CalSAWS DD&I Weekly Status Report

Reporting Period: August 23, 2021 to August 29, 2021

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1.0 Project Management

1.1 Project Deliverables Summary

Table 1.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
	None for the reporting period			

[1] Status: Green: On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

1.2 Highlights of the Reporting Period

1.2.1 Project Management

► Continued CalSAWS DD&I Facility Management activities, including:
  o Key initiatives related to facilities at the Rancho Cordova Project Office are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) below

Table 1.2.1-1 – Key Facility Initiatives/Projects

ITEM #	INITIATIVES/ PROJECTS	LOCATION	TARGET DATE	NOTES/STATUS
1	Large Space Needs	Rancho Cordova and Norwalk Project Offices	June – August 2021	• Completed planning facility capacity and equipment needs for CalSAWS DD&I C-IV UAT command center/war rooms, CalSAWS Train-the-Trainer sessions, and Imaging Training
2	Return to Office	Rancho Cordova and Norwalk Project Offices	Spring/ Summer 2021	• Continued reviewing and processing Return to Office (RTO) Approval Request forms submitted by CalSAWS Project staff, which are required to access the CalSAWS Rancho Cordova or Norwalk Project offices • Began reviewing and confirming with CalSAWS Project staff interested in returning to the CalSAWS Rancho Cordova and Norwalk Project offices on a hybrid schedule

► Facilitated the CalSAWS Weekly Status Meeting that was held on August 25, 2021
► Completed preparations and participated in the Section Directors meeting that was held on August 24, 2021
► Continued CalSAWS Risk Management activities, including:
  o Continued to work with risk owners to develop and update mitigation plans for the

accepted CalSAWS DD&I Project risks
- o Continued to prepare for the next monthly Risk Management Group meeting that is scheduled for September 1, 2021
- ► Continued supporting engagement of project staff working remotely, including:
  - o Continued preparations for the next monthly virtual CalSAWS Project All Staff Meeting that will be held on September 22, 2021
  - o Continued development of the next monthly issue of the CalSAWS Connect newsletter that will be sent to the CalSAWS Project Team on September 16, 2021
- ► Continued discussions with the Consortium regarding the development of high-level Gantt charts for the CalSAWS Project and continued reviewing potential tools that may be used to create the CalSAWS Integrated Gantt charts
- ► Continued performing Contract Management activities for the CalSAWS DD&I Project
  - o Continued development of the documents for LRS Amendment No. 28, which is planned to include the following:
    - Updates to Exhibit U, the Statement of Work for the CalSAWS DD&I Project, for an annual update to the CalSAWS DD&I Statement of Requirements and also to reflect the current approved deployment schedule for Non-State Forms
    - Updates to Exhibit W, the Statement of Work for the CalSAWS Cloud Enablement Project, to reflect the current approved schedule for the last Analytics soft launch
    - Updates to Exhibit Z, the Statement of Work for the CalSAWS Imaging Project, to reflect the current go-live schedule for the CalWIN waves
    - Updates to Exhibit AC, the Statement of Work for the CalSAWS Customer Service Center Project, to reflect the revised schedule for design activities
    LRS Amendment No. 28 is planned to be submitted to the CalSAWS JPA Board of Directors for approval on October 8, 2021
  - o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
- ► Began development of the CalSAWS IT Project Status Report for August 2021 and preparations for the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for September 8, 2021
- ► Continued performing Deliverable Management activities for the CalSAWS DD&I Project
- ► Facilitated the CalSAWS Project orientation session for new project staff that was held on August 23, 2021

Deliverable Management

Table 1.2.1-2 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

1.2.2   Communications Management

► CalSAWS Communications Management activities including:
  o Continued to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy:
  o Continued oversight and management of Power of 58 materials
► CalSAWS External Website (www.calsaws.org):
  o Continued the administration and support of the CalSAWS external website
    • See Table 1.2.2-1 for details on website support activities
► CalSAWS Migration DD&I Release 21.11 Communications:
  o See table 1.2.2-4 for details

Table 1.2.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
None for the reporting period		

Table 1.2.2-2 – CalSAWS.org Usage Statistics

CATEGORY	DURING REPORTING PERIOD	SINCE LAUNCH
Total Number of Subscribers	14	996
Total Number of Unique Users	7,567	981,482
Total Number of New Users	5,900	981,482
Total Number of Sessions (Individual Site Visits)	9,901	1,217,510
Average Number of Sessions per User	1.31	1.24
Average Number of Page Views per Session	1.41	1.25
Average Session Duration	1:10	0:54
AskCalSAWS Inquiries – Received/Resolved	7/10	358/356

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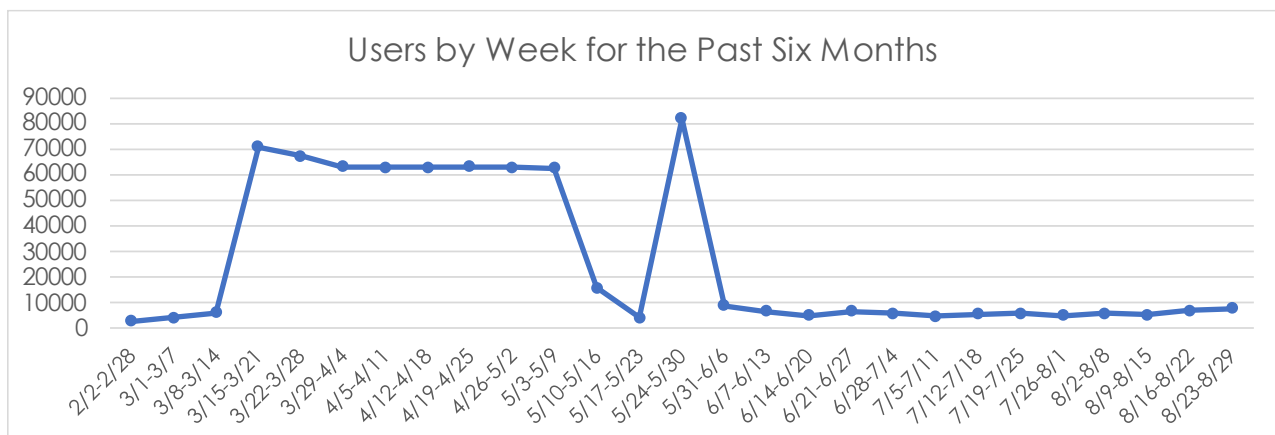
Note:
  * Increase in usage from March 15, 2021 to May 16, 2021 was investigated to be from cities in the United States

Table 1.2.2-3 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	48%
Latest News – News	36%
Meetings – Project Steering Committee	31%
Other Updates – Careers	30%
CalSAWS Committees – CalWORKs/CalFresh	28%

Table 1.2.2-4 – CalSAWS Migration DD&I Release 21.11 Communication Activities

TASK	DATE(S)	OWNER
21.11 Communications activities will be added as planning commences		

1.2.3   Cultural Transformation

► Phase 1 activities:
   o Overall:
- Continued engaging with Cultural Ambassadors to coach and help them adjust their action plans based on feedback received from the CalSAWS Leadership team
- Continued engaging with the CalSAWS Inclusion, Diversity, and Equity Advancement (IDEA) team to coordinate cross-Project coaching program and employee resource groups
- Continued management of Power of 58 assets on the CalSAWS Project SharePoint site
- Continued to support development of the monthly CalSAWS Connect Newsletter
- Continued alignment with the CalSAWS Innovation team on areas for partnership in second round of Cultural Ambassadors
- Continued development of expanded scope of Cultural Transformation second round initiatives based on feedback received from the Consortium Section Directors
- Continued recruitment activities for 2021 Cultural Ambassadors
- Continued coordination across IDEA, Great Place to Work (GPTW), and Soft Skills Training to create a CalSAWS Cultural Framework and on boarding training
- Continued the development of a CalSAWS Culture-focused orientation for new joiners

1.2.4 Inclusion, Diversity and Equity Advancement (IDEA)

► Co-Create Phase
  o IDEA Initiatives
    • Workshops
      ▪ Continued to prepare the overview deck
      ▪ Completed the rewards that will go to participants at the conclusion of the sessions
    • Leadership Session
      ▪ Conducted Leadership session number 4
    • We Are One
      ▪ Continued to update the CalSAWS IDEA calendar with most recent events
    • Pulse Survey
      ▪ Completed Pulse Survey analysis
    • Buddy Program
      ▪ Began preparation for the next Buddy Program round
    • Employee Resource Groups (ERGs)
      ▪ Conducted a session "How to Prioritize Your Mental Health" event with guest speaker Kiaundra Jackson who presented to all staff on managing our mental health while at work
  o IDEA General
    • Completed all breakout sessions from the "Being The Change II" session
    • Distributed presentation deck for new IDEA initiatives resulting from the "Being The Change II" session
    • Continued to collaborate with Great Place to Work (GPTW), Soft Skills, and Cultural Transformation to discuss the image of consolidated offerings to the CalSAWS Project team
    • Continued to work with the CalSAWS Connect team to provide content for diversity, equity and inclusion-related topics and an IDEA overview
    • Completed a visual that shows the accomplishments the team made over the year with the CalSAWS IDEA effort

1.3   CRFI/CIT Communications Information

► The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending August 29, 2021

Table 1.3-1 – CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0223-21	CalSAWS SB 1341 Automation County Allocations SFY 2021-22 v1.1	Informational	August 23, 2021	Tracy Berhel	Girish Uppal
0224-21	Self-Service Portal Survey for County Eligibility and Call Center Staff	Informational	August 23, 2021	Anna Chia	Brooke Sinclair
0225-21	C-IV/CalSAWS Downtime and Services Summary for County Prep Cutover (8/28 – 8/30) and C-IV Go Live (9/23 – 9/27)	Informational	August 23, 2021	Ted Anderson and Keith Salas	Maria Saenz and Paul Trisler
0226-21	CalSAWS Implementation Readiness Packet and Dashboard – August 23, 2021	Informational	August 24, 2021	Alec Christianson	N/A
0231-21	C-IV Migration Allow-list of CalSAWS IP Addresses	Informational	August 25, 2021	Haikaz (Mike) Tombakian	Uzair Naveed

► The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period ending August 29, 2021

Table 1.3-2 – CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
21-049	Request for Imaging Train-the-SME (ITTSME) Participants for LA County	August 11, 2021	Closed	August 27, 2021	Ashley Arnold

Table 1.3-3 – Overdue CRFIs

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

► No Overdue CRFIs for the reporting period ending August 29, 2021

1.4   Activities for the Next Reporting Period

1.4.1   Project Management

- ► Continue CalSAWS DD&I Facility Management activities, including:
  - o Continue key initiatives related to facilities at the Rancho Cordova Project Office, which are provided in Table 1.2.1-1 (Key Facility Initiatives/Projects) above
- ► Continue CalSAWS Risk Management activities, including:
  - o Continue to work with risk owners to monitor risks and update risk mitigation plans
  - o Finalize meeting materials and facilitate the Risk Management Group meeting scheduled for September 1, 2021
- ► Facilitate the CalSAWS Weekly Status Meeting scheduled for September 1, 2021
- ► Begin preparations for the Section Directors Meeting that is scheduled for September 7, 2021
- ► Continue activities to support Project staff working remotely
  - o Continue planning and preparations for the next monthly virtual CalSAWS Project All Staff Meeting that is scheduled for September 22, 2021
  - o Continue development of the next issue of the CalSAWS Connect newsletter that will be distributed to the CalSAWS Project Team on September 16, 2021
  - o Continue developing Project communications, as needed
- ► Continue to plan and prepare for CalSAWS Project staff to return to the Project offices once the State and Local Government Shelter At Home ordinances have been lifted
- ► Continue process of reviewing tool capabilities for the high-level CalSAWS Integrated Gantt chart
- ► Finalize the CalSAWS IT Project Status Report for August 2021 and participate in the monthly CalSAWS IT Report Meeting with OSI, CMS (Centers for Medicare and Medicaid Services), and FNS (Food and Nutrition Service) that is scheduled for September 8, 2021
- ► Continue performing Contract Management activities for the CalSAWS DD&I Project
- ► Continue performing Deliverable Management activities for the CalSAWS DD&I Project

