

Implementation Readiness Packet & Dashboard

August 9, 2021



The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to C-IV Counties with information related to C-IV Migration, BenefitsCal, the state-wide Self-Service Portal, and Central Print. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones. Project Milestones are identified by project team leads and CalSAWS Project leadership.

The Packet & Dashboard serve to inform the Counties on the progression and completion of Key Project and County Milestones. The information contained in the document reflects data as of **August 5, 2021**.

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



Overall Project Readiness



Overall Project Readiness

Executive Dashboard



The **Executive Dashboard** presents a **high-level view of Project Readiness** in the form of a stop light indicator. Readiness statuses are presented for each Readiness Area. The status of each Readiness Area is determined by timely Milestone completion (see Key below). The Criteria for determining the Status (e.g., **Not Started**, **On Schedule**, **<14 Days Late**, **>=14 Days Late**, **Complete**) of a Readiness Area is based on the Statuses of the individual Milestones within each Readiness Area. More detail on C-IV Migration, BenefitsCal, and Central Print progress can be found in later sections of the Implementation Readiness Packet.

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

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

Total Risks



No Issues at this Time

Total Issues



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	<p>The Analytics hard-launch dashboard production release experienced delays in data refresh impacting CalSAWS (LRS).</p> <ul style="list-style-type: none"> • A single county (LA) data load was delayed due to batch processing exceeding 6:00 am. • Data refresh time is degrading for a single county volume in production processing. • Performance and measurements for a single county may not scale with the current configurations. • Staging environment performance results identified that the environment used for hard launch needs to align with the production environment.
High	#237 – The scaling of Batch for 58 Counties may have an impact on system performance	<p>The CalSAWS production batch schedule does not always complete by 6am. As part of DDI there will be growth in both the count of batch jobs and volume of data as additional counties are converted into CalSAWS. This growth may add a challenge to batch completing on time. Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle.</p>
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	<p>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.</p>
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	<p>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.</p>
High	[New] #249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84 hour window	<p>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.</p>

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

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 August 5, 2021.

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





Application Readiness

Design

QA

8 of 8 Design Deliverables Approved 100%

QA Reviewed 8 of 8 Design Deliverables and 594 SCR's 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) 66%

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.



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

CalSAWS UAT for CalSAWS Core (Includes State Reports)



THE POWER OF 58



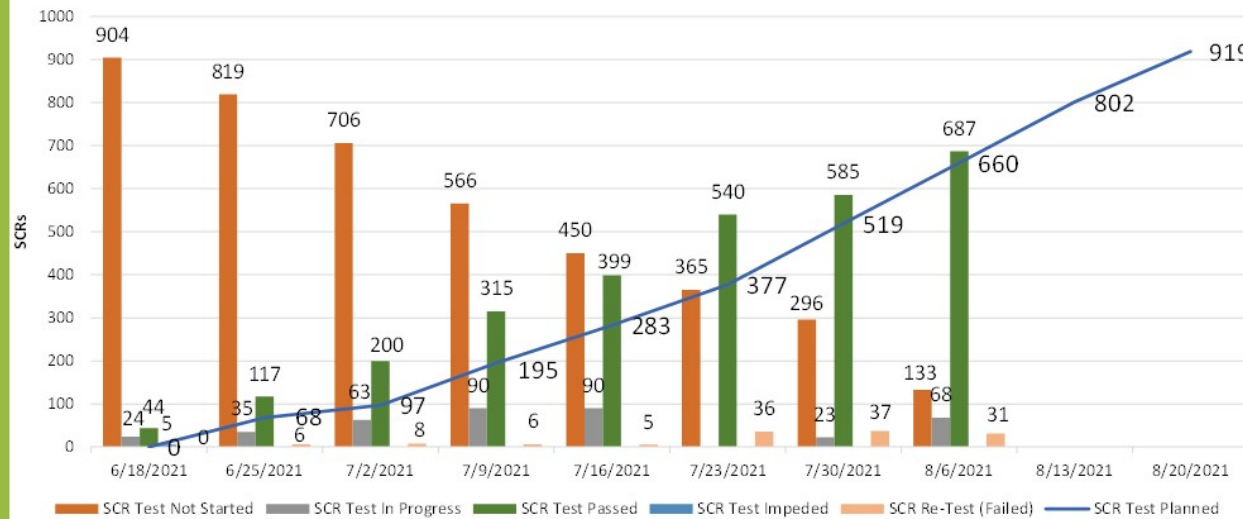
UAT Status

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 66% 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 User Acceptance

UAT Test Script: CalSAWS Execution



687

Scenarios passed of 919 total



On Track S Slightly Behind B Behind

CalSAWS UAT	Total Scenarios	Not Executed	In Progress	Passed	Failed	Open Defects
CalSAWS UAT Execution	919	14.4% (133)	7.4% (68)	74.8% (687)	3.4% (31)	12

