Cal**SAWS** | JPA Board of Directors Meeting

August 13, 2021

Agenda

1. Call Meeting to Order
2. Confirmation of Quorum and 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 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

Approval of Cambria Solutions OCAT Contract Extension

- Extends Maintenance and Operations including continued project management, application maintenance and operation of the OCAT production environment, testing and training environments in the Cloud computing environment, as well as helpdesk and technical support services.

- Includes extension for three (3) optional years

- November 1, 2021, through October 31, 2024

OCAT M&O	SFY 2021/22 (11/1/21)	SFY 2022/23	SFY 2023/24	SFY 2024/25 (10/31/24)	Total
OCAT Hardware and Software Price	$114,863	$122,720	$126,401	$4,680	$368,664
OCAT Maintenance & Operations Price	$938,520	$1,454,706	$1,527,441	$517,359	$4,438,026
Total	$1,053,383	$1,577,426	$1,653,842	$522,039	$4,806,690

Action Items

Approval of Cambria Solutions OCAT Contract Extension

Current Status & Statistics (November 2020-July 2021)

- ☑ Processed 40,175 Appraisal Summary and Recommendations Report (ASR) in English, and 1,772 ASRs in Spanish

- ☑ Used by 2,030 case workers for 39,424 clients

- ☑ Tracking four (4) open non-critical defects; remediation plans are in place

- ☑ OCAT's final remaining functionality (Business Rules Engine) was successfully implemented in production on June 28, 2021

- ☑ Completed and approved 17 of 18 deliverables

- ☐ One deliverable remains in Cambria's base contract – OCAT Performance Verification Report
    - ☐ 09/07/21 – 09/30/21: Cambria drafts report
    - ☐ 10/01/21 – 10/07/21: Consortium/Quality Assurance reviews report
    - ☐ 10/08/21 – 10/14/21: Cambria updates and resubmits report
    - ☐ 10/15/21 – 10/22/21: Consortium conducts final review and approves

- ☐ Final Performance Verification Report Summary and QA Recommendations to be shared at the October 2021 JPA Board Meeting

Action Items

Approval of Cambria Solutions OCAT Contract Extension

Service Level Agreements have been consistently met over past eight (8) months.

Monthly Results	Target	11/20	12/20	1/21	2/21	3/21	4/21	5/21	6/21	7/21
1	Online transactions within two (2) seconds for at least ninety-eight (98%) of such transactions on a daily basis	98%	100%	99.99%	100%	100%	99.96%	100%	100%	100%	100%
2	Display the ASR results to the user within three (3) seconds for at least ninety-eight (98%) of such results on a daily basis	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Response time not greater than ten (10) seconds for no less than ninety-nine percent (99%) of the time	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4	System availability of at least ninety-nine percent (99%) uptime	99%	98.86%*	100%	100%	100%	100%	100%	100%	100%	100%
5	Helpdesk available between 9:00 am and 5:00 pm Pacific Standard Time, Monday through Friday		100%	100%	100%	100%	100%	100%	100%	100%	100%

*ForgeRock outage in Production prevented users from accessing OCAT.

Action Items

4. Approval of Cambria Solutions OCAT Amendment No. 3, which includes a request to exercise optional years extending the contract from November 1, 2021, through October 31, 2024

5. Approval of Accenture LRS/CalSAWS Amendment No. 27, which includes requests for:

   a) Add application modification hours to Exhibit C for HTML 5, GA/GR Correspondence Triggers, ForgeRock IAM solution, and UAT Support for Portal Integration

   b) Update Exhibit W to remove unneeded production and operation charges for WAN

   c) Update Exhibit X to increase the allowance for offshore hours

   d) Update Exhibit AA to specify utilization of credit for the application modifications noted above

6. Approval of First Data Amendment 7, which includes requests for further extension of the term of the Professional Services and Augmentation Staff Services from March 1, 2021, through October 31, 2023

Action Items

7. Approval of Consent Items

   a. Approval of the Minutes and review of the Action Items from the July 30, 2021, JPA Board of Directors Meeting.

   b. Approval of Accenture Change Notice 10, which includes requests for LRS CalHEERS Maintenance & Enhancements (Annual Update), CalSAWS API Updates for Get CalFresh Integration, and Pre-populated Medi-Cal Redetermination Form, Age 50 and Older Full Scope Medi-Cal Expansion, Additional LRS M&E for SFY 2021/22.

   c. Approval of ClearBest Work Order 2, which includes requests for Get CalFresh Integration.

Action Items

7. Approval of Consent Items

   d. Approval of ClearBest Work Order 3, which includes requests for Pre-Populated Medi-Cal Redetermination Forms.

   e. Approval of ClearBest Work Order 4, which includes request for Age 50 and Older Full Scope Medi-Cal Expansion.

   f. Approval of Deloitte Work Order 1, which includes requests for Customer Compensation Payments.

   g. Approval of Deloitte Work Order 2, which includes requests for Pre-Populated Medi-Cal Redetermination Forms.

   h. Approval of Deloitte Work Order 3, which includes requests for Get CalFresh Integration.

Informational Items

Application Development & Policy Update
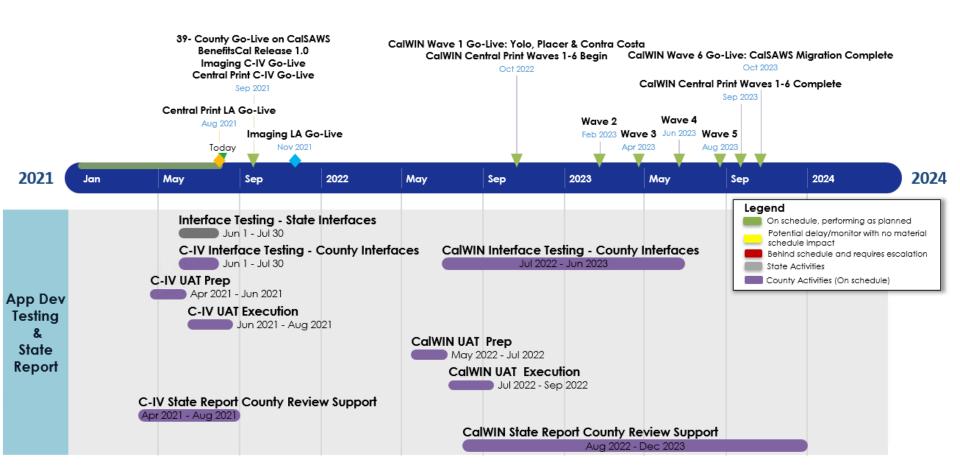
Policy Update

