

# Implementation Readiness Packet & Dashboard

## September 13, 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 **September 9, 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

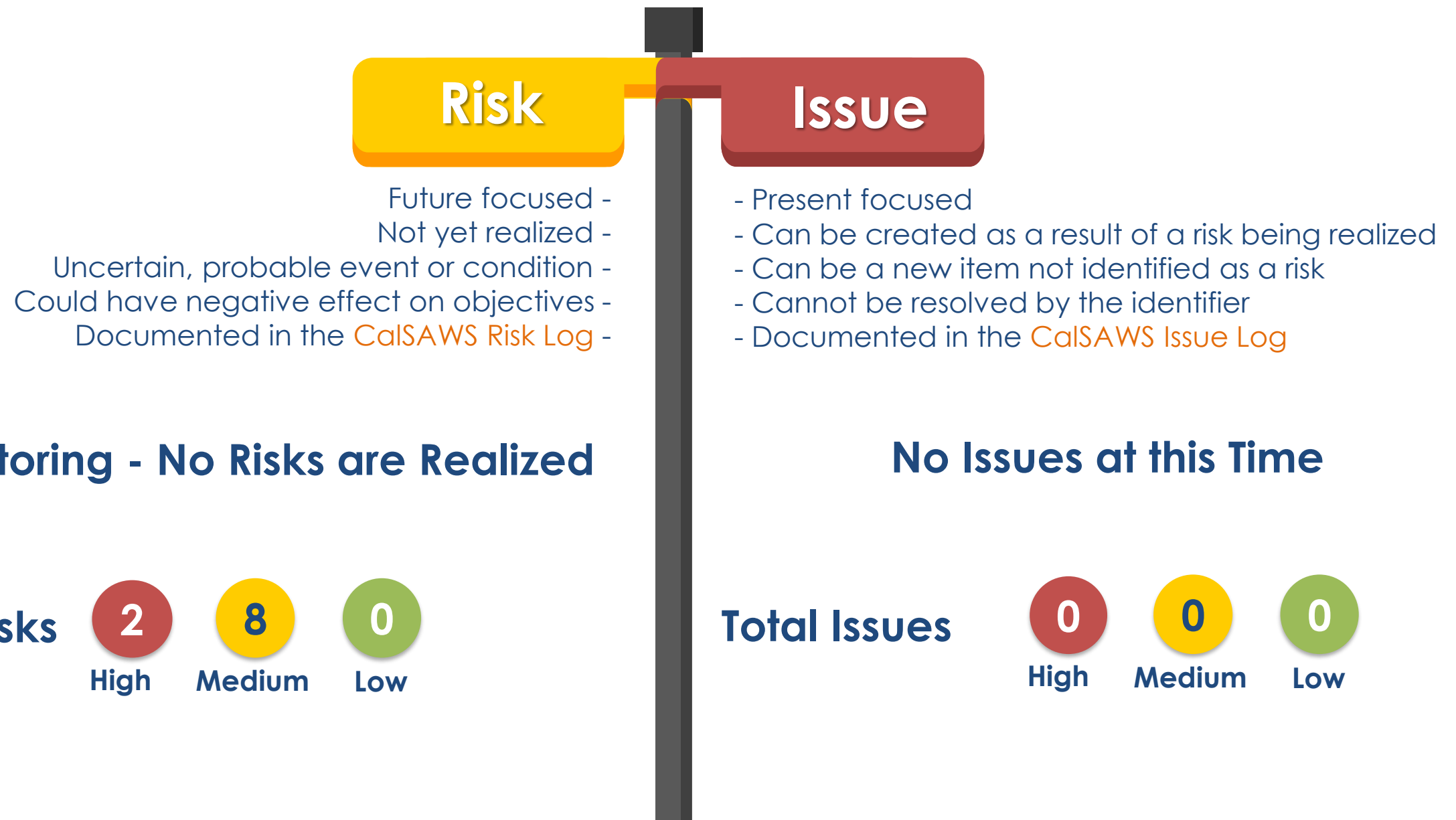
## Readiness Areas and Categories

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%           | 100%        | N/A           |
|                | Development                      |             |               | 100%           | 100%        | N/A           |
|                | System Test                      |             |               | 100%           | 100%        | N/A           |
|                | Independent Test                 |             |               | 100%           | 95%         | N/A           |
|                | User Acceptance Test             |             |               | 100%           | 90%         | N/A           |
|                | Usability Test                   |             |               | N/A            | 100%        | N/A           |
| Integration    | Design                           |             |               | 100%           | 100%        | 100%          |
|                | Development                      |             |               | 100%           | 100%        | 100%          |
|                | System Test                      |             |               | 100%           | 100%        | 100%          |
|                | Interface Partner Test           |             |               | 100%           | 100%        | 100%          |
| Technical      | Infrastructure                   |             |               | 88%            | 100%        | N/A           |
|                | Security Testing                 |             |               | 98%            | 99%         | N/A           |
|                | Performance Testing              |             |               | 91%            | 100%        | N/A           |
| Conversion     | Conversion Readiness             |             |               | 100%           | 100%        | N/A           |
|                | Converted Data Test              |             |               | 100%           | 100%        | N/A           |
| Training       | Training Plan                    |             |               | 100%           | 100%        | N/A           |
|                | Training Materials               |             |               | 100%           | 95%         | 100%          |
|                | Training Delivery                |             |               | 93%            | 90%         | 9/24/21       |
| Implementation | Service Desk                     |             |               | 100%           | 80%         | 100%          |
|                | System Operations                |             |               | 100%           | 99%         | 100%          |
|                | Prod Deployment Plans            |             |               | 100%           | 44%         | N/A           |
| Change         | Communications                   |             |               | 100%           | 65%         | N/A           |
|                | Partner Readiness (County, etc.) |             |               | N/A            | 46%         | N/A           |
| Not Started    |                                  | On Schedule | <14 Days Late | >=14 Days Late |             | Complete      |

# Overall Project Readiness

## Risks and Issues



# Overall Project Readiness

## Risks related to Migration

| Risk Level | Risk Name  | Risk Status   |
|------------|--|---|
| High       | #253 – The wildfires in several counties could impact County Readiness for C-IV Go-Live                              | <p><b>Project:</b></p> <ul style="list-style-type: none"> <li>• <b>Batch/Fiscal teams-</b> Checks in with counties re: Warrant File exchanges and any need for CF replacements. The team is also in contact with CDSS on any status updates for disaster declarations (State disaster declared in some counties, federal disaster has not been declared at this point). The teams have also offered additional support via calls/TEAMS, if needed.</li> <li>• <b>Technical team-</b> Emailed counties offering additional support for readiness activities and reiterated urgency of whitelisting domains/URLs for connectivity to CalSAWS (handful of counties are behind). Tech team is primed to react to additional support needs of impacted counties (Ex. Validate all users can reach LMS).</li> <li>• <b>Training team-</b> Quick Guides/Reference Guides can be printed/Distributed. WBTs could be viewed over AppStream or from traveling to use a sister County internet connection.</li> <li>• <b>Universal Mitigation:</b> Additional outreach efforts. Use AppStream solution and/or neighboring county staff for support in event network lines and/or Wi-Fi are impacted partially/completely.</li> </ul> <p><b>Counties:</b></p> <ul style="list-style-type: none"> <li>• RMs/TOSS teams asked County Staff to have back up contacts not living near the affected areas notify them if key staff impacted by the wildfires are unable to have contact with the Project.</li> <li>• County staff in Lassen/Plumas Counties have been contacted by the State per usual protocols to discuss next steps (if application for a federal declaration request is needed to be conveyed to Governor's office).</li> <li>• County staff will notify Project immediately if wildfire impacts may impede Go-Live readiness.</li> </ul>  |
| High       | # 254 [NEW]<br>BenefitsCal Application Stability May be Impacted Due to Changes Requested During Later Stages of UAT | <p>The Advocate Community provided modifications to the BenefitsCal design on 8/19/21 and 8/26/21 and requested they be implemented as critical changes. DHCS and CDSS Policy have reviewed these proposed modifications and have provided clarification on findings that required policy confirmation. In addition to the Advocate findings, additional policy modifications were requested to the BenefitsCal design. As noted in the original risk, the timing associated with these proposed change requests introduces significant risk to the stability of the BenefitsCal. UAT exit is planned for 9/9/21 and code freeze is planned for 9/10/21. To address the risk, the project will work with State Policy to help identify changes for only those items that are critical for go live and that may reduce the potential for regression issues that may have further impacts to the schedule. Primary areas of change are focused on text-based changes and extremely limited changes to the logic. To maintain the current go live the BenefitsCal team requires:</p> <ul style="list-style-type: none"> <li>• Confirmation from Consortium and State Policy as to the critical list of changes by 9/1</li> <li>• support from State Policy and the Consortium to provide text updates and review designs by 9/2</li> <li>• support from the Consortium to expedite the approval process for design changes</li> <li>• support from the Consortium for User Acceptance Testing changes prior to go live to validate the changes</li> <li>• Extended use of the SIT and UAT environments to support R1.0</li> <li>• Expedited review of the language translations needed to support the requested language modifications by 9/7</li> <li>• Full round of regression at the conclusion of the changes</li> </ul> <p>Note: This risk ties to risk #247 which is classified as medium</p> |



# Overall Project Readiness

## Risks related to Migration

| Risk Level | Risk Name   | Risk Status   |
|------------|---|---|
| Medium     | #208 – CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties | <p>Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>Will continue to collaborate with the CalHEERS team as they transition to a new M&amp;O vendor focusing on potential release impacts. Continue to monitor and communicate with DHCS partners.</li> <li>Due to COVID-19, the meetings and coordination with DHCS, Katie Mead and her team, have not yet occurred.</li> <li>Items in the state budget may require additional coordination between CalHEERS and CalSAWS, increasing complexity. Additionally, CalHEERS is migrating the application to the cloud which also increases complexity.</li> <li>CalHEERS production releases have been delivered without delay for the preceding 12 months. However, due to the planned CalHEERS Cloud migration and the CalHEERS discussion of a potential 09/2021 release, this item will continue to require monitoring.</li> </ul>  |
| Medium     | #226 – COVID-19 relief efforts may impact CalSAWS DD&I schedule.  | <p>8/4/2021 &amp; 8/11/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>The priority for the CalSAWS Project is responding to emergency and policy updates related to COVID-19.</li> <li>There are several new initiatives from the Fed/State which are expected to be completed in the short term (\$600 California Stimulus and 15% CalFresh COLA). These updates, along with DHCS FPL COLA, schedule CF Emergency Allotments, and other release and routine activities are being researched as they cause impacts to C-IV down time (availability during weekends). Additionally, as new initiatives are identified, there may be a need to ask the State to prioritize these initiatives due to limitations in the available weekend timeframes to complete the scheduled batch jobs.</li> <li>CalSAWS is anticipating another one-time grant for CalWORKs in July. The Project will also be updating MC RE dates as an initial step as DHCS works through the policy for when the PHE is lifted. The Project does not expect an impact to the schedule due to these changes.</li> <li>SAWS is on track to deliver the Pandemic Assistance Benefit (similar to the Golden State Grant) on 7/10/2021, pending final receipt of NOAs.</li> <li>New proposals have been included in the budget. Existing Covid-19 mandates such as 15% CF COLA, CF EA benefits, PHE mandates and other county flexibilities continue.</li> <li>The PHE has been federally confirmed to extend through October 2021.</li> </ul>  |
| Medium     | #235 – The BenefitsCal Project Release 1.0 may be delayed due to integration with the CalSAWS Interface                         | <p>8/4/2021 &amp; 8/11/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>The team will split the scope of BenefitsCal phase 1 into two releases, with release 1 functionality being equivalent to or exceeding what is currently available in C4Yourself and deploying with the CalSAWS C-IV cutover in September 2021.</li> <li>Functionality to be included in release 1 (September 2021) includes: <ul style="list-style-type: none"> <li>User Centered Design, Apply for Benefits, Report a Change, Renewal/ Redetermination, Periodic Reports, System Administration, Home Page and Dashboards, Alerts and Notifications, CBO/FBO, Account Management, Messages/ Correspondence, Document Upload, Appointments, Am I Eligible, Operational Reports. C4Y User Account Conversion, Help Center, 12 Languages, C4Y User Conversion</li> </ul> </li> <li>Features/efforts to be delivered in November 2021 includes: <ul style="list-style-type: none"> <li>VITA Support Request, Account at Risk, EBT/BIC Card Replacement, GA/GR, YBN User Conversion</li> </ul> </li> <li>The interface with CalSAWS is currently on-schedule. Regarding schedule compression, due to the recent enhancement request to accept applications from GetCalFresh, the release schedule for BenefitsCal was updated to include a Release 1.1 (10/10/21) and a Release 1.2 (10/31/21), so that GetCalFresh functionality can be addressed for Release 1.0 on 09/27/21.</li> <li>Release 1.1 includes MC 210/216/217 as well as CF37. Release 1.2 includes SAR7</li> </ul> |

