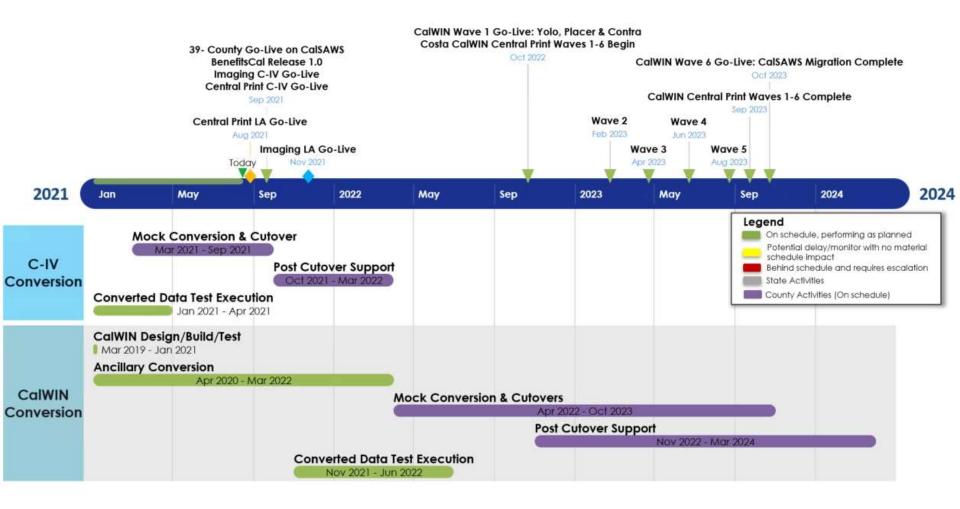
Informational Items
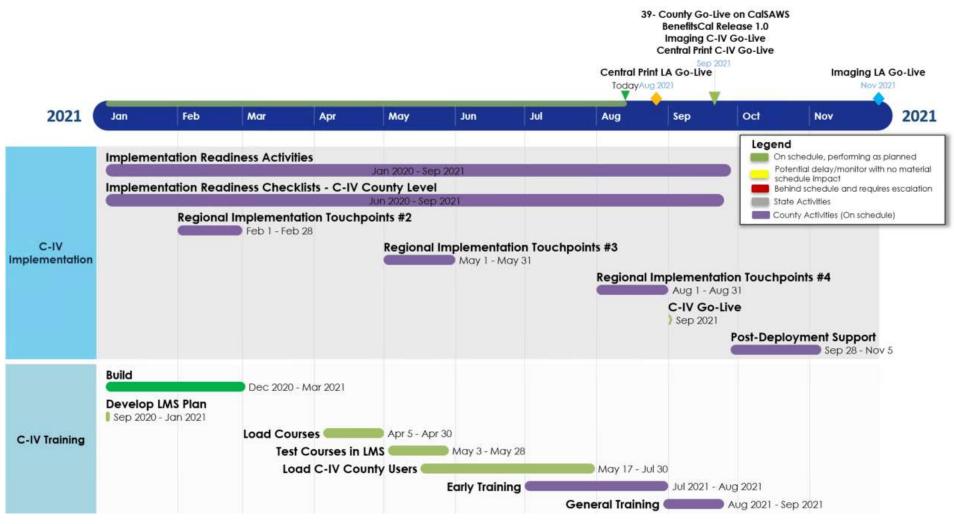
CalSAWS Gantt Chart Update

CalSAWS DD&I Project Gantt

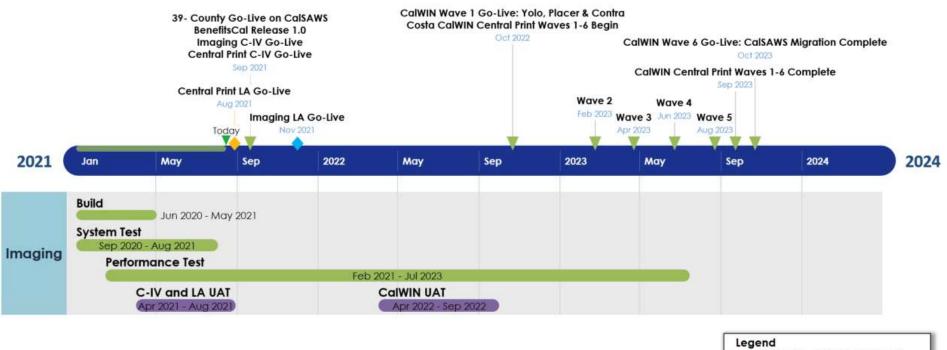## High Level Overview – Application Development

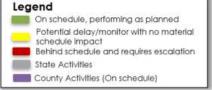# CalSAWS DD&I Project Gantt
High Level Overview – Conversion

CalSAWS DD&I Project Gantt
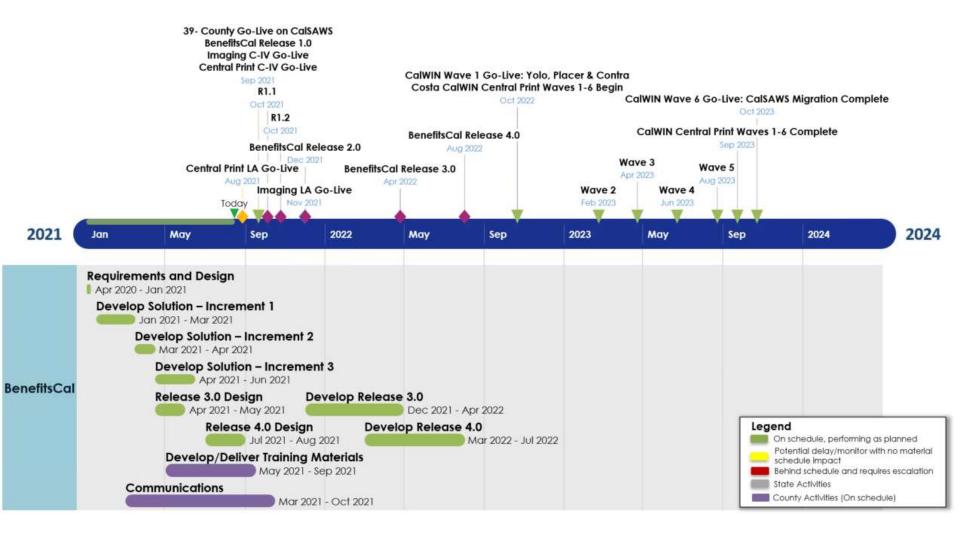## High Level Overview – C-IV Implementation and Training

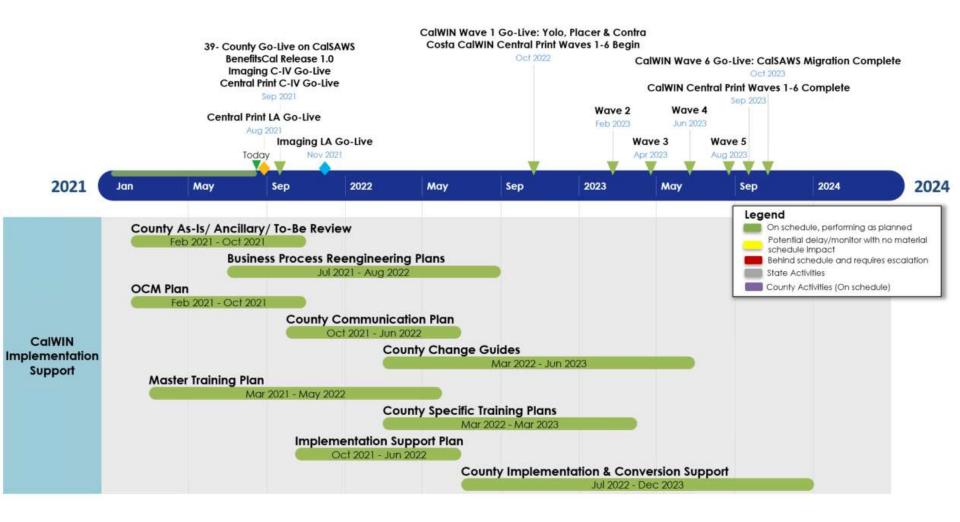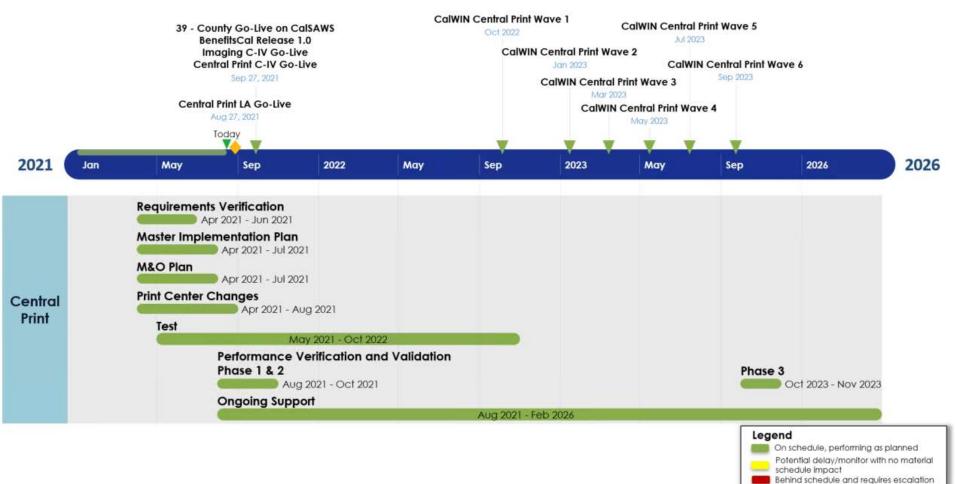# CalSAWS DD&I Project Gantt
High Level Overview – Imaging

CalSAWS DD&I Project Gantt
High Level Overview – BenefitsCal

CalSAWS DD&I Project Gantt
High Level Overview – CalWIN OCM

CalSAWS DD&I Project Gantt
High Level Overview – Central Print

39 - County Go-Live on CalSAWS
BenefitsCal Release 1.0
Imaging C-IV Go-Live
Central Print C-IV Go-Live
Sep 27, 2021

CalWIN Central Print Wave 1
Oct 2022

CalWIN Central Print Wave 5
Jul 2023

CalWIN Central Print Wave 2
Jan 2023

CalWIN Central Print Wave 6
Sep 2023

CalWIN Central Print Wave 3
Mar 2023

Central Print LA Go-Live
Aug 27, 2021

CalWIN Central Print Wave 4
May 2023

Today

2021	Jan	May	Sep	2022	May	Sep	2023	May	Sep	2026	2026

Central Print

Requirements Verification
Apr 2021 - Jun 2021

Master Implementation Plan
Apr 2021 - Jul 2021

M&O Plan
Apr 2021 - Jul 2021

Print Center Changes
Apr 2021 - Aug 2021

Test
May 2021 - Oct 2022

Performance Verification and Validation Phase 1 & 2
Aug 2021 - Oct 2021

Phase 3
Oct 2023 - Nov 2023

Ongoing Support
Aug 2021 - Feb 2026

Legend
- On schedule, performing as planned
- Potential delay/monitor with no material schedule impact
- Behind schedule and requires escalation
- State Activities
- County Activities (On schedule)

CalWIN Implementation Support Services
- BPR Update
- OCM Update
- Training Update

Business Process Re-Engineering Updates
As-Is and To-Be Progress & Other Update

- ## As-Is Progress

  - ✦ All 18 Counties' As-Is Sessions Complete (100%)

- ## To-Be Progress

  - ✦ Wave-1 (3 of 18 Counties) To-Be Sessions In-Progress

- ## Look Ahead

  - ✦ Global To-Be Process Flows

  - ✦ Wave-1 Demo Recordings

  - ✦ To-Be BPR Schedule for Waves 2–6

Organizational Change Management Updates
Key Takeaways from the July Session

- OCM POC Session (July 14th)

  - Counties identified current and desired communications products & channels used within their County

  - Discussed project messaging that can be shared across Counties now

Organizational Change Management Update
Upcoming Discussion Topics

August

- Change Impacts
- Change Readiness Measures
- Change Readiness Surveys
- Change Dashboards

September

- Communication and Engagement Activities
- Change Network
- Targeted Topics
- Roles and Responsibilities

Training Update
Upcoming Training Advisory Council Topics

August

- Training Design and Development Templates
- How we Tailor Training for the CalWIN Counties

September

- Review of Training Roles
- Approach to Developing the Master Training Plan

Application Development and Policy Update

- COLAs Update

Application Development

Policy Update

COLAs – All have been received and Batch EDBC will run 9/11 for CalSAWS and CF EAs will run 9/4

- CW MAP, IRT, SUA/LUA/TUA

- CalFresh - In addition to the COLA for 10/1, USDA is implementing a significant and permanent increase to benefits (about 25% above pre-pandemic levels).