CalFresh COLA delay

Typically, new CF allotment amounts are received in early August and the batch EDBC runs in early September. To minimize pre-migration/post-implementation impacts, SAWS planned to move up the Batch EDBC to August.
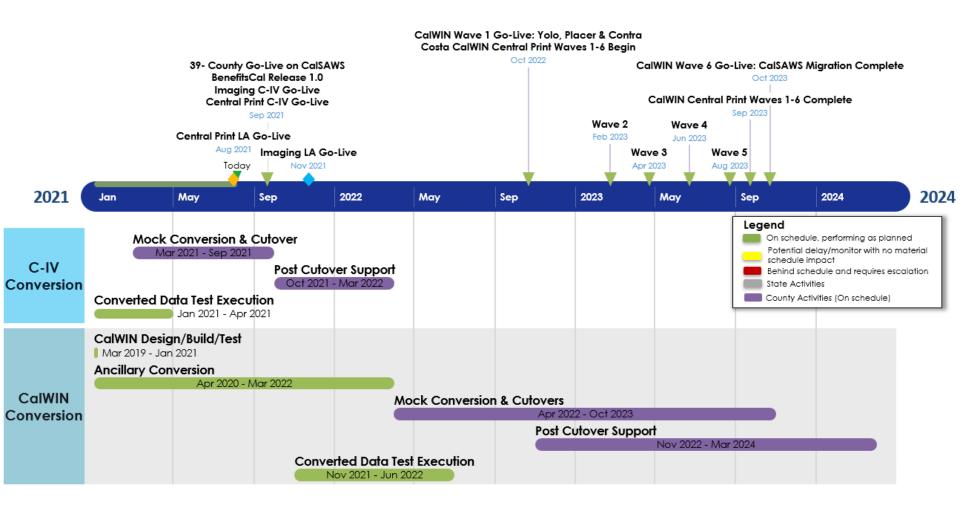
- As of 8/10/2021, FNS has not released the new allotments
  - CalSAWS has provided input to CDSS on timelines
- CDSS and SAWS are working together to determine potential next steps
  - Goal is to implement in September prior to migration
  - EA's will be moved up to the weekend of 9/4 so they don't compete with COLA
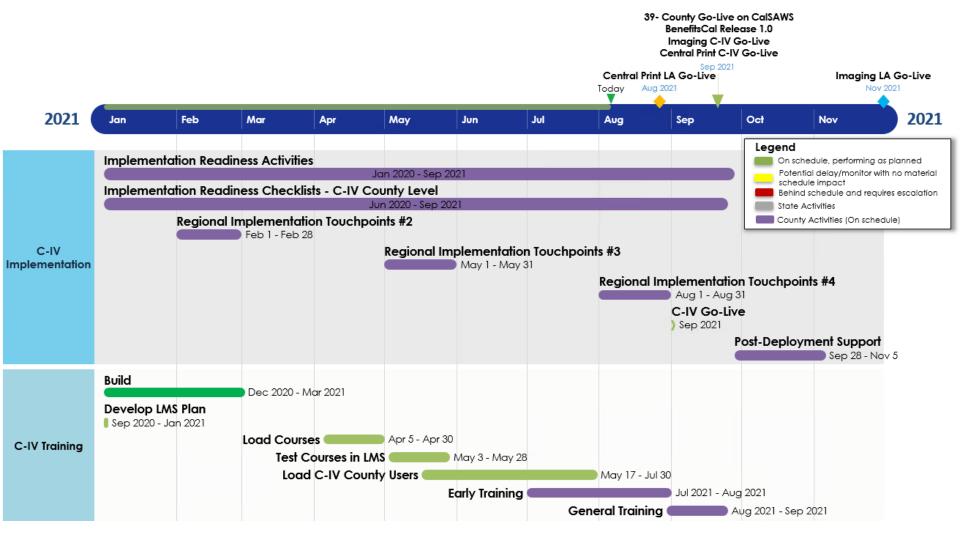
CalSAWS Gantt Chart Update

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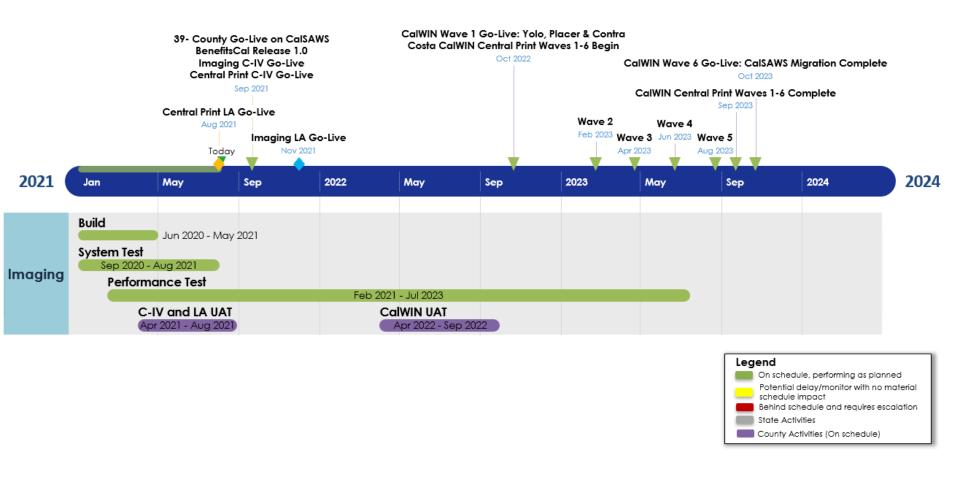
CalSAWS DD&I Project Gantt
High Level Overview – Conversion
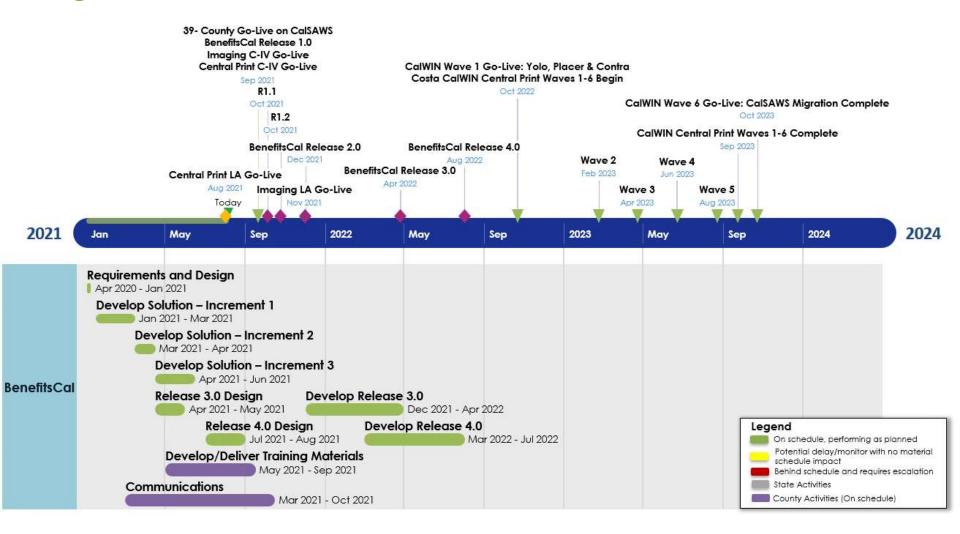
CalSAWS DD&I Project Gantt
High Level Overview – C-IV Implementation and Training