# Overall Project Readiness

## Risks related to Migration

| Risk Level | Risk Name   | Risk Status  |
|------------|---|--|
| Medium     | #236 – The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance   | <p>8/27/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li><b>Action Item #1:</b> The Project team continues to make performance improvements as new jobs are rolled out for new dashboards and reports. Current end to end test executions with the larger batch team shows dashboards and reports fitting within the batch window with a 1am start time (ignores any late running fiscal claiming if counties delivery an interface file late). The Project team will continue discussing the interface file timing with the Consortium and confirming proceeding with the approach of starting at 1am. <b>In Progress Analytics batch cycles have been validated to fit within the target batch window for 40 counties and the risk has been upgraded to Medium</b></li> <li><b>Action Item #2:</b> 58 county performance and load testing. <b>Not started;</b> dependent on converted CalWIN data</li> </ul>  |
| Medium     | #237 – The scaling of Batch for 58 Counties may have an impact on system performance  | <p>8/27/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"> <li>Completed successful performance test runs within the 10-hour batch window for Daily, End of Month, First Business Day, High Volume Forms, and 10-day Cutoff</li> <li>Main Payroll test execution currently running (8/27)</li> <li>Performance updates for key batch finding: <ul style="list-style-type: none"> <li>Central Print: environment modifications to add local mounts for each batch server (6) were completed. Performance tests since that modification have shown a positive improvement in the bundling process for central print</li> <li>Workload Assignment: all performance fixes have been delivered to the performance environment and the jobs are now finishing in the expected timeframes</li> <li>EBT Benefit Writer: Modifications to the database, JAVA code, and SQL were delivered which showed a massive improvement in performance. These jobs are typically finishing in 15 minutes or less</li> </ul> </li> <li>Additional changes are being prioritized based on impact to the overall batch window. The teams are updating severity within JIRA to track the highest priority changes for cutover performance</li> <li>Batch performance executions continue to run multiple times a week to validate performance fixes as they are resolved</li> </ul> <p>The OWD document for the batch inventory has been updated with all core/non-core job classifications using feedback from the Consortium and QA teams.</p> <p>Risk owners recommend reducing risk to Medium</p> |
| Medium     | #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>8/27/2021 Risk Mitigation Plan:</p> <p>Implement and address findings from Batch Operations Review conducted earlier this year</p> <ul style="list-style-type: none"> <li>Process: <ul style="list-style-type: none"> <li>M&amp;O Services Plan is currently in review and process changes have been instituted</li> </ul> </li> <li>Organization: <ul style="list-style-type: none"> <li>Training continues for new batch monitoring resources</li> <li>Organization realignment tracking to plan</li> </ul> </li> <li>Communications: <ul style="list-style-type: none"> <li>New batch notifications deployed to production last week as planned</li> <li>Upgraded batch notifications will feed into existing Production Operations Update processes</li> <li>Analysis for long-term batch dashboard has been completed</li> </ul> </li> <li>Continuous Improvement: <ul style="list-style-type: none"> <li>Control totals are included in the updated batch notifications</li> <li>Timing of Automated Alerts have been updated</li> </ul> </li> </ul> <p>Risk owners recommend reducing risk to Medium</p>   |

# Overall Project Readiness

## Risks related to Migration

| Risk Level | Risk Name   | Risk Status   |
|------------|---|---|
| Medium     | #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>8/27/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"><li>• The initial transfer process encountered significant delays due to faulty Snowball Hardware and corrupted files. As a result, the transfer process is approximately 1.5 months behind the original schedule.</li><li>• The team has diagnosed and resolved the file corruption issue. In addition, the team has adjusted the file transfer process to include incremental Snowballs being transferred on a more frequent basis. This will reduce impact if additional hardware failures occur. Finally, AWS has implemented incremental quality checks on the Snowball HW at each of the steps of the transfer process to identify issues earlier in the process.</li><li>• Based on the above mitigation steps, a revised schedule was completed, and the image transfer work has completed. A successful image validation has occurred in the UAT environment, and the plan is to begin validating images in Production starting 8/31/21.</li><li>• Risk owners recommend to reduce risk to Medium. After the production validation that occurs post 8/31/21 it is anticipated that this risk can trend lower.</li></ul> |
| Medium     | #249 – C-IV Cutover Activities are At-risk of Completing within the Planned 84-hour window                      | <p>8/4/2021 &amp; 8/11/2021 Risk Mitigation Plan:</p> <ul style="list-style-type: none"><li>• Execute GDS #7 Conversion Run on Production AWS environments. – Complete</li><li>• Remove Stage Gate Reviews from the Critical Path saving 1.5 hours. – Complete</li><li>• Limit the LA CalSAWS Batch Schedule to only those jobs necessary for the Migration of C-IV to CalSAWS. – Complete</li><li>• Execute Smoke Testing in parallel with County Click-Thru saving 1 hour. – Complete</li></ul> <p>GDS #7 Conversion Run is executing from Monday, Aug. 2nd thru Aug. 15th – Complete</p> <p>Risk Mitigation action items were reviewed and completed. All cutover activities have been re-tested and confirmed the End-to-End C-IV Conversion Execution timing completes within the 84-hour window. This plan is reflected in the 1B – Master C-IV Cutover 1.39.mpp Cutover work plan and will be reviewed in detail during the week 8/31 – 9/3.</p> <p>Risk owner recommends reducing risk to medium</p>  |



# 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      | 30 of 39 Counties |
|                | R      | 9 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 |

|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|

# County Readiness

## Late Tasks/Milestones

| No. | Milestone/Task Summary   | Severity | Original Due Date | New Due Date | Actual % Complete | Planned % Complete | Counties Impacted                                     | Remediation Plan  |
|-----|--|----------|-------------------|--------------|-------------------|--------------------|---|---|
| 1.  | CIT 0183-21 Allow-list new URLs that support the use of CalSAWS  | Medium   | 08/13/21          | 09/15/2021   | 97%               | 100%               | Siskiyou  | Working directly with County to troubleshoot.   |
| 2.  | Provide confirmation that all county locations have Internet access  | Medium   | 08/23/21          | 09/15/2021   | 85%               | 100%               | Calaveras, Colusa, Glenn, San Benito, Sierra, Trinity | Pending confirmation from impacted counties. Siskiyou counties do not have internet and are working on getting access (affects 5-10 users). Internet Connectivity for sites at Alpine and Lassen are affected due to fires. |
| 3.  | Provide confirmation that the counties have completed all Changes originally requested (through CIT, CRFI or in the TPOC Meetings) of counties<br>1. County Proxy settings over Internet and Extranet<br>2. Permitting CalSAWS IP's as trusted | Medium   | 08/23/21          | 09/15/2021   | 87%               | 100%               | Mariposa, San Benito, Sierra, Siskiyou, Sutter        | Pending confirmation from impacted counties.  |
| 4.  | Complete Ad-hoc testing of CalSAWS URLs to confirm that CalSAWS is accessible from<br>1. CalSAWS Managed endpoints<br>2. County Managed endpoints<br>3. County VPN   | Medium   | 08/31/21          | 09/15/2021   | 96%               | 100%               | Siskiyou, Sutter                                      | Siskiyou: Routing changes are required.<br>Sutter: County contacts to complete testing VPN and County Departments   |

# County Prep Phase

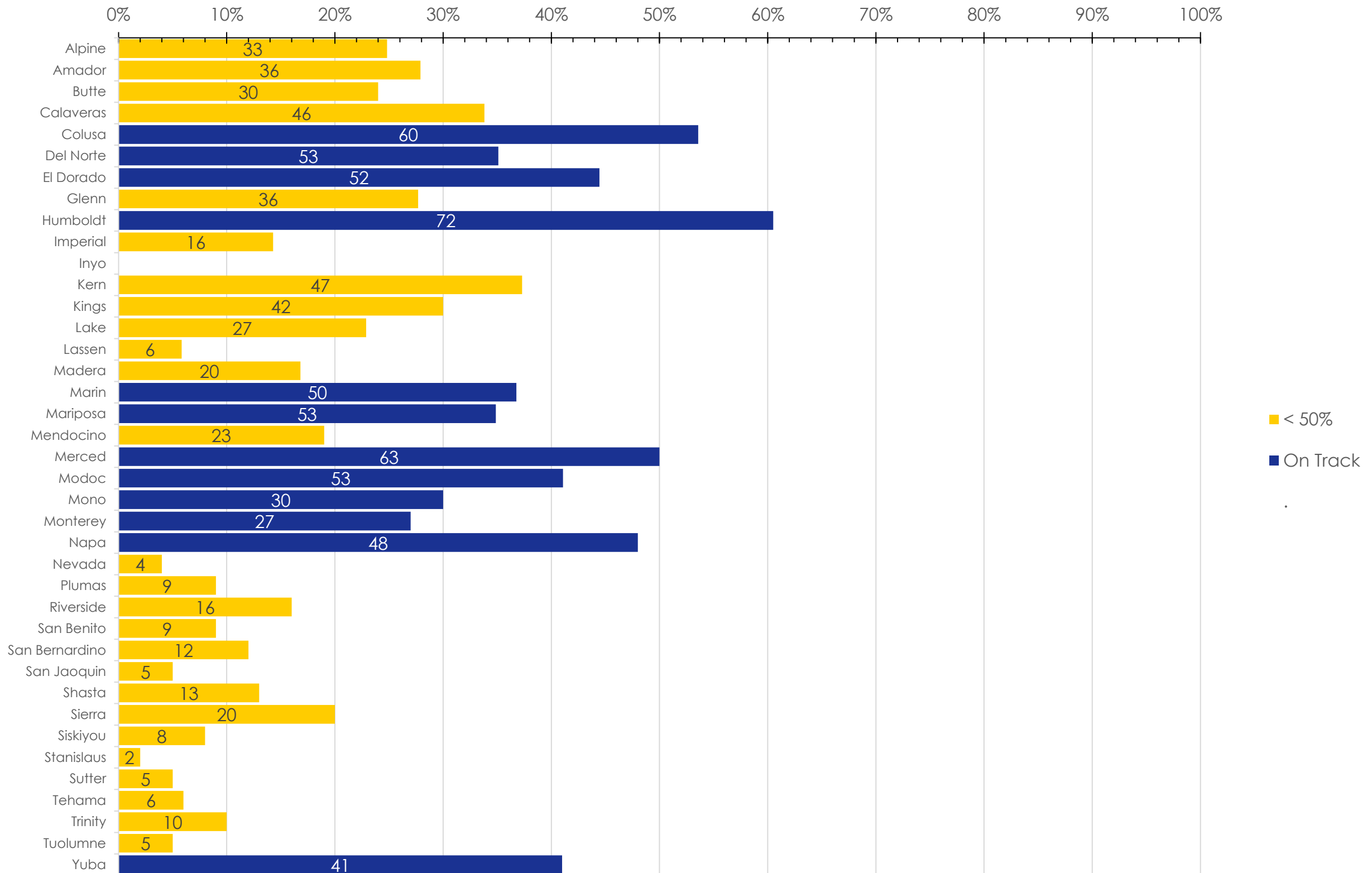
## County Prep Phase Metrics as of 5:00 PM September 8, 2021