- FC, KG, AAP –

  - SCRs 219844/219846 - The new FC/KG and AAP values will be added to CalSAWS on 8/20/21

  - SCR 107958 - The new FC and KG values will be added to C-IV on 8/20/21

CalSAWS County Validation Opportunity

CalSAWS Consortium County Validation Framework

County Validation provides an opportunity for Counties to **review requirements**, that have been **approved by Regional Committees**, once they have been **translated into system changes** with each release.

County Validation is **optional** for those Counties who choose to participate.

CCCV Strike Team - Video

C-IV/CalSAWS Implementation Readiness/Pre-Greenlight Update

- Introductions
- Summary of Readiness/Risks
- Application Readiness Summary
- CalSAWS Core UAT
- Conversion
- Interface Partner Testing
- Imaging
- Ad Hoc/Analytics
- Operations
- Performance
- Tech Readiness Infra
- Identity Access Management
- Security
- Training
- Implementation
- Change
- BenefitsCal
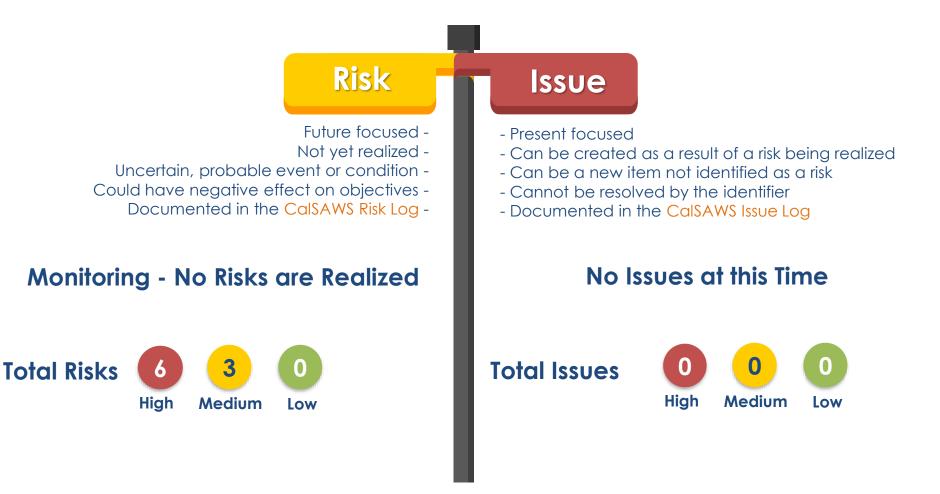- Central Print
- County Readiness
- County Prep Phase Readiness
- IV&V

Meeting Calendar

	Monday	Tuesday	Wednesday	Thursday	Friday
T-1 Month	8/9	8/1	8/1	8/1	8/1 **JPA**
		County Director Updates 8/10 - 8/12			
			Federal IT Update	**Pre-Greenlight Dry-Run County Prep Phase**	
				State Deep Dive	
	8/16	8/17	8/18	8/19	8/20
				Pre-Greenlight County Prep Phase @ PSC	
				Greenlight Readiness Status Meeting	
	8/23	8/24	8/25	8/26	8/27
			Greenlight for County Prep Phase	Greenlight Readiness Status Meeting *if needed*	
T-4 Weeks	8/30	8/31	9/1	9/2	9/3
	County Prep Phase Go-Live		**County Director Updates 9/1 - 9/7**		
				Greenlight Readiness Status Meeting	
T-3 Weeks	9/6	9/7	9/8	9/9	9/10 **JPA**
	County Director Updates 9/1 - 9/7		**Federal IT Update**	**Pre-Greenlight Dry Run for Go-Live Event**	
				State Deep Dive	
T-2 Weeks	9/13	9/14	9/15	9/16	9/17
			County Director Updates *if needed*	**Pre-Greenlight for Go-Live Event** @ PSC	
				Greenlight Readiness Status Meeting	
T-1 Week	9/20	9/21	9/22	9/23	9/24
		County Director Updates *if needed*	**Greenlight for Go-Live Event**	Greenlight Readiness Status Meeting *if needed*	
T+1 Week	9/27	9/28	9/29	9/30	10/1
	Go-Live Event				

Project Readiness

Overall Project Readiness

Risks and Issues

Risk

Future focused -
Not yet realized -
Uncertain, probable event or condition -
Could have negative effect on objectives -
Documented in the CalSAWS Risk Log -

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the CalSAWS Issue Log

Monitoring - No Risks are Realized

No Issues at this Time

Total Risks

6	**3**	**0**
High	Medium	Low

Total Issues

0	**0**	**0**
High	Medium	Low

Overall Project Readiness

Risks related to Migration

Risk Level	Risk Name	Risk Description
High	#236 – The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance	The Analytics hard-launch dashboard production release experienced delays in data refresh impacting CalSAWS (LRS). • A single county (LA) data load was delayed due to batch processing exceeding 6:00 am. • Data refresh time is degrading for a single county volume in production processing. • Performance and measurements for a single county may not scale with the current configurations. • Staging environment performance results identified that the environment used for hard launch needs to align with the production environment.
High	#237 – The scaling of Batch for 58 Counties may have an impact on system performance	The CalSAWS production batch schedule does not always complete by 6am. As part of DDI there will be growth in both the count of batch jobs and volume of data as additional counties are converted into CalSAWS. This growth may add a challenge to batch completing on time. Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle.
High	#240 -- The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without effectively taking into account the multi-county and multi-vendor CalSAWS ecosystem may impact business operations	As we expand to 58 counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations and benefits to the participants.
High	#248 -- The C-IV Imaging go live may not have images prior to 2/28/21 due to delays in the C-IV image migration	The C-IV Converted Image transfer for documents scanned prior to February 28th, 2021, is currently at risk of not finishing prior to go live.
High	#249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84 hour window	The execution of the C-IV Conversion Cutover activities in the 3 Mock Conversions have not resulted with the overall End-To-End performance to completing at or within 84 hours. Mock Conversion #3 (in July) completed in approx. 87 hours (or 2.5 hours past the 84 hours window). The team will work with the various project teams and cutover activities to mitigate the risk of executing cutover activities past the 84 hours and thus impacting County Users start to their business day in CalSAWS.
High	[New] #250 – The Delay in CF Allotments may impact the C-IV Cutover timeline and post-implementation	To address pre-migration timeline and post-implementation concerns about cases not being picked up in subsequent batch EDBCs, the CalSAWS project planned to run batch EDBC in C-IV to update the allotment amounts so that post-migration, customers receive the most current allotment amount. Typically, these numbers are received by end of July/beginning of August. The reference table is updated so that when individual EDBCs are run after August 10-day, the new allotments are applied to the now available October benefit month. Due to migration activities taking place in September, CalSAWS/CDSS proactively agreed to work together to get the numbers asap with the expectation that SAWS would run the batch EDBC in September, for a 10/1/2021 effective date. On 7/30, CDSS was informed that FNS is not expecting to provide the CF Allotments until approximately 8/19/2021. CDSS attempted to discuss the migration constraints with FNS, however, there was no impact to move the date up.

Overall Project Readiness
Risks related to Migration

Risk Level	Risk Name	Risk Description
Medium	#208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties	There have been persistent delays in CalHEERS achieving release readiness during the system test cycle, introducing risk to the dependent CalSAWS production release date. Any CalHEERS delay will impact the timely delivery of business functionality, receipt of which is critical to the counties. Additionally, date slips cause negative downstream planning and scheduling churn.
Medium	#226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule.	The state and federal partners have requested changes to the SAWS Systems in response to COVID-19 relief efforts. The scope and priority of these efforts are not fully known. The Consortium and vendors may need to allocate staff to support the relief efforts to get them implemented quickly. If resources from DD&I are shifted to focus on relief efforts, it could impact the CalSAWS DD&I delivery schedule.
Medium	#235 – The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface	If either the BenefitsCal phase 1 implementation or the CalSAWS modifications for BenefitsCal phase 1 cannot be completed in time for the September 2021 go-live, the combined go-live of CalSAWS and BenefitsCal phase 1 could be impacted.

Overall Project Readiness

QA Status Icons

QA has checked, verified, and recommended approval of item

QA agrees with the status update

QA disagrees with the status update

Item is on the QA Watch List as resolution is critical for go-live readiness and may or may not be on the current risk list

QA advises immediate corrective action above what is currently planned

Cal**SAWS Readiness**

Overall CalSAWS Readiness
Readiness Areas and Categories

Area	Category	CalSAWS (8/12)
Application	Design	100%
	Development	100%
	System Test	100%
	Independent Test	100%
	User Acceptance Test	86%
	Usability Test	N/A
Integration	Design	100%
	Development	100%
	System Test	99%
	Interface Partner Test	98%
Technical	Infrastructure	74%
	Security Testing	78%
	Performance Testing	83%
Conversion	Conversion Readiness	94%
	Converted Data Test	100%
Training	Training Plan	100%
	Training Materials	100%
	Training Delivery	67%
Implementation	Service Desk	72%
	System Operations	90%
	Prod Deployment Plans	100%
Change	Communications	100%
	Partner Readiness (County, etc.)	N/A

NS		Not Started	G		On Schedule	Y		<14 Days Late	R		>=14 Days Late	C		Complete

Application Readiness

Design

QA

8 of 8 Design Deliverables Approved	100%
QA Reviewed 8 of 8 Design Deliverables and 594 SCRs	100%

Development

C-IV State Report County Planning and Execution Completed	100%
Deployed CalSAWS Releases 19.11 - 21.07	100%

System Test

CalSAWS Master Test Plan Approved	100%
Master QA Test Plan Approved	100%
C-IV Converted Data Test Completed	100%
C-IV Batch Regression Test Completed	100%
System Test for Releases 19.11 – 21.07	100%
QA Independent Test for Releases 19.11 – 21.07	100%

User Acceptance Test (UAT) – CalSAWS Core

CalSAWS UAT Support Plan Approved	100%
CalSAWS UAT Readiness Report/Milestone Approved	100%
Execution of User Acceptance Test (UAT) (Target → 8/20/2021)	86%
Pass Rate of User Acceptance Test (UAT) (Target → 8/20/2021)	92%

Application Readiness Risks and QA Watch List

Risk 208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties
Risk 226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule.