Deliverable Management

Table 1.4.1-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
61	CalSAWS Migration Work Plan Update #29	• Begin developing the FDEL Submission due on September 13, 2021

1.4.2   Communications Management

- ► Continue to monitor usage and update materials as requested
    - o   See table 1.4.2-1 for planned website support activities
- ► CalSAWS Communications Management activities including:
    - o   Continue to gather key communication milestones from the Project teams
- ► CalSAWS Enhanced Communications Strategy:
    - o   Continue oversight and management of Power of 58 roll out

Table 1.4.2-1 – Website Support Activities

TASK	DATE(S)	TASK TYPE
Update C4Yourself link on Resource page to direct to new BenefitsCal portal	September 25, 2021	Website Content Update
Update 'YourBenefitsNow' link on Resource page to direct to new BenefitsCal portal	November 21, 2021	Website Content Update

1.4.3   Cultural Transformation

- ► Continue to provide tips via email, Microsoft Teams, and coaching to help the CalSAWS Project Team continue working virtually 100% through the COVID-19 Work from Home ordinances
- ► Anticipate and plan for cultural impacts pertaining to current climate and returning to the office
- ► Plan and execute cross-Project initiatives to increase employee engagement
- ► Plan and execute cross-Project initiatives to increase feedback
- ► Plan and execute cross-Project initiatives to increase employee wellness
- ► Plan and execute cross-Project initiatives to increase employee-driven innovation and entrepreneurism across the CalSAWS Project
- ► Continue recruiting Culture Ambassadors for second round of ambassador initiatives
- ► Finalize CalSAWS Culture initiatives onboarding session materials

1.4.4   Inclusion, Diversity & Equity Advancement (IDEA)

- ► Continue planning for the Buddy Program round II participants
- ► Continue to collaborate on the image for alignment with Great Place to Work (GPTW), Culture Transformation and Training teams
- ► Continue to work with CalSAWS Connect team to provide content for the monthly newsletter

1.5   Deviations from Plan/Adjustments

- ► None for the reporting period

2.0   Technical Infrastructure and Cloud Enablement

2.1   Highlights of the Reporting Period

► Continued development and integration workshops with BenefitsCal
   o 1 new medium severity status defect was opened this week
   o 2 defects deployed to the Development environment this week
   o 2 defects are in progress
   o 27 defects closed overall
   o Continued to triage existing Partner Integration Testing defects and address new User Acceptance Testing (UAT) defects as they arise
► Participated in Delegated Administration training session for ServiceNow
► Submitted and reviewed ForgeRock 21.09.10 Production Release Change Request with Accenture Security team
► Continued development work on deploying BenefitsCal Production application credentials
► Continued work on ForgeRock patch for Qualys Scanning traffic
► Support County preparation cutover activities (August 28, 2021- August 30, 2021)
► Perform C-IV/ CalSAWS/ LMS Conversion delta user bulk upload (August 28, 2021)

Table 2.1-1 – ForgeRock Milestones

MILESTONES	DUE DATE	STATUS
Deploy BenefitsCal Production Application	21.09.03	In progress
ForgeRock IDM Migration to Shared Repository	21.09.10	In progress
ForgeRock 21.09 Production Deployment	21.09.10	Not started
Los Angeles County Federated Authentication	21.10.29	In progress

► Continued Innovation Lab activities
   o Deployed Operational Decision Making (ODM) Rules *(Describe Phase)*
      • Continued progress on analysis of CalSAWS monolithic application
   o Streamlined CalSAWS Lobby Application *(Describe Phase)*
      • Set up discussion to continue assessment to understand level of effort to complete enhancements
   o System Status for End Users *(Co-Create Phase)*
      • Continued prototype project management timeline and activities
   o CalSAWS Production Calendar *(Discovery Phrase)*
      • Continued prototype project management timeline and activities
   o Cybersecurity Awareness Program *(Discovery Phase)*
      • Set discussion with Innovation and Security leads to discuss business case and potential approach for a cybersecurity and phishing awareness program

Deliverable Management

Table 2.1-2 – Technical Infrastructure and Cloud Enablement Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

2.2   Activities for the Next Reporting Period

► Finalize triage of BenefitsCal UAT defects
► Deploy BenefitsCal Production application credentials
► Review Change Request for ForgeRock 21.09.10 Production Release with Consortium Change Accountability Board
  o Secure validators for ForgeRock 21.09.10 Production Release
  o Draft release communications for ForgeRock 21.09.10 Production Release
► Support County Preparation Phase Stakeholder activities
► Innovation Lab
  o Deploy Operational Decision Making (ODM) Rules *(Describe Phase)*
    • Continue development of requirements from monolithic application analysis
  o Streamline CalSAWS Lobby Application *(Describe Phase)*
    • Continue assessment of level of effort
  o System Status for End Users *(Co-Create Phase)*
    • Continue to update project timeline for prototype
  o CalSAWS Production Calendar *(Describe Phrase)*
    • Continue to update project timeline for prototype
  o Cybersecurity Awareness Program *(Discovery Phase)*
    • Receive feedback on approach to implement Cybersecurity Awareness Program

Deliverable Management

DEL #	DELIVERABLE NAME	STATUS
	None for the next reporting period	

2.3   Deviations from Plan/Adjustments

► None for the reporting period

3.0   Imaging

3.1   Highlights of the Reporting Period

► Updated Amazon Web Service (AWS) Snowball Process for C-IV imaging migration
  o Finalized validating contents of AWS Snowball 8 and Snowball 9
► Continued to monitor database migration process
► Continued validation of Los Angeles County's AWS Snowball transfer with Hyland
► Scheduled Los Angeles County's Imaging UAT retest for week of August 30, 2021
► Continued Los Angeles County's Imaging User Acceptance Testing (UAT)
  o Four Los Angeles testers configured to physically scan into UAT for additional testing
  o Los Angeles UAT defect resolution:
    • 2 In Development
    • 1 In Assembly Test
    • 1 In System Test
    • 1 In Production
    • 2 Rejected
► Concluded C-IV UAT Testing
  o Successfully tested and closed all C-IV UAT defects
► Conducted San Luis Obispo County Document Migration Discovery Session for August 24, 2021
► Conducted Placer County Document Migration Discovery Session Check-in for August 24, 2021
► Conducted Orange County Document Migration Discovery Session Check-in for August 26, 2021
► Conducted Los Angeles County Document Migration Discovery Session Check-in for August 26, 2021
► Scheduled Santa Barbara County Document Migration Discovery Session Check-in for August 30, 2021
► Scheduled Placer County Document Migration Discovery Session Check-in for August 31, 2021
► Scheduled Santa Clara County Document Migration Discovery Session Check-in for August 25, 2021
► Scheduled Orange County Document Migration Discovery Session Check-in for September 2, 2021
► Scheduled Ventura County Document Migration Discovery Session Check-in for September 2, 2021
► Scheduled Los Angeles County Document Migration Discovery Session Check-in for September 2, 2021

Table 3.1-1 – CalSAWS Imaging Project Milestones

MILESTONES	SUBMISSION DUE DATE	STATUS
Application Build Activities	March 25, 2021	Completed
Release 21.01	November 25, 2020	Completed
Release 21.03	January 28, 2021	Completed
Release 21.05	March 25, 2021	Completed
User Acceptance Testing Environment Build-out	April 23, 2021	Completed
C-IV UAT Imaging Admin week	July 2, 2021	Completed
C-IV UAT Imaging Admin Retest week	July 19, 2021	Completed
Los Angeles UAT Imaging Admin week	August 9, 2021	Completed
Los Angeles UAT Imaging Admin Retest week	August 30, 2021	Scheduled
Migration Activities	October 1, 2021	In progress
Conduct Placer County Document Migration Discovery Session Check-in	August 24, 2021	Completed
Conduct San Luis Obispo County Document Migration Discovery Session Check-in	August 24, 2021	Completed
Conduct Orange County Document Migration Discovery Session Check-in	August 26, 2021	Completed
Conduct Los Angeles County Document Migration Discovery Session Check-in	August 26, 2021	Completed
Conduct Santa Barbara County Document Migration Discovery Session Check-in	August 30, 2021	Scheduled
Conduct Placer County Document Migration Discovery Session Check-in	August 31, 2021	Scheduled
Conduct Santa Clara County Document Migration Discovery Session Check-in	September 1, 2021	Scheduled
Conduct Orange County Document Migration Discovery Session Check-in	September 2, 2021	Scheduled
Conduct Ventura County Document Migration Discovery Session Check-in	September 2, 2021	Scheduled
Conduct Los Angeles County Document Migration Discovery Session Check-in	September 2, 2021	Scheduled

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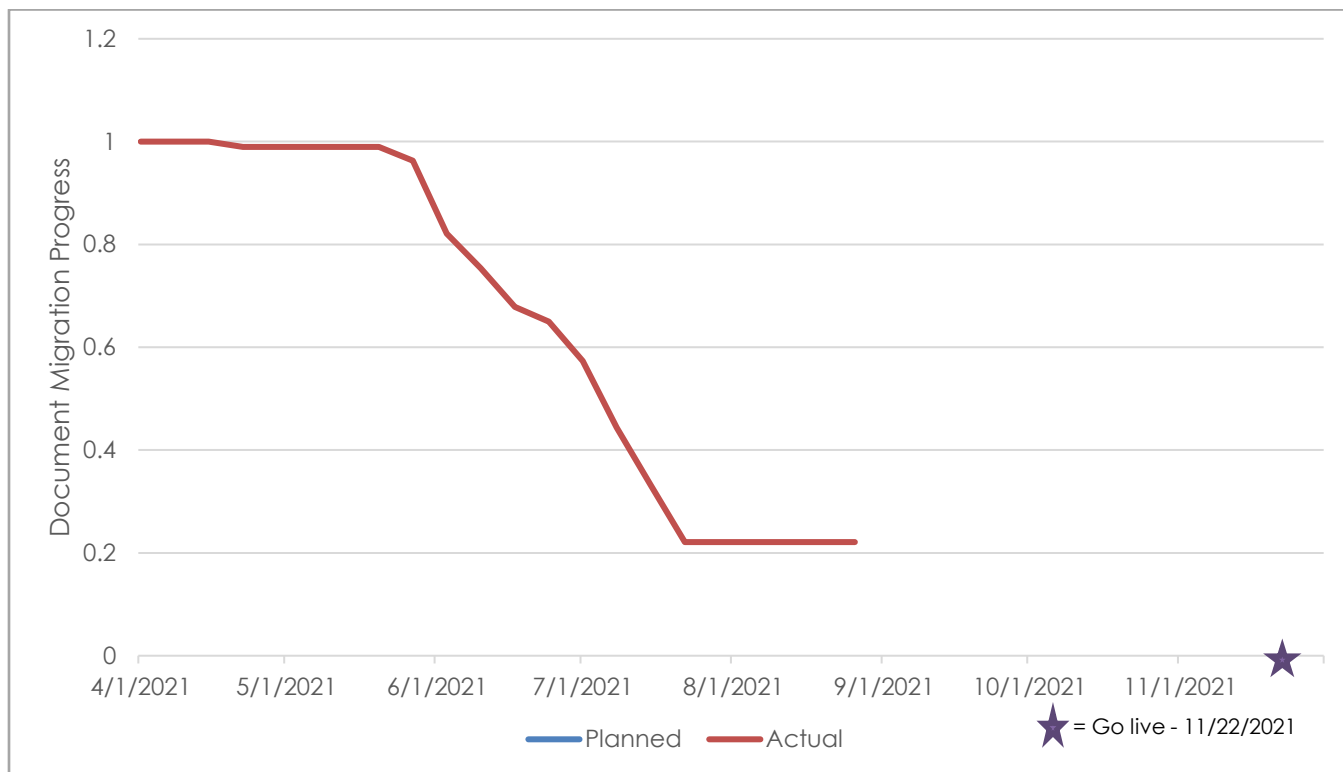
Note:
  * Please see CalSAWS Project Risk #234