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

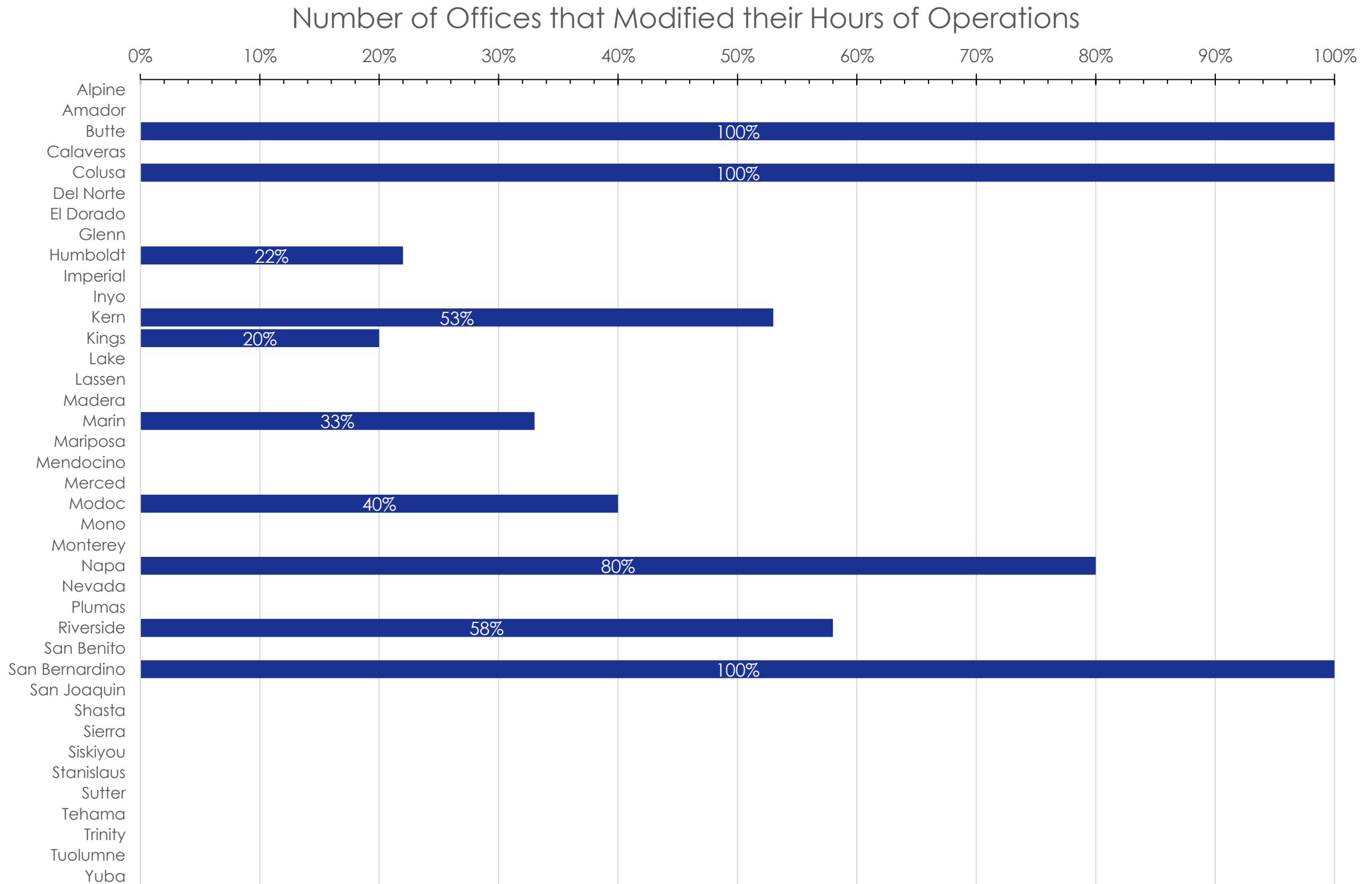
\*as of 8:00 PM September 10, 2021



# Percent of Users Logged into CalSAWS by County



# Offices that have Modified their Public Hours of Operation

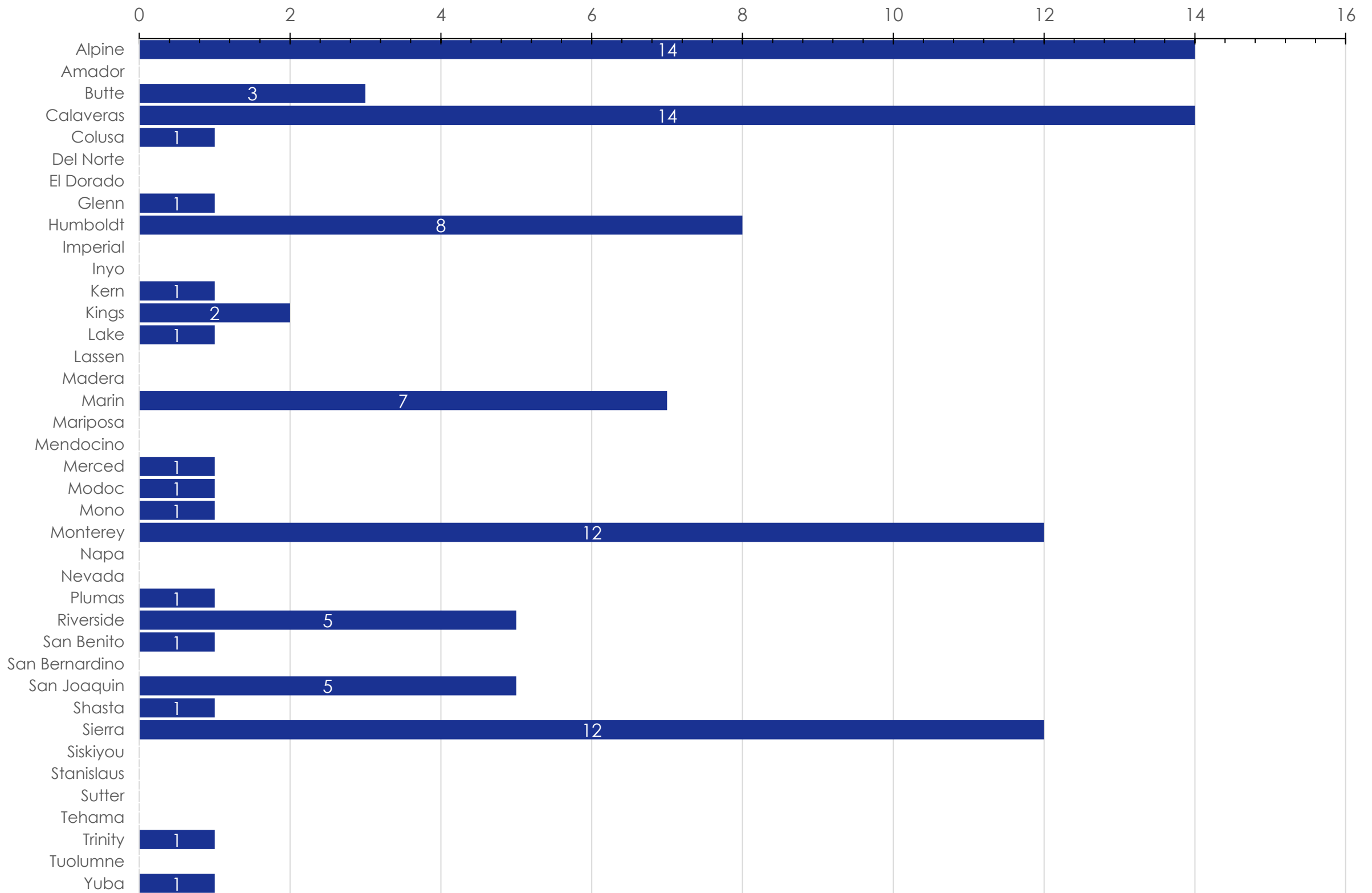


# Offices with no Programs Associated

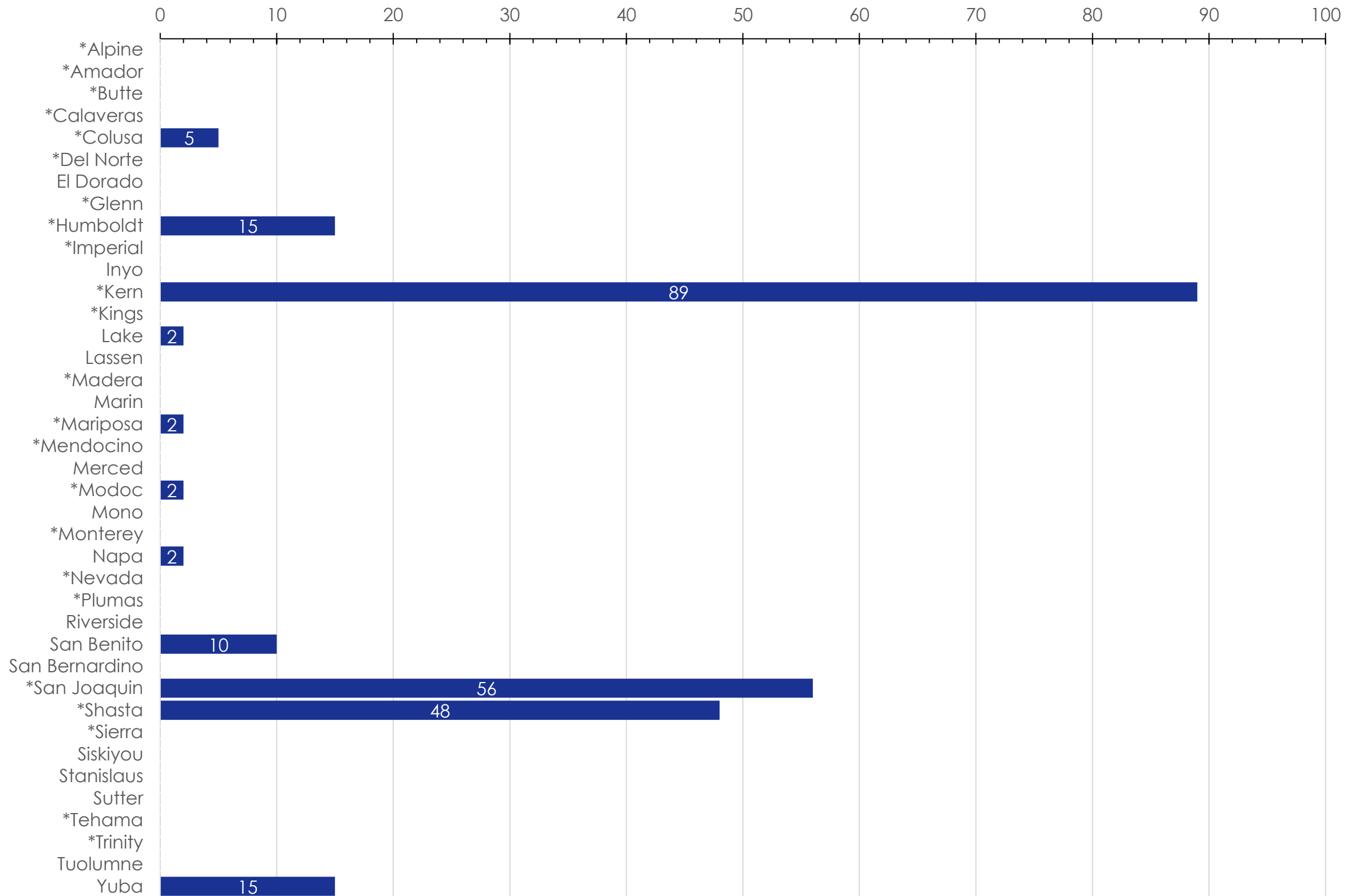


\*Counties that have confirmed that they have added a Program Association for all County Offices that accept e-Applications

# Mileage Rate Creations per County



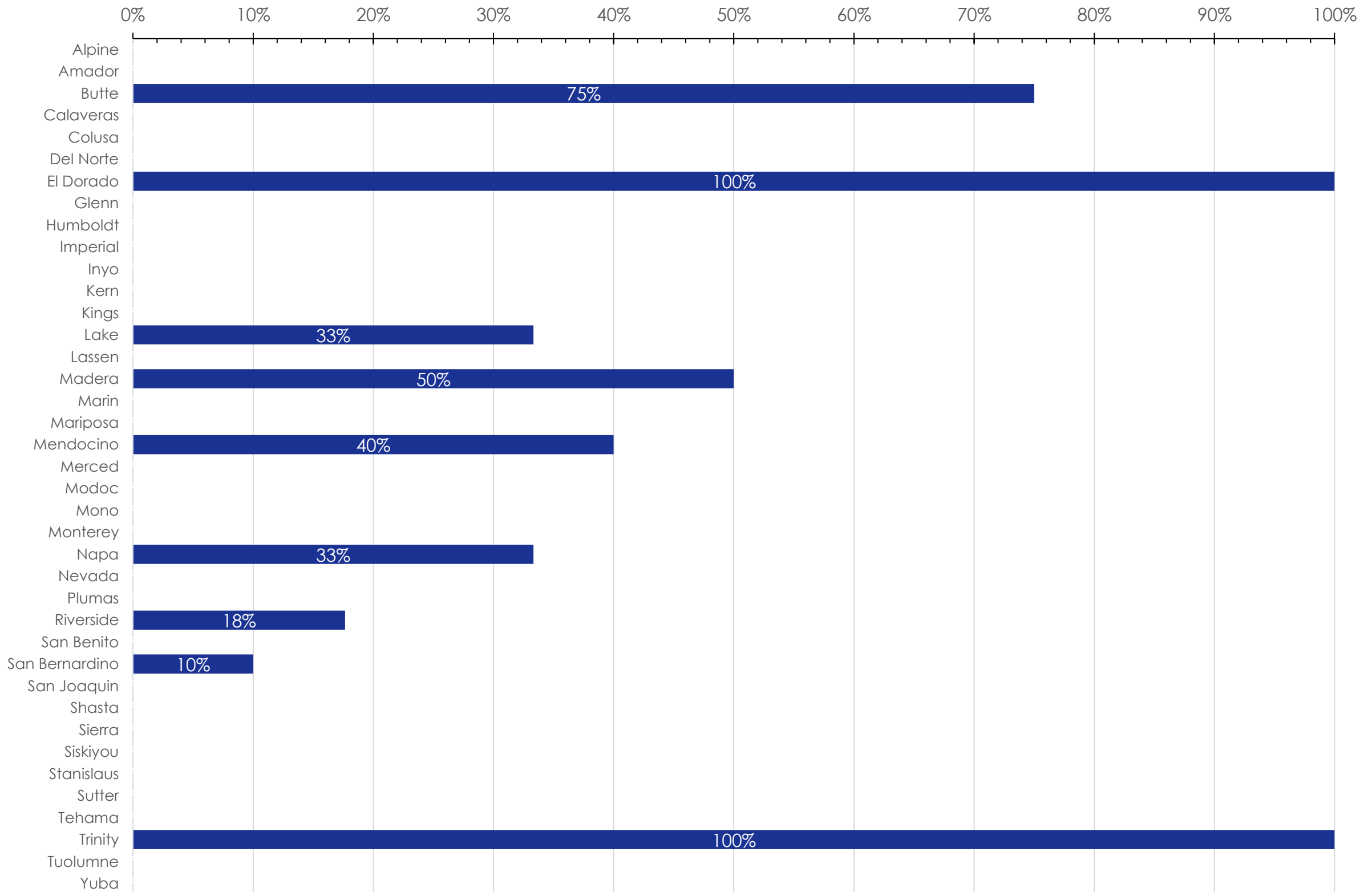
# Units with a First Level Authorizer



\*Counties that opted into DDID 2082 and are not required to set up a First Level Authorization to Approve Payment/Valuable Requests



# EBT Printer Alignment Modifications per County



# Security Mapping

- 62% of Counties have made modifications to their County-maintained Security Associations:
  - Butte, Calaveras, Colusa, El Dorado, Humboldt, Kern, Kings, Lake, Madera, Marin, Mariposa, Merced, Modoc, Monterey, Napa, Riverside, San Benito, San Bernardino, San Joaquin, Shasta, Stanislaus, Sutter, Tehama, & Yuba
- Per SCR CA-226142, the Project added CalSAWS Only Groups to the C-IV Project-Maintained Roles. For Counties that use the Project-Maintained roles, they will already have the association to new CalSAWS groups.

# CalSAWS Readiness





# 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)

100%



Pass Rate of User Acceptance Test (UAT)

100%



## 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.**



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Integration Readiness

## Interface Partner Testing

QA

|  |      |   |
|--|------|---|
| Established CalSAWS Connectivity with New State Partner - CMSP     | 100% |  |
| Establish CalSAWS Connectivity with C-IV County Interface Partners | 100% |  |
| Execute Interface Testing with C-IV County Partners                | 100% |  |
| Execute Interface Testing with State Partners                      | 100% |  |
| Execute Interface Testing with Consortium Partners                 | 100% |  |

## 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       | 100% |  |

- 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

|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|





# 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    | 100% |  |
| Complete Conversion Cutover 1A  | 100% |  |

## 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** – Action Items Completed/Mitigated



**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.

Not Started

On Schedule

<14 Days Late

>=14 Days Late

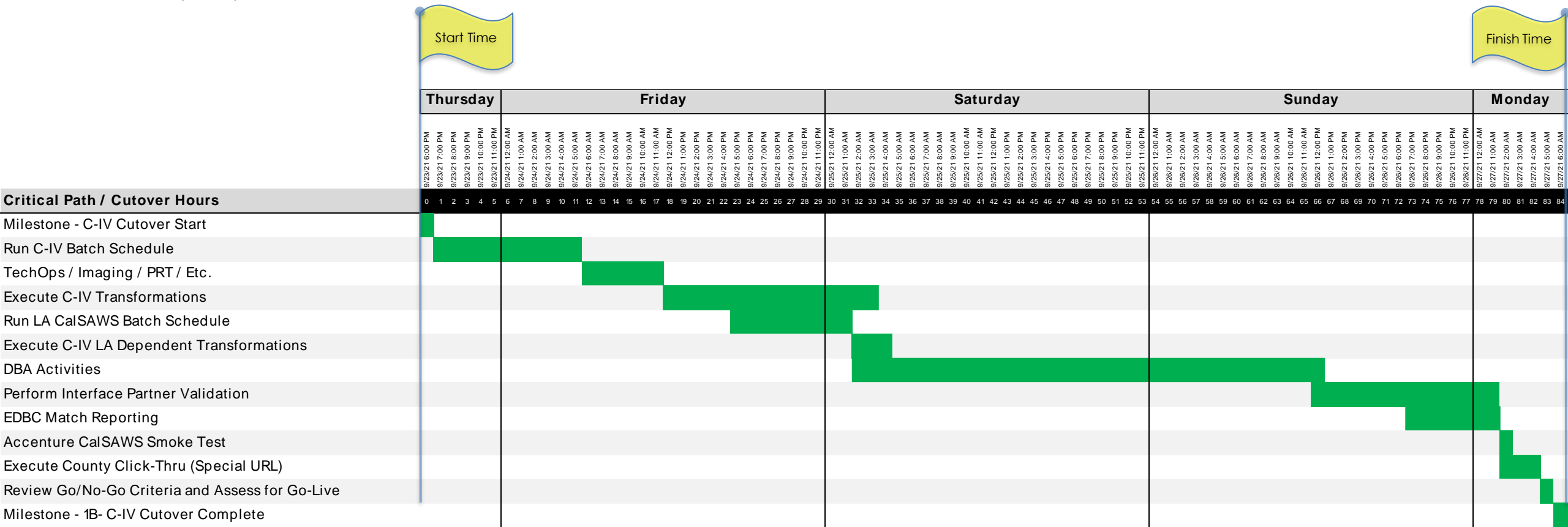
Complete



# Conversion Readiness

## C-IV Conversion Cutover

**Window:** Per the [1B - MASTER C-IV Cutover](#) work plan (on SharePoint), the C-IV Conversion Cutover Window is planned for 84 hours beginning at 6pm on Thursday, September 23<sup>rd</sup>, 2021 and completing by 6am on Monday morning, September 27<sup>th</sup>, 2021. CHG0031094 will be reviewed for Approval during the TechCab meeting next Wednesday, September 15<sup>th</sup>, 2021.