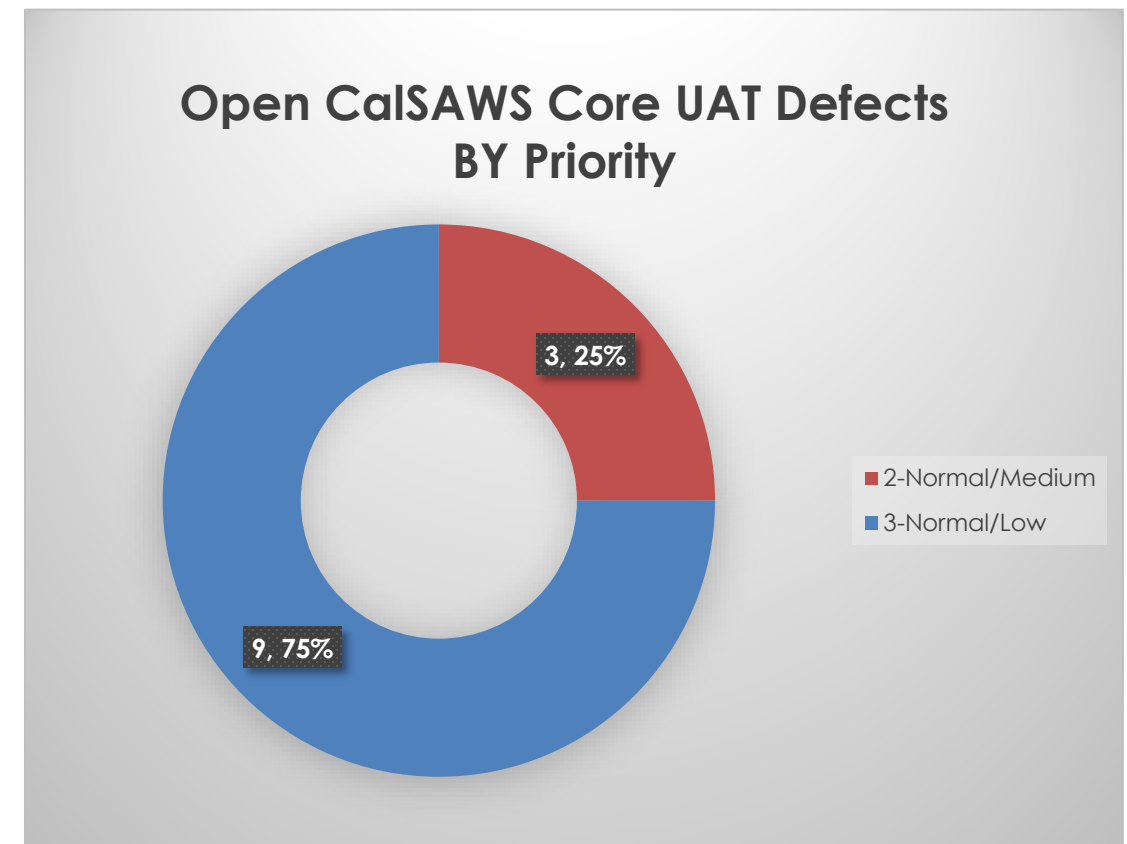
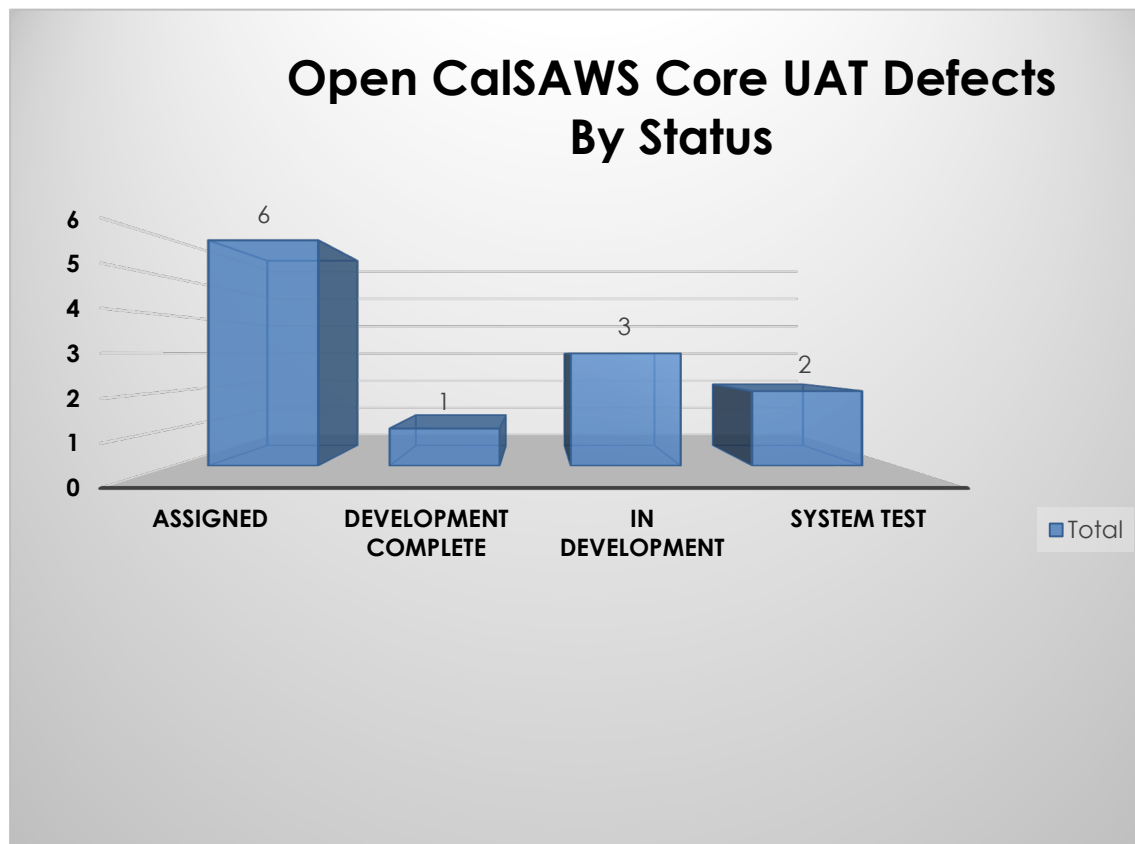
Exit Criteria	Status
100% of UAT Test Cases have been executed	<ul style="list-style-type: none"> 74.8% of UAT Test Cases Passed 3.4% Failed
No Open Priority 1-High/Non-Cosmetic DD&I Defects	<ul style="list-style-type: none"> 0 1-High/Non-Cosmetic Defects have been opened to date
Open Priority 2-Normal/Medium 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	<ul style="list-style-type: none"> 3 Severity 2-Normal/Medium Open defects 9 Severity 3-Normal/Low Open defects
Resolved Defects have been documented in the change control tool	<ul style="list-style-type: none"> 100% of defects are being recorded in JIRA
Test results and summary reports have been completed	<ul style="list-style-type: none"> 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