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

Central Print LA Go-Live
Aug 2021

Imaging LA Go-Live
Nov 2021

Today

2021 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | **2021**

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)

C-IV Implementation

Implementation Readiness Activities
Jan 2020 - Sep 2021

Implementation Readiness Checklists - C-IV County Level
Jun 2020 - Sep 2021

Regional Implementation Touchpoints #2
Feb 1 - Feb 28

Regional Implementation Touchpoints #3
May 1 - May 31

Regional Implementation Touchpoints #4
Aug 1 - Aug 31

C-IV Go-Live
Sep 2021

Post-Deployment Support
Sep 28 - Nov 5

C-IV Training

Build
Dec 2020 - Mar 2021

Develop LMS Plan
Sep 2020 - Jan 2021

Load Courses
Apr 5 - Apr 30

Test Courses in LMS
May 3 - May 28

Load C-IV County Users
May 17 - Jul 30

Early Training
Jul 2021 - Aug 2021

General Training
Aug 2021 - Sep 2021

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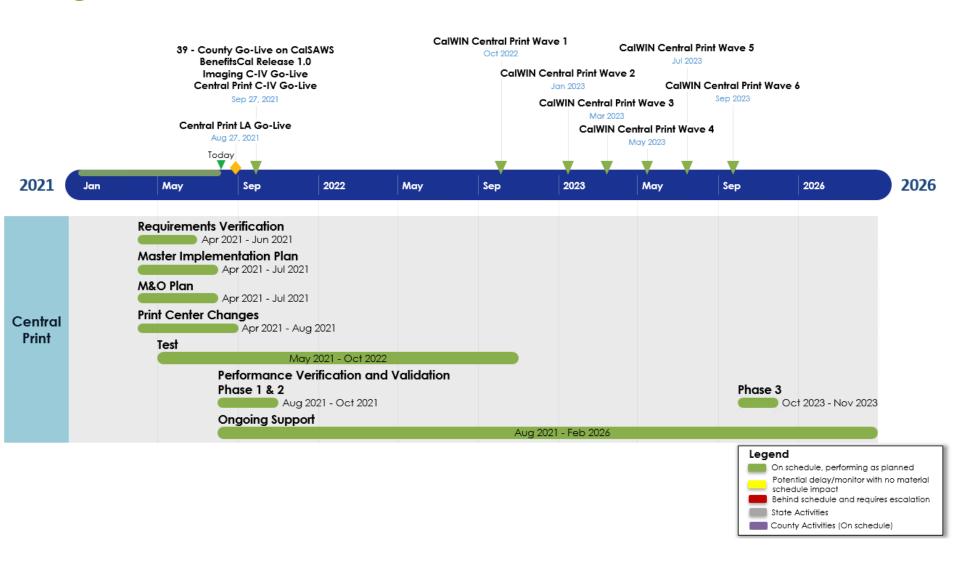
CalSAWS DD&I Project Gantt
High Level Overview – BenefitsCal

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

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

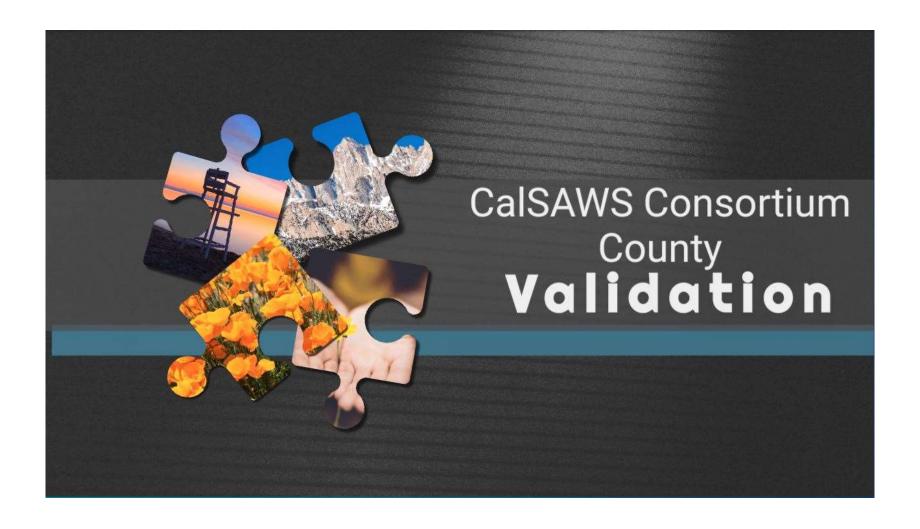# CalSAWS County Validation Opportunity

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 Infrastructure
- Identity Access Management
- Security
- Training
- Change
- Implementation
- BenefitsCal
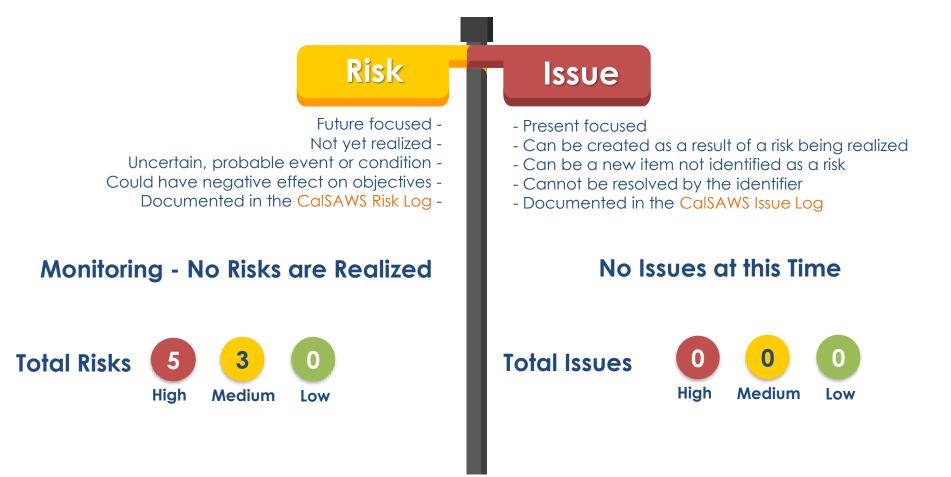- Central Print
- County Readiness
- IV&V

CalSAWS Green Light Meeting Calendar

	Monday	Tuesday	Wednesday	Thursday	Friday
T-1 Month	8/9	8/10	8/11	8/12	8/13
		County Director Updates 8/10 - 8/12			JPA
			Federal IT Update		
				State Deep Dive	
	8/16	8/17	8/18	8/19	8/20
				Pre-Greenlight County Prep Phase @ PSC	
	8/23	8/24	8/25	8/26	8/27
			Greenlight - County Prep Phase		
T-4 Weeks	8/30	8/31	9/1	9/2	9/3
			County Director Updates 9/1 - 9/7		
T-3 Weeks	9/6	9/7	9/8	9/9	9/10
	County Director Updates 9/1 - 9/7		Federal IT Update		JPA
				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	
T-1 Week	9/20	9/21	9/22	9/23	9/24
		County Director Updates if needed	Greenlight - Go-Live		

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 **5** High **3** Medium **0** Low

Total Issues **0** High **0** Medium **0** 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	[New] #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.