# Application/Technical Readiness: Imaging

## Functionality

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

QA



## Performance Testing

|   |      |
|---|------|
| Hyland Platform Performance test (cycles 1 & 2) | 100% |
|---|------|



|  |     |
|--|-----|
| Performance and Stress Testing for CalSAWS Go-Live Completed (Target → 09/17/2021) | 90% |
|--|-----|



## Security Testing

|   |     |
|---|-----|
| Penetration Testing for Hyland Platform (Target → 09/21/2021) | 80% |
|---|-----|



## Images Migration

|   |      |
|---|------|
| Upload, restore, and transform database transfer – UAT Primary Option | 100% |
|---|------|



|  |      |
|--|------|
| Upload, restore, and transform database transfer – Production Primary Option | 100% |
|--|------|



|                                   |                       |     |
|-----------------------------------|-----------------------|-----|
| DB Differential Ongoing Data Sync | (Target → 09/17/2021) | 50% |
|-----------------------------------|-----------------------|-----|



|  |      |
|--|------|
| Verify All Documents Migrated from Legacy Storage Device | 100% |
|--|------|



|   |      |
|---|------|
| Upload Image Legacy Data to Hyland Production | 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) | 100% |
|---|------|



## Technical Readiness Risks and QA Watch List

|  |
|--|
| Risk 248: Delays in the C-IV Image Migration |
|--|



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application/Technical Readiness: Imaging

## Risk 248: Delays in the C-IV Image Migration

### Target Due Date

09/16/2021

### 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 25 – C-IV Production Imaging Database to be Converted, and Upgraded in Production
- Sept 3 – Initial Production Validation to be Completed
- Sept 16 – Consortium Production Validation Complete

| Imaging Workstream Summary       |        |   |
|----------------------------------|--------|---|
| Workstream                       | Status | Updates   |
| Legacy Images Export Process     | C      | <ul style="list-style-type: none"><li>• All Legacy Images have been shipped to the Hyland AWS Datacenter</li></ul>  |
| Legacy Images Import Process     | C      | <ul style="list-style-type: none"><li>• All Legacy Images have been uploaded to Hyland Production and are ready to be validated in the UAT Environment.</li></ul> |
| Database Transfer - UAT          | C      | <ul style="list-style-type: none"><li>• Database transformation process is complete</li></ul>   |
| Database Transfer - PROD         | C      | <ul style="list-style-type: none"><li>• Database export transferred to Hyland</li><li>• Transformation steps in progress</li></ul>                                |
| Validation Process (8/23-9/3)    | C      | <ul style="list-style-type: none"><li>• No issues reported from counties on migrated images during validation process</li></ul>                                   |
| Consortium Production Validation | G      | <ul style="list-style-type: none"><li>• Production Validation by QA and Consortium has begun</li></ul>  |



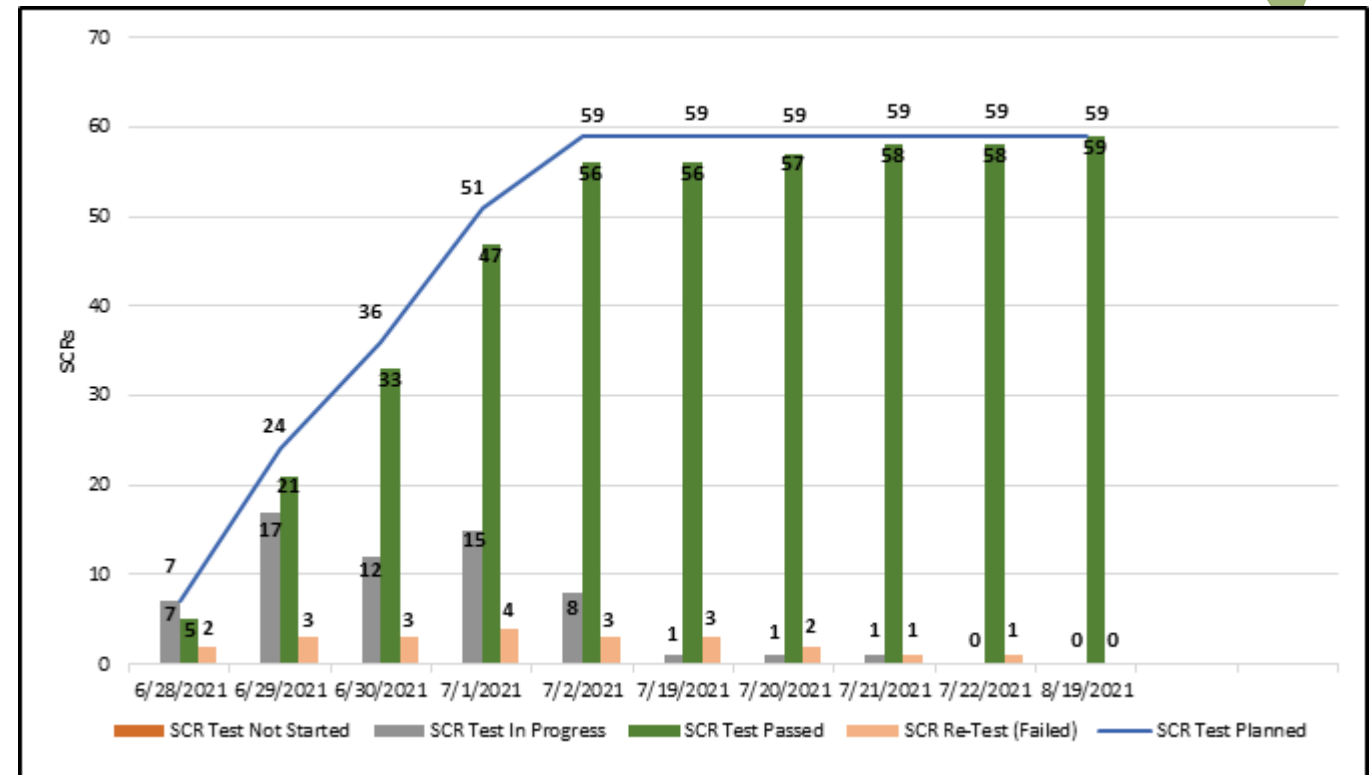
# Application/Technical Readiness: Imaging UAT



## UAT Status

On Schedule

- 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 100% pass rate



| CalSAWS UAT             | Total Scenarios | Not Executed | In Progress | Passed    | Failed | Open Defects |
|-------------------------|-----------------|--------------|-------------|-----------|--------|--------------|
| Imaging ADMIN Execution | 59              | 0% (0)       | 0% (0)      | 100% (59) | 0% (0) | 5            |

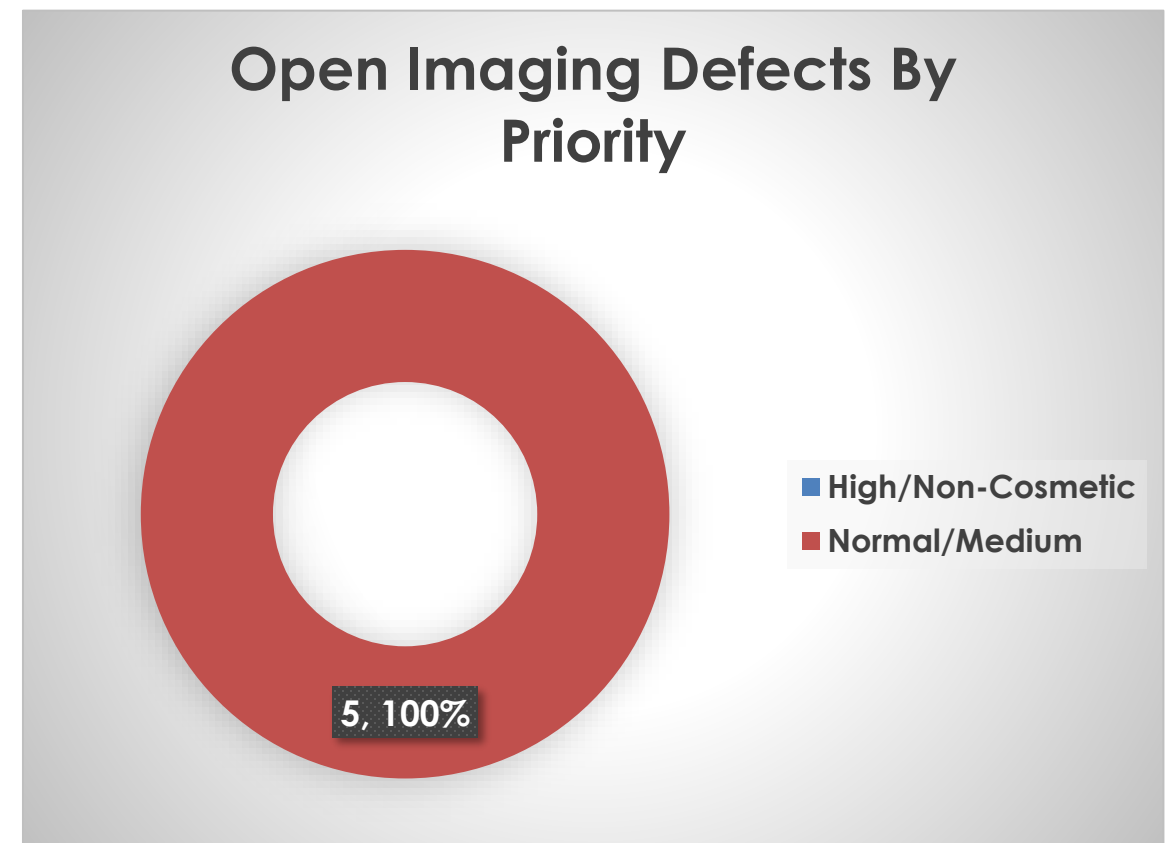
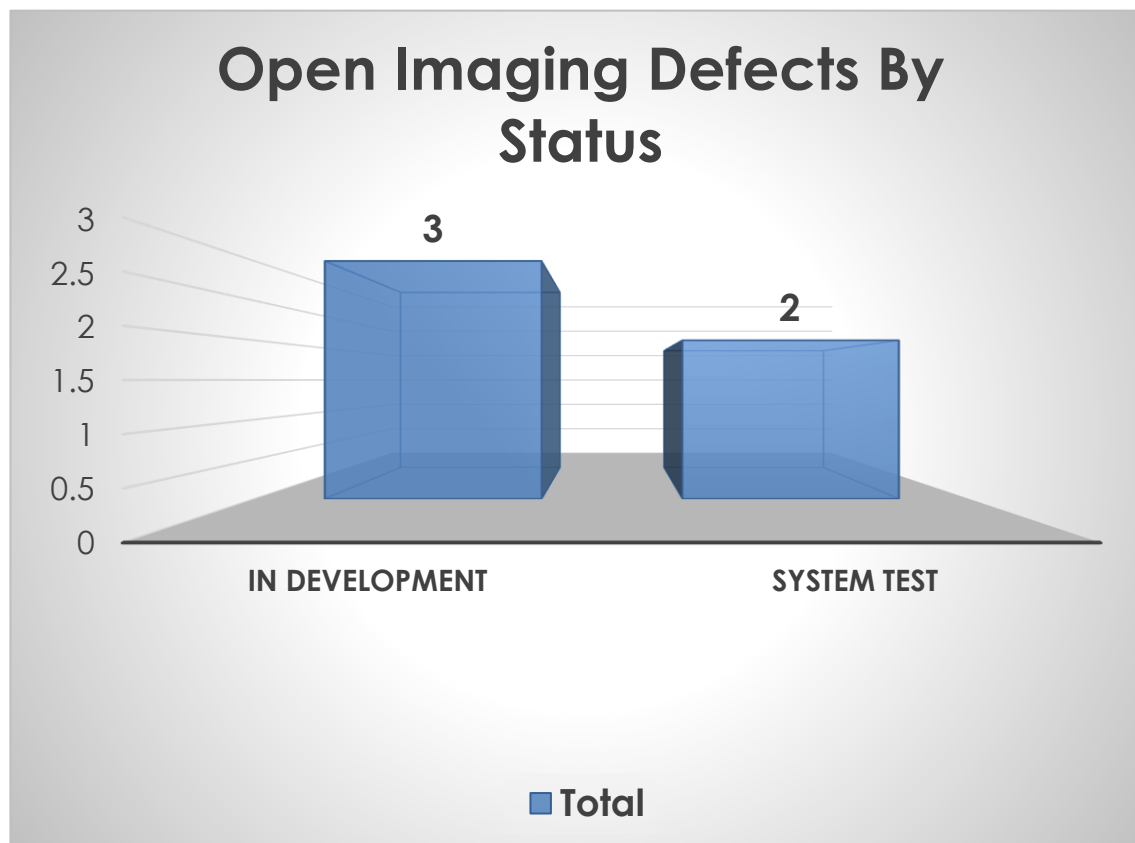
| Exit Criteria   | Status  |
|---|---|
| 100% of UAT Test Cases have been executed   | <ul style="list-style-type: none"> <li>100% of Imaging UAT Test Cases Executed</li> <li>100% of Imaging UAT Test Cases Passed</li> </ul>  |
| No Open Priority 1-High/Non-Cosmetic DD&I Defects   | <ul style="list-style-type: none"> <li>0 1-High/Non-Cosmetic Defects have been opened to date</li> </ul>  |
| 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"> <li>5 Severity 2-Normal/Medium Open defects</li> <li>0 Severity 3-Normal/Low Open defect</li> <li>0 Severity 4-Cosmetic Open defect</li> </ul> |
| Resolved Defects have been documented in the change control tool  | <ul style="list-style-type: none"> <li>100% of defects are being recorded in JIRA</li> </ul>  |
| Test results and summary reports have been completed  | <ul style="list-style-type: none"> <li>Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit</li> </ul>                   |