Application Readiness
CalSAWS UAT for CalSAWS Core (Includes State Reports)

UAT Status
On Schedule

- On-Track for CalSAWS Application which includes State Reports

- 34 of 41 User Acceptance Testers, 1 SME, representing 21 counties participated in Week 9 of 10

- The following table provides the UAT execution results as of August 11, 2021, where the team has overall completed 86% of the test scenarios with a 92% pass rate (of completed scenarios)

- Scenarios dropped from 941 to 919 due to removing 1) LA and CalWIN specific functional scenarios 2) EDBC batch skip issuance
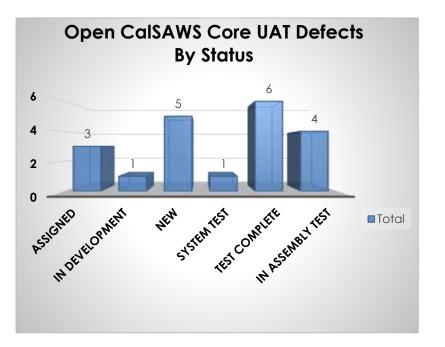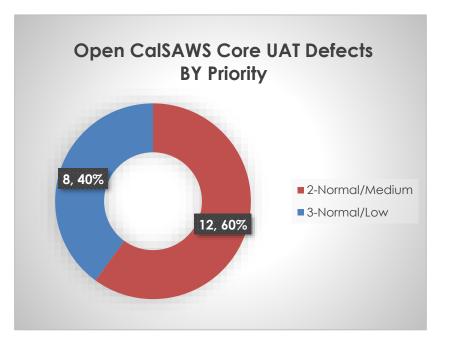

UAT Test Script: CalSAWS Execution

734 Scenarios passed of 919 total

CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
CalSAWS UAT Execution	919	11% (103)	3% (23)	80% (734)	6% (59)	20

Exit Criteria	Status
100% of UAT Test Cases have been executed	• 86% of UAT Test Execution
No Open Priority 1-High/Non-Cosmetic DD&I Defects	• No 1-High/Non-Cosmetic Defects have been opened to date
Open Priority 2-Normal/Medium DD&I Defects have been analyzed and categorized with the Consortium as either "go-live dependent" or "production deferral" workarounds have been communicated and a plan exists to resolve outstanding Defects by an agreed-upon date	• 5 Severity 2-Normal/Medium Open defects • 17 Severity 3-Normal/Low Open defects
Resolved Defects have been documented in the change control tool	• 100% of defects are being recorded in JIRA
Test results and summary reports have been completed	• Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit

Application Readiness
Open CalSAWS Core UAT Defects

Defect Status
- 20 Open CalSAWS Core Defects
  - 15 of which were created this week
  - 12 are targeted for resolution prior to exiting UAT
  - 8 are actively being researched

Open CalSAWS Core UAT Defects By Status

Status	Total
ASSIGNED	3
IN DEVELOPMENT	1
NEW	5
SYSTEM TEST	1
TEST COMPLETE	6
IN ASSEMBLY TEST	4

Open CalSAWS Core UAT Defects BY Priority

- 2-Normal/Medium: 12, 60%
- 3-Normal/Low: 8, 40%

Conversion Readiness

Conversion Readiness

QA

Generated Golden C-IV Converted Data Sets #0 - #6	100%
10 C-IV Epics Completed	100%
C-IV Conversion Functional Design Approved and Developed	100%
CalACES Master Conversion Plan Approved	100%
Required Materials to Security Administrators in preparation for 1A Distributed	100%
Mock Conversions #1, 2, & 3 for Cutovers 1A & 1B Completed	100%
EDBC Match and Recon Completed	100%
Perform mitigation strategies for Mock Conversion Cutover Risk during GDS #7 (Target → 8/15/2021)	80%
Complete Conversion Cutover 1A (Target → 8/30/2021)	0%

Converted Data Test (CDT)

C-IV Converted Data Delivered for Conversion Data Test Execution	100%
Conversion Data Test Completed	100%

Conversion Readiness Risks and QA Watch List

Risk 249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84-hour window

Mock Conversion – A dress rehearsal of the activities that are planned to be executed during cutover. These exercises allow the project to capture baseline information on the duration of these task and confirm order of operation. This will provide the project a picture on how it is doing against the window for cutover.
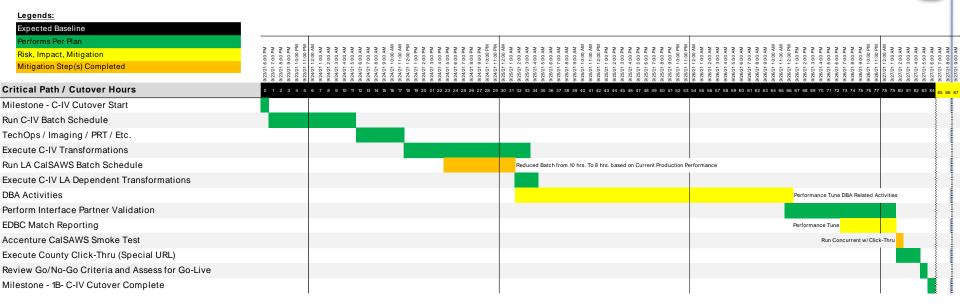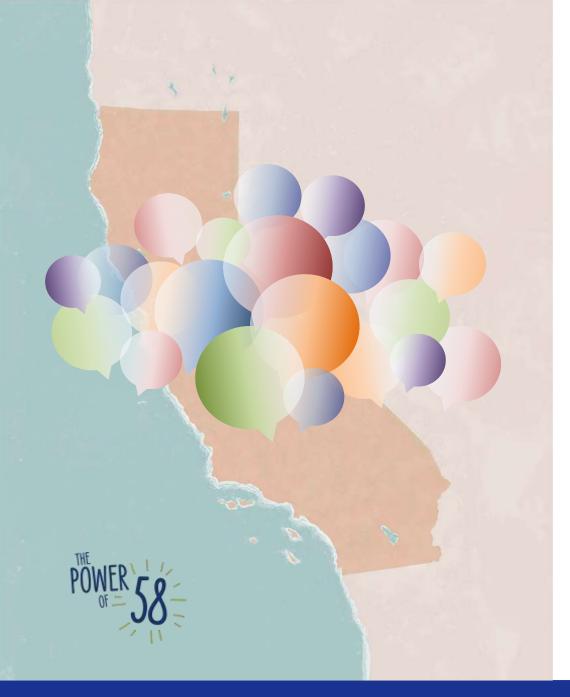
C-IV Conversion Cutover Window Risk

Risk– The execution of the C-IV Conversion Cutover activities in the 3 Mock Conversions have not resulted with the overall End-To-End performance to completing at or within 84 hours. Mock Conversion #3 (in July) completed in approx. 87 hours (or 2.5 hours past the 84 hours window). The team has logged Risk #249 and will work with the various project teams and cutover activities to mitigate the risk of executing cutover activities past the 84 hours and thus impacting County Users start to their business day in CalSAWS.

Users Begin Day

Legends:

| Expected Baseline |
| Performs Per Plan |
| Risk, Impact, Mitigation |
| Mitigation Step(s) Completed |

Critical Path / Cutover Hours

- Milestone - C-IV Cutover Start
- Run C-IV Batch Schedule
- TechOps / Imaging / PRT / Etc.
- Execute C-IV Transformations
- Run LA CalSAWS Batch Schedule — Reduced Batch from 10 hrs. To 8 hrs. based on Current Production Performance
- Execute C-IV LA Dependent Transformations
- DBA Activities — Performance Tune DBA Related Activities
- Perform Interface Partner Validation
- EDBC Match Reporting — Performance Tune
- Accenture CalSAWS Smoke Test — Run Concurrent w/ Click-Thru
- Execute County Click-Thru (Special URL)
- Review Go/No-Go Criteria and Assess for Go-Live
- Milestone - 1B- C-IV Cutover Complete

Mitigation Action Items:

1. Limit the LA CalSAWS Batch Schedule to only those jobs necessary for the Migration of C-IV to CalSAWS – Complete as the Batch team has adjusted the Batch Schedule to include only the jobs needed during this last C-IV Batch run
2. Revise the LA CalSAWS cutover activity duration from 10 hours to 8 hours based on Current Production Performance – Complete
3. Execute Smoke Testing in parallel with County Click-Thru saving 1 hour – Complete
4. Execute GDS #7 Conversion Run* on Production AWS environments – In-Progress . Cutover Plan will be Updated post GDS7
5. Remove Stage Gate Reviews from the Critical Path saving 1.5 hours – Not Started. Cutover Plan will be Updated post GDS7

Note: GDS #7 Conversion Run is executing from Monday, Aug. 2nd thru Aug. 15th

PSC and Public Comment

Integration Readiness

Interface Partner Testing

QA

Task	%
Established CalSAWS Connectivity with New State Partner - CMSP	100%
Establish CalSAWS Connectivity with C-IV County Interface Partners	100%
Execute Interface Testing with C-IV County Partners	100%
Execute Interface Testing with State Partners	100%
Execute Interface Testing with Consortium Partners	100%
Confirm CalSAWS cloud server production cutover connectivity EBT (FIS) (Target → 08/15/2021)	0%
Confirm configuration changes to support transactions out of CalSAWS have been deployed to the Partner Production Environment – eICT (CalWIN) (Target → 08/16/21)	0%
Confirm configuration changes to support transactions out of CalSAWS have been deployed to the Partner Production Environment – CalHEERS (Target → 09/13/21)	0%

Development & System Test

Task	%
Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces) – Test Environment	100%
Establish CalSAWS Connectivity with BenefitsCal APIs (Application Programming Interfaces) – Production (Target -> 08/19/2021)	95%

Integration Readiness Risks and QA Watch List

QA – Completion of Interface Testing

Notes:
- *CalSAWS Consortium Interface Partners include: EICT (CalWIN) & OCAT*
- *CalSAWS State Interface Partners include: CalHEERS, WIS, WDTIP (OSI), MEDS (DHCS), EBT (FIS), CMIPS (OSI), CDSS (DSS), CCSAS (DCSS), and CMSP*

Application/Technical Readiness: Imaging

QA

Functionality

Functional Development, System Test, and Release Deployment Completed	100%

Performance Testing

Hyland Platform Performance test (cycles 1 & 2)	100%
Performance and Stress Testing for CalSAWS Go-Live Completed (Target → 09/17/2021)	60%

Security Testing

Penetration Testing for Hyland Platform (Target → 09/14/2021)	30%

Images Migration

Upload, restore, and transform database transfer – UAT Primary Option (Target → 07/26/2021)	100%
Upload, restore, and transform database transfer Production Primary Option (Target → 08/25/2021)	40%
DMS (Database Migration Service) Transfer – Backup Option (Target → 08/26/2021)	50%
Disaster Recovery Test (Target → 9/5/2021)	0%
Verify All Documents Migrated from Legacy Storage Device (Target → 08/29/2021)	100%
Upload Image Legacy Data to Hyland Production (Target → 08/13/2021)	100%
Ship Image Legacy Data to Hyland AWS	100%
Distribute CIT for Counties to install Webscan Kit and Virtual Printer	100%

User Acceptance Test (UAT) - Imaging

Execution of User Acceptance Test (UAT)	100%
Pass Rate of User Acceptance Test (UAT) (Target → 08/20/2021)	98%