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 <u>Completed</u>	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



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

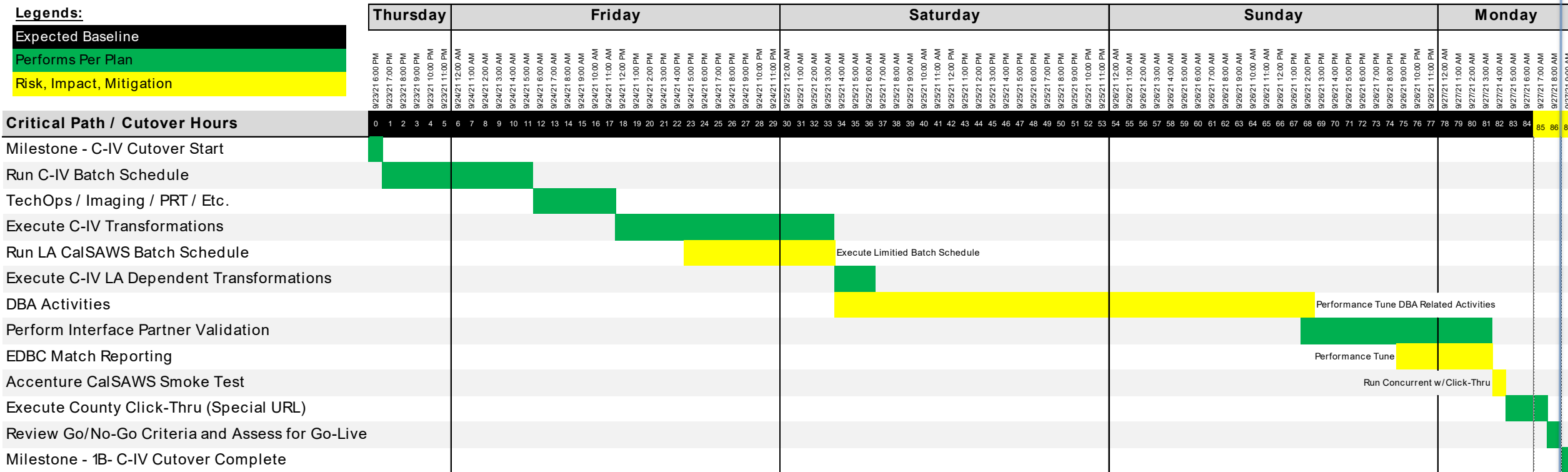


Conversion Readiness











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.



Interface Partner Testing

QA

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

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Interface Partner File Exchange Test

State Partners



State Partners

	SERVER AND WEB SERVICE CONNECTIVITY		INTERFACE TESTING	
STATE PARTNER	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 and August 12th. CalSAWS has proposed a production FIS-EBT AWS cloud network cutover weekend of August 14th.

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Application/Technical Readiness: Imaging

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



NS

Not
Started

G

On
Schedule

Y

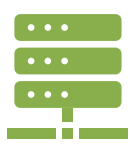
<14 Days
Late

R

>=14 Days
Late

C

Complete



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	<ul style="list-style-type: none"> • All Legacy Images have been shipped to the Hyland AWS Datacenter
Legacy Images Import Process	C	<ul style="list-style-type: none"> • All Legacy Images have been uploaded to Hyland Production and are ready to be validated in the UAT Environment.
Database Transfer - UAT	C	<ul style="list-style-type: none"> • Database transformation process is complete
Database Transfer - PROD	G	<ul style="list-style-type: none"> • Database export transferred to Hyland • Transformation steps in progress
Validation Process (8/16-9/3)	NS	<ul style="list-style-type: none"> • Validation Criteria is being defined • Validation SMEs are being identified

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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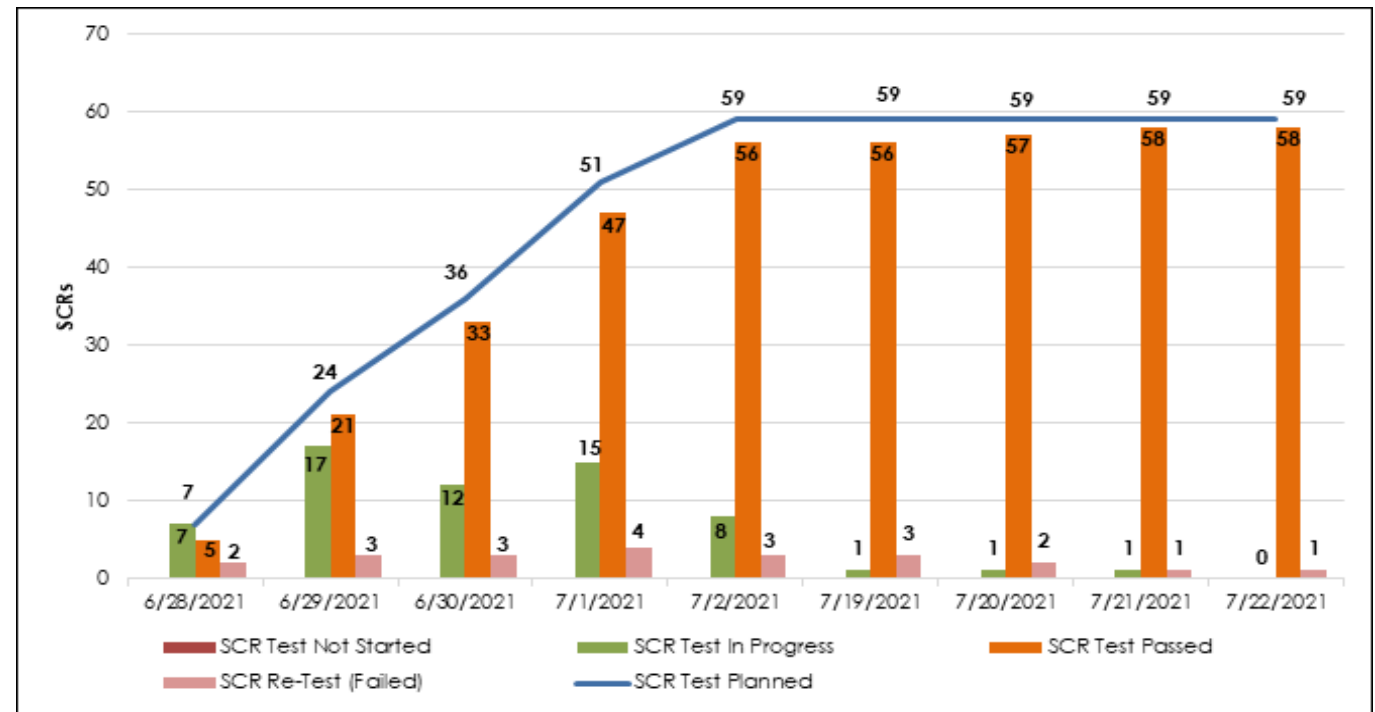
Application/Technical Readiness: Imaging UAT