Figure 3.1-2 – C-IV UAT Imaging Burnup
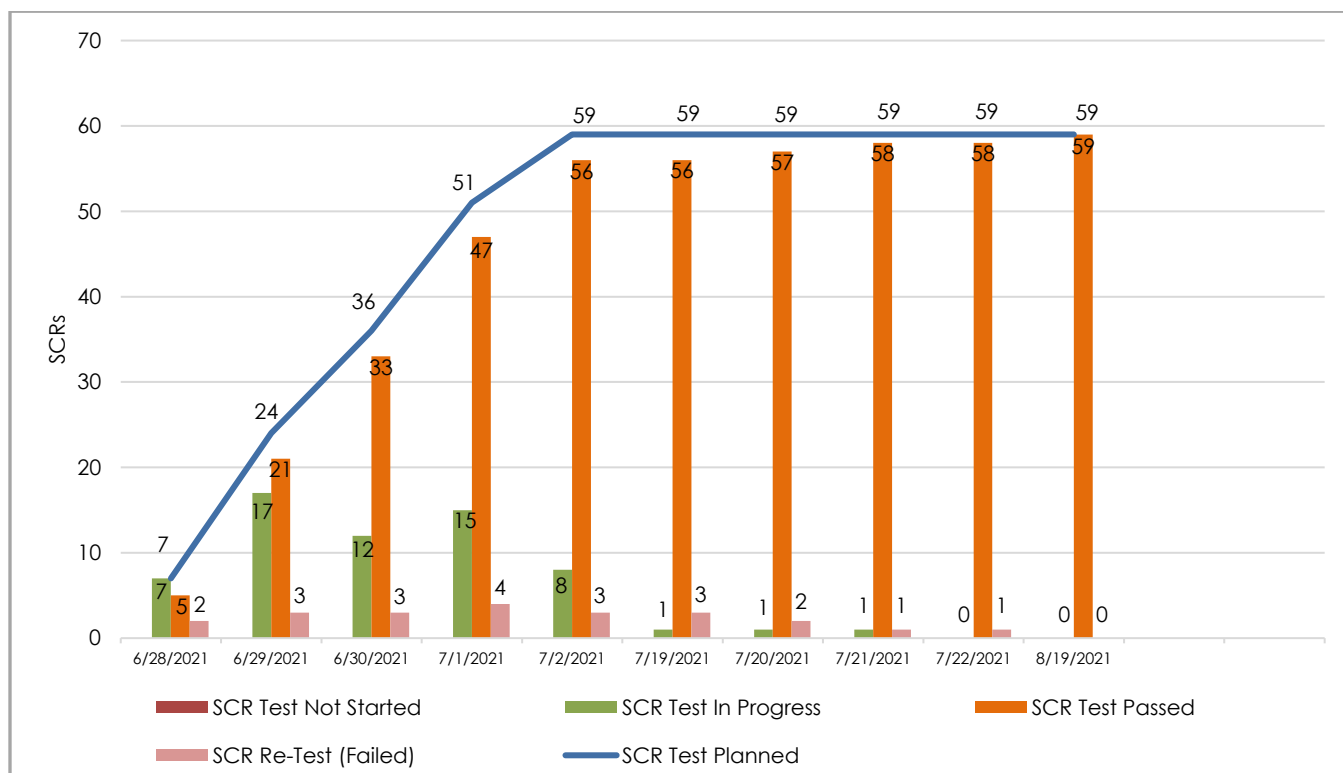
Figure 3.1-3 – Los Angeles UAT Imaging Burnup
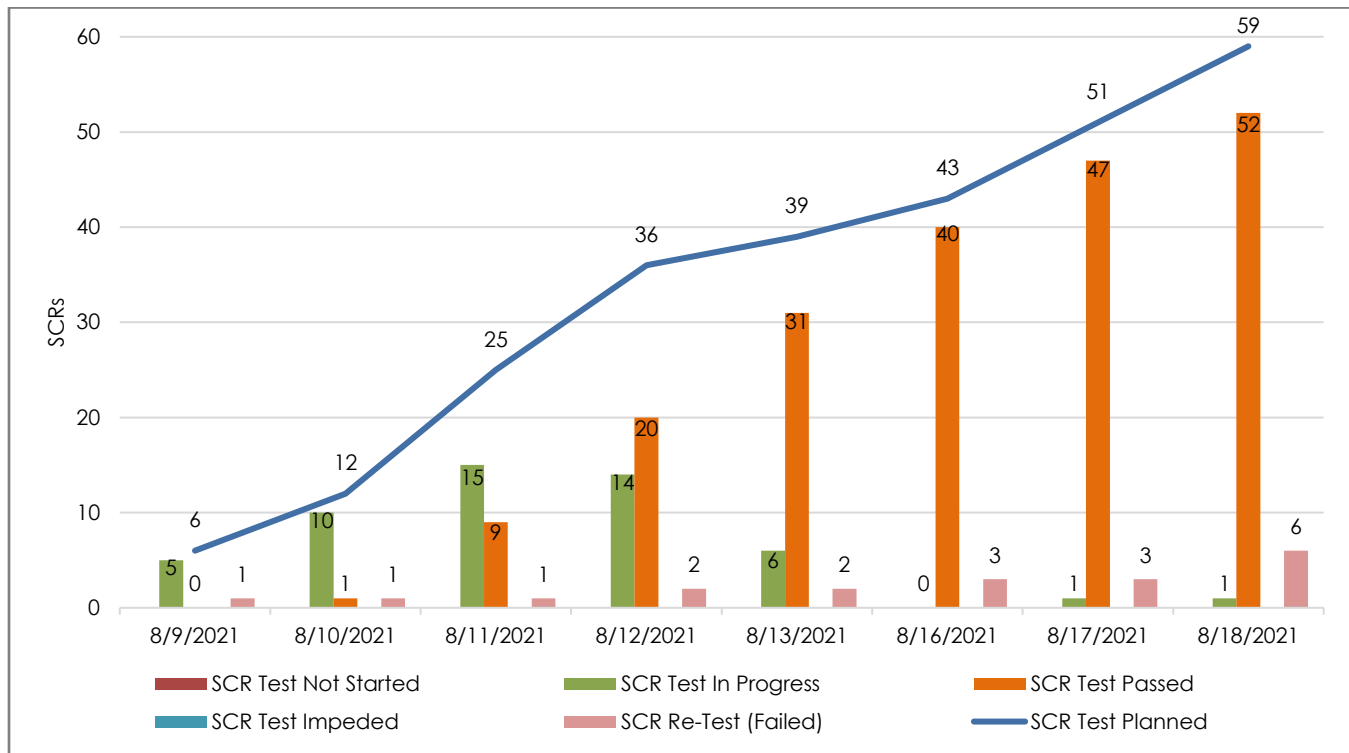
Table 3.1-2 – Los Angeles UAT Imaging Execution

CalSAWS UAT	TOTAL SCENARIOS	NOT EXECUTED	PASSED	FAILED	BLOCKED	NOTES
COMPLETED						
Imaging Admins	59	1	52	6	0	
Failed Test Case Reasons:						
• UAT-T3: Images Buttons Defect CA-232210 • UAT-T7: Imaging Reports - Documents Captured Defect CA-232439 • UAT-T8: Imaging Reports - Initial QA Defect CA-232439 • UAT-T9: Imaging Reports - Exception Queues Aging Defect CA-232439 • UAT-T31: Specialty Flags: Program selection Defect CA-232544 • UAT-T59: R - Images from a kiosk Defect CA-232145						
Not Executed Case:						
• UAT-T58: Confidential Cases: Barcode Verification Confidential Queue						

Figure 3.1-5 – Los Angeles UAT Imaging Defects
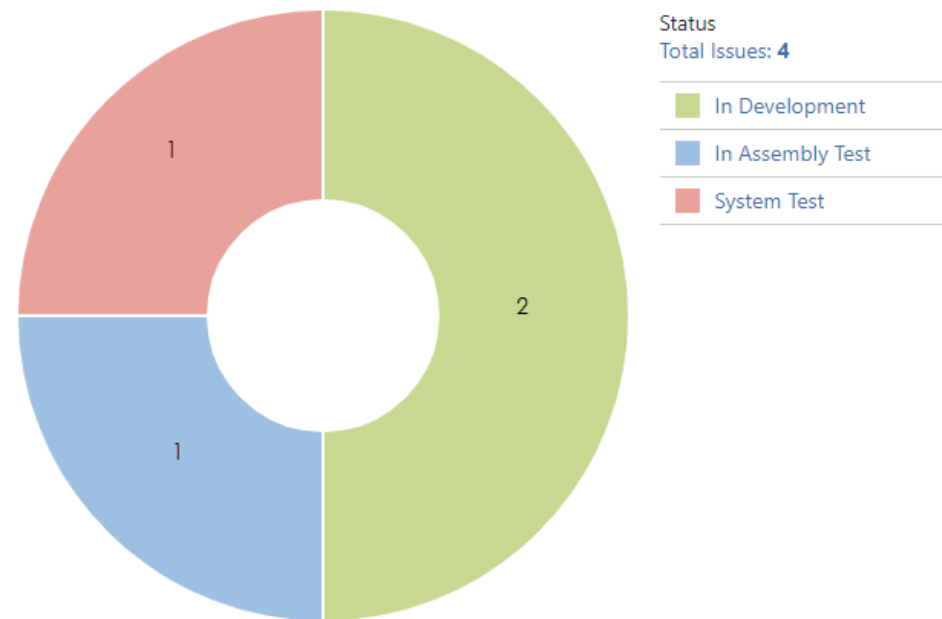
Table 3.1-4 – Los Angeles UAT Imaging Defects

STATUS	2-NORMAL/MEDIUM	3-NORMAL/LOW	4-COSMETIC	TOTAL
In Development	1	1	0	2
In Assembly Test	0	0	1	1
System Test	1	0	0	1
Total Issues	**2**	**1**	**1**	**4**

3.2 Activities for the Next Reporting Period

► Continue to monitor database migration process
► Continue validation of Los Angeles County's AWS Snowball transfer with Hyland
► Conduct Los Angeles County's Imaging UAT retest for week of August 30, 2021
  o Retest the 6 scenarios that failed
  o Obtain further results for the 1 scenario still in progress
► Resolve 4 outstanding Los Angeles UAT defects
  o All to be delivered to System Test by September 3, 2021
► Conduct Santa Barbara County Document Migration Discovery Session for August 30, 2021
► Conduct Placer County Document Migration Discovery Session Check-in for August 31, 2021
► Conduct Santa Clara County Document Migration Discovery Session Check-in for September 1, 2021
► Conduct Orange County Document Migration Discovery Session Check-in for September 2, 2021
► Conduct Ventura County Document Migration Discovery Session Check-in for September 2, 2021
► Conduct Los Angeles County Document Migration Discovery Session Check-in for September 2, 2021

- ► Schedule Santa Barbara County Document Migration Discovery Session Check-in for September 6, 2021
- ► Schedule Placer County Document Migration Discovery Session Check-in for September 7, 2021
- ► Schedule Santa Clara County Document Migration Discovery Session Check-in for September 8, 2021
- ► Schedule Orange County Document Migration Discovery Session Check-in for September 9, 2021
- ► Schedule Ventura County Document Migration Discovery Session Check-in for September 9, 2021
- ► Schedule Los Angeles County Document Migration Discovery Session Check-in for September 9, 2021

3.3   Deviations from Plan/Adjustments

- ► None for the reporting period

4.0   Customer Service Center (CSC)

4.1   Highlights of the Reporting Period

► Continued progress of Telephonic Signature with Application Development team
► Partnered with AWS (Amazon Web Services) for Call Control Panel (CCP) implementation strategies with Telephonic Signature design
► Continued to plan and prepare for build phase

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

Table 4.1-2 – Customer Service Center Milestones

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Outbound IVR - Core Tech Design (CA-226207)	March 24, 2021	Approved	22.01
WFM/QA/QM Reporting (CA-226209)	March 24, 2021	Approved	22.01
Post-Call Survey (CA-228023)	April 28, 2021	Approved	22.05
WebChat/Click-to-Call (CA-227063)	April 28, 2021	Approved	22.05
Voice Authentication: All Languages - Core Tech Design (CA-226843)	April 28, 2021	Approved	22.03
Enhanced CCP (CA-226844)	May 12, 2021	Approved	22.03
Work-from-home Modifications (CA-227064)	May 12, 2021	Approved	22.03
Admin Page - Core Tech Design (CA-226672)	May 26, 2021	Approved	22.05
Inbound IVR (CA-226837)	June 9, 2021	Approved	22.05
Scheduled Callback (CA-229573)	July 7, 2021	Approved	22.05