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

CalSAWS Readiness

CalSAWS Project Readiness
Readiness Areas and Categories

Area	Category	CalSAWS
Application	Design – 100% complete	100%
	Development	100%
	System Test	100%
	User Acceptance Test	92%
	Usability Test	N/A
Integration	Design	100%
	Development	100%
	System Test	98%
	Interface Partner Test	90%
Technical	Infrastructure	71%
	Security Testing	72%
	Performance Testing	81%
Conversion	Conversion Readiness	93%
	Converted Data Test	100%
Training	Training Plan	100%
	Training Materials	100%
	Training Delivery	51%
Implementation	Service Desk	62%
	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)	78%
Pass Rate of User Acceptance Test (UAT) (Target → 8/20/2021)	96%

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

- 55 of 72 User Acceptance Testers, 6 SMEs, representing 23 counties participated in Week 8 of 10

- The following table provides the UAT execution results as of August 6, 2021, where the team has overall completed 78% of the test scenarios with a 96% pass rate (of completed scenarios)

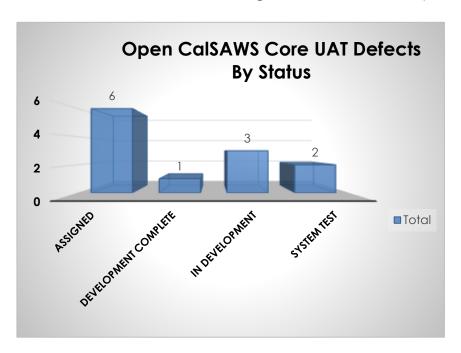- Scenarios dropped from 941 to 919 due to removing LA and CalWIN specific functional scenarios

CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
CalSAWS UAT Execution	919	14% (133)	8% (68)	75% (687)	3% (31)	12

| Exit Criteria	Status
100% of UAT Test Cases have been executed	• 75% of UAT Test Cases Passed • 3% 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	• 3 Severity 2-Normal/Medium Open defects • 9 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
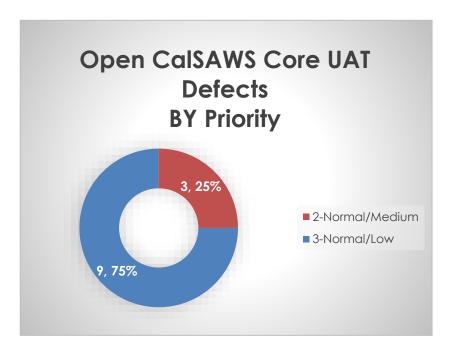
Application Readiness
Open CalSAWS Core UAT Defects

Defect Status
- 12 Open CalSAWS Core Defects
- All Defects at this time targeted for resolution prior to exiting UAT

Open CalSAWS Core UAT Defects By Status

Open CalSAWS Core UAT Defects BY Priority
- 2-Normal/Medium: 3, 25%
- 3-Normal/Low: 9, 75%

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)	15%
Complete Conversion Cutover 1A County Prep (Target → 8/30/2021)	0%
Complete Conversion Cutover 1B Go Live (Target → 9/27/2021)	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

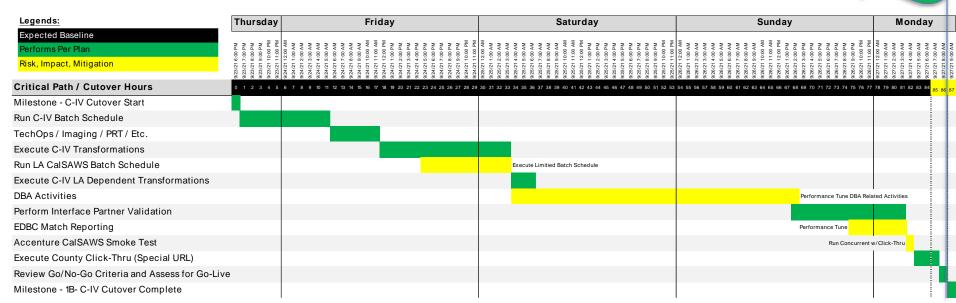| |
|---|
| Risk 249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84-hour window |

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.

Conversion Readiness
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 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 on 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.
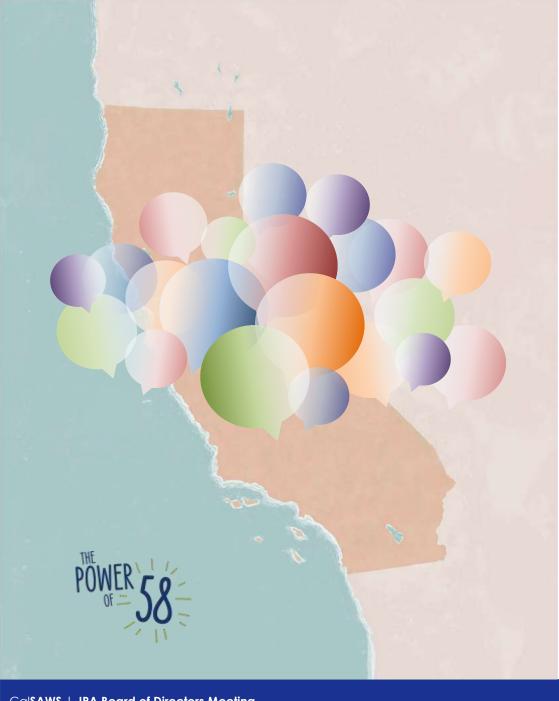
Users Begin Day

Legends:
- Expected Baseline
- Performs Per Plan
- Risk, Impact, Mitigation

	Thursday	Friday	Saturday	Sunday	Monday
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		Execute Limitied Batch Schedule			
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. Execute GDS #7 Conversion Run* on Production AWS environments.
2. Remove Stage Gate Reviews from the Critical Path saving 1.5 hours.
3. Limit the LA CalSAWS Batch Schedule to only those jobs necessary for the Migration of C-IV to CalSAWS.
4. Execute Smoke Testing in parallel with County Click-Thru saving 1 hour.