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	<ul style="list-style-type: none"> • 98% of Imaging UAT Test Cases Passed • 2% Failed
No Open Priority 1-High/Non-Cosmetic DD&I Defects	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 1 Severity 2-Normal/Medium Open defects • 3 Severity 3-Normal/Low Open defects
Resolved Defects have been documented in the change control tool	<ul style="list-style-type: none"> • 100% of defects are being recorded in JIRA
Test results and summary reports have been completed	<ul style="list-style-type: none"> • Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit

Application/Technical Readiness: Imaging

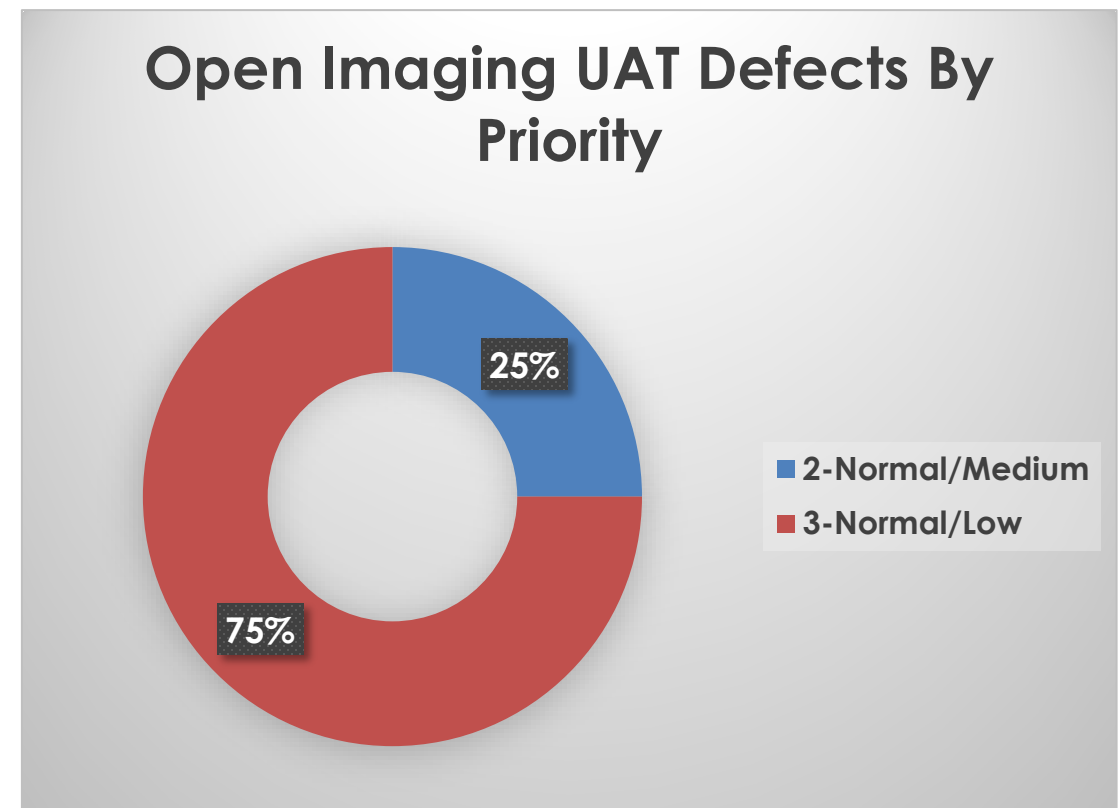
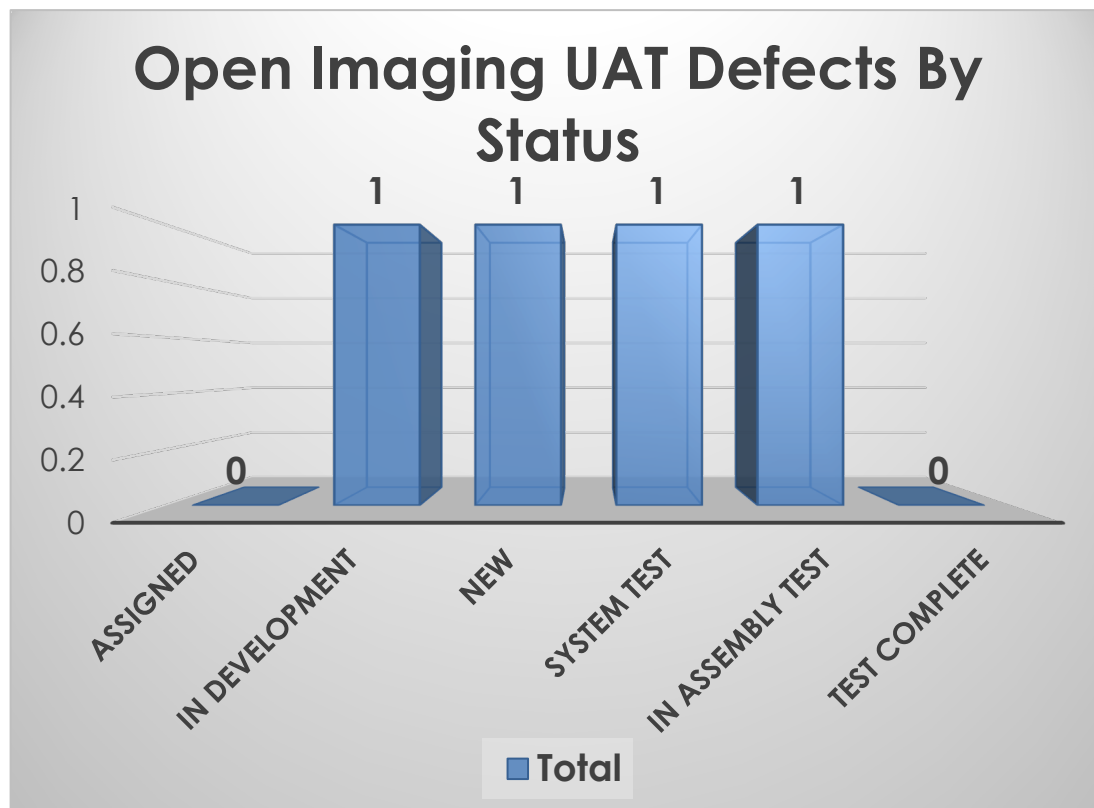