MILESTONES	DESIGN DUE DATE	STATUS	TENTATIVE RELEASE DATES
Outbound IVR – Batch (CA-228699)	July 28, 2021	Approved	21.11
Outbound IVR - App Dev (CA-231234)	August 18, 2021	Submitted	22.01
External Party Access IVR - Core Tech and App Dev Design (CA-226839)	September 8, 2021	Draft in progress	22.03
Telephonic Signature - Core Tech and App Dev Design (CA-226838)	October 27, 2021	Draft in progress	22.03
Voice Authentication: All Languages - App Dev (CA-TBD)	November 24, 2021	Not started	22.03

4.2   Activities for the Next Reporting Period

► Finalize designs for External Party Access IVR for Committee meeting next week
► Continue Contact Center Environments Design reviews with Security team
► Deliver CA-228699 to System Test for the 21.11 release
► Continue to partner with Amazon Web Services (AWS) to establish execution of Call Control Panel (CCP) for Telephonic Signature Design

4.3   Deviations from Plan/Adjustments

► None for the reporting period

5.0 Analytics

5.1 Highlights of the Reporting Period

5.1.1 Analytics Summary

Table 5.1.1-1 – CalSAWS Analytics Summary

ANALYTICS RELEASE	STATUS	SOFT LAUNCH DATE	HARD LAUNCH DATE	DASHBOARDS	STATE & MGMT. REPORTS	TOTAL	% OF TOTAL
C	In Production	Deployed	Deployed	2	0	**2**	0%
D	In Production	Deployed	Deployed	4	33	**37**	9%
E	In Production	Deployed	Deployed	7	60	**67**	23%
F	In Soft Launch	Deployed	Deployed	3	74	**77**	40%
G	In Soft Launch	Deployed	Deployed	4*	45	**49**	51%
H	In Soft Launch	Deployed	Planned September 8, 2021	6	65	**71**	67%
I	In Development	October 27, 2021	January 28, 2022	1	75	**76**	
J	Future Development	January 15, 2022	TBD	0	75	**75**	
TOTAL REPORTS				**27**	**427**	**454**	

Note: * The 3 C-IV Dashboards in Release G will be hard launched on September 8, 2021

5.1.2 Soft Launch

► Continued County Validation testing on Release H reports with one pending validation by the County, as the team prepares for Hard Launch on September 8, 2021
► Release H Dashboards signed-off and ready for Hard Launch on September 8, 2021
► Successfully soft launched all C-IV Dashboards:
  • Call log (CA-231454)
  • Semi-annual reporting (CA-231454)
  • Workload Productivity Report (WPR) and Engagement (CA-232322)

5.1.3 Production (Hard Launch)

► No updates for the reporting period

5.1.4 Performance and Scalability

► Completed all hard launch deployed dashboards and reports (Los Angeles data only) within the batch window
► Continued 40 County Analytics Isolation Performance testing on release H code base now on Golden Date Set (GDS) 6
► Continued Batch End-to-End Performance Testing (with 40 County Data) – Analytics

► Continued to work on automated Analytics Batch and Performance Testing dashboard that could dynamically show and compare performance results against baselines and/or previous actuals

5.1.5 User Acceptance Testing (UAT)

► Continued to provide Analytics team support for UAT
► Dashboard and Reports Open Items:
   o Landing page updates for C-IV links will be deployed to production, during the Hard Launch, on September 8, 2021
   o Deployed Workload Productivity Report (WPR) on August 18, 2021

5.1.6 Development and Testing

► Release H
   o Created SCR CA-230429 to track the progress on the remaining 3 C-IV reports (Longitudinal Analysis, Engagement Analysis, and Caseload Inventory Reports) rescheduled from Release H remain on-schedule for the August 31, 2021 deployment to CalSAWS
► Release I
   o Dashboards
      • Continued curation build, dashboards build, and testing. The soft launch scheduled for October 27, 2021 remains on schedule

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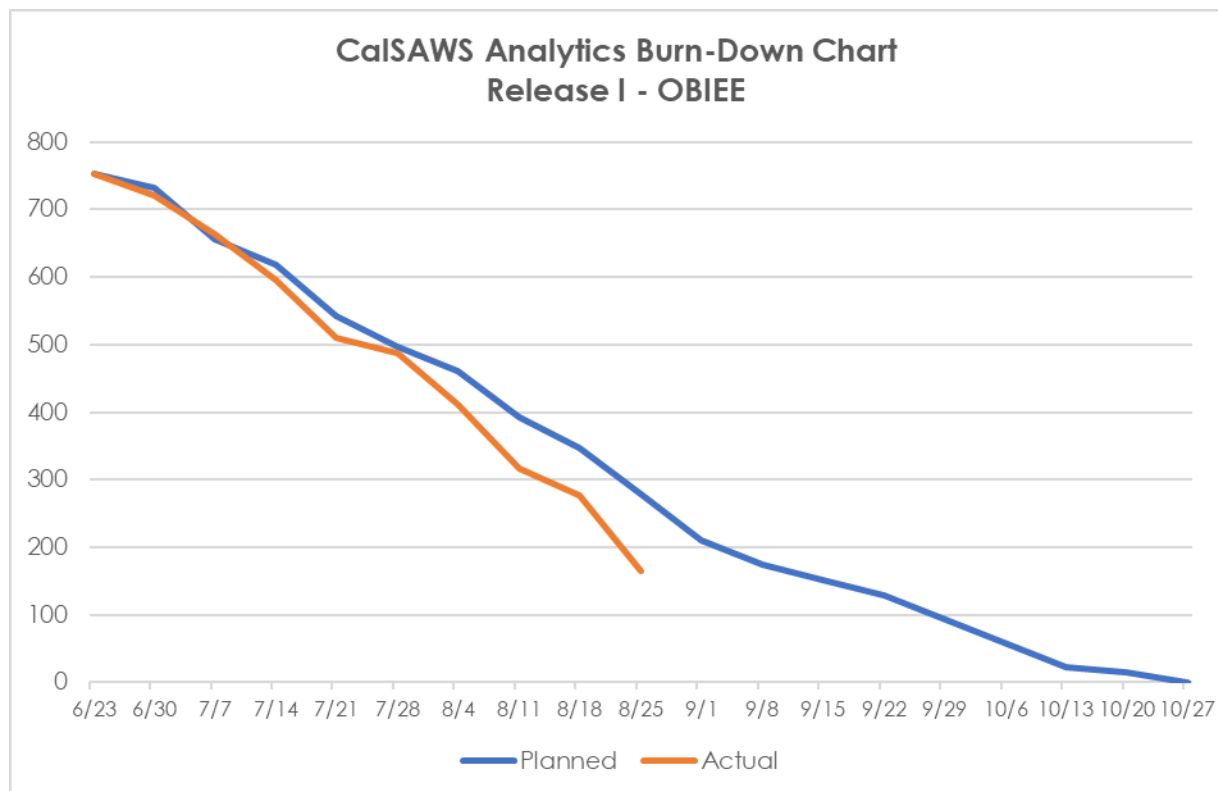
Figure 5.1.7-2 – CalSAWS Analytics – Release I Status Matrix (OBIEE)

Dashboard	Subject Area	Category	Curation Build	Curation Test	CT Curation Validation	Dashboard Build	Dashboard Test	CT Dashboard Validation	Performance Testing	Hard Launch
					Soft Launch (10/27)					
Statistical Reports	Pending Applications	Pending Applications				8/31	9/24	10/27	10/27	HL #5 (1/28/22)
	Application Processing	Application Processing				8/31	9/24	10/27	10/27	HL #5 (1/28/22)
	GEO Coding	Caseload Characteristics				10/8	10/15	10/27	10/27	HL #5 (1/28/22)
	Ehit	Medi-Cal Renewal	9/1	9/24	10/27	9/24	10/1	10/27	10/27	HL #5 (1/28/22)
	Caseload	Active Caseload	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
		Terminations	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
		Graphs	9/8	10/1	10/27	10/1	10/8	10/27	10/27	HL #5 (1/28/22)
	Performance Measures	Performance Measures	9/15	10/8	10/27	10/8	10/15	10/27	10/27	HL #5 (1/28/22)

Legend:
Complete
Complete as of this week
In Progress

o   Reports
    •   Curation and Visualization Build are in progress and on schedule for the Release I soft-launch

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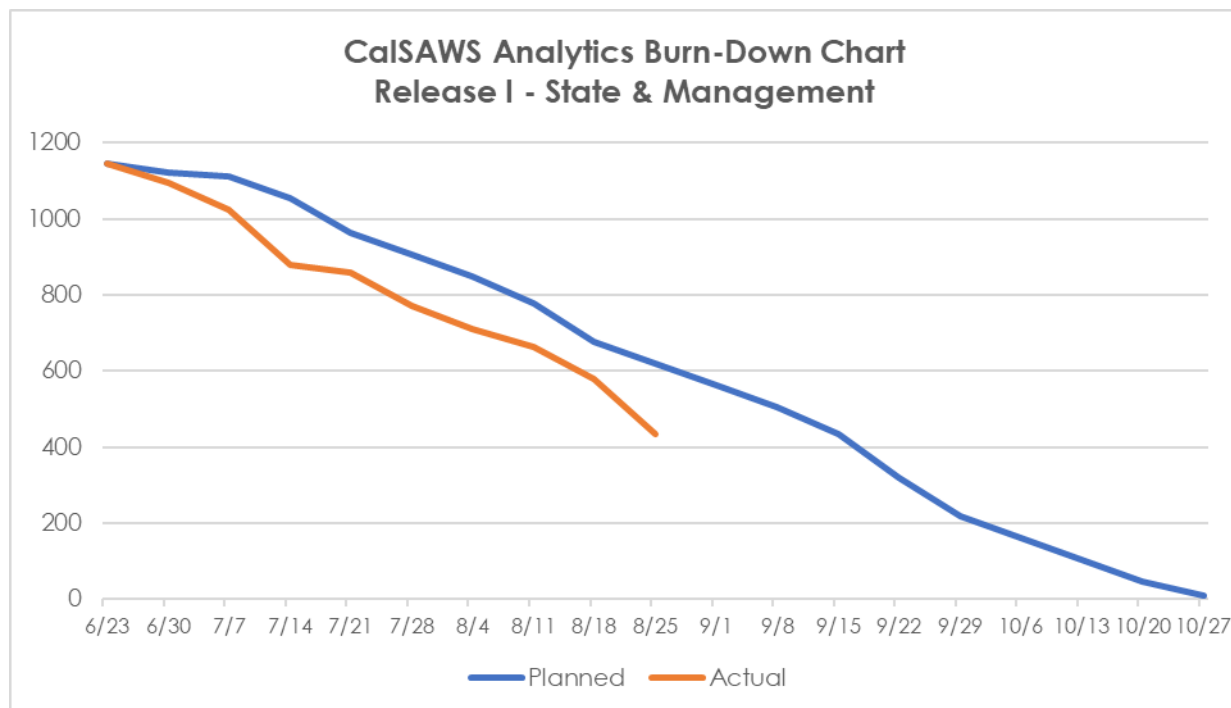
Figure 5.1.7-4 – CalSAWS Analytics – Release I Status Matrix (State & Management)

Type	Functional Area	Number of Reports	Reverse Engineering		Curation Build		Curation Test		Consortium Curation Test		Visualization Build		Visualization Test		Consortium Viz Validation	
			Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp	Due Date	% Comp
Mgmt	Administration	12	7/15	100%	8/20	33%	9/10	33%	10/27	0%	9/30	42%	10/15	33%	10/27	0%
	Case Activity	23	7/15	100%	8/20	43%	9/10	43%	10/27	0%	9/30	52%	10/15	52%	10/27	0%
	Employment Services	3	7/15	100%	8/20	33%	9/10	33%	10/27	0%	9/30	0%	10/15	0%	10/27	0%
	Fiscal	33	7/15	100%	8/20	52%	9/10	52%	10/27	0%	9/30	64%	10/15	58%	10/27	0%
	Special Units	2	7/15	100%	8/20	50%	9/10	0%	10/27	0%	9/30	100%	10/15	50%	10/27	0%
	State	2	7/15	100%	8/20	0%	9/10	0%	10/27	0%	9/30	50%	10/15	0%	10/27	0%
TOTAL		75	75 of 75		33 of 64		32 of 64		0 of 64		41 of 75		36 of 75		0 of 75	
			100%		52%		50%		50%		55%		48%		0%	