Technical Readiness Risks and QA Watch List

Risk 248: Delays in the C-IV Image Migration

Application/Technical Readiness: Imaging

Risk 248: Delays in the C-IV Image Migration

Target Due Date
09/03/2021

Mitigation
- July 26 – C-IV Imaging Database to be Converted, Upgraded, and ready for image validation in UAT
- July 29 – All Images to be Available for Validation in UAT Environment
- Aug 16 – Sync Process to be validated and in place for Production
- Aug 23 – C-IV Production Imaging Database to be Converted, and Upgraded in Production
- Sept 3 – Initial Production Validation to be Completed

| Imaging Workstream Summary		
Workstream	**Status**	**Updates**
Legacy Images Export Process	C	• All Legacy Images have been shipped to the Hyland AWS Datacenter
Legacy Images Import Process	C	• All Legacy Images have been uploaded to Hyland Production and are ready to be validated in the UAT Environment.
Database Transfer - UAT	C	• Database transformation process is complete
Database Transfer - PROD	G	• Database export transferred to Hyland • Transformation steps in progress
Validation Process (8/16-9/3)	NS	• Validation Criteria is being defined • Validation SMEs are being identified

Application/Technical Readiness: Imaging UAT

UAT Status
On Schedule
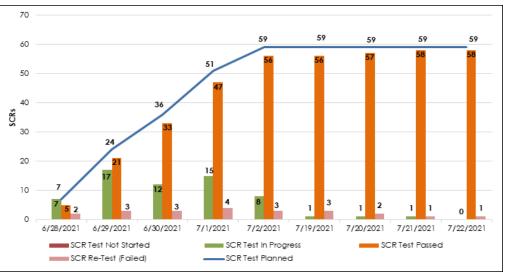
- On-Track for CalSAWS Imaging Admin
- Imaging Admin Execution was completed June 28 – July 2, 2021
- Imaging Admin UAT Retest was completed July 19 – July 23, 2021
- The following table provides a summary of the UAT execution results where the team has overall completed 100% of the test scenarios with a 98% pass rate
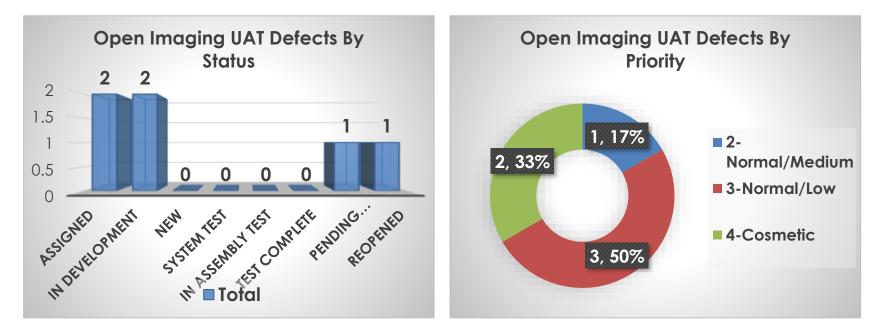- Retest scheduled for the 1 remaining test case Aug 9 – 20, 2021

CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
Imaging ADMIN Execution	59	0% (0)	0% (0)	98% (58)	2% (1)	6

Exit Criteria	Status
100% of UAT Test Cases have been executed	• 98% of Imaging UAT Test Cases Passed • 2% Failed
No Open Priority 1-High/Non-Cosmetic DD&I Defects	• 0 1-High/Non-Cosmetic Defects have been opened to date
Open Priority 2-Normal/Medium DD&I Defects have been analyzed and categorized with the Consortium as either "go-live dependent" or "production deferral" workarounds have been communicated and a plan exists to resolve outstanding Defects by an agreed-upon date	• 1 Severity 2-Normal/Medium Open defects • 4 Severity 3-Normal/Low Open defects • 1 Severity 4-Cosmetic Open Defect
Resolved Defects have been documented in the change control tool	• 100% of defects are being recorded in JIRA
Test results and summary reports have been completed	• Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit

Application/Technical Readiness: Imaging

UAT Status
On Schedule

Defect Status

- 6 Open CalSAWS Imaging UAT Defects
  - 1 of which was created this week
  - 3 are targeted for resolution prior to exiting UAT
  - 3 are actively being researched

Open Imaging UAT Defects By Status

Open Imaging UAT Defects By Priority

Application/Technical Readiness: Ad Hoc Reporting and Analytics
C-IV Scope

Functionality

QA

Replatform Development Completed	100%
Established CalSAWS Connectivity with Ad Hoc Reporting – EDR Reporting	100%
Established CalSAWS Connectivity with Ad Hoc Reporting – SFTP Reporting	100%
40 County System Test (Target → 09/05/2021)	97%
Establish CalSAWS Connectivity with Ad Hoc Reporting – APEX Reporting (Target → 06/25/2021)	25%

Application/Technical Readiness Risk and QA Watch List

Establish CalSAWS Connectivity with Ad Hoc Reporting – APEX Reporting

The established architecture for ad-hoc and EDR implemented to support C-IV and migrated as part of CalSAWS DDI has been identified for security hardening.

Accenture Security has submitted a POAM (Plan of Action and Mitigation). The teams continue working through potential solutions to address identified items and mitigate the security risk. A pre-requisite network change was approved and implemented on August 9, 2021, facilitating enabling County access upon completion of the solutions for security risk mitigation.

Changes must be made across a 177 sites. This affects ad-hoc JDBC access and access to CalSAWS from Unmanaged Laptops at Managed Counties over Extranet.

Application/Technical Readiness: Analytics
C-IV Scope

Performance Testing

Q

40 County Performance Test (Target → 09/21/2021)   75%   (QA Agrees)

Security Testing

Penetration Testing   for Platform (Target Date → 09/14/2021)   30%   (QA Agrees)
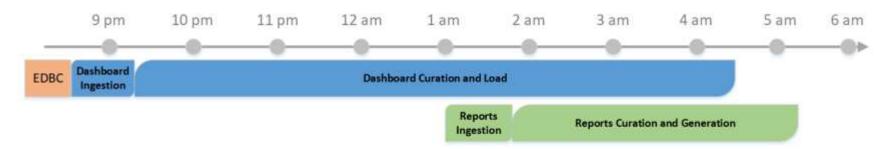
Technical Readiness Risks and QA Watch List

Risk 236: The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance   (QA Watch Item)

<u>Risk mitigation items:</u>
- Action Item #1: The documentation of Analytics Performance Management plan - **Completed May 2020**
- Action Item #2: Demonstrate stability in batch job run times and adherence to 6am batch window over a 5–10-day period - **Completed Jan 2021**
- Action Item #3: Initial batch performance testing (Analytics only) for 40 counties – *In Progress through August 2021*

   Current Run Time Estimates based on current 40 county performance testing results:

Technical Readiness: Operations

QA

Monitoring

Review Infrastructure services in ecosystem for coverage (Target → 08/30/2021)	30%	QA Agrees
Rollback planning in Conjunction with Cutover Planning	100%	QA Agrees

Incident Management

Conduct simulation Exercise of incident response procedures with Support teams (Target → 08/30/2021)	20%	QA Agrees

Disaster Recovery Exercise

Disaster Recovery Test (Target → 8/22/2021)	25%	QA Agrees

Batch Operations

Batch Operations Review (Target → 9/17/2021)	54%	QA Agrees

Performance Testing

Online Performance and System Test for Cloud Enablement Completed	100%	
Complete Online Performance and Stress Testing (Target → 9/24/2021)	60%	QA Agrees
Complete Batch Performance Testing (Target -> 9/03/2021)	80%	QA Agrees

Technical Readiness Risks and QA Watch List

Risk 237: Scaling of Batch for 58 Counties	QA Watch Item
Risk 240: The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County Support	QA Watch Item

Technical Readiness: Operations

Risk 240: Scale Batch Operations to provide 40 & 58 County support

Target Due Date
9/17/2021

Mitigation

Process:
- M&O Services Plan is currently in review and process changes have been instituted

Organization:
- Training / change management developed
- Training in process for new batch monitoring resources
- Organization realignment tracking to plan

Communications:
- Upgraded batch notification design has been finalized
- Pilot phase for new batch notifications is in process (started 8/9 as scheduled)

Continuous Improvement:
- Control totals are included in the batch notification pilot
- Additional automated alerts to provide updates on batch execution are also in design

Batch Operations Exit Criteria:
- Batch Schedule updated and verified for C-IV processes – complete and verified during regression test
- Updated procedures incorporated into the M&O Service Plan – complete and in review
- Batch Operations organization realigned under Production Operations – in progress
- Real Time Batch Monitoring in place – in progress
- Updated batch notifications deployed to production – in progress
- Targeted control totals and automated alerts developed and implemented - in progress

Technical Readiness: Performance

Risk 237: Scaling of Batch for 58 Counties - Batch Performance

Remediation

- Additional changes for EBT changes retested in the End of Month cycle show significant improvements and additional changes are being evaluated

- End of Month cycle demonstrated significant improvements and additional planned updates are expected to result in meeting the batch window target of less than 10 hours

- 22 open remediation items down from 39 last week

  - 15 items are in development and 7 items are in test for validation. Work items are prioritized based on overall impact to the batch window

Priority	Batch Cycle	Status	Areas of Focus	Path to Green	Green Target Date
1	Daily	10 Hrs	EBT Writer performance (CA-229084)	Additional changes to the EBT writer are being evaluated for additional performance improvements.	Complete
2	End of Month	9.5 Hrs	Super Trigger (CA-213387)	Super Trigger changes have demonstrated positive improvements in performance.	8/13/2021
3	First Business Day	TBD	Daily batch job performance	Retest leveraging the Daily cycle performance improvements. Test cycles planned for next week	8/18/2021
4	High Volume Forms	TBD	Central print (CA-231594) Batch server mount for bundling performance	Server mount changes and Central Print changes verified to show expected improvements. Planning to retest following First Business Day processing.	8/23/2021
5	10-day Cutoff	TBD		Retest leveraging the Daily cycle performance improvements.	8/27/2021
6	Main Payroll	TBD	Issuance thread performance (CA-230579)	Retest with the Daily cycle and Issuance performance improvements	8/31/2021

* Tracking cycle completion within targeted batch window

Technical Readiness: Operations
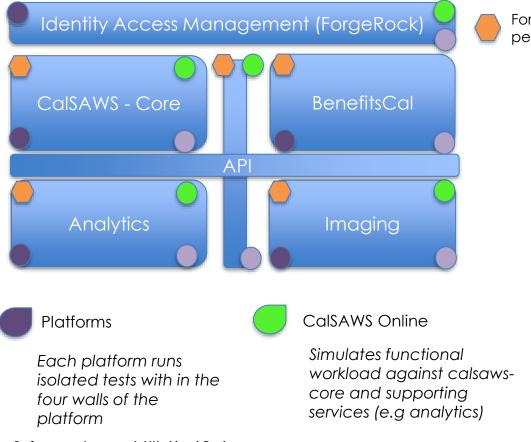## Customer Service Center Readiness

Call Center

All SCRs in Production:	100%
Transfer batch jobs required for Authentication and self-service functionality	100%
Update IVR Contact Flows to leverage CalSAWS data	100%
Regression Test of entire Contact Center solution and CalSAWS integration points	100%
Cutover Activities (Target → 9/27/2021)	0%

Performance Test

Overview

Identity Access Management (ForgeRock)

CalSAWS - Core

BenefitsCal

API

Analytics

Imaging

ForgeRock (IAM) Services Invoked in all performance cycles

Platforms

Each platform runs isolated tests with in the four walls of the platform

CalSAWS Online

Simulates functional workload against calsaws-core and supporting services (e.g analytics)