UAT Status

On Schedule

Defect Status

- 4 Open CalSAWS Imaging UAT Defects





Application/Technical Readiness: Ad Hoc Reporting and Analytics

C-IV Scope

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%

QA



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.

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Application/Technical Readiness: Analytics C-IV Scope



Performance Testing

40 County Performance Test (Target → 09/21/2021)

75%

QA



Security Testing

Penetration Testing for Platform (Target Date → 09/14/2021)

0%



Technical Readiness Risks and QA Watch List

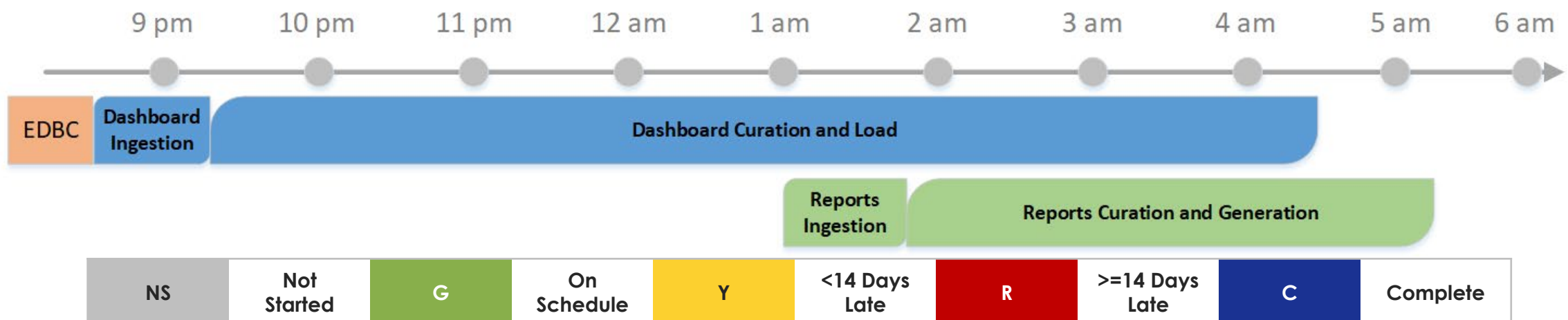
Risk 236: The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance



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

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

*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%
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Disaster Recovery Exercise

Disaster Recovery Test (Target → 8/22/2021)	0%
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Batch Operations

Batch Operations Review	(Target → 9/17/2021)	49%
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Performance Testing

Online Performance and System Test for Cloud Enablement Completed		100%
Complete Online Performance and Stress Testing	(Target → 9/24/2021)	60%
Complete Batch Performance Testing (Target -> 9/03/2021)		70%