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

Member and Public Comment

Integration Readiness

Interface Partner Testing

Established CalSAWS Connectivity with New State Partners – 1 of 1 server completed - 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 – 50 of 53 test scripts passed [Target -> 07/31/2021)	94%
Execute Interface Testing with Consortium Partners	100%
Confirm CalSAWS cloud server production cutover connectivity EBT (FIS) (Target → TBD)	0%
Confirm configuration changes to support transactions out of CalSAWS have been deployed to the Partner Production Environment – CalHEERS (Target → 09/13/21)	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%

Development & System Test

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*

Interface Partner File Exchange Test
State Partners

State Partners

STATE PARTNER	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
	TARGET COMPLETION DATE	STATUS	TARGET COMPLETION DATE	STATUS
CalHEERS	June 10, 2021	Complete	July 16, 2021	Complete
CCSAS (DCSS)	N/A	N/A	August 5, 2021	Completed
CDSS (DSS)	N/A	N/A	July 16, 2021	* Behind Schedule
CMIPS (OSI)	N/A	N/A	July 2, 2021	Complete
CMSP	June 14, 2021	Complete	July 9, 2021	Complete
EBT (FIS)	June 16, 2021	Complete	July 31, 2021	* Behind Schedule
MEDS (DHCS)	N/A	N/A	August 3, 2021	Complete
WDTIP (OSI)	N/A	N/A	July 31, 2021	Complete
WIS (DSS)	N/A	N/A	July 31, 2021	Complete

Notes:

- CDSS (DSS): SCR CA-231585 submitted to update the EBT Fraud Alert processing logic in the CalSAWS. Code delivery targeted for August 2, 2021, for testing to proceed on August 4, 2021
- EBT (FIS): Meeting scheduled on August 4, 2021 between CalSAWS Consortium, CalSAWS build team, and OSI to discuss the implementation timeline proposed by FIS. Teams are actively conducting Network and SFTP testing between August 4th an August 12th. CalSAWS has proposed a production FIS-EBT AWS cloud network cutover weekend of August 14th.

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 → 09/21/2021)	10%

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 → 08/23/2021)	30%
DMS (Database Migration Service) Transfer – Backup Option (Target → 08/12/2021)	50%
Disaster Recovery Test (coincides with CalSAWS DR Test) (Target → 08/15/2021)	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 → 08/27/2021)	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
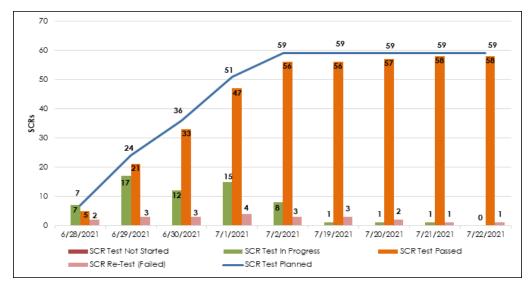
- On-Track for CalSAWS Imaging Admin
- Imaging Admin Execution was completed June 28 – July 2, 2021
- Imaging Admin UAT Retest was completed July 19 – July 23, 2021
- The following table provides a summary of the UAT execution results where the team has overall completed 100% of the test scenarios with 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)	4

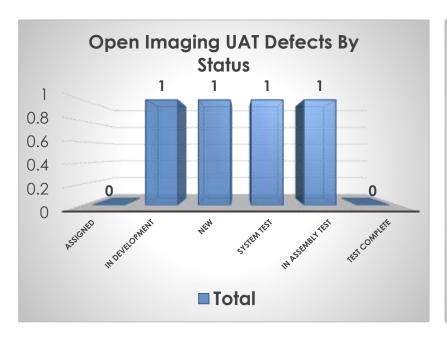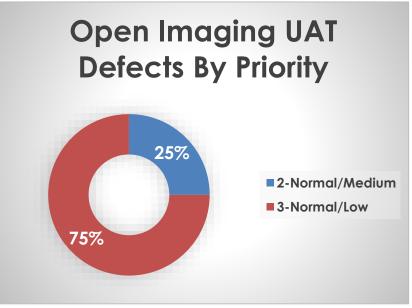| Exit Criteria	Status
100% of UAT Test Cases have been executed	• 98% of Imaging UAT Test Cases Passed • 2% Failed
No Open Priority 1-High/Non-Cosmetic DD&I Defects	• 0 1-High/Non-Cosmetic Defects have been opened to date
Open Priority 2-Normal/Medium DD&I Defects have been analyzed and categorized 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 • 3 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/Technical Readiness: Imaging

UAT Status
On Schedule

Defect Status

- 4 Open CalSAWS Imaging UAT Defects

Open Imaging UAT Defects By Status

Status	Total
ASSIGNED	0
IN DEVELOPMENT	1
NEW	1
SYSTEM TEST	1
IN ASSEMBLY TEST	1
TEST COMPLETE	0

Open Imaging UAT Defects By Priority

- 2-Normal/Medium: 25%
- 3-Normal/Low: 75%

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

QA

Functionality

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). Awaiting approval from Consortium Security to proceed with the network changes. Security teams are working through potential solutions to address identified items and mitigate the security risk.

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

QA

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

Security Testing

Penetration Testing for Platform (Target Date → 09/14/2021)   0%   (QA Agrees)
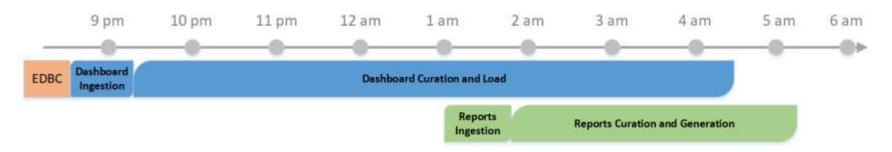
Technical Readiness Risks and QA Watch List

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

Risk mitigation items:
- 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

Monitoring   QA

| Review Infrastructure services in | ecosystem for coverage (Target → 08/30/2021) | 25% | QA Agrees |
| Rollback planning in Conjunction with Cutover Planning* (Target → 07/30/2021) | | 95% | QA Agrees |

*Rollback Plan has been sent to Consortium for review. Pending Consortium review.

Incident Management

| Conduct table-top activities with support teams (Target → 08/30/2021) | 0% | QA Agrees |

Disaster Recovery Exercise

| Disaster Recovery Test (Target → 8/22/2021) | 0% | QA Agrees |

Batch Operations

| Batch Operations Review | (Target -> 9/17/2021) | 49% | 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)		70%	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
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%

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 planning in process
- Organization realignment tracking to plan

Communications:
- Feedback on current notifications is being included in design of updated notifications with joint design sessions progressing as planned
- Pilot phase for new notifications is scheduled to start week of 8/9

Continuous Improvement:
- Design of control totals to provide more business insight into batch operations are in progress and slightly ahead of schedule
- 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
- Batch Operations organization realigned under Production Operations
- Real Time Batch Monitoring in place
- Updated batch notifications deployed to production
- Targeted control totals and automated alerts developed and implemented

Technical Readiness: Performance

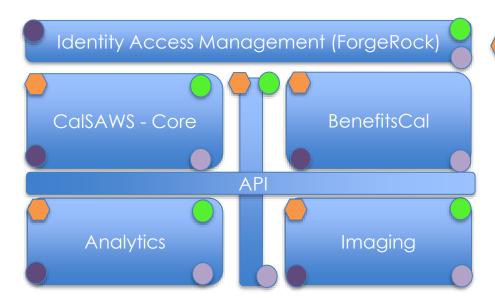## Risk 237: Scaling of Batch for 58 Counties - Batch Performance