End to End

Simulates functional workload against calsaws-core and supporting services (e.g analytics) + Benefitscal functional workload

Performance Incremental Workload Cycles
- Workload 1= CalSAWS application 40 county load + ForgeRock
- Workload 2 = Workload 1 + On Request reports (Analytics) workload
- Workload 3 = Workload 2 + CalSAWS (BenefitsCal) Portal API workload
- Workload 4 = Workload 3 + Imaging API workload

Technical Readiness: Performance

CalSAWS + ForgeRock 40 County Online Performance Testing

Performance Test Cycles
- Cycle 1 – June 01 – Jun 30
    - Initial Golden Data Set with 40 County Data Load
- Cycle 2 – July 30 – Aug 13
    - Final Golden Data Set with 40 County Data Load and Fixes from Cycle 1
- Cycle 3 – August 23 – September 24
    - Regression Test Cycles with fixes from Cycles 1 & 2

Performance Test Plan for each Cycle:
- Execute in Production-like Performance environment with initial Golden Dataset available.
- Run frequently-used transactions that generate the highest volumes in Production
- Simulate usage of ~500 transactions per second (TPS).
- Simulate ~14,000 users' login in a period of 20 minutes. Load of ~700 users per minute. As the load test is running, 200 users log on and off to simulate user session activity in Production.
    - The 14,000 users will be comprised of ~7,000 LA county users from ISD Test Active Directory and ~7,000 C-IV county users from ForgeRock user store
- Execute 3 Load tests to confirm consistency
- A "8-hour" Endurance test to ensure stability

* ForgeRock is utilized throughout all testing scenarios

Exit Criteria
- Simulated Online transaction load of CalSAWS volume at peak hours meets SLA requirements with final Golden Dataset #6
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)

Technical Readiness: Performance

CalSAWS + ForgeRock 40 County Online Performance Test – Cycle 1

Cycle 1 - Performance Test Findings with Golden Dataset #3 :
- Users failing to login above load of ~11,000 users
  - Defect - Tune long running queries executed on Homepage screen.
    - Fix deployed with 21.07 release
  - Defect – Duplicate primary keys in Phone Number
    - Indexes recreated to resolve the issue.
- The SQL changes from tested defect fix have helped to resolve the Users login issue. The test executed at expected load of ~500 TPS.
- The exceptions and transaction level performance detail analysis is in progress.

Cycle 1 Performance test results:

Category	SLA	SLA Met % & Avg. Server Response Time	SLA Met % & Avg. Server Response Time (Endurance Last hour)
Screen to Screen	**Peak - 98% [<=2s]**	99.95% [0.11 s]	99.95% [0.11 s]
	Prime - 99.9% [<= 10s]	100% [0.11s]	100% [0.11s]
EDBC	**Peak - 95% [<= 3s]**	99.26% [0.37s]	97.58% [0.53s]
	Prime - 99.9% [<= 20s]	100% [0.37s]	99.83% [0.53s]
Search	**Peak - 95% [<=6s]**	99.73% [0.14s]	99.74% [0.13s]

* ForgeRock is utilized throughout all testing scenarios and incorporated in above response times

Technical Readiness: Infrastructure

Infrastructure

QA

Production Development and Conversion Environments Set up and Delivered	100%
Technical Infrastructure Releases 19.10 - 20.11 Completed	100%
SD-WAN & Extranet Network enablement for all C-IV Counties Completed	100%
Kiosk/FACT Solution: Push software update to Kiosks at CalSAWS Counties (Target → 09/15/2021)	0%
Environment Deployment for Cloud Enablement and Provide Support Completed (Target → 09/22/2021)	90%

Technical Readiness: Identity Access Management

Functionality
QA

Functional Development Completed	100%
System Test Completed for the Core CalSAWS, Imaging, Call Center	100%
Hot-Hot Architecture Deployed	100%
SIT BenefitsCal Release 1 ForgeRock Integration	100%

Performance

Stand Alone platform weekly testing	100%
Performance Testing Integrated with BenefitsCal Release 1	100%
Performance and Stress Testing as part CalSAWS Go-Live Completed (Target → 09/21/2021)	60%

Security Testing

Penetration Testing Execution & Agreed-upon remediations (Target Date → 09/14/2021)	30%

C-IV User Migration

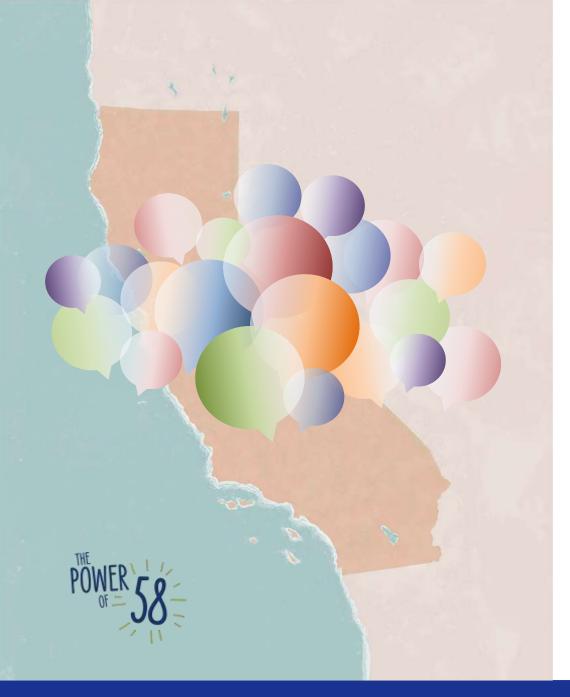|	
Customer Service Center Completed	100%
Learning Management System Completed	100%
Mock Conversion #3 County Validation 1A & 1B Completed	100%
CIV User Migration (remaining applications) as part of cutover 1A (Target → 08/28/2021)	0%
C4Yourself User Migration (Target → 09/23/2021)	0%
C-IV User Enablement (Target → 08/18/2021)	50%

Technical Readiness: Identity Access Management User Enablement Topics

Category	Topic	Resolution	Status	Target Due Date
C-IV First-time Login	County feedback that users will be unsure which account to use to for first time login	1. Add banner to login page to guide users 2. Replace text reading "User Name or Email" in login box with "User Name" 3. Update the look and feel of the ForgeRock Non-Production environment	Complete	30-Jul-21
Security Policies	Users that are re-activated but do not log in are disabled again each night via security policy	Update security policy to provide users 60 more days to log in upon re-activation	Complete	30-Jul-21
Delegated Administration	County feedback that Delegated Administrators will be unsure how to re-enable identities	1. CIT distributed informing Delegated Administrators of user status change capabilities 2. Each County has a delegated Admin 3. Scheduled two Delegated Administrator training sessions	Complete	4-Aug-21
Communication	Counties do not have sufficient communication/information	The Implementation and Change Management Teams are preparing a full log-in process guide, as well as a Help Hints for logging in Infographic to be distributed to the C-IV Counties	Complete	13-Aug-21
Communication	~3,000 C-IV users have multiple accounts; may not be able to provide unique email address on first time log in and could lead to inability to access system	Implementation Team to include in the login guide that if a user has two logins in C-IV, they need separate email addresses in ForgeRock	Complete	13-Aug-21
Help Desk Escalations	ServiceNow "Login Issues" workflow does not route to County Delegated Administrators trained to resolve them; instead, routes to Tier 3 Application Teams to Tier 3 teams not staffed to handle Tier 1 migration ticket loads	ServiceNow team assessing workflow updates to route to Tier 1 County Delegated Admin groups before Tier 3 groups	In Progress	18-Aug-21

Technical Readiness: Security

Application Security   QA

CalSAWS Scans/Remediation Completed	100%
YBN Scans/Remediation – Scan Completed/Remediation in progress	100%

Penetration Testing

Signed with 3rd party to conduct Testing - Completed	100%
Penetration Testing Preparation	100%
Penetration Testing — Execution & Agreed-upon remediations (Target Date → 09/14/2021)	30%

Security Hardening

Database Hardening (Target Date → 08/15/2021)	92%
Unmasked Non-Production Environments Hardening (Target Date → 08/27/2021)	60%

Vulnerability Management (Security Ops)

Ecosystem Coverage (Target Date → 08/31/2021)	95%
Patching Cadence (Target Date → 08/01/2021)	100%

Security Plan

SSP Review/Approved	100%

PSC and Public Comment

Training Readiness

Training Plan   **QA**

C-IV Master Training Plan Approved & QA Assessment Completed	100%
Training Environment Transition Plan Approved	100%
Consortium Training Plan for C-IV Migration Approved	100%
Imaging Training Plan Approved	100%

Training Materials

C-IV Migration WBTs (29), Quick Guides (63), and Reference Guides (27) Completed	100%
Training Materials Loaded into the LMS	100%
119 Training Materials Reviewed by QA – Job Aids, Quick/Reference Guides, WBTs	100%
153 Training SCRs Implemented in Releases 19.11 - 21.07 and Verified by QA	100%

Training Delivery

LMS Configured in the Cloud	100%
Early Training Users Added into the LMS	100%
LMS unique logins (Target → 09/24/2021)	60%
ServiceNow Updated to Accommodate LMS Requests from the C-IV Counties	100%
Imaging Train the SME Sessions Hosted (Target → 8/26/2021)	20%
Early Training Supported and Completed (Target → 8/27/2021)	75%
Analytics Training/Engagement w/the C-IV Counties Completion (Target → 9/15/2021)	82%
General Training Supported & Completed (Target → 9/24/2021)	0%

Future Training Metric - % WBT Completion by County during General Training
Future Training Metric – LMS unique Logins during General Training

Implementation Readiness

Service Desk

QA

LRS ServiceNow and C-IV CA SDM Ticket Systems Migrated to Consortium-owned SNOW	100%
ServiceNow Training for County Helpdesks and Gainwell Completed	100%
Distribute enhanced communications to County Help Desks regarding transition from C-IV instance of ServiceNow to CalSAWS instance (Target -> 09/15/2021)	0%
Host the County Prep Phase Command Center (Target -> 09/10/2021)	0%
Command Center Staff created as Fulfillers and trained in ServiceNow reporting (Target -> 08/24/2021)	50%

System Operations

C-IV Counties Access to the Sandbox Environment Provided	100%
Engage the Counties on Staff Profile/Security Administration updates (Target -> 08/27/2021)	80%

Production Deployment Plans

C-IV Deployment Readiness Plan Approved & QA Assessment Completed	100%
County Implementation Points of Contact Identified	100%
Conducted Walkthrough of Initial Implementation Readiness Packet with C-IV Counties	100%
Finalize Post-Deployment Approach	100%

Change Readiness

Communications QA

C-IV Change Management Plan Approved & QA Assessment Completed	100%	✓
Task Management Plan for Training, Change Management and Implementation completed & QA Review Completed	100%	✓
IMAGING: Created a Change Management Plan (including Communications Plans & Stakeholder Engagement Plans)	100%	✓
IMAGING: Completed Change Management Plan & QA Review Completed	100%	✓
Submitted FCED Plan for Change Management	100%	✓

Achievements

Communications

- 14 Infographics Distributed
- 4 News Blasts Distributed

Change Network Champions

- 10 Monthly Meetings Conducted (+350 attendees each meeting)