Legend:
Complete
Complete as of this week
In Progress

5.1.7   Change Enablement

- o   Completed all current change enablement scope

5.2   Re-Platform Migration Schedule

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

Release C (Migration Window: November 2020 – March 2021): In Production			
Dashboards			
LRS	• CalWORKs	Daily	18 Sheets
	• QA	Daily	10 Sheets
Release D (Migration Window: February 2020 – June 2020): In Production			
Dashboards			
LRS	• CalFresh	Daily	30 Sheets
	• CalFresh Meals	Monthly	2 Sheets
	• Managed Personnel	Daily	1 Sheet
	• SSI/SSP	Daily	2 Sheets
State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	4	0
	• Case Activity	7	0
	• Fiscal	15	0
	• State	6	0
Release E (Migration Window: May 2020 – September 2020): In Production			
Dashboards			
LRS	• Med-Cal	Daily	30 Sheets

	• General Relief	Daily and Monthly	32 Sheets
	• Program Assignment	Monthly	1 Sheet
	• DPSSTATS Scorecard	Daily	1 Sheet
	• AAP (CWS)	Daily	21 Sheets
	• Foster Care (CWS)	Daily	21 Sheets
	• Kin-Gap (CWS)	Daily	21 Sheets

State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	7	0
	• Case Activity	4	0
	• Employment Services	0	0
	• Fiscal	34	0
	• State	13	0
	• Special Units	1	0
	• Resource Data Bank	1	0

Release F (Migration Window: August 2020 – December 2020) In Production			
Dashboards			
LRS	• Operational Reports	Monthly	30 Sheets
	• Task Management	Daily	19 Sheets
	• Welfare Fraud Prevention & Investigation	Monthly	4 Sheets

State & Management			
	Category	Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	• Administrative	2	2
	• Case Activity	3	5
	• Employment Services	0	1
	• Fiscal	28	2
	• Resource Data Bank	0	0
	• State	26	0
	• Special Units	0	5

Release G (Migration Window: November 2020 – March 2021) In Production			
Dashboards			
C-IV	• Call Log (In UAT)	Daily	19 Sheets
	• Semi Annual Reporting (In UAT)	Daily	11 Sheets
	• WPR and Engagement (In UAT)	Daily	46 Sheets
LRS / C-IV	• Reception Log (In Production)	Daily	10 Sheets

State & Management			
	Category	Number of Scheduled	Number of On Request

			Reports	Reports
LRS and C-IV	•	Administrative	3	0
	•	Case Activity	4	3
	•	Employment Services	0	1
	•	Fiscal	33	1
	•	State	0	0
	•	Special Units	0	0
	•	Resource Data Bank	0	0
	•	New Reports	0	0
Release H (Migration Window: February 2021 – June 2021) In Soft Launch				
Dashboards				
LRS	•	Caseload History	Monthly	9 Sheets
	•	Alerts	Daily	5 Sheets
	•	Alerts (CWS)	Daily	3 Sheets
	•	Placement Vendor Exception Report (CWS)	Daily	3 Sheets
	•	Work Order (CWS)	Daily	6 Sheets
	•	Welfare to Work	Daily	7 Sheets
State & Management				
	Category		Number of Scheduled Reports	Number of On Request Reports
LRS and C-IV	•	Administrative	0	14
	•	Case Activity	0	8
	•	Employment Services	0	11
	•	Fiscal	2	20
	•	State	5	0
	•	Special Units	0	6
	•	Resource Data Bank	0	2
Release I (Migration Window: May 2021 – September 2021) In Design and Development				
Dashboards				
LRS	•	Statistical Reports	Monthly	79 Sheets
State & Management				
	Category		Number of Scheduled Reports	Number of On Request Reports
LRS	•	Administrative	11	1
	•	Case Activity	19	5
	•	Employment Services	3	0
	•	Fiscal	28	5
	•	State	2	0
	•	Special Units	1	1
Release J (Migration Window: September 2021 – January 2022)				

State & Management			
	Category	**Number of Scheduled Reports**	**Number of On Request Reports**
LRS	• Administrative	4	3
	• Case Activity	14	1
	• Employment Services	7	0
	• Fiscal	36	1
	• Resource Data Bank	1	0
	• Special Units	5	3

Note:
- State & Management number of reports might change as per analysis with Application Development and other dependencies

5.3   Activities for the Next Reporting Period

► Cloud Analytics
  o Continue executing 40 County system test and end-to-end performance testing
    • Review performance on the Elastic MapReduce (EMR) cluster as the team will have more defined overlap of reports and dashboards on Golden Data Set (GDS) 6
    • Complete testing of architecture to support subset of counties with fiscal claiming completed (in support of the 1:00 a.m. cutoff time)
  o Complete support of User Acceptance Test (UAT)
  o Continue identifying options for post cutover plan steps and review with Consortium
  o Release H
    • Complete County validation testing
  o Release I
    • Continue development of release I reports and dashboards
  o Continue Glue proof of concept (POC) post C-IV cutover

5.4   Deviations from Plan/Adjustments

► None for the reporting period

6.0   Application Development and Test

6.1   Highlights of the Reporting Period

6.1.1   Application Development Summary

Table 6.1.1-1 – CalSAWS Application Development Summary

|	Status	21.11	22.01	22.02	22.03	22.05	22.06	22.07	22.09	22.11	23.01
Design	New	0	8	0	28	11	0	1	4	0	3
	Design in Progress	0	16	0	5	0	0	0	0	0	0
	Ready for Committee	0	0	0	0	0	0	0	0	0	0
	Committee Review	0	2	0	0	0	0	0	0	0	0
	Pending Approval	0	0	0	0	0	0	0	0	0	0
Build	Approved	0	1	0	1	2	1	1	1	1	1
	In Development	5	1	0	0	0	0	0	0	0	0
	Development Complete	0	0	0	0	0	0	0	0	0	0
	In Assembly Test	6	0	0	0	0	0	0	0	0	0
Test	System Test	19	0	0	0	0	0	0	0	0	0
	Test Complete	0	0	0	0	0	0	0	0	0	0
	In Production	0	0	0	0	0	0	0	0	0	0
	Grand Total	**30**	**28**	**0**	**34**	**13**	**1**	**2**	**5**	**1**	**4**

SCRs in Production	747
SCRs with Release TBD	2

Notes:
- This table includes Application Development SCRs with migration impact. SCRs in Production represents a count of any SCR that have a project phase of migration and have been deployed to production. SCRs with Release to be determined (TBD) includes any migration impact SCR where the fix version is "TBD"

6.1.2 DDID System Test Status

Figure 6.1.2-1 – DDID System Test Status
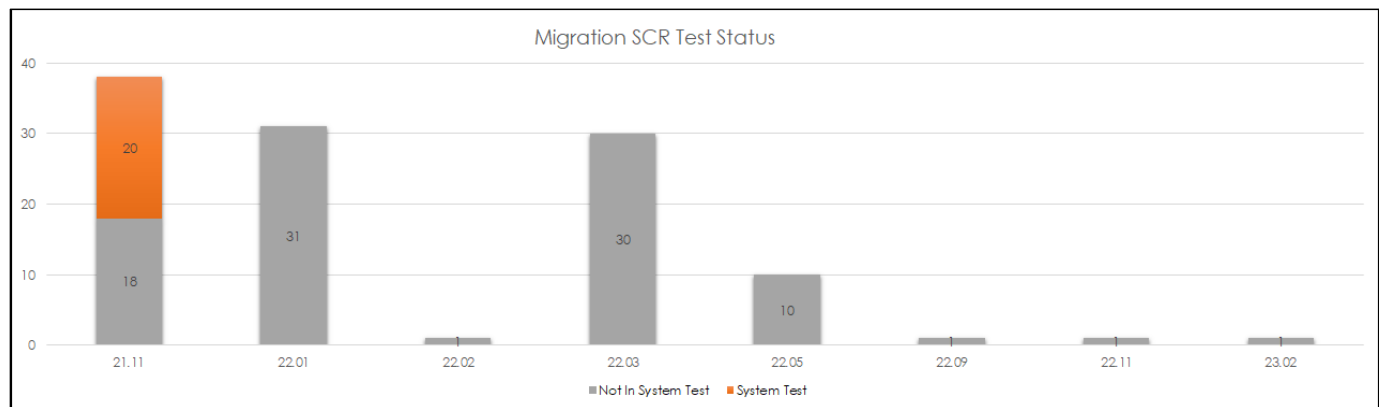
Notes:
- Includes all SCRs that have a Funding Source of CalSAWS DD&I that are not in Rejected or Pending Rejection status and are targeted for a baseline release. This includes SCRs associated to DDID 1967 for the unforeseen allowance and DDID 1631 for the reports allowance. In Production includes In Production statuses; Test Complete includes Test Complete; System Test includes System Test status; Not in System Test includes all SCR statuses prior to System Test delivery
- Counts are higher in this chart (as compared with Design and Build Status) due to the inclusion of all CalSAWS DD&I SCRs targeted for the release, such as DD&I Training and Technical SCRs

Table 6.1.2-1 – DDID System Test Status

Pass Rate Target as of August 27, 2021	**0%**
Pass Rate Actual as of August 27, 2021	**0%**
System Test Complete Date: November 19, 2021	
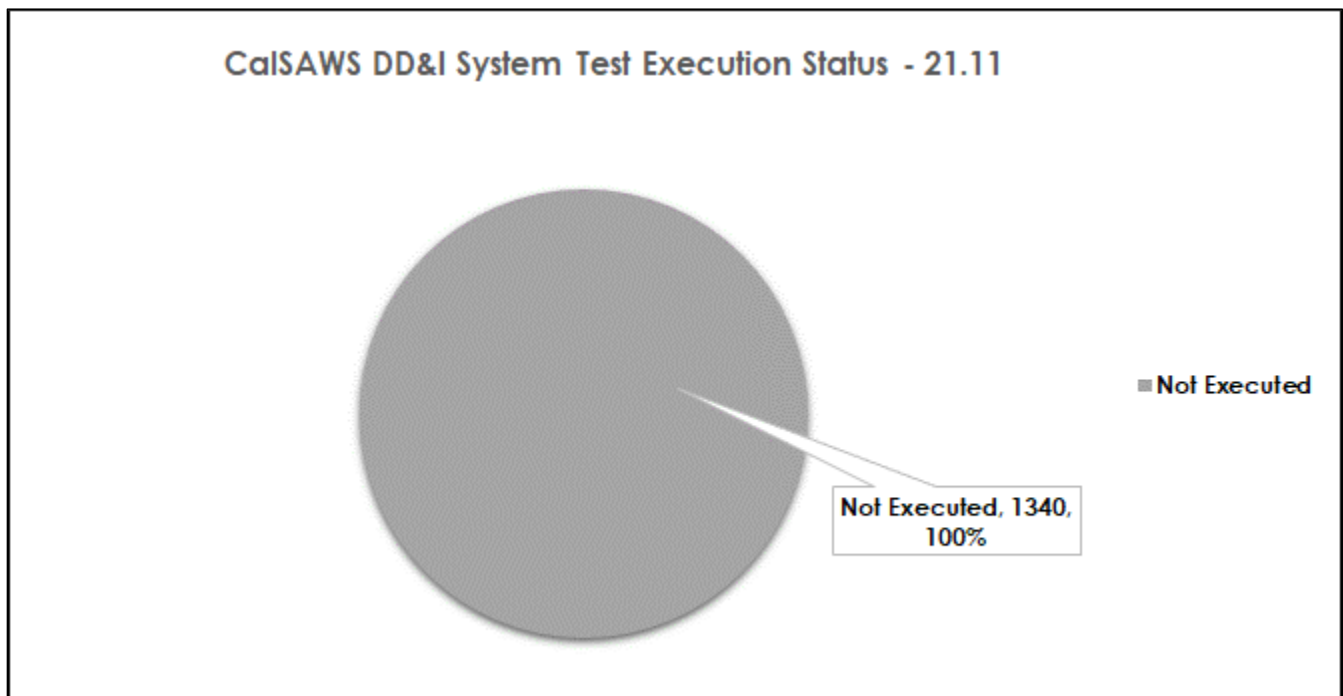
Note:
- Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS DD&I Test Scripts in the release