Remediation

- Daily batch is processing within the required batch window with additional changes to be implemented this week
- Changes in the Daily cycle are being retested within the monthly cycles with additional performance changes planned for each cycle
- Performance test environment is being upgraded to GDS6 with additional batch cycles planned for this week on the new data
- 39 open remediation items
  - 25 are ready for retest this week. 13 items are in development and 1 item is being assessed. Work items are prioritized based on overall impact to the batch window
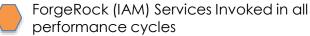
Priority	Batch Cycle	Status*	Areas of Focus	Path to Green	Green Target Date
1	Daily	🟩	EBT Writer performance (CA-229084)	Refactoring of EBT processing to be implemented this week to be retested by 8/9.	8/11/2021
2	End of Month	🟥	Super Trigger (CA-213387)	Retest leveraging the Daily cycle performance improvements and incorporate additional Super Trigger improvements.	8/13/2021
3	First Business Day	🟥	Daily batch job performance	Retest leveraging the Daily cycle performance improvements.	8/18/2021
4	High Volume Forms	🟥	Central print (CA-231594) Batch server mount for bundling performance	Server mount changes to be verified in next Daily cycle run scheduled for 8/6. Central print changes to be delivered and verified by 8/6.	8/23/2021
5	10-day Cutoff	🟥		Retest leveraging the Daily cycle performance improvements.	8/27/2021
6	Main Payroll	🟥	Issuance thread performance (CA-230579)	Retest with the Daily cycle performance improvements and incorporate the Issuance Thread performance changes.	8/31/2021

* Tracking cycle completion within targeted batch window

Technical Readiness: 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 (Complete)
  - 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)	0%

C-IV User Migration

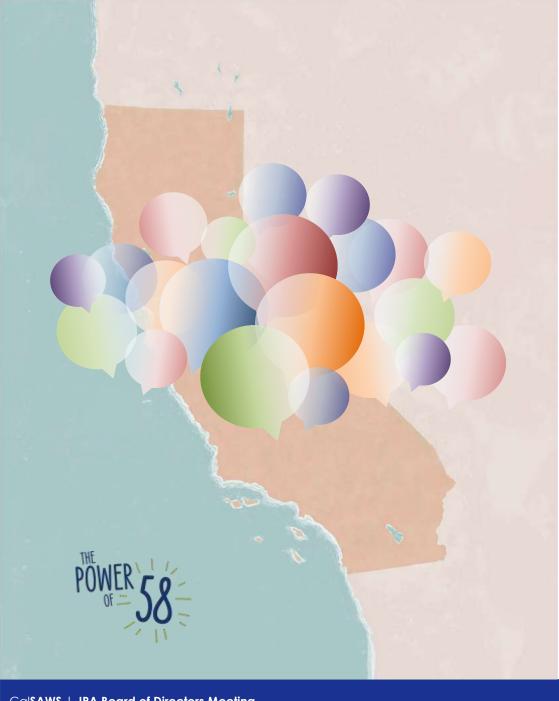|	
Customer Service Center Completed	100%
Learning Management System Completed	100%
Mock Conversion #3 County Validation 1A & 1B Completed	100%
CIV User Migration (remaining applications) as part of cutover 1A (Target → 08/28/2021)	0%
C4Yourself User Migration (Target → 09/23/2021)	0%
C-IV User Enablement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

QA

Application Security

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 as part CalSAWS Go-Live Completed (Target Date: 09/21/2021)	30%
Penetration Testing Execution / Agreed-upon remediations (Target Date → 09/14/2021)	0%

Security Hardening

Database Hardening (Target Date → 08/15/2021)	83%
Unmasked Non-Production Environments Hardening (Target Date 08/27/2021)	13%

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%

Member 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%	
109 Training Materials Reviewed by QA – Job Aids, Quick/Reference Guides, WBTs	100%	

Training Development

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)	40%	QA Agrees
ServiceNow Updated to Accommodate LMS Requests from the C-IV Counties	100%	
Imaging Train the SME Sessions Hosted (Target → 8/26/2021)	0%	QA Agrees
Early Training Supported and Completed (Target → 8/27/2021)	50%	QA Agrees
Analytics Training/Engagement w/the C-IV Counties Completion (Target → 9/15/2021)	60%	QA Agrees
General Training Supported & Completed (Target → 9/24/2021)	0%	QA Agrees

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

Change Readiness

Communications

QA

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

Achievements

Communications
- 13 Infographics Distributed
- 3 News Blasts Distributed

Change Network Champions
- 9 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 09/13/21

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	0%
Host the County Prep Phase Command Center (Target -> 09/23/2021)	0%
Command Center Staff created as Fulfillers and trained in ServiceNow reporting (Target -> 08/24/2021)	30%
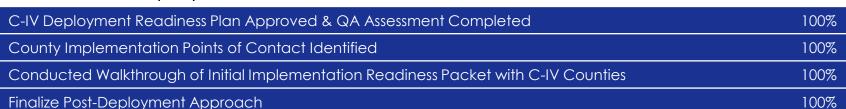
System Operations

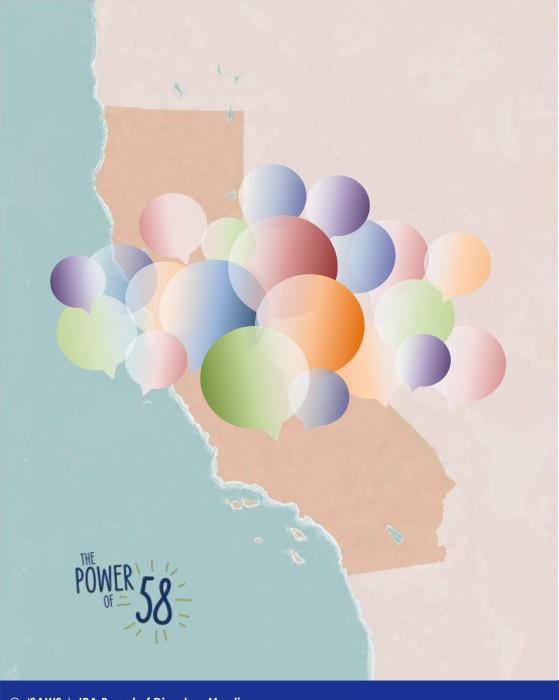|	
C-IV Counties Access to the Sandbox Environment Provided	100%
Engage the Counties on Staff Profile/Security Administration updates (Target -> 08/27/2021)	80%