# Application/Technical Readiness: Imaging Defects



- **5 Open CalSAWS Imaging Defects (0 High/Non-Cosmetic, 5 Normal/Medium)**
  - All Defects are tracking to be resolved prior to C-IV Go-Live



# Application/Technical Readiness: Analytics

## C-IV Scope

### Performance Testing

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

80%

QA



### Security Testing

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

80%



### Technical Readiness Risks and QA Watch List

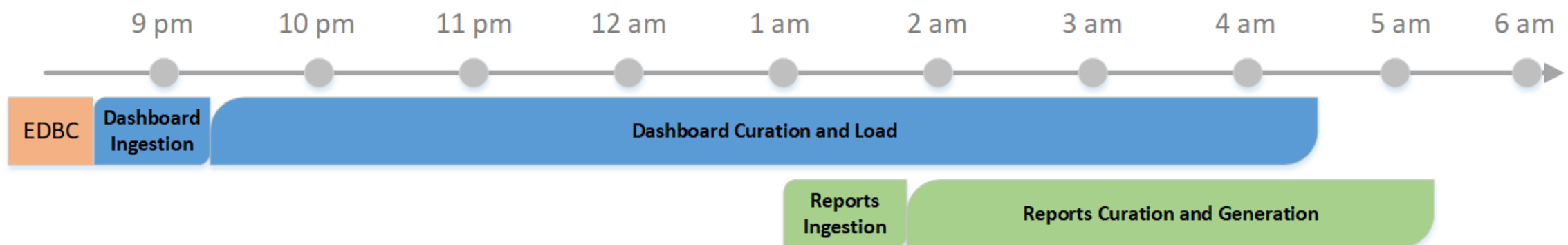
Risk 236: The scaling of Analytics Dashboards for 58 Counties may have an impact on system performance



#### 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:**



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# 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   | 100% |  |
| Establish Connectivity with Ad Hoc Reporting – APEX Reporting (Original Target → 06/25/2021; New Target → 09/15/2021) | 70%  |  |

QA

### Application/Technical Readiness Risk and QA Watch List

#### Establish Connectivity with Ad Hoc Reporting – APEX Reporting

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

Accenture Security has submitted a POAM (Plan of Action and Mitigation). The teams continue working through potential solutions to address identified items and mitigate the security risk. A subset of remediations has been identified for implementation; follow-on discussion with Security and stakeholders being scheduled.

**The Technical Team has a solution for impacted Counties to use a VPN, which will allow network access to APEX reporting. The follow-on discussion for the security mitigations will be used to identify an agreed to approach to support cutover and enabling APEX application access.**



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Infrastructure

## Infrastructure

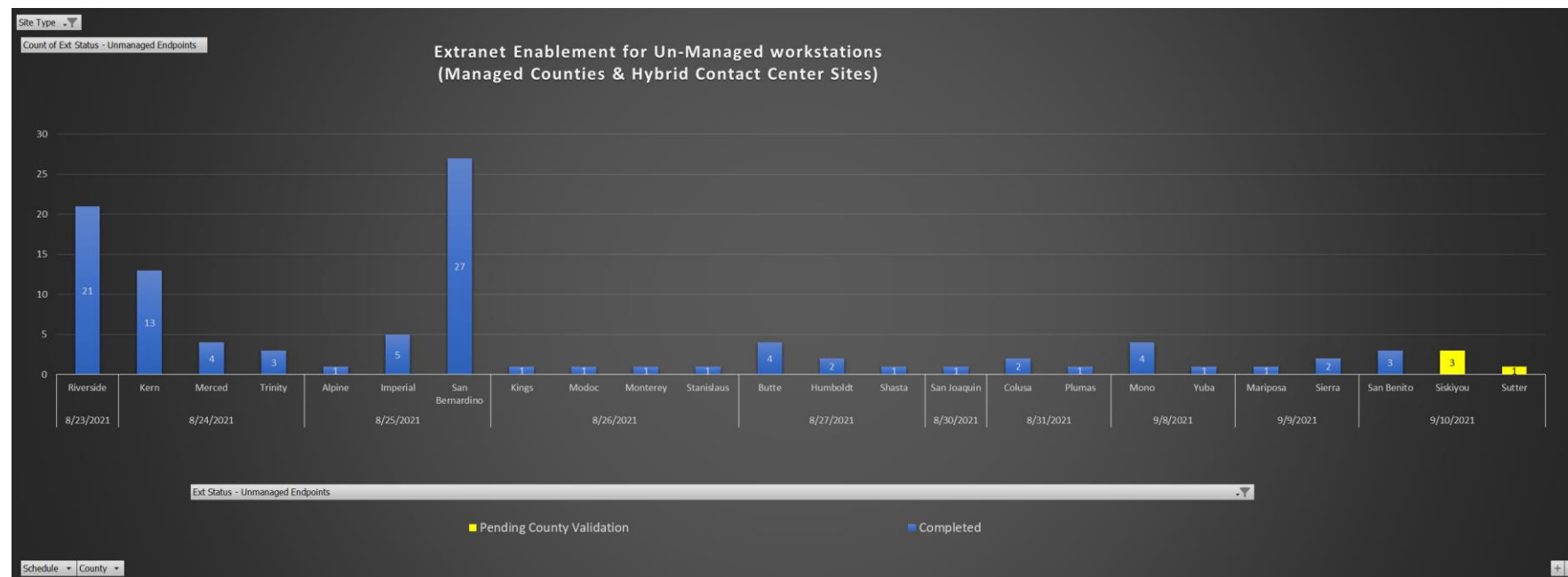
|  |                                      |
|--|--------------------------------------|
| Production Development and Conversion Environments Set up and Delivered  | 100%                                 |
| Technical Infrastructure Releases 19.10 - 20.11  | 100%                                 |
| SD-WAN & Extranet Network enablement for all C-IV Counties   | 100%                                 |
| Un-managed laptops in managed Counties access enablement (Original Target → 08/31/2021; New Target → 09/15/2021) | 96%                                  |
| Environment Deployment for Cloud Enablement and Provide Support Completed (Target → 09/22/2021)                  | 90%                                  |
| Lobby Management (Kiosk and FACT tablet)   | Enablement (Target → 09/17/2021) 55% |

QA



## Technical Readiness Risks and QA Watch List

### Connectivity enablement for unmanaged laptops from managed Counties



**Pending County Validation:**  
Siskiyou  
Sutter

### Managed Access Enablement

- Connectivity for 100 of 104 sites enabled for 96% completion
- CalSAWS configurations in place for remaining sites and pending county validation
- A few sites in Siskiyou County (5-10 user impact), do not have Internet circuits and the Counties are actively working on getting this enabled

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Technical Readiness: Operations

## Monitoring

|  |      |
|--|------|
| Review Infrastructure services in ecosystem for coverage | 100% |
| Rollback planning in Conjunction with Cutover Planning   | 100% |

QA



## Incident Management

|  |      |
|--|------|
| Conduct simulation exercise of incident response procedures with Support Teams | 100% |
|--|------|



## Disaster Recovery Exercise

|                                  |      |
|----------------------------------|------|
| Disaster Recovery Test Completed | 100% |
|----------------------------------|------|



## Batch Operations

|  |     |
|--|-----|
| Batch Operations Review (Target → 9/17/2021) | 95% |
|--|-----|



## Performance Testing

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



## 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 |



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# 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 continues for new batch monitoring resources
- Organization realignment tracking to plan

#### Communications:

- Upgraded batch notifications will feed into existing Production Operations Update processes
- Analysis for long-term batch dashboard completed

#### Continuous Improvement:

- Control totals are included in the updated batch notifications
- Timing for existing automated alerts have been adjusted in production

### Batch Operations Exit Criteria:

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



# Technical Readiness: Performance

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

### Remediation

- Retest of Main Payroll cycle validated the additional database indexes for the Claiming processes
- Additional Main Payroll and Daily regression cycles are planned to be executed over the next two weeks
- 7 open remediation items in progress
  - All 7 items are ready for validation
  - Items will be deployed to Production by 9/16

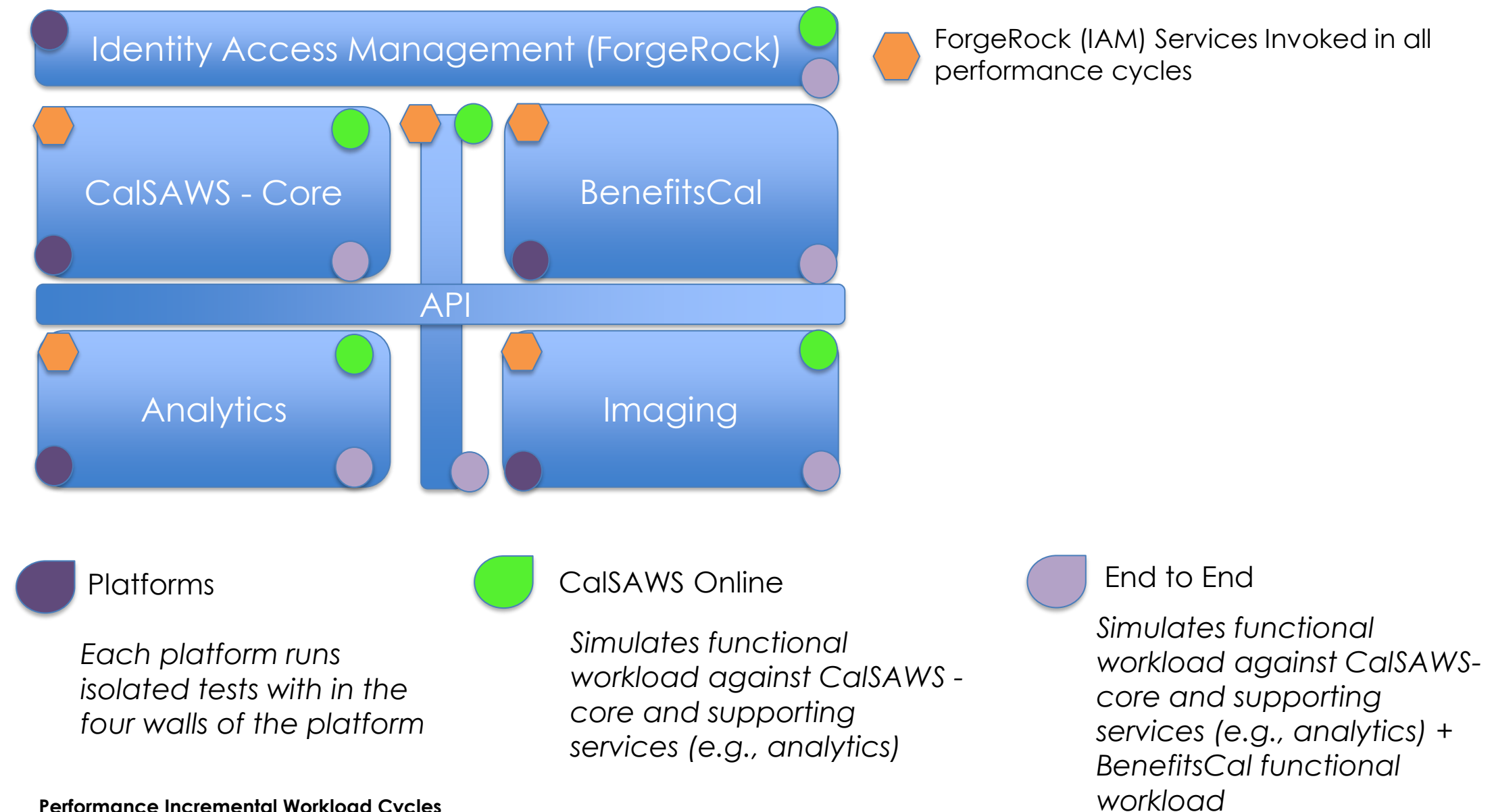
| Priority | Batch Cycle        | Status* | Areas of Focus                                      | Path to Green                  | Green Target Date |
|----------|--------------------|---------|---|--------------------------------|-------------------|
| 1        | Daily              | 8:30    | EBT Writer performance (CA-229084) - Addressed      | Cycle validated                | Complete          |
| 2        | End of Month       | 9:30    | Super Trigger (CA-213387) - Addressed               | Cycle validated                | Complete          |
| 3        | First Business Day | 9:40    |   | Cycle validated                | Complete          |
| 4        | High-Volume Forms  | 8:40    | Central print (CA-231594) - Addressed               | Cycle validated on 8/20        | Complete          |
| 5        | 10-day Cutoff      | 9:40    | Cycle completed within 10 hours                     | Cycle validated on 8/24        | Complete          |
| 6        | Main Payroll       | 9:15    | Issuance thread performance (CA-230579) – Addressed | Cycle validated on 9/3 and 9/6 | Complete          |

\* Tracking cycle completion within targeted batch window



# 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 (Complete)
  - Final Golden Data Set with 40 County Data Load and Fixes from Cycle 1
- Cycle 3 – August 23 – September 21 (In Progress)
  - Regression Test Cycles with fixes from Cycles 1 & 2

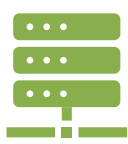
### Performance Test Plan for each Cycle:

- 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 3

### Cycle 3 - Performance Test [In Progress]:

- Execute in Production-like Performance environment with GDS #7 dataset.
- Run frequently used transactions that generate the highest volumes in Production
- Simulate usage of ~500 transactions per second (TPS).
- Simulate ~14000 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 14000 users will be comprised of ~7000 LA county users from ISD Test AD and ~7000 C-IV county users from ForgeRock user store (non-AD).
- Executed combined load of 40 County CalSAWS Online application + On Request Reports + Imaging API

### Cycle 3 Performance test results:

| Category         | SLA                      | SLA Met % & Avg. Server Response Time |
|------------------|--------------------------|---------------------------------------|
| Screen to Screen | Peak - 98% [ <=2s ]      | 99.94% [0.09 s]                       |
|                  | Prime - 99.9% [ <= 10s ] | 99.99% [0.09s]                        |
| EDBC             | Peak - 95% [ <= 3s ]     | 99.9% [0.36s]                         |
|                  | Prime - 99.9% [ <= 20s ] | 100% [0.36s]                          |
| Search           | Peak - 95% [ <=6s ]      | 99.65% [0.14s]                        |

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



# 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) | 80%  |



## Security Testing

|   |     |
|---|-----|
| Penetration Testing Execution Agreed-upon remediations (Target Date → 09/14/2021) | 80% |
|---|-----|



## 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 | 100% |
| C4Yourself User Migration (Target → 09/23/2021)                   | 0%   |
| C-IV User Enablement  | 100% |



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# 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 <sup>rd</sup> party to conduct Testing                                | 100% |
| Penetration Testing Preparation   | 100% |
| Penetration Testing Execution & Agreed-upon remediations (Target Date → 09/14/2021) | 80%  |



## Security Hardening

|  |      |
|--|------|
| Database Hardening                             | 100% |
| Unmasked Non-Production Environments Hardening | 100% |



## Vulnerability Management (Security Ops)

|  |      |
|--|------|
| Ecosystem Coverage (Target Date → 08/31/2021) (New Target Date → 09/13/2021) | 98%  |
| Patching Cadence   | 100% |



## Security Plan

|                     |      |
|---------------------|------|
| SSP Review/Approved | 100% |
|---------------------|------|



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# 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



Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

## Training Plan

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

## Training Materials

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

## Training Delivery

|  |      |           |
|--|------|-----------|
| LMS Configured in the Cloud  | 100% |           |
| Early Training, ITTSME, Additional LMS access, Training Coordinator Users added into the LMS                               | 100% |           |
| General Training Users added into LMS  | 100% |           |
| ServiceNow Updated to Accommodate LMS Requests from the C-IV Counties  | 100% |           |
| Imaging Roadshows  | 100% |           |
| Imaging Train the SME Sessions Hosted  | 100% |           |
| Early Training Supported and Completed   | 100% |           |
| LMS Unique Logins  | 62%  | QA Agrees |
| Analytics Training/Engagement w/the C-IV Counties Completion (Target → 9/15/2021)  | 82%  | QA Agrees |
| General Training Supported and Completed (Target → 9/24/2021)  | 56%  | QA Agrees |
| <div>Not Started</div> <div>On Schedule</div> <div>&lt;14 Days Late</div> <div>&gt;=14 Days Late</div> <div>Complete</div> |      |           |



# Training Readiness

## Training Key Communications

QA

|   |      |  |
|---|------|--|
| CRFI 21-024 County Training Coordinator Role (dist. 4/12/2021)  | 100% |  |
| CRFI 21-028 Custom Curriculum Enrollment Form (dist. 5/5/2021)  | 100% |  |
| CRFI 21-030 Request for Early Training Participants (dist. 5/17/2021)                                   | 100% |  |
| CRFI 21-031 Request for Imaging Train-the-SME (ITTSME) Participants (dist. 5/17/2021)                   | 100% |  |
| CIT 0125- CalSAWS Training Infographics – ITTSME, Training Overview, and Training LMS (dist. 5/20/2021) | 100% |  |
| CIT 0136-21 CalSAWS Migration Training Guide (dist. 6/4/2021)   | 100% |  |
| CRFI 21-033 Request for Additional LMS Access Participants (dist. 6/14/2021)                            | 100% |  |
| CIT 0144-21 CalSAWS LMS admin Training for County Training Coordinators (dist. 6/15/2021)               | 100% |  |
| CIT 0187 Additional LMS Access Participants – LMS Access Instructions (dist. 7/27/2021)                 | 100% |  |
| CIT 0216-21 Registration Report for General Training (dist. 8/17/2021)                                  | 100% |  |
| CIT 0217 LMS access guide for General Training (dist. 8/17/2021; update dist. 8/24/2021)                | 100% |  |

## Training Reports

|  |      |  |
|--|------|--|
| Registration Reports by County                                       | 100% |  |
| Training Completion Report by Curriculum (Target → 9/24/2021)        | 56%  |  |
| Training Completion Report by Training Material (Target → 9/24/2021) | 56%  |  |
| Executive Training Summary Report                                    | 40%  |  |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

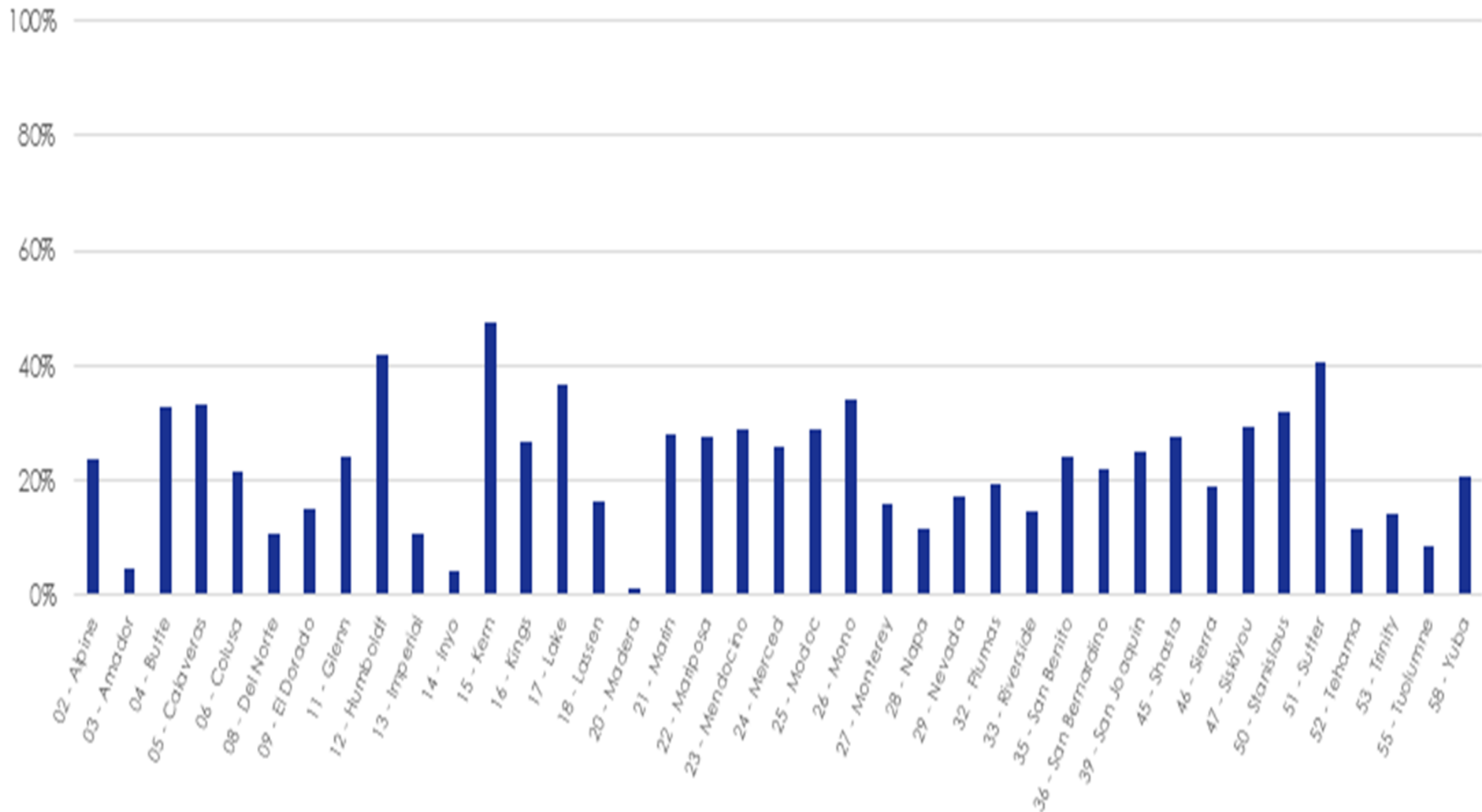
Complete





# Training Readiness

## Training Completion Rate by County



### Notes:






- % Completion represents completion of required training by staff within a specific County
- % Completion includes all phases of Training: Early Training, ITTSME, additional LMS access and General Training
- The data above was generated as of 9/8/2021





# Implementation Readiness

## Service Desk





|   |      |   |
|---|------|---|
| LRS ServiceNow and C-IV CA SDM Ticket Systems Migrated to Consortium-owned SNOW   | 100% |  |
| ServiceNow Training for County Helpdesks and Gainwell Completed   | 100% |  |
| Plan for enhanced communications to County Help Desks regarding transition from C-IV instance of ServiceNow to CalSAWS instance | 100% |  |
| Command Center User Enablement  | 100% |  |
| Host the County Prep Phase Command Center   | 100% |  |

QA

## System Operations

|  |      |   |
|--|------|---|
| C-IV Counties Access to the Sandbox Environment Provided             | 100% |   |
| Engage the Counties on Staff Profile/Security Administration updates | 100% |  |

## 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% |  |

Not Started

On Schedule

<14 Days Late






>=14 Days Late

Complete

# ↔ Change Readiness

## Communications

QA

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

## Achievements



### Communications

- 14 Infographics Distributed
- 4 News Blasts Distributed



### Targeted Topics

- 10 Presentations Delivered (350 attendees per sessions)



### Change Network Champions

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



### User Readiness Surveys

- 5 Surveys across 14,000+ Users Administered (56% average response rate)



### Just in Time Demonstrations

- 6 Demos Delivered (2.5-3 hours each, average 900 attendees per sessions)

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Post Deployment Support

## Communication Activity Approach

| #  | Summary   | Medium          | Target Audience   | Team                              | Planned Date      | Status         |
|----|---|-----------------|---|-----------------------------------|-------------------|----------------|
| 1. | <b>County Prep Phase Command Center Support</b>                     | AWS Connect     | Security Administrators, IPOCs, PPOCs, TPOCs              | Implementation                    | 8/30/21 – 9/10/21 | Complete       |
| 2. | <b>County Prep Phase Stakeholder Call</b>                           | Teams/Zoom Call | IPOCs, PPOCs, TPOCs, other identified County Stakeholders | Implementation                    | 8/30/21 – 9/15/21 | In Progress    |
| 3. | <b>Post-Deployment Support Orientation for Office-Level Support</b> | Teams/Zoom Call | Office-Level Support                                      | Implementation                    | 9/7/2021          | Complete       |
| 4. | <b>Go-Live Packet</b>   | CIT             | All C-IV Users  | Customer Engagement               | 9/15/2021         | Pending Review |
| 5. | <b>Post-go-live Meeting with Advocates/CBOs</b>                     | Teams/Zoom Call | Advocates/CBOs  | Customer Engagement / BenefitsCal | 9/27/21 - 10/8/21 | Not Started    |
| 6. | <b>Post-Deployment County Stakeholder Call</b>                      | Teams/Zoom Call | County Stakeholders                                       | Implementation                    | 9/27/21 - 11/5/21 | Not Started    |
| 7. | <b>Daily High-Priority Issue Summary Update</b>                     | Email           | IPOCs, PPOCs, TPOCs                                       | Implementation                    | 9/27/21 - 11/5/21 | Not Started    |



# BenefitsCal Readiness





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).

- Additional milestone added to exit UAT for the Partner/Advocate Requests

| Key Milestones                       | Status | Evaluation Start Date | Decision Date | Go?            | Notes  |
|--------------------------------------|--------|-----------------------|---------------|----------------|--|
| Exit System Test                     | C      | 07/16/21              | 07/23/21      | Yes, ST Report | System Test execution complete please refer to slide 43 for the status of remaining defects. |
| Exit UAT – Release 1.0               | Y      | 08/20/21              | 09/14/21      |                | Updated from 09/09/21  |
| Exit UAT – Partner/Advocate Requests | G      | 09/15/21              | 09/20/21      |                | On-track   |
| Production Connectivity Test         | G      | 09/04/21              | 09/10/21      |                | First session 09/02/21   |
| Production Green-Light               | NS     | 09/22/21              | 09/22/21      |                | Not started  |

|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|



# 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 | 100% |



## User Acceptance Test (UAT)

|   |      |
|---|------|
| Execute User Acceptance Test (UAT)                          | 100% |
| Pass Rate of User Acceptance Test (UAT) (Target → 09/03/21) | 90%  |



## Usability Test

|   |      |
|---|------|
| Complete Usability Test for Release 1.0 | 100% |
|---|------|



## QA Independent Test

|  |      |
|--|------|
| Execute Independent Tests  | 100% |
| Pass Rate of Independent Test for tests executed (Target → 09/03/21) | 95%  |

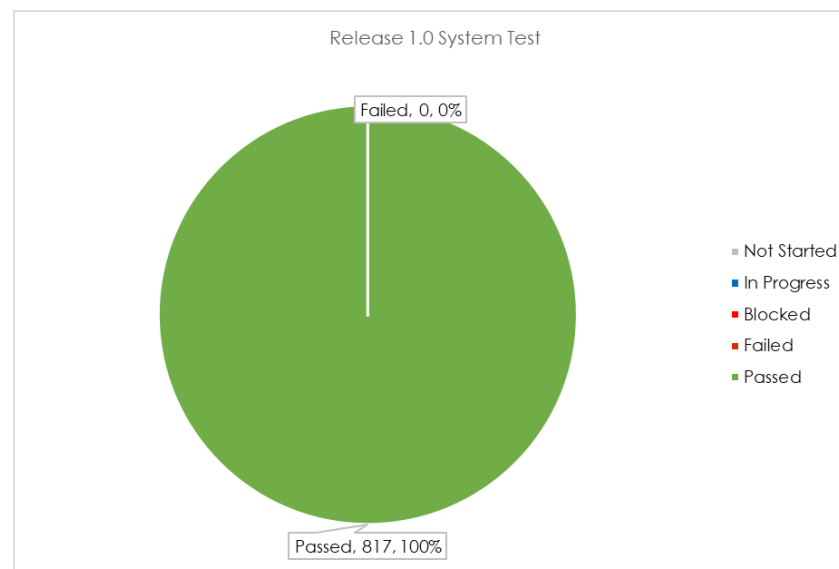


|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|



# Application Readiness

## System Test Status and Exit



|  |      |
|--|------|
| Pass Rate Target                         | 90%  |
| Pass Rate Actual                         | 100% |
| System Test Complete Date: July 16, 2021 |      |

| System Test Exit Criteria  | Status   |
|--|--|
| All SIT test cases within the test execution plan are executed, unless mutually agreed upon by Deloitte, Consortium, at Consortium's discretion.                 | <b>Passed</b> – 100% of test cases are executed.                                       |
| There are no Severity 1 (High) Severity 2 (Medium) defects in unresolved status.   | <b>In Progress</b><br>- 0 Sev1 defects.<br>- 3 Sev2 defects in progress.               |
| Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium. | <b>In Progress</b><br>- 26 Sev3 defects in progress.<br>- 23 Sev4 defects in progress. |
| All test cases in Atlassian X-ray JIRA Plugin are passed for the functionality under test, unless mutually agreed upon by Deloitte, Consortium.                  | <b>Duplicate</b> – see above.  |
| Test results are documented.   | <b>Passed</b> – 100% of test case executions are documented.                           |

Challenge: 73 tickets are ready for retest, or recommended for closure (duplicate, etc.) across both UAT and Independent Test. A report was created, and a request made to close these items by Friday 08/27/21.