Just in Time Demonstrations

- 5 Demos Delivered (2.5-3 hours each, average 900 attendees per sessions)
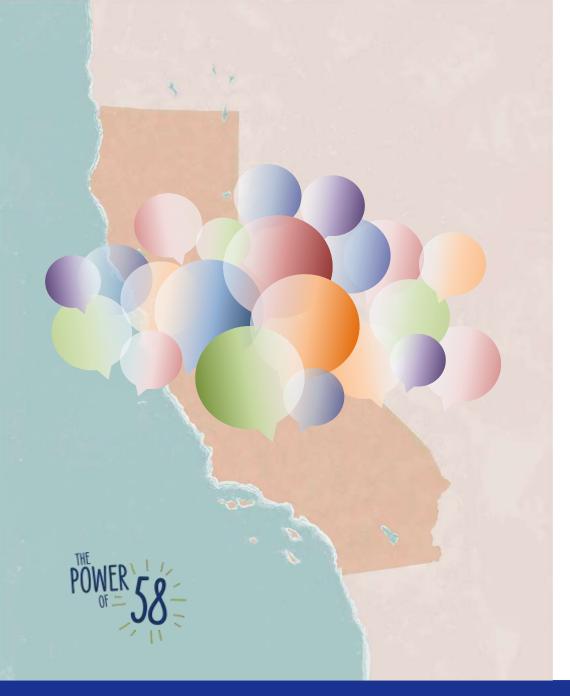
Targeted Topics

- 10 Presentations Delivered (350 attendees per sessions)

User Readiness Surveys

- 4 Surveys across 14,000+ Users Administered (56% Average response rate)
- T-3 Week Change Readiness Assessment Survey planned for 8/31/21-9/13/21

Post Deployment Support
Communication Activity Approach

#	Summary	Medium	Target Audience	Team	Planned Date
1.	**County Prep Phase Command Center Support**	AWS Connect	Security Administrators, IPOCs, PPOCs, TPOCs	Implementation	8/30/21 – 9/10/21
2.	**Go-Live Packet**	CIT	All C-IV Users	Customer Engagement	September
3.	**Post-Deployment Support Orientation for Office-Level Support**	Teams/Zoom Call	Office-Level Support	Implementation	9/7/21
4.	**Post-go-live Meeting with Advocates/CBOs**	Teams/Zoom Call	Advocates/CBOs	Customer Engagement / BenefitsCal	9/27/21 - 10/8/21
5.	**County Stakeholder Call**	Teams/Zoom Call	County Stakeholders	Implementation	9/27/21 - 11/5/21
6.	**Daily High-Priority Issue Summary Update**	Email	IPOCs, PPOCs, TPOCs	Implementation	9/27/21 - 11/5/21

PSC and Public Comment

BenefitsCal Readiness

Overall BenefitsCal Readiness
Readiness Areas and Categories

Area	Category	BenefitsCal (8/12)
Application	Design – 100% complete	100%
	Development	100%
	System Test	100%
	Independent Test	82%
	User Acceptance Test	66%
	Usability Test	89%
Integration	Design	100%
	Development	100%
	System Test	100%
	Interface Partner Test	100%
Technical	Infrastructure	70%
	Security Testing	87%
	Performance Testing	76%
Conversion	Conversion Readiness	100%
	Converted Data Test	100%
Training	Training Plan	100%
	Training Materials	93%
	Training Delivery	16%
Implementation	Service Desk	95%
	System Operations	99%
	Prod Deployment Plans	30%
Change	Communications	60%
	Partner Readiness (County, etc.)	40%

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

BenefitsCal Readiness

Project Milestones

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

Key Milestones	Status	Evaluation Start Date	Decision Date	Go?	Notes
Exit System Test	G	07/16/21	07/23/21	Yes, ST Report	System Test execution complete please refer to slide 43 for the status of remaining defects.
Exit UAT	G	08/20/21	09/03/21		On-track
Production Dry Run	NS	09/04/21	09/10/21		Not started
Production Green-Light	NS	09/22/21	09/22/21		Not started

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

Application Readiness

QA

Design
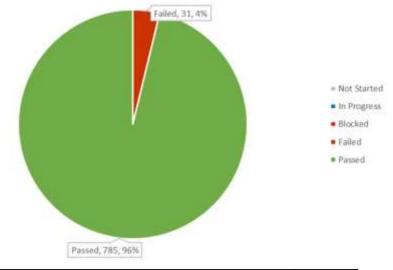
Design Deliverables Approved	100%
System Security Plan (SSP) Approved	100%

Development

Completed 100% of Increment 1 and 2	100%
Completed 100% of Increment 3	100%

System Test

Execute System Test – Increment 1	100%
Execute System Test – Increment 2	100%
Execute System Test – Increment 3	100%

User Acceptance Test (UAT)

Execute User Acceptance Test (UAT) (Target → 09/03/21)	66%
Pass Rate of User Acceptance Test (UAT) (Target → 09/03/21)	85%

Usability Test

Complete Usability Test for Release 1.0 (Target → 8/27/21)	89%

QA Independent Test

Execute Independent Tests (Target → 09/03/21)	82%
Pass Rate of Independent Test for tests executed (Target → 09/03/21)	78%

Application Readiness

System Test Status and Exit

Pie chart legend:
- Not Started
- In Progress
- Blocked
- Failed
- Passed

Failed, 31, 4%
Passed, 785, 96%

Pass Rate Target	90%
Pass Rate Actual	96%
System Test Complete Date: July 16, 2021	

System Test Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	**Passed** – 100% of test cases are executed.
There are no Severity 1 (High) Severity 2 (Medium) defects in unresolved status.	- 0 Sev1 defects. - 58 Sev2 defects in progress.
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	- 154 Sev3 defects in progress. - 68 Sev4 defects in progress.
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	**Duplicate –** see above.
Test results are documented.	**Passed** – 100% of test case executions are documented.

Application Readiness

Independent Test Status and Exit

- Slightly-Behind for Test Execution and overall pass rate

- Week 9 of 14

- The following table provides the Independent test execution results as of August 11, 2021 where the team has executed 82% of the test scenarios with a 78% pass rate (of executed scenarios)

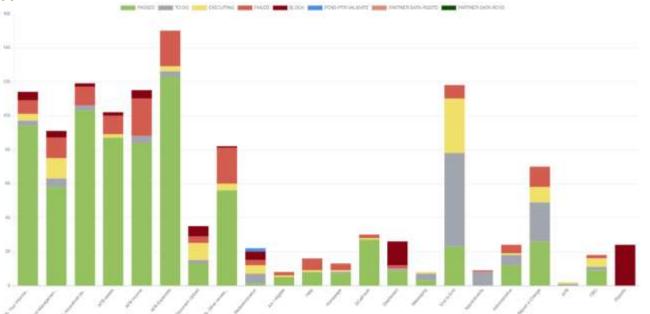- Note: Code Drop 1 and Code Drop 2 test execution results have been combined into one overall execution chart

BenefitsCal – Test Script: Execution

156 Scenarios passed of 245 total

Release 1.0 Independent Testing

BenefitsCal R1.0	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
Independent Test Execution	245	18% (43)	0% (0)	64% (156)	18% (46)	85

Exit Criteria	Status
All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.	• 82% of Independent Test Cases Executed
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	• No 1-High/Non-Cosmetic Defects have been opened to date • 57 2-Normal/Medium Defects are open
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	• 28 3-Low Defects are open • No 4-Costmetic Defects are open
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	• 100% of defects are being recorded in JIRA
Test results are documented.	• Test results and summary reports have been completed

Application Readiness

UAT Status and Exit

- Slightly behind schedule for Test Execution

- Week 8 of 12

- 21 User Acceptance Testers, 4 SMEs, representing 8 counties scheduled for this period

- Overall completed 66% of the test scenarios with 85% pass rate

User Acceptance Test (UAT) Exit Criteria	Status
All UAT test cases within the test execution plan **are executed successfully**, at Consortium's discretion	• 66% of UAT Test Cases Executed (Executed = Passed and Failed Scenarios)
There **are no Severity 1 (High) or Severity 2** (Medium) defects in unresolved status.	• 0 Severity 11-High/Non-Cosmetic Open Defect • 44 Severity 2-Normal/Medium Open defects
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status **have a mutually agreed upon plan** for resolution by Deloitte, Consortium.	• 78 Severity 3-Normal/Low Open defects • 0 Severity 4-Cosmetic Open defects
All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.	• 100% of defects are being recorded in JIRA
Test results are documented.	• Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit

Integration Readiness

QA

Design

Design Deliverables Approved	100%

Development

Completed 100% of Increment 1 and 2	100%
Completed 100% of Increment 3	100%

System Test

Execute 100% of partner test cases within System Test	100%

Interface Partner Test

Execute 100% of the Interface Partner Testing	100%

Partner	1-High	2-Med	3-Low	4-Cosmetic	TOTAL
ForgeRock	0	9	2	2	*13*
CalSAWS	0	10	6	0	*11*
Hyland	0	0	0	0	**0**
BenefitsCal	0	2	0	0	**2**
TOTAL	*0*	*21*	*8*	*2*	*26 (-7 from last week)*

Integration Readiness Risks and QA Watch List

Risk 235 – The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface

QA – Coordination and confirmation with GetCalFresh

QA – Testing outcomes toward exit criteria

Technology Readiness

QA

Security Testing

Conduct SAST code vulnerability scans (SAST) (Target → 08/27/21)	93%
Conduct DAST code vulnerability scans (DAST) (Target → 08/27/21)	93%
Pre-production launch third-party web application penetration testing (Target → 08/13/21)	75%

(QA Agrees)

Performance Testing

Execute 100% of Performance Test – Cycle 1	100%
Execute 100% of Performance Test – Cycle 2	100%
Execute 100% of Performance Test – Cycle 3	30%

(QA Agrees)

Performance Test Execution	Start Date	End Date	Scope	Test Case Design Status	Execution Status
Cycle 1			Anonymous features	2 of 2 approved	100% Executed
Cycle 2	07/19/21	07/30/21	App, ForgeRock, Case Details	16 of 16 approved	100% Executed
Cycle 3	08/09/21	08/20/21	All R1.0 features (Including FIS/EBT)	15 of 15 approved	0% Executed

Infrastructure

Prepare UAT Environment	100
Complete PROD environment setup (Target → 09/04/21)	40%

(QA Agrees)

Conversion Readiness

Conversion Readiness

QA

Create Pre-Production user accounts within ForgeRock for BenefitsCal admin users	100%
Provide extract of the CBO and Admin users on UAT	100%
Provide extract of regular users (non-CBO and non-admin users) account data from C4Y system on UAT	100%

Converted Data Test

100% of conversion test scripts are written, loaded, and ready to execute	100%
Execute Conversion Data Testing Rounds 1-2	100%
Execute Conversion Data Testing Round 3 (Target → 08/27/21)	100%

Training Readiness

QA
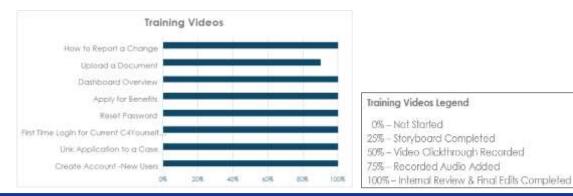
Training Plan

Demo System for UAT training	100%

Training Materials

		QA
Deliver Training Quick Guides (Target → 08/13/21).	100%	QA Agrees
Deliver Training Videos (Target → 08/13/21).	100%	QA Agrees
Deliver Training Admin Guide (Target → 08/13/21).	80%	QA Agrees