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%

Post Deployment Support
Communication Activity Approach

#	Summary	Medium	Target Audience	Team	Planned Date
1.	**Go-Live Packet**	CIT	All C-IV Users	Customer Engagement	September
2.	**County Prep Phase Command Center Support**	AWS Connect	Security Administrators, IPOCs, PPOCs, TPOCs	Implementation	8/30/21 – 9/23/21
3.	**Post-Deployment Support Orientation for Office-Level Support**	Virtual Call	Office-Level Support	Implementation	September
4.	**Post-go-live Meeting with Advocates/CBOs**	Virtual Call	Advocates/CBOs	Customer Engagement / BenefitsCal	9/27/21 - 10/8/21
5.	**County Stakeholder Call**	Virtual 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

Member and Public Comment

BenefitsCal Readiness

Overall Project Readiness
Readiness Areas and Categories

Area	Category	BenefitsCal
Application	Design	100%
	Development	100%
	System Test	100%
	User Acceptance Test	71%
	Usability Test	85%
Integration	Design	100%
	Development	100%
	System Test	100%
	Interface Partner Test	97%
Technical	Infrastructure	66%
	Security Testing	74%
	Performance Testing	66%
Conversion	Conversion Readiness	100%
	Converted Data Test	100%
Training	Training Plan	100%
	Training Materials	90%
	Training Delivery	09/17/21
Implementation	Service Desk	70%
	System Operations	99%
	Prod Deployment Plans	18%
Change	Communications	50%
	Partner Readiness (County, etc.)	30%

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	One partner defect failing 20 eNOA reports (CSPM-30827), select test cases in progress for multi devices (20%) and language (40%).
Exit UAT	G	08/20/21	09/03/21		On-track
Production Dry Run	NS	08/06/21	08/13/21		Not started
Production Green-Light	NS	09/06/21	09/10/21		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	98%

User Acceptance Test (UAT)

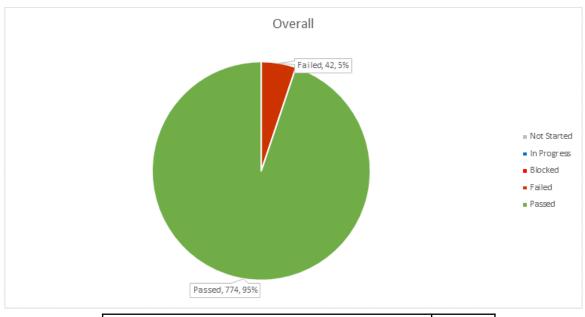|	
Execution of User Acceptance Test (UAT) (Target → 08/20/21)	53%
Pass Rate of User Acceptance Test (UAT) Scripts Executed (Target → 08/20/21)	90%

Usability Test

Complete Usability Test for Release 1.0 (Target → 08/20/21)	85%

Application Readiness

System Test Status and Exit

Overall

Failed, 42, 5%

Passed, 774, 95%

Legend:
- Not Started
- In Progress
- Blocked
- Failed
- Passed

Pass Rate Target	90%
Pass Rate Actual	95%
System Test Complete Date: July 16, 2021	

System Test Remaining Items

- One partner defect failing 20 eNOA reports (CSPM-30827)
- One partner defect failing 6 Appointment test cases (CSPM- 30877)
- SIT validation in progress for the following: code drop 2- ADA multi devices (20%), multi language (40%)

Application Readiness

Independent Test Status and Exit

BenefitsCal Independent Test Results

Code Drop 1
- 81 scripts executed (100%)
- 91% passed of completed scenarios

Code Drop 2
- 112 scripts executed (68%)
- 64% passed of executed scenarios

BenefitsCal – Test Script: Execution

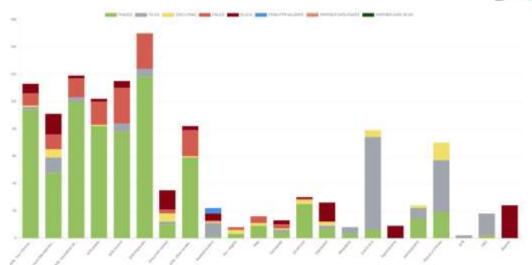| Test Cycle	Total Scenarios	Not Executed	In Progress	Pass	Fail	Blocked
BenefitsCal Independent Test (Code Drop 1)	81	0% (0)	0% (0)	91% (74)	9% (7)	0% (0)
BenefitsCal Independent Test (Code Drop 2)	164	31% (50)	2% (2)	44% (72)	24% (40)	0% (0)

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.	• 100% of Independent Test Cases Executed for Code Drop 1 • 91% pass rate for Code Drop 1 • 68% of Independent Test Cases Executed for Code Drop 2 • 44% pass rate for Code Drop 2
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
Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium.	• 38 2-Normal/Medium Defects are open • 30 3-Low 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

- On-Track for BenefitsCal

- Week 7 of 12

- 30 User Acceptance Testers, 7 SMEs, representing 18 counties scheduled for Week 7 of 12

- Overall completed 53% of the test scenarios with 90% 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	- 53% of UAT Test Cases Executed - 90% of UAT Test Cases Passed of tests executed - 10% Failed Note: These numbers are significantly different from last week. Blocked (89) scenarios were included in the pass percentage calculation but is no longer included in that bucket.
There **are no Severity 1 (High) or Severity 2 (Medium) defects** in unresolved status.	- 0 Severity 1-High/Non-Cosmetic Open Defect - 33 Severity 2-Normal/Medium Open defects (10 recommended for rejection and 9 available in UAT waiting to be tested as of 08/02/21, 6 depending on partners)
Defects with severities Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status **have a mutually agreed upon plan** for resolution by Deloitte, Consortium.	- 53 Severity 3-Normal/Low Open defects (19 recommended for rejection and 9 available in UAT waiting to be tested as of 08/02/21) - 1 Severity 4-Cosmetic Open defects (1 available in UAT waiting to be tested as of 08/02/21)
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	11	2	2	15
CalSAWS	0	11	6	0	17
Hyland	0	1	0	0	1
BenefitsCal	0	0	0	0	0
TOTAL	0	23	8	2	33 (+13 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

Security Testing

Task	%	QA
Conduct SAST code vulnerability scans (SAST) (Target → 08/13/21)	92%	QA Agrees
Conduct DAST code vulnerability scans (DAST) (Target → 08/13/21)	92%	QA Agrees
Pre-production launch third-party web application penetration testing (Target → 08/13/21)	40%	QA Agrees

Performance Testing

Task	%	QA
Execute 100% of Performance Test – Cycle 1	100%	QA Agrees
Execute 100% of Performance Test – Cycle 2	100%	QA Agrees
Execute 100% of Performance Test – Cycle 2	0%	QA Agrees

Performance Test Execution	Start Date	End Date	Status	Test Case Design Status
Cycle 2	07/19/21	07/30/21	Complete	22 of 22 test cases designed
Cycle 3	08/09/21	08/20/21	Not Started	6 of 20 test cases designed

Infrastructure

Task	%	QA
Start penetration test	100%	QA Agrees
Complete penetration testing (Target → 08/27/21)	0%	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)	0%