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

► Continued test preparation for Release 21.11. Status is provided in Figure 6.1.2-1 (CalSAWS DDID System Test Execution Status) above. Scheduled to begin Test Execution is August 30, 2021

6.1.3 Non-State Forms (NSF):

► State form translations
  o The following table shows status of State form translation SCRs
    • CA-215077 – CW 105: Waiting for State translations

Table 6.1.3-1 – State form translation SCRs

STATE FORMS – TRANSLATION SCRs	FORM COUNT
In Design	1
In Development	0
In Test	0
Test Complete	0
In Production	34
Grand Total	**35**

6.1.4 Task Management

► Continued to meet with Consortium Business Analysts and Quality Assurance team (QA) to develop designs for the 22.01 release
  o CA-214912 DDID 2246, 2240
  o CA-214916 DDID 2252
  o CA-214905 DDID 2230

Figure 6.1.4-1 – Task Management DDID Status
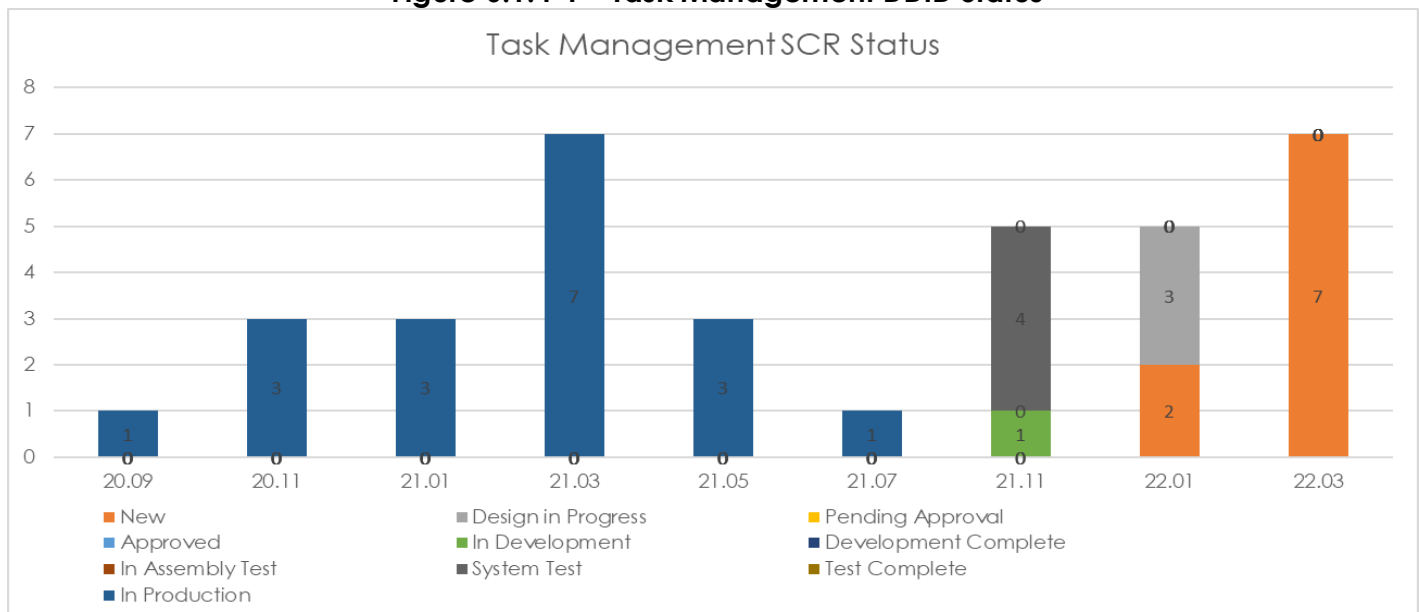
6.1.5 Application Programming Interface (API)

► Continued meeting with Consortium Business Analysts and the Quality Assurance (QA) team to develop designs
  o CA-214758 DDID 2355
  o CA-214756 DDID 2353
  o CA-214754 DDID 2351
  o CA-214747 DDID 2344

Figure 6.1.5-1 – API DDID Status
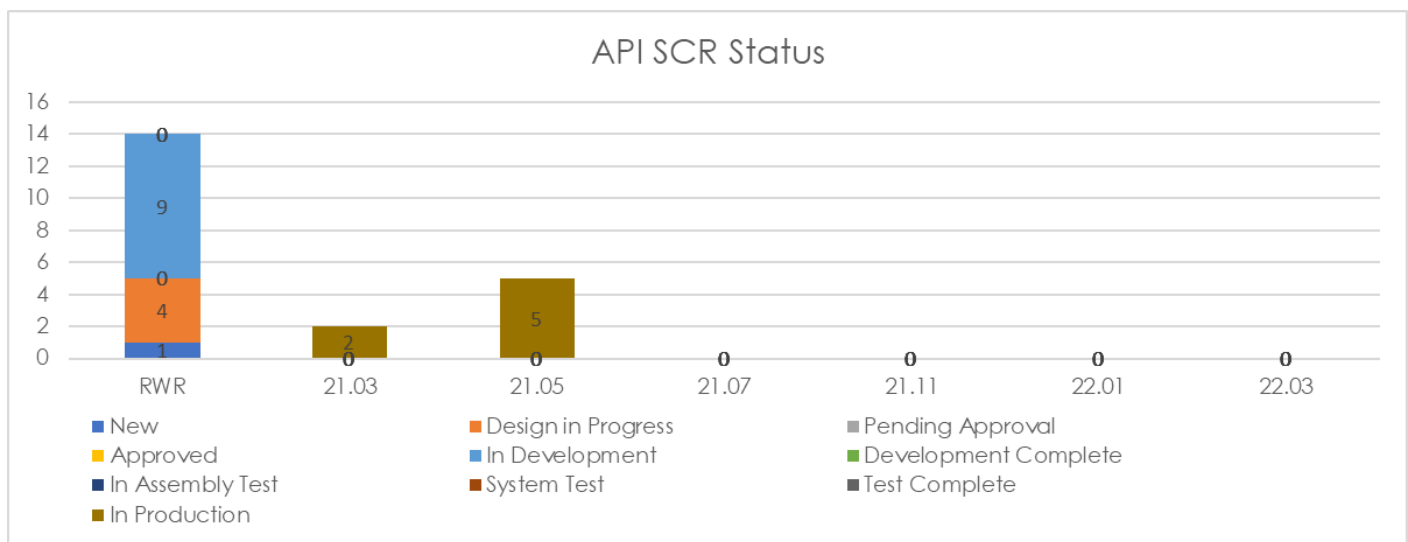
6.1.6 GA/GR

► General:
  o Provided the weekly status update and GA GR Release Plan Changes to Consortium on August 24, 2021
  o Discussed the GA GR Correspondence deliverables and design clarifications on August 24, 2021, and August 26, 2021
  o Discussed the GA GR Correspondence web service design clarifications on August 25, 2021, and August 27, 2021
  o Continued with development of 21.11 SCRs
    • CA-225943 – DDID 2319 FDS: GA GR – API Correspondence Service
    • CA-215914 – DDID 2313 FDS: GA GR Employment Services – phase 2
    • CA-215688 – DDID 2686 FDS: Phase 4 - GA GR - API – Emulator
    • CA-224578 – DDID 2686/2314 FDS: GA GR phase 2 Batch 3 (3 Rules) – Income Rules and Corresponding NOA Reasons
    • CA-226400 – Phase 2 Non-Financial, Income Additional Changes – Correspondence from Eligibility Determination Benefit Calculation (EDBC)
    • CA-229071 – Phase 2 Non-Financial, Income EDBC Additional Changes - EDBC Display Reason
  o Began assembly testing activities for the following SCRs:
    • CA-215670 – Group 1 Forms
    • CA-228982 – Phase 1 Batch 2 (9 Rules) SFU Rules, NOA Reasons

- CA-215926 – Phase 1 Batch 3 (11 Rules) Non-Financial Rules, NOA Reasons
- CA-215916 – Phase 2 Batch 1 Income Rules, NOA Reasons
- CA-215672 – Phase 2 Batch 2 Income Rules, NOA Reasons
- CA-215920 – DDID 2314/2319 FDS: GA GR NOA/Form Generations from EDBC phase 1
- CA-215927 – DDID 2314b, DDID 2321 FDS: GA GR Fiscal Changes

o Continued Automated System test scripting of phase 1 batch 2 SCR CA-228982 and phase 1 – Batch 3 CA-215926

o Began Automated Assembly testing for phase 1 batch 2 SCR CA-228982 and phase 1 – Batch 3 CA-215926

o Began 22.01 designs

- CA-215678 – DDID 2375 FDS: GA GR splitting grant into multiple warrants
- CA-215673 – DDID 2323 FDS: GA GR – GR recoverable offset batch
- CA-215917 – DDID 2314 FDS: GA GR Rules phase 3 – resource, reporting rules and corresponding NOA reasons, MU triggers

Figure 6.1.6-1 – GA/GR DDID Status
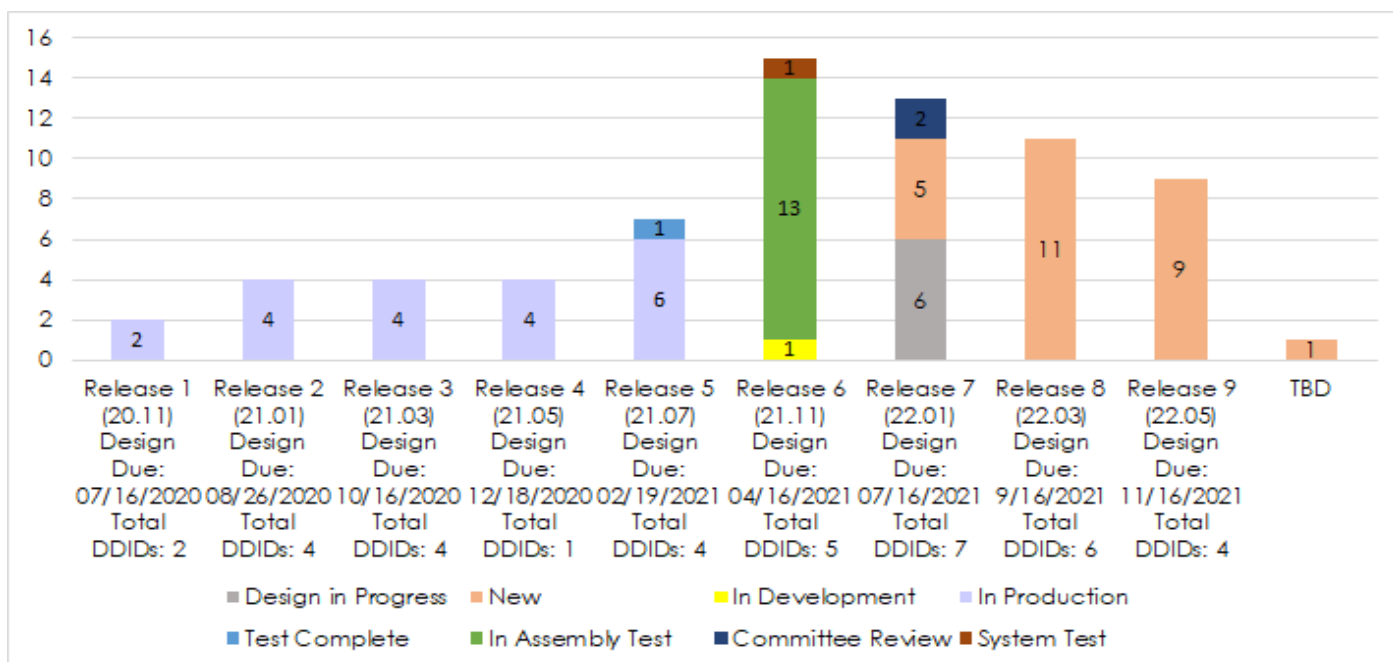
► CalWIN Correspondence Track:

Figure 6.1.6-2 – GA/GR Correspondence
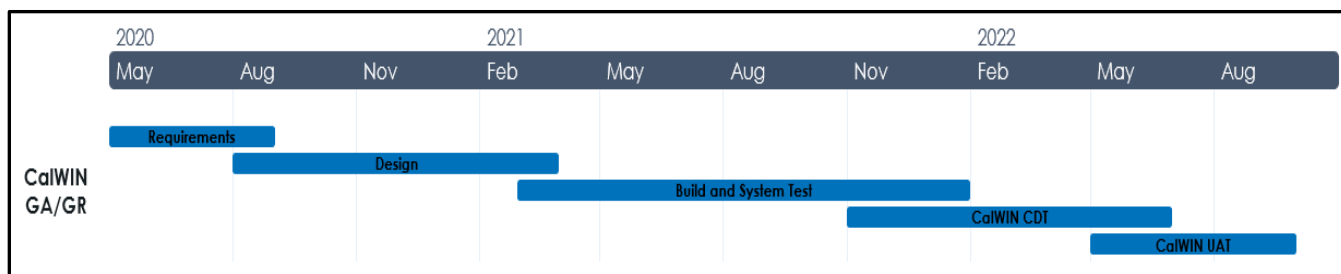
Figure 6.1.6-3 – CalWIN GA/GR Correspondence Development
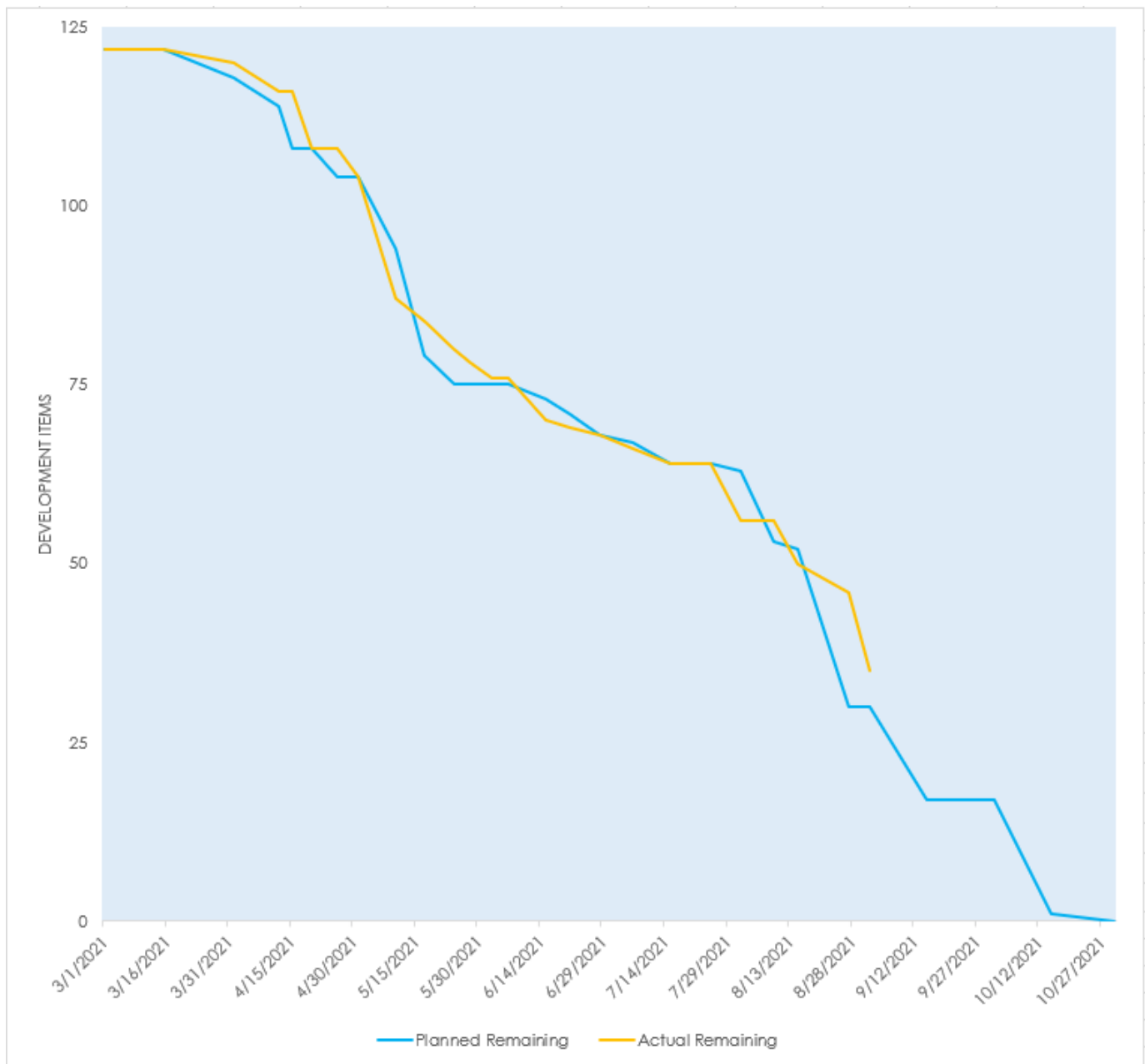
6.1.7 CalSAWS Portal Integration

► Continued supporting BenefitsCal System Integration Test (SIT) activities and User Acceptance Testing (UAT) activities
  o Continued reviewing findings and resolving defects
► Participated in weekly calls with Code for America to discuss API integration

6.1.8 Batch Performance Test

► Opened Performance defects to track batch processes that have been identified for performance analysis. Of the 24 remaining open defects, 1 is in development, 20 are in the testing phase, and the remainder are being researched
► Executed Performance tests
  o Executed 10-Day Eligibility Determination Benefit Calculation (EDBC) batch cycle
  o Executed main payroll batch cycle
► Upcoming Performance test plan for the week of August 30, 2021
  o Execute main payroll batch cycle (2nd day)
  o Re-execute main payroll batch

Figure 6.1.8-1 – Batch Performance Burndown Chart
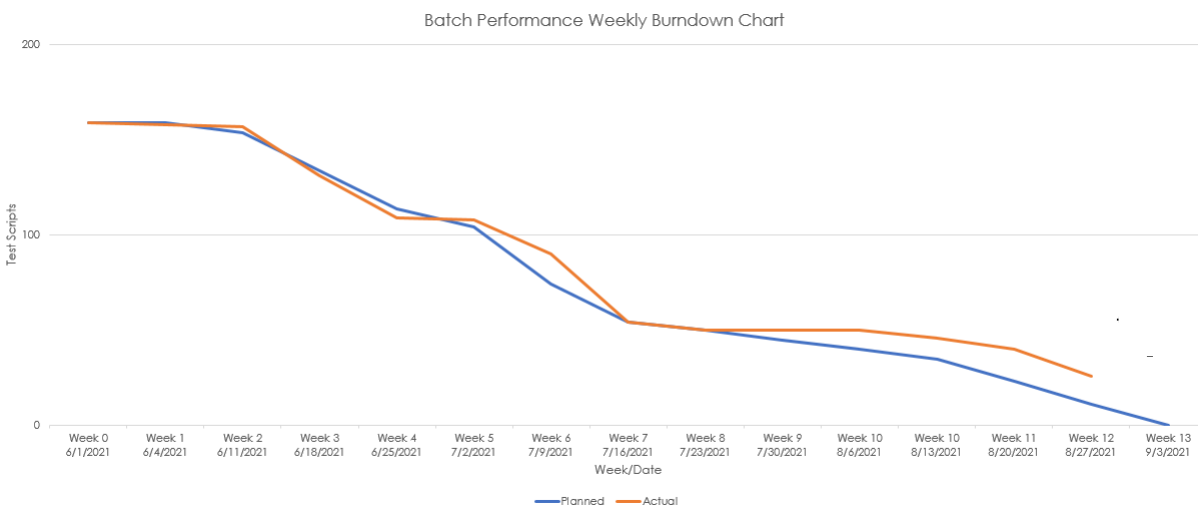
6.1.9 Central Print

► Participated in the Central Print Greenlight meeting
► Deployed the following print related SCRs on August 27, 2021:
  o CA-218205 - Turn on GEN 1365 indicator
  o CA-226573 - Cutover Activities for new Central Print vendor
► Transitioned Los Angeles print files to Gainwell on August 27, 2021

6.1.10 Case Purge

In July 2020, a team was formed to design, build, test, and deploy a Case Purge solution for C-IV and CalSAWS. This Purge functionality is based on the records retention policy approved by the CalSAWS Project Steering Committee in September 2019. The Purge team is using the Agile methodology for this effort and will be deploying functionality to Production at the conclusion of each Sprint. This team is operating independently of the existing Design, Application Development, Training, and Test teams. In July 2021, this team also took on the conversion of data from the Legacy Data Solution (LDS) into shell cases in the CalSAWS System

► Continued design/build/test of the LDS conversion
  o Received all remaining files for testing an individual County (Yuba)
  o Created a new S3 bucket for storing LDS extract files
  o Finished transformation of CASE and PERS tables from flat files

Figure 6.1.1-1 – LDS Conversion Gantt Chart

ID	Task Name	Aug 2021				Sep 2021				Oct 2021				Nov 2021			
		8/8	8/15	8/22	8/29	9/5	9/12	9/19	9/26	10/3	10/10	10/17	10/24	10/31	11/7	11/14	11/21	11/28
1	Map LDS Shell Case table Data to CalSAWS Elements																
2	Create Yuba County CASE and PERS Flat Files																
3	Transfer Yuba CASE and PERS Flat Files from LDS Storage to Temp Storage path																
4	Load CASE and PERS data into CDR Environment																
5	Create Yuba County ISSUANCE, JOURNAL, TIME_LIMIT Flat Files																
6	Yuba County Shell Case Conversion																
7	Transfer remaining Yuba Flat Files to S3 Storage																
8	Create new status code for Case Summary/Data Removal pages/Load into Case Purge																
9	Yuba County Shell Case Testing																
10	Humboldt, Trinity, Glenn Conversion																
11	Create new PDF page for LDS PDF's/ Update PDF Generation job for LRS/LDS																
12	Tuolumne, Nevada, Colusa Conversion																
13	Kings, Marin, Siskiyou Conversion																
14	Imperial, Calaveras, Tehama Conversion																
15	Shasta, Alpine, Inyo Conversion																
16	Monterey, Napa, Plumas Conversion																
17	Kern, Lake, Lassen Conversion																
18	San Joaquin, Modoc, Mono Conversion																
19	Amador, Butte, Sutter Conversion																
20	Sierra, Mariposa, Madera, San Benito Conversion																
21	Mendocino, Del Norte, El Dorado Conversion																

6.1.11 Deliverable Management

Table 6.1.11-1 – Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

6.2 Activities for the Next Reporting Period

▶ Continue drafting designs for Migration Impact SCRs
▶ Conduct test execution for CalSAWS 21.11 Release

Deliverable Management

Table 6.2-1 – Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

6.3 Deviations from Plan/Adjustments

▶ None for the reporting period

7.0   Conversion

7.1   Highlights of the Reporting Period

7.1.1   C-IV Conversion

► Completed C-IV CalSAWS Conversion Part 1A County Preparation Cutover
► Continued preparation for C-IV CalSAWS Conversion Part 1B Go-Live Cutover

7.1.2   CalWIN Conversion:

► Data Model (DM) 21.07 Epic
  o Continued Sprint 2 with focus on defect and backlog resolution
► CalWIN Conversion Golden Data Set (CW GDS) #1
  o Completed Wave 1 Conversion Run
  o Began Wave 2 Conversion Run

Table 7.1.2-1 – CalWIN Conversion Statistics 21.07 (July 2021 - August 2021)

				21.07								
				Item Status								
				0%	25%	30%	50%	75%	5%	100%	100%	0%
Sprint	Total - Deferred Items	Sprint Duration		Not Started	Analysis & Mapping in Progress	Ready for Consortium Review	Build In Progress	Ready for AT	On Hold	Completed (Tested)*	CNR	Deferred
Overall	159	7/26/2021	9/3/2021	53	10	0	4	6	0	86	0	0
Planning		7/19/2021	7/23/2021	Idenitfited Database changes for 21.07 GDS#1								
Data Model Sprint 1	56	7/26/2021	8/13/2021	0	0	0	0	0	0	56	0	0
EDBC Match Sprint 5	23	7/26/2021	8/13/2021	0	0	0	0	0	0	23	0	0
Data Model Sprint 2	17	8/16/2021	9/3/2021	6	5	0	2	1	0	3	0	0
EDBC Match Sprint 6	63	8/16/2021	9/3/2021	47	5	0	2	5	0	4	0	0