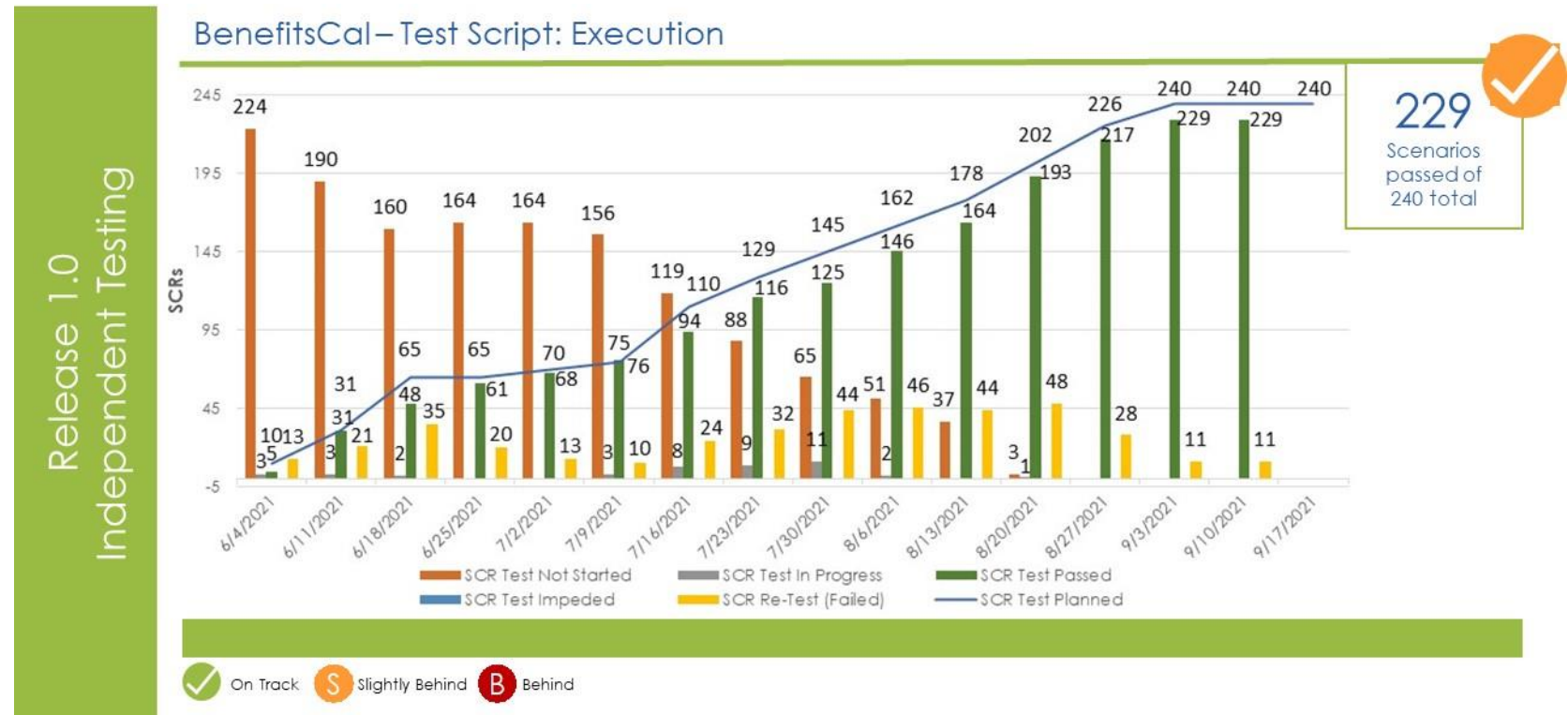


# Application Readiness



## Independent Test Status and Exit

- Slightly-Behind for overall pass rate
- Week 15 of 16 – in progress
- The following table provides the Independent test execution results as of September 9, 2021, where the team has executed 100% of the test scenarios with an 95% pass rate
- Note: R1.0 testing was originally scheduled to end 9/3 and has been extended until 9/13



| BenefitsCal R1.0           | Total Scenarios | Not Executed | In Progress | Passed    | Failed  | Open Defects |
|----------------------------|-----------------|--------------|-------------|-----------|---------|--------------|
| Independent Test Execution | 240             | 0% (0)       | 0% (0)      | 95% (229) | 5% (11) | 26           |

| 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  |
| There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.  | • No Severity 1-High/Non-Cosmetic Defects have been opened to date<br>• 13 Severity 2-Normal/Medium Defects are open |
| Defects with severities- Severity 3 (Low) or Severity 4 (Cosmetic) in unresolved status have a mutually agreed upon plan for resolution by Deloitte, Consortium. | • 13 Severity 3-Low Defects are open<br>• No Severity 4-Cosmetic 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   |



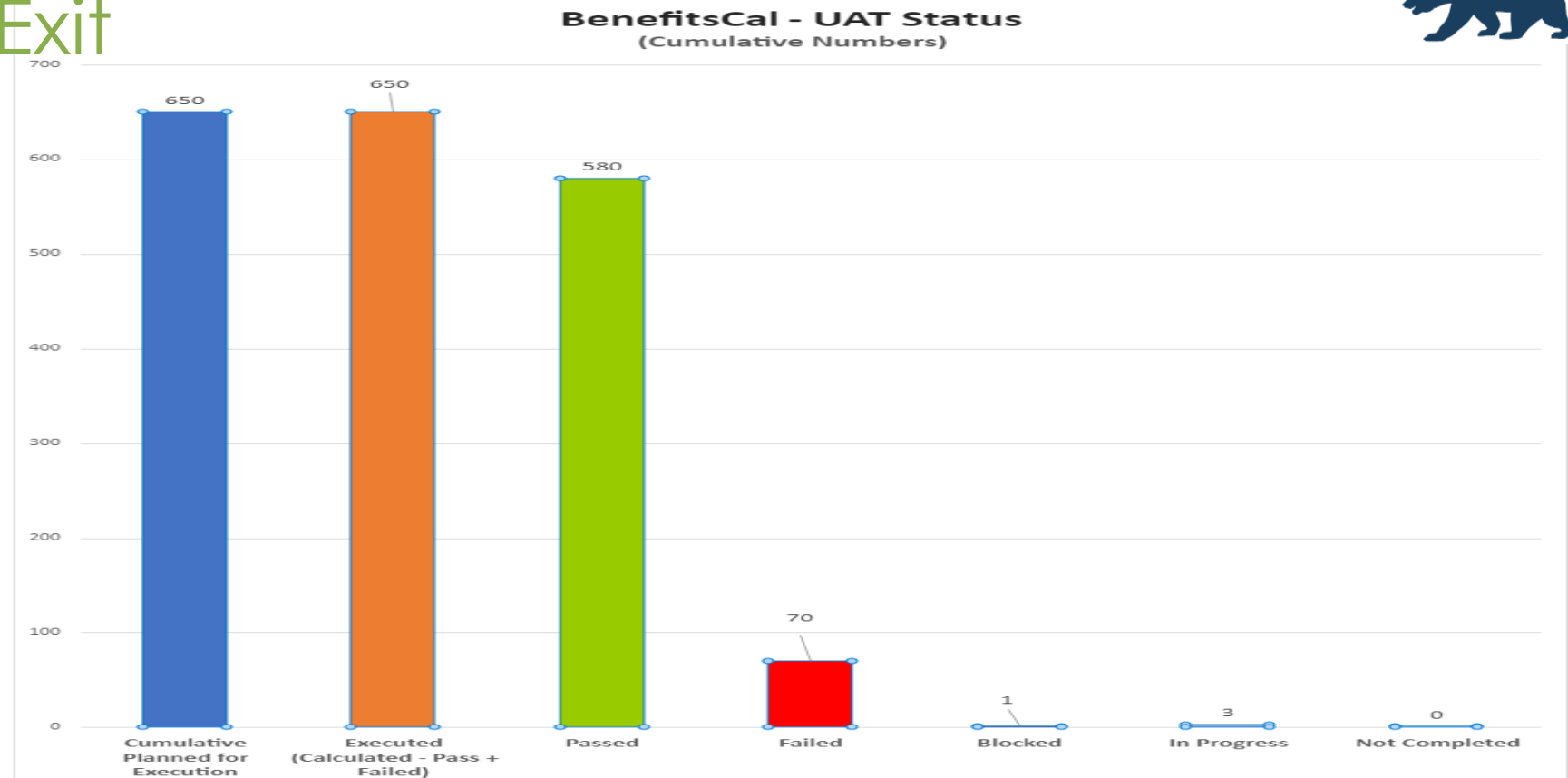


# Application Readiness



## UAT Status and Exit

- Completed Scenario Execution
- Week 12 of 12
- 13 User Acceptance Testers, 2 SMEs, representing 6 counties scheduled for this period
- Overall completed 100% of the test scenarios with 90% pass rate of executed
- Note: R1.0 testing was originally scheduled to end 9/3 and has been extended until 9/13



| BenefitsCal R1.0 (As of 8/30) | Total Scenarios | Not Executed | In Progress | Passed    | Failed   | Blocked | Open Defects |
|-------------------------------|-----------------|--------------|-------------|-----------|----------|---------|--------------|
| BenefitsCal UAT Execution     | 650             | 0% (0)       | 0% (0)      | 90% (580) | 10% (70) | 0% (0)  | 41           |

| 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"> <li>• 100% of UAT Test Cases Executed (Executed = Passed and Failed Scenarios)</li> </ul>                                      |
| There are no Severity 1 (High) or Severity 2 (Medium) defects in unresolved status.  | <ul style="list-style-type: none"> <li>• 0 Severity 1-High/Non-Cosmetic Open Defect</li> <li>• 10 Severity 2-Normal/Medium Open defects</li> </ul>                |
| 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"> <li>• 29 Severity 3-Normal/Low Open defects</li> <li>• 2 Severity 4-Cosmetic Open defects</li> </ul>                           |
| 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"> <li>• 100% of defects are being recorded in JIRA</li> </ul>  |
| Test results are documented.   | <ul style="list-style-type: none"> <li>• Test results and summary reports have been submitted to-date and will continue to be submitted until UAT Exit</li> </ul> |



## Design

Design Deliverables Approved 100%

QA



## 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      | 1     | 7     | 0          | 8                         |
| CalSAWS     | 0      | 8     | 5     | 0          | 13                        |
| FIS         | 0      | 0     | 0     | 0          | 0                         |
| BenefitsCal | 0      | 0     | 0     | 0          | 0                         |
| TOTAL       | 0      | 9     | 12    | 0          | 21<br>(-9 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, resolution of defects



|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|



## Security Testing

QA

|   |      |
|---|------|
| Conduct SAST code vulnerability scans (SAST) ( Target → 09/24/21)     | 98%  |
| Conduct DAST code vulnerability scans (DAST)                          | 100% |
| Pre-production launch third-party web application penetration testing | 100% |



## Performance Testing

|  |      |
|--|------|
| Execute 100% of Performance Test – Cycle 1 | 100% |
| Execute 100% of Performance Test – Cycle 2 | 100% |
| Execute 100% of Performance Test – Cycle 3 | 100% |



| Performance Test Execution | Start Date | End Date | Scope                                 | Test Case Design Status | Execution Status |
|----------------------------|------------|----------|---------------------------------------|-------------------------|------------------|
| <b>Cycle 1</b>             | 05/31/21   | 06/11/21 | Anonymous features                    | 2 of 2 approved         | 100% Executed    |
| <b>Cycle 2</b>             | 07/19/21   | 07/30/21 | App, ForgeRock, Case Details          | 16 of 16 approved       | 100% Executed    |
| <b>Cycle 3</b>             | 08/09/21   | 08/20/21 | All R1.0 features (Including FIS/EBT) | 14 of 14 approved       | 100% Executed    |

## Infrastructure

|                                 |      |
|---------------------------------|------|
| Prepare UAT Environment         | 100% |
| Complete PROD environment setup | 100% |



|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|



## Performance Test Results

### Summary:

- Executed the performance tests in cycles
- Executed in Production-like Performance environment
- Simulated usage of ~55.35 transactions per second (TPS)

### Results:

| Category         | Performance Targets*                         | Performance Targets Met % & average Server Response Time |
|------------------|--|--|
| Screen to Screen | Peak average [ <=3s ]                        | 100% [360 ms]  |
|                  | 95 <sup>th</sup> Percentile - 99.9% [ <=3s ] | 100% [115 ms]  |