Technical Readiness Risks and QA Watch List

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

QA



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

QA



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



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

Remediation

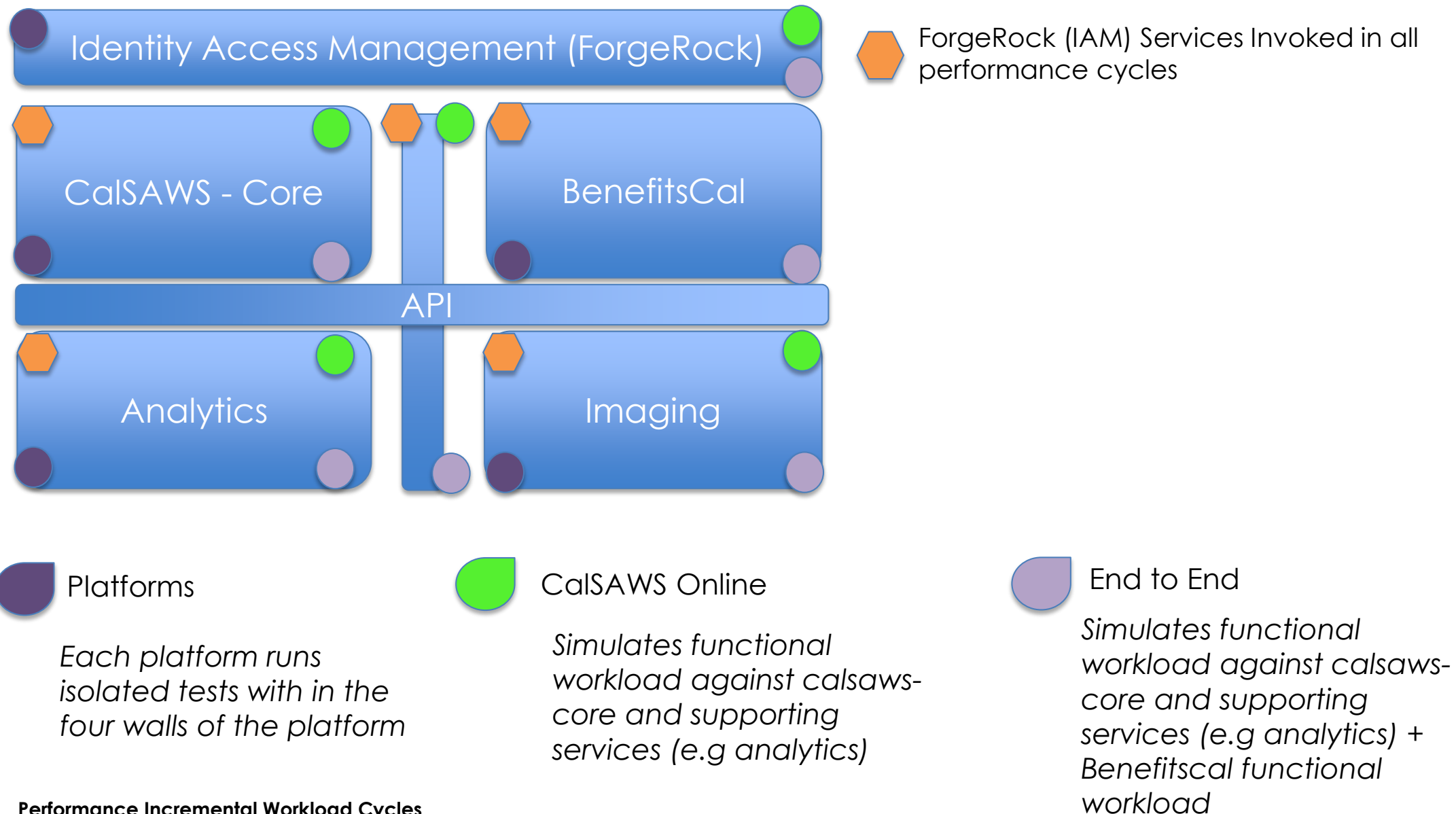
- Daily batch is processing within the required batch window with additional changes to be implemented this week
- Changes in the Daily cycle are being retested within the monthly cycles with additional performance changes planned for each cycle
- Performance test environment is being upgraded to GDS6 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

* Status is tracking toward cycle completion within targeted batch window

Technical Readiness: Performance Test

Overview



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)

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

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 <u>Completed</u>	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%

QA



NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Technical Readiness: Identity Access Management

Functionality

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%

QA



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%
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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

Application Security

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

QA



Penetration Testing

Signed with 3 rd party to conduct Testing - Completed	100%
Penetration Testing as part of 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%
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NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Training Readiness

Training Plan

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%

QA



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%
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Training Delivery

LMS Configured in the Cloud	100%
Early Training Users Added into the LMS	100%
LMS unique logins (Target → 09/24/2021)	40%
ServiceNow Updated to Accommodate LMS Requests from the C-IV Counties	100%
Imaging Train the SME Sessions Hosted (Target → 8/26/2021)	0%
Early Training Supported and Completed (Target → 8/27/2021)	50%
Analytics Training/Engagement w/the C-IV Counties Completion (Target → 9/15/2021)	60%
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

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

NS

Not
Started

G

On
Schedule

Y

<14 Days
Late

R

>=14 Days
Late

C

Complete



Implementation Readiness

Service Desk

LRS ServiceNow and C-IV CA SDM Ticket Systems Migrated to Consortium-owned SNOW	100%	QA
ServiceNow Training for County Helpdesks and Gainwell Completed	100%	QA
Distribute enhanced communications to County Help Desks regarding transition from C-IV instance of ServiceNow to CalSAWS instance	0%	QA Agrees
Host the County Prep Phase Command Center (Target -> 09/23/2021)	0%	QA Agrees
Command Center Staff created as Fulfillers and trained in ServiceNow reporting (Target -> 08/24/2021)	30%	QA Agrees

System Operations

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

Production Deployment Plans

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

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



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
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Application Readiness