Training Readiness

Training Plan

Demo System for UAT training	100%

Training Materials

Deliver Training Quick Guides (Target → 08/13/21).	100%
Deliver Training Videos (Target → 08/13/21).	90%
Deliver Training Admin Guide (Target → 08/13/21).	30%

Training Delivery

Deliver training for Tier 1 support (Target → 09/17/21)	0%
Deliver training for Tier 2 support (Target → 09/17/21)	0%

Training Videos Legend

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

Training Videos

Implementation Readiness

QA

Service Desk

Task	%
Customer Experience (CX) Dashboards (Target → 08/27/21)	49%
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)	0%

QA Agrees (all rows)

System Operations

Task	%
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%

QA Agrees (all rows)

Prod Deployment Plans

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

QA Agrees (all rows)

Implementation Readiness Risks and QA Watch List

QA – Finalization of Help Desk handoffs

QA Watch Item

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)	0%
Distribute go-live communications (Target → 09/27/21)	0%

Partner Readiness

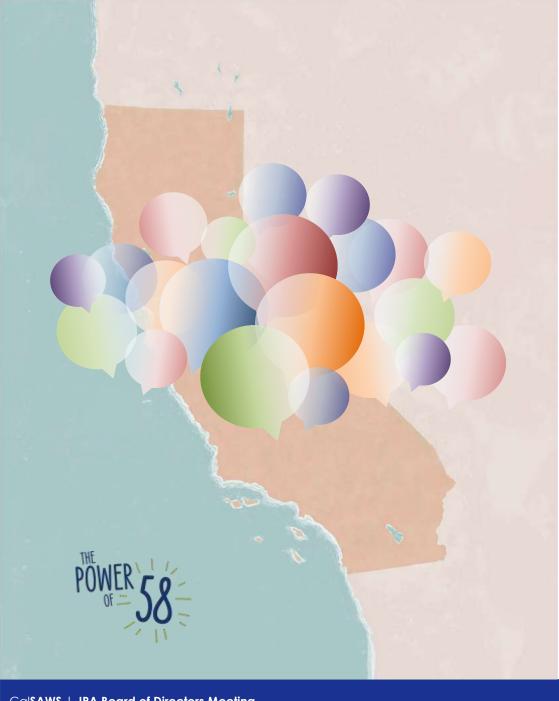|	
Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System (Target → 09/03/21)	60%
Confirm other Systems have updated their URL to point to the new BenefitsCal (Target → 09/27/21)	20%

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

Member 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	65%
	System Test	8/20/21
	Interface Partner Test	60%
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	10%
	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

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%

QA

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
Complete	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
In Progress	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

Member 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

Independent Verification and Validation (IV&V) Confirmation

IV&V Readiness Observations

Highlights

CalSAWS

Conversion

Monitoring:
- Conversion County Validation and State Reports Review
- GDS#7 refinement of cutover activities

Concerns:
- Mitigation plan for refinement of cutover activities over 84-hour window

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

Imaging

Monitoring:
- Monitoring metadata validation of image transfer
- Monitoring remaining C-IV UAT activities

Concerns:
- Completing image transfer and validation activities for CalSAWS Go-Live

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

Analytics

Monitoring:
- CA-230686: "Adding Four BenefitsCal Report Links to CalSAWS"

Concerns:
- Implementation of CA-230686 prior to September Go-Live

Risks:
None

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:
- Full end to end main payroll cycle processing in 13 hours
- Database tuning in process

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

UAT

Monitoring:
- UAT defects and resolution
- Progress of test case execution and progress
- State Reports Testing in UAT

Concerns:
- Completion of all test scenarios by UAT completion

Risks:
None

Training

Monitoring:
- Early training activities and tickets
- ForgeRock Login issues

Concerns:
- No specific concerns

Risks:
None

Overall Readiness Confirmation Status:

On Track   Slightly Behind   Off Track

IV&V Readiness Observations

Highlights

BenefitsCal

Development

Monitoring:
- GetCalFresh integration with BenefitsCal

Concerns:
- Limited visibility into GetCalFresh progress

Risks:
#235 – BenefitsCal Release 1.0 Schedule Compression

Test

Monitoring:
- Increment 3 System Test activities
- Automation test execution of ADA, Browser, Language, and Devices

Concerns:
- Limited visibility into GetCalFresh testing details
- Outstanding SIT test cases and defects

Risks:
None

UAT

Monitoring:
- UAT defects and resolution
- Test case execution and progress
- Multi-langue testing and validation
- CBO account creation issues

Concerns:
- Multi-Language Testing
- Ability to meet UAT exit criteria due to falling behind in test execution

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
- CBO Training Plan

Concerns:
- No specific concerns

Risks:
None

Central Print

Implementation Readiness

Monitoring:
- Monitoring outcomes of site visits to Print Centers

Concerns:
- No specific concerns

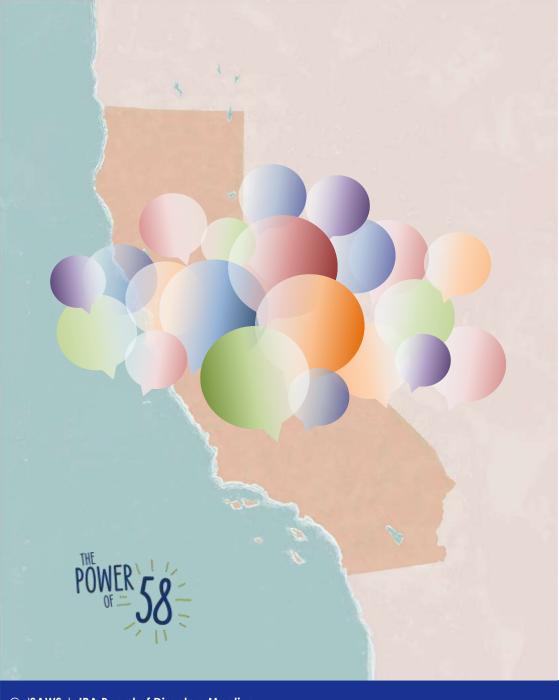**Risks:**
None

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% complete	100%	100%	N/A
	Development	100%	100%	N/A
	System Test	100%	100%	N/A
	User Acceptance Test	92%	71%	N/A
	Usability Test	N/A	85%	N/A
Integration	Design	100%	100%	100%
	Development	100%	100%	65%
	System Test	98%	100%	8/20/21
	Interface Partner Test	90%	97%	60%
Technical	Infrastructure	71%	66%	N/A
	Security Testing	72%	74%	N/A
	Performance Testing	81%	66%	N/A
Conversion	Conversion Readiness	93%	100%	N/A
	Converted Data Test	100%	100%	N/A
Training	Training Plan	100%	100%	N/A
	Training Materials	100%	90%	90%
	Training Delivery	51%	09/17/21	9/24/21
Implementation	Service Desk	62%	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

Member 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.

Adjourn Meeting