\* Performance targets determined by taking the peak hourly volumes from the legacy systems, and added a growth / adoption factor to end up 200% of the peak

| # | Transaction  | September anticipated transaction volume per peak hour | September release % of transaction volume |
|---|--|--|---|
| 1 | Application submission including CalWORKs, CalFresh, Medi-Cal, Disaster CalFresh | 4600   | 300%                                      |
| 2 | User account Creation  | 4600   | 100%                                      |
| 3 | User Logins  | 11,500   | 1000%                                     |
| 4 | First-time user logins (converted C4Y users)                                     | 6900   | 100%                                      |
| 5 | CBO Manager and Assister   | 800  | 100%                                      |
| 6 | Document uploads   | 11,000   | 100%                                      |
| 7 | View Dashboard, EBT balances   | 23,000   | 200%                                      |
| 8 | Report changes and add people to a case  | 1100   | 100%                                      |
| 9 | Admins Login and add announcements   | 65   | 100%                                      |



# 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                                   | 100% |  |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness



## Training Plan

QA

|                              |      |  |
|------------------------------|------|--|
| Demo System for UAT training | 100% |  |
|------------------------------|------|--|

## Training Materials

|  |      |  |
|--|------|--|
| Deliver Training Quick Guides                  | 100% |  |
| Deliver Training Videos                        | 100% |  |
| Deliver Training Admin Guide                   | 100% |  |
| Prepare CBO training video (Target → 09/13/21) | 35%  |  |

## Training Delivery

|  |      |  |
|--|------|--|
| Deliver training for CDSS Prime Contractor Training (07/28/21), and Advocates (08/09/21)   | 100% |  |
| Deliver training for Counties (4 sessions completed), SSP Committee (4 sessions completed) | 100% |  |
| Deliver training for Tier 1 support  | 100% |  |
| Deliver training for Tier 2 support (Target → 09/22/21)                                    | 75%  |  |
| Deliver training for CNC - Change Network Champions  | 100% |  |
| Deliver training for Consortium Train the Trainer  | 100% |  |
| Deliver training for CBOs - Community Based Organizations                                  | 100% |  |

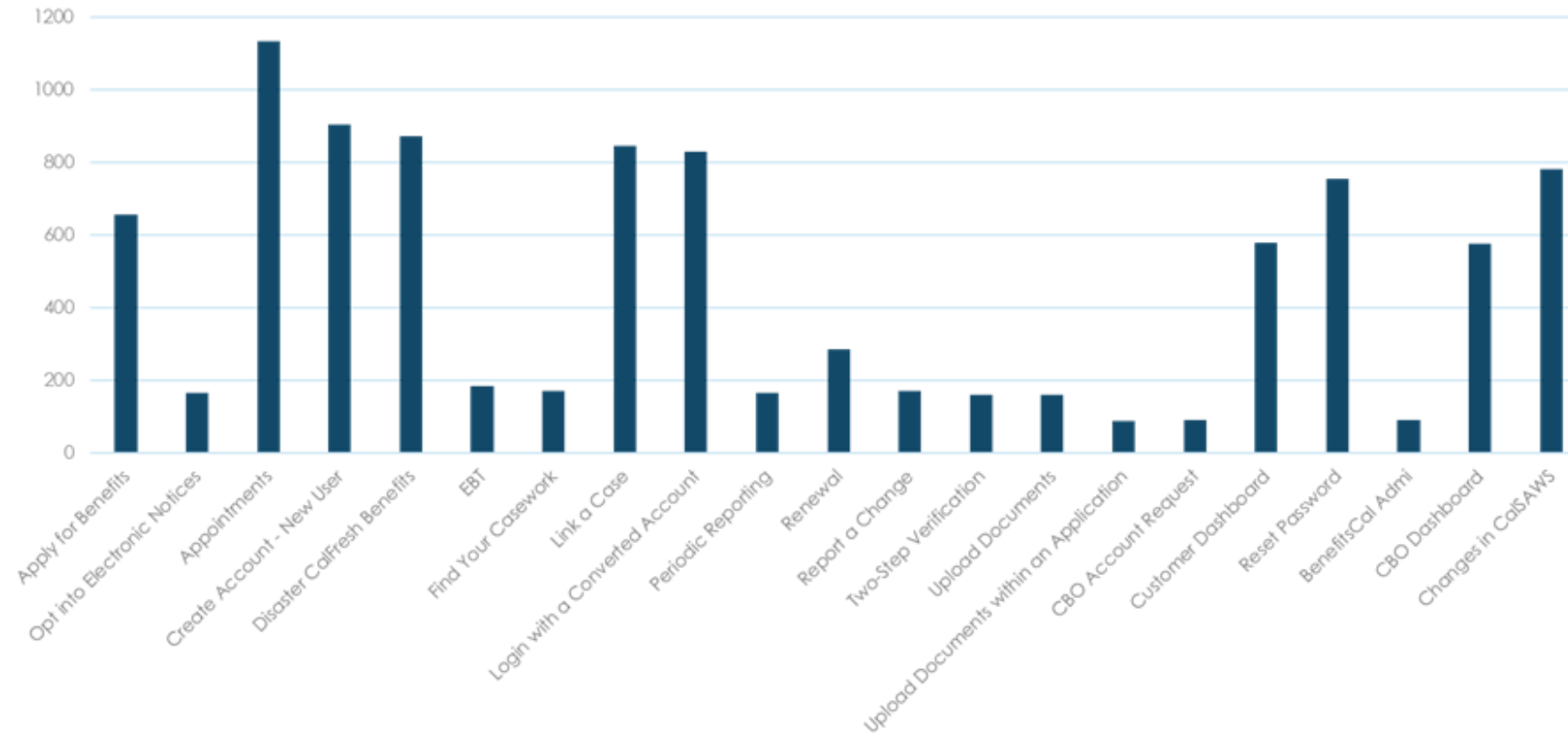
|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|



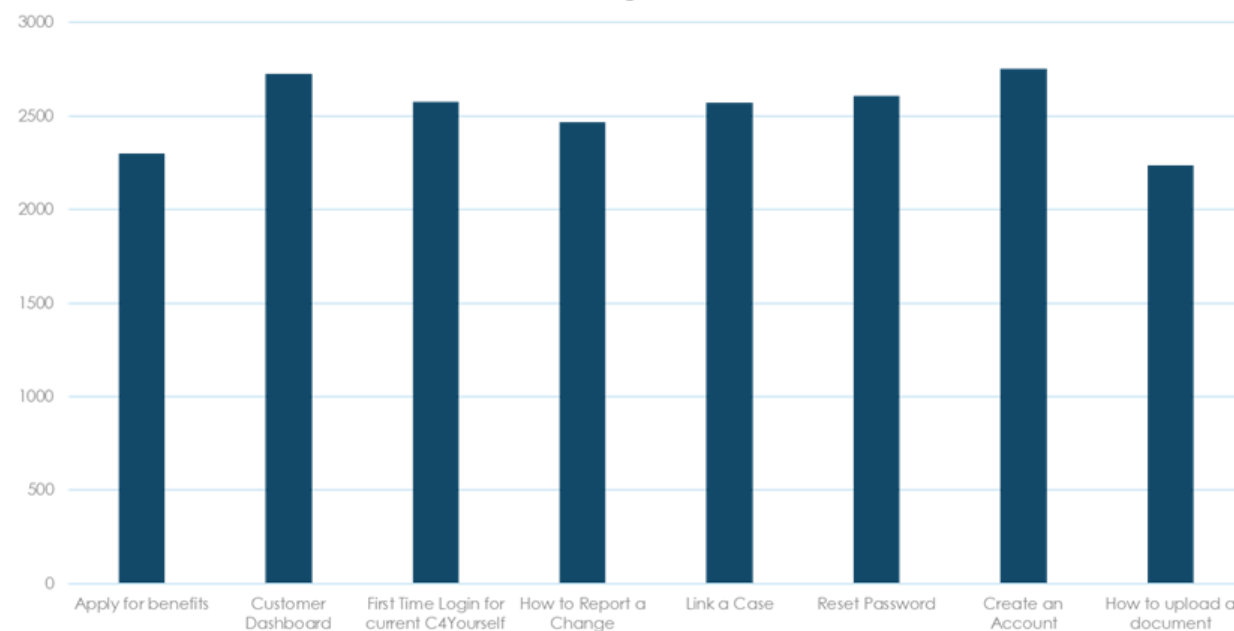
# Training Readiness (Continue)



Training Reference and Quick Guides



Training Videos







# Implementation Readiness



## Service Desk

|  |      |
|--|------|
| Customer Experience (CX) Dashboards  | 100% |
| 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                       | 100% |
| Confirm Configuration of ServiceNow (Target → 09/17/21)                                | 15%  |
| Confirm Tier 1, 2, and 3 teams understand the processes to support (Target → 09/17/21) | 50%  |



## System Operations

|  |      |
|--|------|
| Plan system operations support and communications                  | 100% |
| Confirm Command Center schedule and communication of said schedule | 90%  |
| Define incident management process                                 | 100% |
| Contingency Planning   | 100% |



## Prod Deployment Plans

|  |      |
|--|------|
| Develop Production Cutover Checklist (Target → 09/10/21)                                     | 90%  |
| Conduct Production Cutover Mock Run (Target → 09/10/21)                                      | 30%  |
| Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans  | 100% |
| Decide to proceed with BenefitsCal Production Launch (Go-No Go Decision) (Target → 09/22/21) | 0%   |
| Launch BenefitsCal to production (Target → 09/27/21)   | 0%   |



## Implementation Readiness Risks and QA Watch List

QA – Finalization of Help Desk handoffs

QA – Execution of Cutover Mock Run and coordination with vendor partners



|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|



## Communications

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

| Post                              | Date                                   | Messages Attempted                 | Messages Delivered | Delivery Rate | Email Open Rate | Emails Opened |
|-----------------------------------|--|------------------------------------|--------------------|---------------|-----------------|---------------|
| C4Y New Benefits System (1) email | 06/30/21                               | 417,882                            | 389,643            | 93.2%         | 23.7%           | 92,337        |
| C4Y New Benefits System (2) email | 07/30/21                               | 417,882                            | 396,010            | 94.7%         | 27.8%           | 98,171        |
| C4Y App Push Notification         | 08/23/21, 08/24/21, 09/14/21, 09/20/21 | 1,566,340 total<br>391,585 per run | 783,170            | NA            | NA              | NA            |
| C4Y Text Message                  | 09/03/21                               | Scheduled                          |                    |               |                 |               |
| C4Y New Benefits System (3) email | 08/31/21                               | Scheduled                          | 417,882            | 396,548       | 94.9%           | 28.2%         |
| C4Y Reminder Your Renewal is Due  | 09/27/21                               | Scheduled                          |                    |               |                 |               |
| C4Y Go Live Announcement          | 09/27/21                               | Scheduled                          |                    |               |                 |               |
| C4Y Log In to the New System      | 10/11/21                               | Scheduled                          |                    |               |                 |               |

Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System

## Partner Readiness

|   |     |
|---|-----|
| Confirm correspondence (mail and email) includes an updated reference to new BenefitsCal System (Target → 09/10/21) | 72% |
| Confirm other Systems have updated their URL to point to the new BenefitsCal (Target → 09/27/21)                    | 20% |

|             |             |               |                |          |
|-------------|-------------|---------------|----------------|----------|
| Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete |
|-------------|-------------|---------------|----------------|----------|

QA



# Central Print Readiness





# Central Print Readiness

## Design

QA

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





## Development

|                                  |      |  |
|----------------------------------|------|--|
| Print File Parameters Identified | 100% |  |
| Print Centers Established        | 100% |  |
| Configuration Load               | 100% |  |

## Test

|   |      |  |
|---|------|--|
| Connectivity Between Print Centers and Fulfillment Platform | 100% |  |
| 2D Barcode Testing  | 100% |  |
| SoCal Print Center Component Testing                        | 100% |  |
| Existing Print Center Component Testing                     | 100% |  |
| Connectivity Between CalSAWS and Central Print              | 100% |  |
| Disaster Recovery Test                                      | 100% |  |
| Production File Test  | 100% |  |

## Training and Implementation

|  |                     |   |                |          |
|--|---------------------|---|----------------|----------|
| Maintenance and Operations Plan Approved | 100%                |        |                |          |
| Supply Readiness                         | 100%                |        |                |          |
| Training Readiness                       | 100%                |        |                |          |
| Training Delivery                        | (Target - 09/24/21) | 0%<br> |                |          |
| Not Started                              | On Schedule         | <14 Days Late   | >=14 Days Late | Complete |



# Central Print Testing Summary

| Status      | Test  | Comments   |
|-------------|---|--|
| Complete    | Functionality - Envelope Fit  | <b>Purpose:</b> Verify the fit of envelope windows prior to purchase<br><b>File(s) Used:</b> 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) | <b>Purpose:</b> Verify the print layout and envelope fit for printed items that were changing with CalSAWS Release 21.07<br><b>File(s) Used:</b> Test files which included print changes from Release 21.07  |
| Complete    | Security – Facility Inspection  | <b>Purpose:</b> Verify Print Center with onsite inspection of physical security at the three print centers   |
| Complete    | Connectivity – Test File  | <b>Purpose:</b> Verify connectivity from CalSAWS AWS to Gainwell Print Centers including encryption and decryption of a test file<br><b>File(s) Used:</b> Small test print file  |
| Complete    | Connectivity – Production Files   | <b>Purpose:</b> Verify connectivity from CalSAWS AWS to Gainwell Print Centers including encryption and decryption at volume<br><b>File(s) Used:</b> Full set of Los Angeles County print files from a production batch cycle  |
| In Progress | Performance - Performance and Load  | <b>Purpose:</b> 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<br><b>File(s) Used:</b> Los Angeles and C-IV Counties print files from a production batch cycle  |
| Complete    | Functionality – Performance and Load                                      | <b>Purpose:</b> 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.<br><b>File(s) Used:</b> Full set of Los Angeles County print files from a production batch cycle |
| Complete    | Disaster Recovery – Performance and Load                                  | <b>Purpose:</b> Verify the ability of the Central Print solution to re-route a file to an alternate print center<br><b>File(s) Used:</b> 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.

CalSAWS

C-IV Migration and BenefitsCal  
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