Design

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

QA



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) (Target → 08/20/21)	90%



Usability Test

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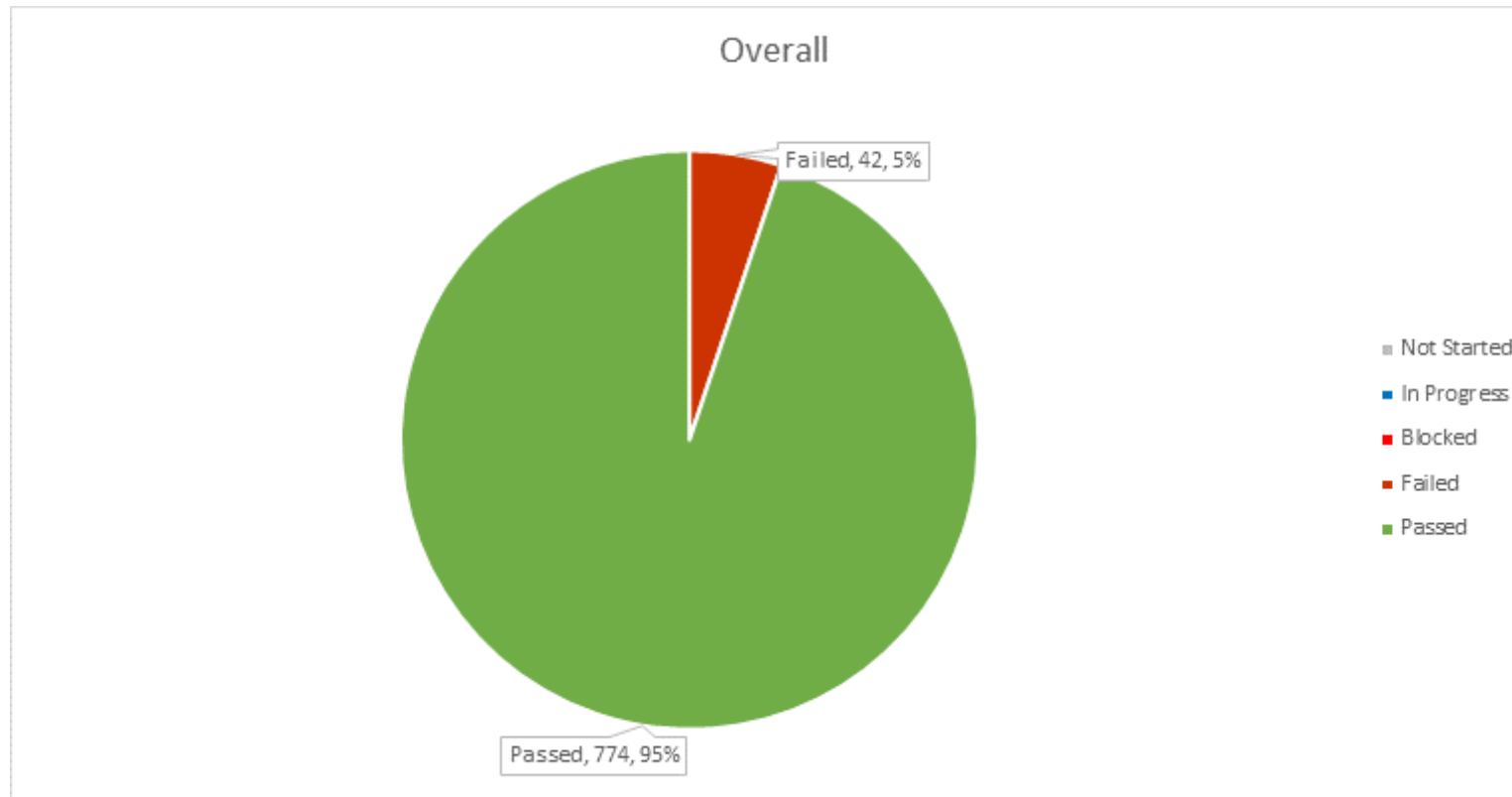


NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late	C	Complete
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Application Readiness

System Test Status and Exit



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%)



Independent Test Status and Exit

BenefitsCal Independent Test Results

Code Drop 1

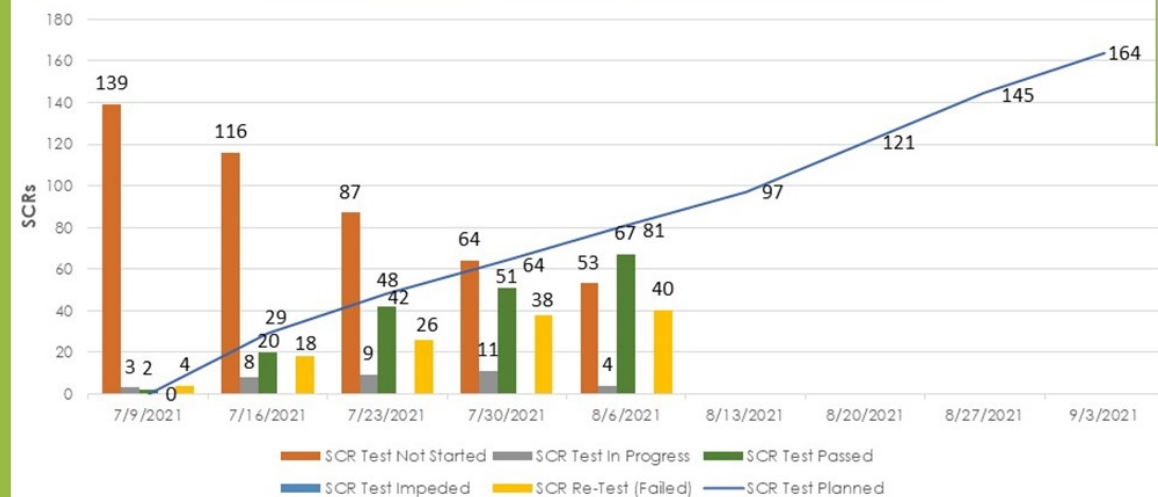
- 81 scripts executed
- 91% passed of completed scenarios

Code Drop 2

- 107 scripts executed
- 62% passed of completed scenarios

Code Drop 2
Independent Testing

BenefitsCal- Test Script: Execution



67
Scenarios
passed of
164 total

B

On Track S Slightly Behind B Behind

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	33% (53)	2% (4)	41% (67)	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.	<ul style="list-style-type: none"> • 100% of Independent Test Cases Executed for Code Drop 1 • 91% pass rate • 65% of Independent Test Cases Executed for Code Drop 2 • 62% pass rate
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 33 2-Normal/Medium Defects are open • 21 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.	<ul style="list-style-type: none"> • 100% of defects are being recorded in JIRA
Test results are documented.	<ul style="list-style-type: none"> • Test results and summary reports have been completed