Training Delivery

		QA
Deliver training for CDSS Prime Contractor Training (Target → 09/04/21)	100%	QA Agrees
Deliver training for Tier 1 support (Target → 08/30/21)	0%	QA Agrees
Deliver training for Tier 2 support (Target → 09/01/21)	0%	QA Agrees
Deliver training for CNC - Change Network Champions (Target → 09/02/21)	0%	QA Agrees
Deliver training for Consortium Train the Trainer (Target → 09/02/21)	0%	QA Agrees
Deliver training for CBOs - Community Based Organizations (Target → 09/08/21)	0%	QA Agrees

Training Videos

How to Report a Change
Upload a Document
Dashboard Overview
Apply for Benefits
Reset Password
First Time Login for Current C4Yourself...
Link Application to a Case
Create Account - New Users

0%   20%   40%   60%   80%   100%

Training Videos Legend

0% – Not Started
25% – Storyboard Completed
50% – Video Clickthrough Recorded
75% – Recorded Audio Added
100% – Internal Review & Final Edits Completed

Implementation Readiness

Service Desk

QA

Customer Experience (CX) Dashboards (Target → 08/27/21)	75%
Plan service desk support and communications	100%
County Service Desk staff to confirm sufficient capacity to support BenefitsCal users	100%
Finalize incident intake (i.e., diagnostic questions) for Service Desk workers	100%
Disseminate BenefitsCal training materials to Service Desk staff (Target → 08/13/21)	100%

System Operations

Plan system operations support and communications (Target → 08/06/21)	99%
Confirm Command Center schedule and communication of said schedule	100%
Define incident management process	100%
Contingency Planning (Target → 09/03/21)	100%

Prod Deployment Plans

Confirm that BenefitsCal Portal monitoring is in place (Target → 09/03/21)	50%
Conduct Production Cutover Mock Run (Target → 09/10/21)	0%
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans (Target → 09/17/21)	100%
Decide to proceed with BenefitsCal Production Launch (Go-No Go Decision) (Target → 09/22/21)	0%
Launch BenefitsCal to production (Target → 09/27/21)	0%

Implementation Readiness Risks and QA Watch List

QA – Finalization of Help Desk handoffs

Change Readiness

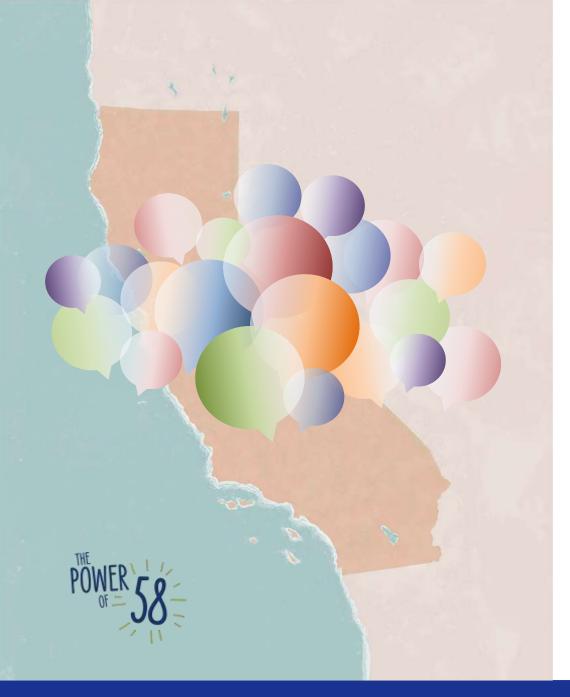## Communications

Review and approve go-live communications	100%
Draft go-live communications	100%
Confirm that staff have participated in preparatory meetings and trainings (Target → 09/20/21)	40%
Distribute go-live communications (Target → 09/27/21)	0%

Partner Readiness

Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System (Target → 09/03/21)	60%
Confirm other Systems have updated their URL to point to the new BenefitsCal (Target → 09/27/21)	20%

Post	Messages Attempted	Messages Delivered	Delivery Rate	Email Open Rate	Emails Opened
C4Y New Benefits System (1) email	417,882	389,643	93.2%	23.7%	92,337
C4Y New Benefits System (2) email	417,882	396,010	94.7%	24.8%	98,171

PSC and Public Comment

Central Print Readiness

Overall Project Readiness
Readiness Areas and Categories

Area	Category	Central Print
Application	Design – 100% complete	N/A
	Development	N/A
	System Test	N/A
	User Acceptance Test	N/A
	Usability Test	N/A
Integration	Design	100%
	Development	75%
	System Test	8/20/21
	Interface Partner Test	100%
Technical	Infrastructure	N/A
	Security Testing	N/A
	Performance Testing	N/A
Conversion	Conversion Readiness	N/A
	Converted Data Test	N/A
Training	Training Plan	N/A
	Training Materials	90%
	Training Delivery	9/24/21
Implementation	Service Desk	50%
	System Operations	75%
	Prod Deployment Plans	N/A
Change	Communications	N/A
	Partner Readiness (County, etc.)	N/A

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

Central Print Readiness

Design
QA

Master Implementation Plan Approved	100%
Requirements Verification Session Complete	100%

Development

Print File Parameters Identified	100%
Print Centers Established	100%
Configuration Load (Target → 08/26/2021)	50%

Test

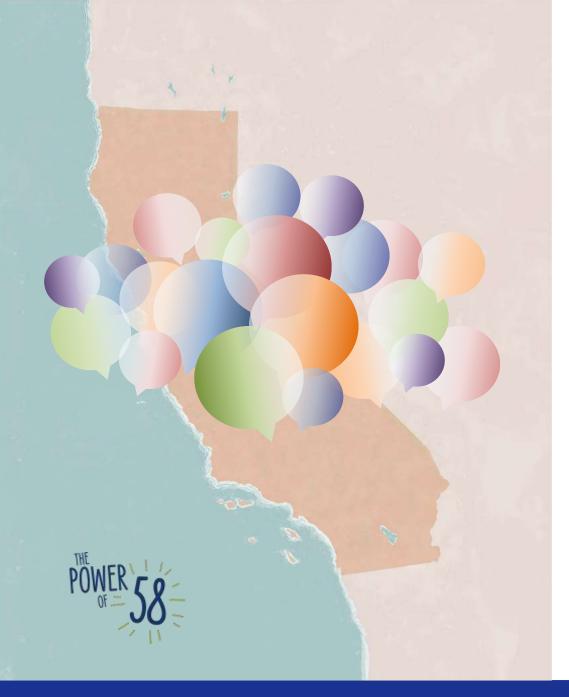|	
Connectivity Between Print Centers and Fulfillment Platform	100%
2D Barcode Testing	100%
SoCal Print Center Component Testing	100%
Existing Print Center Component Testing (Target → 08/15/2021)	85%
Connectivity Between CalSAWS and Central Print	100%
Disaster Recovery Test (Target → 08/20/2021)	25%
Production File Test (Target → 08/20/2021)	10%

Training and Implementation

Maintenance and Operations Plan Approved	100%
Supply Readiness (Target → 8/25/2021)	50%
Training Readiness* (Target → 8/20/2021)	90%
Training Delivery (Target → 9/24/2021)	0%

Central Print Testing Summary

Status	Test	Comments
Complete	Functionality - Envelope Fit	**Purpose:** Verify the fit of envelope windows prior to purchase **File(s) Used:** Test files which included print using each envelope type including changes from Release 21.07
Complete	Functionality - Release 21.07 (Participant to Accenture's system testing)	**Purpose:** Verify the print layout and envelope fit for printed items that were changing with CalSAWS Release 21.07 **File(s) Used:** Test files which included print changes from Release 21.07
In Progress	Security – Penetration Test and Facility Inspection	**Purpose:** Network penetration test for the Gainwell SFTP as a service connectivity in use Print Center on site inspection of physical security at the three print centers
Complete	Connectivity – Test File	**Purpose:** Verify connectivity from CalSAWS AWS to Gainwell Print Centers including encryption and decryption of a test file **File(s) Used:** Small test print file
Complete	Connectivity – Production Files	**Purpose:** Verify connectivity from CalSAWS AWS to Gainwell Print Centers including encryption and decryption at volume **File(s) Used:** Full set of Los Angeles County print files from a production batch cycle
In Progress	Performance - Performance and Load	**Purpose:** Verify the ability of the Central Print solution to complete a representative night's production files in a time period that would result in same day mailing **File(s) Used:** Full set of Los Angeles County print files from a production batch cycle
In Progress	Functionality – Performance and Load	**Purpose:** Verify the ability of the Central Print solution to meet functional requirements related to printing such as using PDF's, insertion of return envelopes, etc. **File(s) Used:** Full set of Los Angeles County print files from a production batch cycle
In Progress	Disaster Recovery – Performance and Load	**Purpose:** Verify the ability of the Central Print solution to re-route a file to an alternate print center **File(s) Used:** One of the Los Angeles County print files from a production batch cycle

PSC and Public Comment

County Readiness

County Readiness
Dashboard

Area	Status	Counties
Application	G	39 of 39 Counties
Integration	G	39 of 39 Counties
Technical	G	39 of 39 Counties
Conversion	G	39 of 39 Counties
Training	G	39 of 39 Counties
Implementation	G	39 of 39 Counties
Change	G	39 of 39 Counties

*There are no County Issues and Risks as of July 2021.

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

County Readiness Tracking

Application   Technical   Conversion   Change

Highlights

Application
- Reconfirmed C-IV County Decisions for 10 Opt-in/out DDIDs
- Approved C-IV Document Type to CalSAWS Form Name Mapping

Technical
- Replaced existing WAN solution with SD WAN across all county sites
- Completed "C-IV to CalSAWS Migration – Application Reference List"

Conversion
- Participated and completed Connectivity Testing

Change
- 55% response rate to T-3 Month Change Readiness Assessment Survey

Remaining Milestones

Summary

Technical Readiness
- Confirm that CalSAWS Desktop Icon has been pushed to User Workstations

Planned Completion

- 09/15/2021 – Scheduled

County Readiness Tracking

Training   **Implementation**   **Integration**

Highlights

Training
- Identified County Training Coordinators
- Completed Curriculum Enrollment Form

Implementation
- Received C-IV Imaging Overview
- Completed ServiceNow User Acceptance Testing

Integration
- C-IV County responded to Interface Partner Testing (IPT) Checklist
- Identified SFTP Server at the County site which communicates with C-IV and is intended to communicate with CalSAWS
- PoP Counties to ensure traffic to CalSAWS SFTP Servers will be Natted to the respective IP Address
- County IT Staff to ensure traffic to C-IV SFTP Server will continue via Internet/Extranet with no changes to path
- Establish C-IV Partner Connectivity with CalSAWS – All C-IV Counties
- Interface Partner to complete Blank File Testing of the connectivity to new CalSAWS server addresses

Remaining Milestones

Summary	Planned Completion
Training Readiness	
• Participate in General Training	• 09/23/2021 – Scheduled
Implementation Readiness	
• Process all C4Yourself eApplications prior to Cutover	• 09/22/2021 – In Progress
• User Logging in and Validating CalSAWS credentials	• 09/23/2021 – Scheduled

County Prep Phase Readiness

County Prep Phase Readiness
Entry Criteria

Project Highlights

County Prep Phase Packet
- Security Matrix and County Prep Phase Guide distributed
- Kick-off event hosted

Mock Conversion 3 for 1A Cutover
- Validations Successful
- Completed under the 36-hour window
- Completed with no defects

Identity Access Management (IAM)
- C-IV User Enablement – Targeted Completion 8/18/2021

County Highlights

County Prep Phase Kick-off
- All 39 Counties attended the Kick-off Event, which covered the support model, packet, and Security Matrix

County Prep Phase

County Prep Phase Metrics – Weekly Frequency

Topic	Summary	Metric
Login to CalSAWS	All active users will have access to log in to CalSAWS effective August 30, 2021	% of users logged in per county
Login to LMS	All active users will have access to log in to the LMS beginning effective August 23, 2021	% of users logged in per county
Public Hours of operation	Default values (8:00 AM – 5:00 PM, M-F) can be modified	# of offices that have modified hours of operation
Programs to office	Offices with no programs identified will not receive BenefitsCal Applications	# of offices with no Programs associated
Mileage rates	C-IV mileage rates are not being converted	# of Mileage Rate creations per County
Fiscal Authorization	All units require 1st level authorization to be set up for Payment/Valuable requests	# Units with 1st level authorization
EBT Printer alignment	Default of 1:1 – 1 EBT Printer per 1 Office - Counties to assess EBT printer to be accessible to more than one office	# of EBT printer alignment modifications per County
Security Mapping	Counties can add new CalSAWS Security Groups to their County Security Role mappings	# of Unmapped Security Groups to County Roles

County Prep Phase

Training Reports

Report	Duration	Summary/Metrics
Registration Report	**One-time Report** (distribution target date: 8/16/2021)	The Registration Report will be distributed by County. This report will include the names of Users in LMS and their registered curriculum.
Training Completion Report by Curriculum	**Daily** (August 23 – September 24, 2021)	The Training Completion by Curriculum report will be distributed by County, automatically from the LMS. This report will include the progress status by curriculum by user.
Training Completion Report by Training Material	**Daily** (August 23 – September 24, 2021)	The Training Completion by Curriculum by training material will be distributed by County, automatically from the LMS. This report will include the progress status by training material by user.
Executive Summary Report	**Weekly** (August 27 – September 24, 2021)	The executive summary report is a manual report produced for each County. The executive summary will contain how many unique LMS logins and total training completion rates.

Independent Verification and Validation (IV&V) Confirmation

IV&V Readiness Observations
Highlights

CalSAWS

Conversion

Monitoring:
• GDS #7 conversion run
• Refinement of cutover activities

Concerns:
• Getting conversion activities to completed within the 84-hour window

Risks:
#249 - Conversion Activities within the 84-hour Window

Imaging

Monitoring:
• Metadata validation including document type "mis-mapping" retesting
• Images validation
• UAT activities (C-IV and LA)

Concerns:
• Completing imaging and validation activities for CalSAWS Go-Live

Risks:
#248 – Delays in C-IV Imaging Migration

Analytics

Monitoring:
• Release H + remaining Release G dashboards launching September 2, 2021
• 40 County Analytics Isolation Performance Testing
• CA-230686 Adding Four BenefitsCal Links to CalSAWS

Concerns:
• None

Risks:
#236 – Scaling of Analytics Dashboards for 58 counties

Overall Readiness Confirmation Status:

On Track   Slightly Behind   Off Track

IV&V Readiness Observations

Highlights

CalSAWS (cont'd.)

Test

Monitoring:
- Batch Performance Test
- 40 County Online Performance Test
- CalSAWS / BenefitsCal Integration Performance Test

Concerns:
- Daily batch cycle processing within 10-hour window
- Continued tuning of batch and performance

Risks:
- #237 – Batch Scaling
- #240 – Scaling of Production Ops and Batch Ops

UAT

Monitoring:
- UAT defects and resolution
- Test case execution progress
- State Report Testing in UAT
- UAT exit timelines

Concerns:
- Completion of all test scenarios by planned UAT end date
- UAT exit

Risks:
None

Training

Monitoring:
- Early training activities and tickets
- ForgeRock Login Issues
- General Training preparation activities
- Progress of required training curriculum

Concerns:
- ForgeRock Login Fix and Tickets

Risks:
None

Overall Readiness Confirmation Status:

On Track   Slightly Behind   Off Track

IV&V Readiness Observations

Highlights

BenefitsCal

Development

Monitoring:
- GetCalFresh integration with BenefitsCal
- Release 1.2

Concerns:
- Limited visibility into GetCalFresh details and progress

Risks:
- #235 – BenefitsCal Release 1.0 Schedule Compression

Test

Monitoring:
- Remaining Release 1.0 Defects
  - Functional - Increment 3 and Reports
  - Non-Functional - ADA, Language, Browser, Device testing for Code Drop 2
  - Partner Defects

Concerns:
- Increment 3 defect resolution
- Safari browser issues
- Cross Device issues
- Multi-Language defects

Risks:
None

UAT

Monitoring:
- UAT defects and resolution
- CBO account creation issues
- Multi-language readability validation

Concerns:
- Test case execution and progress
- Multi-language testing and validation
- UAT exit

Risks:
None

Overall Readiness Confirmation Status:

On Track   Slightly Behind   Off Track

IV&V Readiness Observations

Highlights

BenefitsCal (cont'd.)

Training

Monitoring:
- BenefitsCal training material creation and distribution
  - Quick Guides
  - Reference Guides
- CBO Training Plan
- Training Videos
  - CBO Account Creation video

Concerns:
- None

Risks:
- None

Central Print

Implementation Readiness

Monitoring:
- Envelope delivery to print centers
- Report out of the site visits from Consortium staff and QA

Concerns:
- No specific concerns
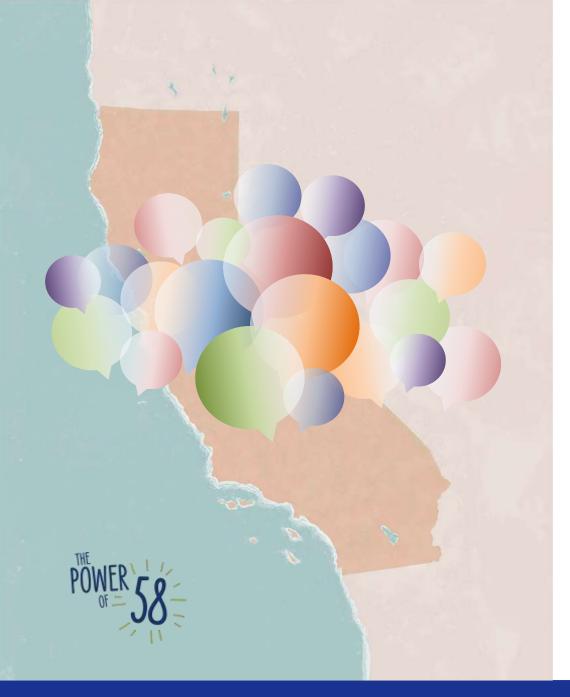
Risks:
- None

Overall Readiness Confirmation Status:

On Track   Slightly Behind   Off Track

Overall Project Readiness
Readiness Areas and Categories

Area	Category	CalSAWS	BenefitsCal	Central Print
Application	Design	100%	100%	N/A
	Development	100%	100%	N/A
	System Test	100%	100%	N/A
	Independent Test	100%	75%	N/A
	User Acceptance Test	86%	66%	N/A
	Usability Test	N/A	85%	N/A
Integration	Design	100%	100%	100%
	Development	100%	100%	65%
	System Test	99%	100%	8/20/21
	Interface Partner Test	98%	97%	60%
Technical	Infrastructure	74%	66%	N/A
	Security Testing	78%	74%	N/A
	Performance Testing	83%	66%	N/A
Conversion	Conversion Readiness	94%	100%	N/A
	Converted Data Test	100%	100%	N/A
Training	Training Plan	100%	100%	N/A
	Training Materials	100%	90%	90%
	Training Delivery	67%	09/17/21	9/24/21
Implementation	Service Desk	72%	70%	10%
	System Operations	90%	99%	75%
	Prod Deployment Plans	100%	18%	N/A
Change	Communications	100%	50%	N/A
	Partner Readiness (County, etc.)	N/A	30%	N/A

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete

PSC and Public Comment

Procurement Update

CalSAWS Procurements
Key Procurement Tasks

- **CalSAWS M&O Procurement**
  - Established M&O Procurement Advisory Work Group: April – May 2021.
  - Finalized procurement strategy and direction: May – June 2021.
  - Develop requirements: July – November 2021.
  - Prepare Draft RFP: August 2021 – February 2022.
  - State and Federal Approvals: February 2022 – June 2022.
  - Release RFP: June 2022.

CalSAWS Innovation Phase 2

Welcome to the CalSAWS Innovation Phase II: Quarterly Innovation Challenge!

PSC Innovation Update

Innovation Phase II

Agenda

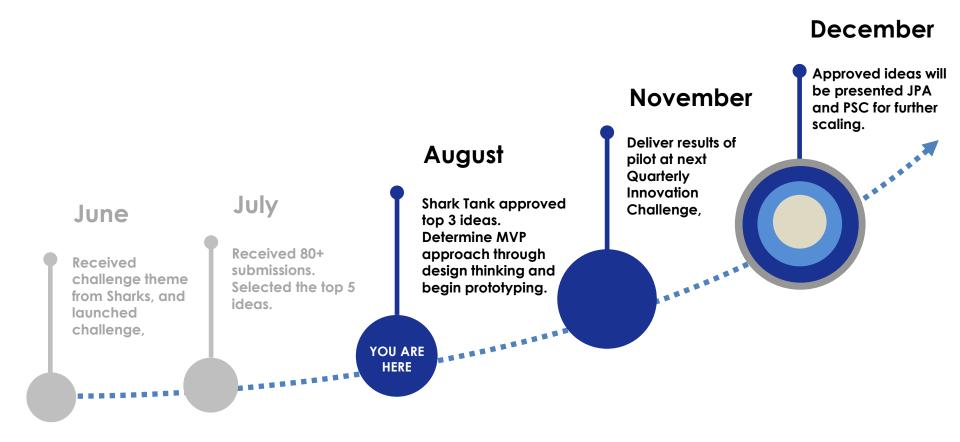- Our Innovation Focus
- Our Journey
- Quarter One Theme
- Shark Tank Approach

Our New Innovation Focus

To proactively create aspirational innovations with and for the counties and the customers

Innovate with the **Counties**

Create a **culture** of Innovation and see ideas come to life

Raise the profile to a Shark Tank approach

Our Journey
What Happened, Where We Are Now, and What Comes Next

June

Received challenge theme from Sharks, and launched challenge,

July

Received 80+ submissions. Selected the top 5 ideas.

August

YOU ARE HERE

Shark Tank approved top 3 ideas. Determine MVP approach through design thinking and begin prototyping.

November

Deliver results of pilot at next Quarterly Innovation Challenge,

December

Approved ideas will be presented JPA and PSC for further scaling.

QUARTER ONE THEME

HOW MIGHT WE...

Leverage innovation to implement high-performing hybrid remote workforce experiences?

CONSIDERATIONS:

- Improved Productivity, Collaboration, & Trust

- Hiring, Training, & Retention

- Employee Engagement, Culture, and Health & Wellness

- Operational Continuity & Workplace Safety

- Client Experience & Support

- Diversity & Inclusion

Quarter One Shark Tank Approach

Ideas required approval from CalSAWS Leadership, Accenture Leadership, and at least one County Director. Top ideas will be prototyped at a county.

John Boule
CalSAWS
Executive Director

Antonia Jimenez
Los Angeles
County Director

Gilbert Ramos
San Bernardino
County Director

Rick Wanne
San Diego
County Director

Gaurav Diwan
Accenture
Client Account
Lead

- Each quarter, we will rotate our County Directors for county representation.

- County Directors will provide future areas of focus or challenge statements on a quarterly basis to guide and spark innovation ideas.

Thank You!

State Partners Updates

- OSI
- CDSS
- DHCS

Regional Updates

Adjourn Meeting