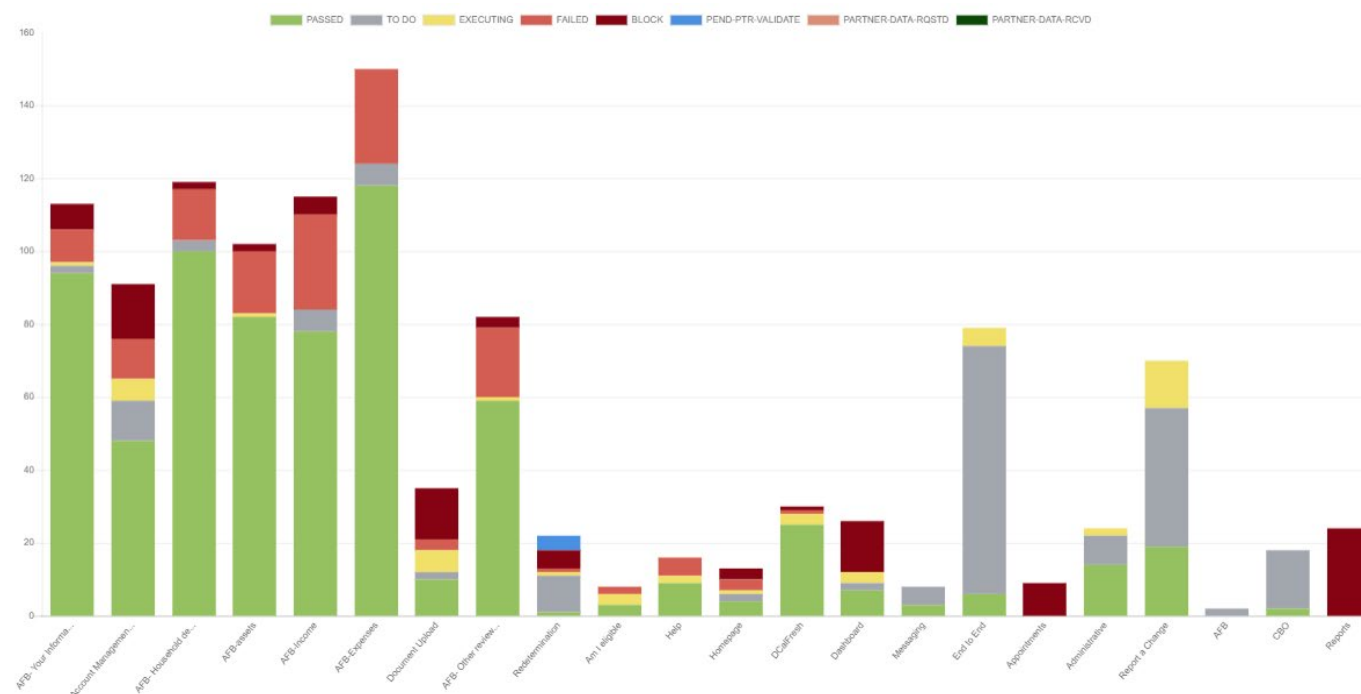


Application Readiness



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	<ul style="list-style-type: none"> • 53% of UAT Test Cases Executed • 90% of UAT Test Cases passed • 10% Failed <p>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.</p>
There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 100% of defects are being recorded in JIRA
Test results are documented.	<ul style="list-style-type: none"> • Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit

Integration Readiness

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



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

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

QA

QA
Agrees

QA
Agrees

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 2	0%

QA
Agrees

QA
Agrees

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

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

QA
Agrees

QA
Agrees

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

Conversion Readiness

Create Pre-Production user accounts within ForgeRock for BenefitsCal admin users	100%	QA
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%	QA Agrees
Execute Conversion Data Testing Rounds 1-2	100%	QA Agrees
Execute Conversion Data Testing Round 3 (Target → 08/27/21)	0%	QA Agrees

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

Training Plan

Demo System for UAT training	100%
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QA



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

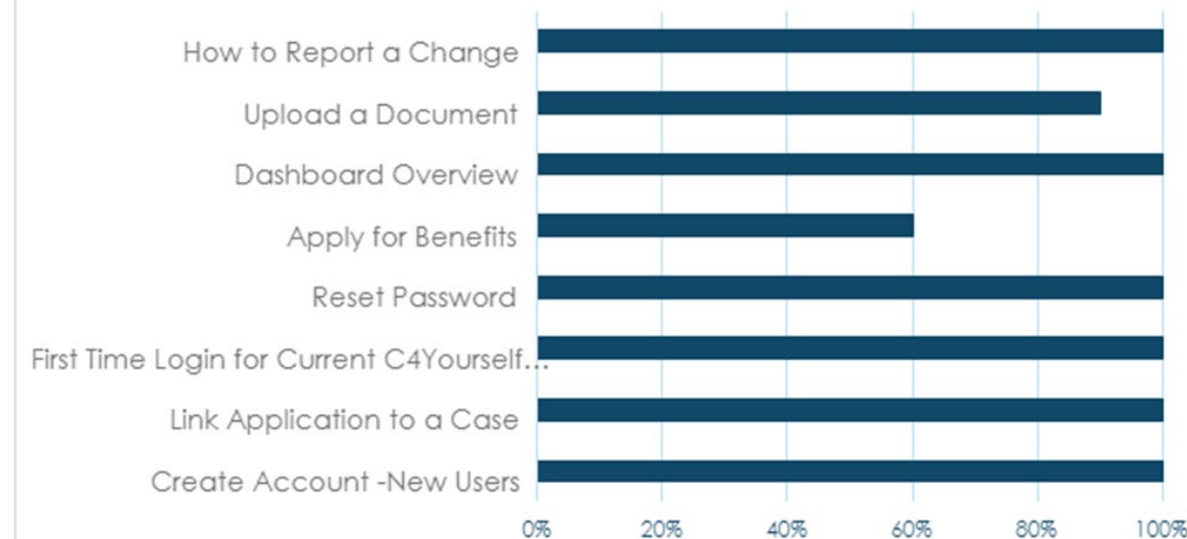
Deliver training for Tier 1 support (Target → 09/17/21)	0%
Deliver training for Tier 2 support (Target → 09/17/21)	0%



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



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

Service Desk

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



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%
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%



Implementation Readiness Risks and QA Watch List

QA – Finalization of Help Desk handoffs



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

QA



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

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





Central Print Readiness

Design

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

QA



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%



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

THE
POWER
OF 58

WHEN SAN FRANCISCO COLLABORATES WITH NAPA.
WHEN LOS ANGELES TEAMS UP WITH SAN BERNARDINO.
WHEN WE ALL WORK TOGETHER,

THE RESULTS
ARE POWERFUL.

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