► Continued CalWIN Conversion System Test Development (Epic) which is approximately 61% complete and with the plan to complete development of all scripts by the end of October 2021. Where the team is not on schedule, the team will assess resource capacity and plan overtime where applicable

Table 7.1.2-2 – CalWIN System Test Development Status

Functional Area	System Test	Total	Start	Finish	Not Started	In Progress	On Hold	Completed	% Completed	Planned Completed
Overall	**Overall**	**366**	**3/22/2021**	**10/29/2021**	**111**	**4**	**29**	**222**	**61%**	**73%**
Online	Queries	57	3/22/2021	4/23/2021	0	0	0	57	100%	100%
Online	Scenarios	54	3/29/2021	4/30/2021	0	0	3	51	94%	100%
EDBC	Queries	20	5/3/2021	6/4/2021	0	0	0	19	100%	100%
EDBC	Scenarios	20	5/3/2021	6/4/2021	0	0	0	16	84%	100%
Special Units	Queries	25	6/7/2021	7/9/2021	0	0	0	15	100%	100%
Special Units	Scenario	25	6/7/2021	7/9/2021	0	0	2	12	86%	100%
Fiscal	Queries	21	7/12/2021	9/3/2021	0	1	0	12	80%	93%
Fiscal	Scenario	21	7/12/2021	9/3/2021	14	0	0	7	50%	93%
Batch/Interfaces	Queries	38	8/16/2021	10/29/2021	38	0	0	0	0%	0%
Batch/Interfaces	Scenario	38	8/16/2021	10/29/2021	38	0	0	0	0%	0%
Ancillary	Queries	31	8/23/2021	9/30/2021	0	0	19	12	39%	21%
Ancillary	Scenario	31	8/23/2021	9/30/2021	31	0	0	0	0%	21%

7.1.3 Gainwell Technologies

► CalWIN Data Migration (Gainwell Technologies)
  o Continued working with the Conversion teams to plan future data delivery milestones
  o Continued to meet with the document migration team and assess document migration processes and needs for Converted Data Testing (CDT)
    • Team met and discussed volume of Client Correspondences needed for CDT, another meeting planned for this week
  o Continued discussions on additional data points to be included for shell cases to align with the C-IV shell cases
    • Conversion and Extraction teams are aligning on an approach
    • Targeted date for implementation of new design for Shell cases by GDS #3
    • Planning and schedule in progress
► CalWIN Data Retention M&O (Gainwell Technologies)
  o Data Retention planned for November 7, 2021 and November 11, 2021 as communicated to OPAC

7.1.4 Ancillary Systems Conversion:

► Continued to make data mapping and transformation progress
► Continued to make progress addressing issues found in Production Dataset Size files. These files are necessary for CalWIN Core Conversion orchestration and integrations
► Received all Counties' files for Golden Data Set (GDS) 1
  o Followed up with Counties to address issues found within the files
► Collections, SIU/Fraud & Task
  o Completed data mapping and transformation

► Shell Cases
  o Data mapping and transformation build in progress and on schedule for September 30, 2021

Table 7.1.4-1 – Ancillary Status by Functional Area

PHASE	COLLECTIONS	FRAUD	TASK MANAGEMENT
Data Mapping	All 14 Counties Data Mapping Completed	All 5 Counties Data Mapping Completed	All 8 Counties Data Mapping Completed
Transformation	All 14 County is build completed. All Counties have successfully submitted production sized files for GDS1	All 5 County is build completed. All Counties have successfully submitted production sized files for GDS1	All 8 County is build completed. All Counties have successfully submitted production sized files for GDS1
Risk or Issues	None		

Table 7.1.4-2 – County Status by Ancillary System

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Contra Costa	**Design and build completed** Received production sized files	N/A	N/A
Placer	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files
Yolo	**Design and build completed** Received production sized files	N/A	N/A
Santa Clara	N/A	N/A	**Design and build completed** Received Production Sized Files
Tulare	**Design and build completed** Received production sized files	N/A	N/A
Orange	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files
Santa Barbara	N/A	N/A	**Design and build completed** Received production sized files

COUNTY	COLLECTIONS	FRAUD	TASK MANAGEMENT
Ventura	**Design and build completed** Received production sized files	N/A	N/A
San Mateo	**Design and build completed** Received production sized files	N/A	**Design and build completed** Received production sized files
Santa Cruz	**Design and build completed** Received production sized files	N/A	**Design and build in-progress** Received production sized files
Solano	**Design and build completed** Received production sized files	N/A	N/A
Alameda	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	N/A
Fresno	**Design and build completed** Received production sized files	N/A	N/A
Sonoma	**Design and build completed** Received production sized files	N/A	**Design and build completed** Received production sized files
Sacramento	N/A	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files
San Francisco	**Design and build completed** Received production sized files	N/A	N/A
San Luis Obispo	**Design and build completed** Received production sized files	**Design and build completed** Received production sized files	N/A

Figure 7.1.4-3– Ancillary Systems Conversion Gantt Chart

Table 7.1.4-4 – Ancillary Systems Conversion Milestones

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
July 2020	Project Kick-Off/Discovery Sessions	Team introductions and Project overview	Completed
August 2020	File Specification Document (FSD)	CalSAWS DB (structures) as Conversion Target	Completed
August 2020	Project Planning	Detailed walkthrough of the Project schedule and File Specification Document (FSD)	Completed
December 2020	Automation Framework Complete	Exception handing for Ancillary provided Data is ready for the Counties	Completed
February 2021	Design/Mapping Complete	All CalSAWS DB Targets (defined in FSD) have Source Mappings from Ancillary	Completed
July 2021	Build Complete	Development activities dependent Design Mapping are ready to Start (or are Complete)	Completed
January 2022	System Test Complete	System Test execution dependent on test scripts and Build Complete are ready to Start (or are Complete)	In progress

FINISH	MILESTONE	MILESTONE DESCRIPTION	STATUS
April 2022	Integration Test Complete	End-to-End Test execution dependent on test scripts and System Test Complete are ready to Start (or are Complete)	Not started
August 2023	Mock Conversion Ancillary System Data Delivered	Counties to delivery Ancillary System Data to the CalSAWS Conversion team as a Pre-Requisite to begin Mock Conversions	Not started
August 2023	Wave 1 – 6 Mock Conversions	Simulated Cutover Activities dependent on Integration Test Complete are ready to Start (or are Complete)	Not started
August 2023	Wave 1 – 6 Mock Conversions Data Validation	Validation of Data (from Mock Conversion) are ready to Start (or are Complete)	Not started
October 2023	Wave 1 – 6 Conversion Cutovers	Execution of (live) Cutover Activities are ready to Start (or are Complete)	Not started

Deliverable Management

Table 7.1.4-5 – Conversion Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.2   Activities for the Next Reporting Period

7.2.1   C-IV Conversion:

► Continue development of post conversion transformation scripts
► Continue to support C-IV CalSAWS Conversion Part 1A County preparation phases
► Continue preparation for C-IV CalSAWS Conversion Part 1B

7.2.2   CalWIN Conversion:

► Continue CalWIN Golden Data Set (GDS) 1
   o   Continue Wave 2
   o   Anticipate completion by October 15, 2021
► Continue Eligibility Determination Benefit Calculation (EDBC) match defect resolutions Sprint 6
   o   Continue to review results from the EDBC Match Batch execution
► Continue Data Model epic 21.07 Sprint 2
   o   Sprint will focus on backlog re-baselining and prioritization for GDS 2
► Continue System Test scenario development
► Continue Converted Data Delivery planning activities

      o Begin refresh CalWIN Conversion environments with R66 and C-IV GDS#7
         September 4, 2021 through September 6, 2021

7.2.3 Gainwell Technologies

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

7.2.4 Ancillary Systems Conversion:

- ► Continue ongoing support for mapping and data extract activities on Ancillary Collections, Fraud and Task Management
- ► Continue to update the Ancillary Systems file specifications documents (as needed)
- ► Continue to update the Ancillary Systems Conversion Plan work product (as needed)
- ► Continue system test scenario development

7.2.5 Deliverable Management

Table 7.2.5-1 – Conversion Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

7.3 Deviations from Plan/Adjustments

- ► None for the reporting period
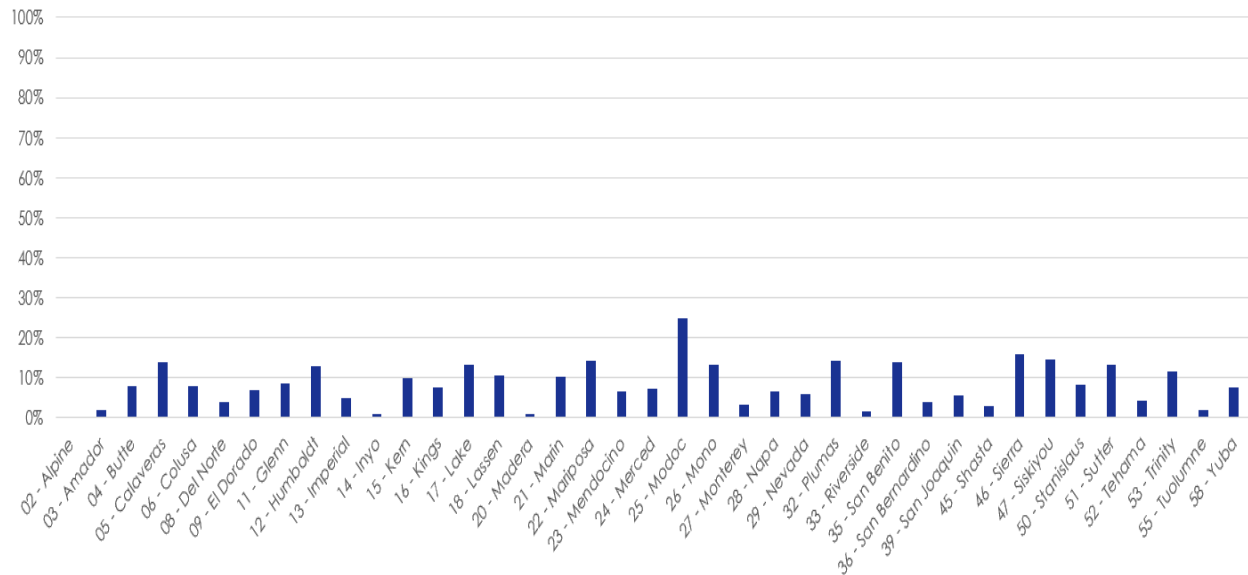
8.0 Training

8.1 Highlights of the Reporting Period

► Hosted weekly Training Touchpoint meeting on August 23, 2021
► Delivered weekly Training Executive Summary Report for August 27,2021
► Continued delivery of the Daily Completion Report by Training Material Report
► Delivered the County Training Coordinator Guide
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging tickets
► Completed support for the Consortium Training team with Early Training Sessions during the week of August 23-27, 2021
► Learning Management System (LMS)
  o Continued to work cross-team to troubleshoot CalSAWS LMS Tickets
► Continued to assist the BenefitsCal training team on LMS admin functions/configuration
► Imaging
  o Hosted Imaging Train-the-SME (ITTSME) for C-IV Counties on August 23, 2021, August 24, 2021, August 25, 2021, and August 26, 2021
  o Attended Early Training Open Session on August 27, 2021
  o Completed case set-up in Training Production environment for August 31, 2021 and September 1, 2021 ITTSME hands-on practice make-up sessions
  o Sent confirmation of ITTSME hands-on practice make-up session assignments to County Primary Points of Contacts (PPOCs)
  o Sent ITTSME materials to ITTSME hands-on practice make-up session participants
  o Generated ITTSME reports for week 3 and sent to C-IV County Regional Managers
  o Posted ITTSME recordings to CalSAWS Web Portal
  o Created ITTSME hands-on practice make-up session courses in CalSAWS Learning Management System (LMS) and enrolled participants
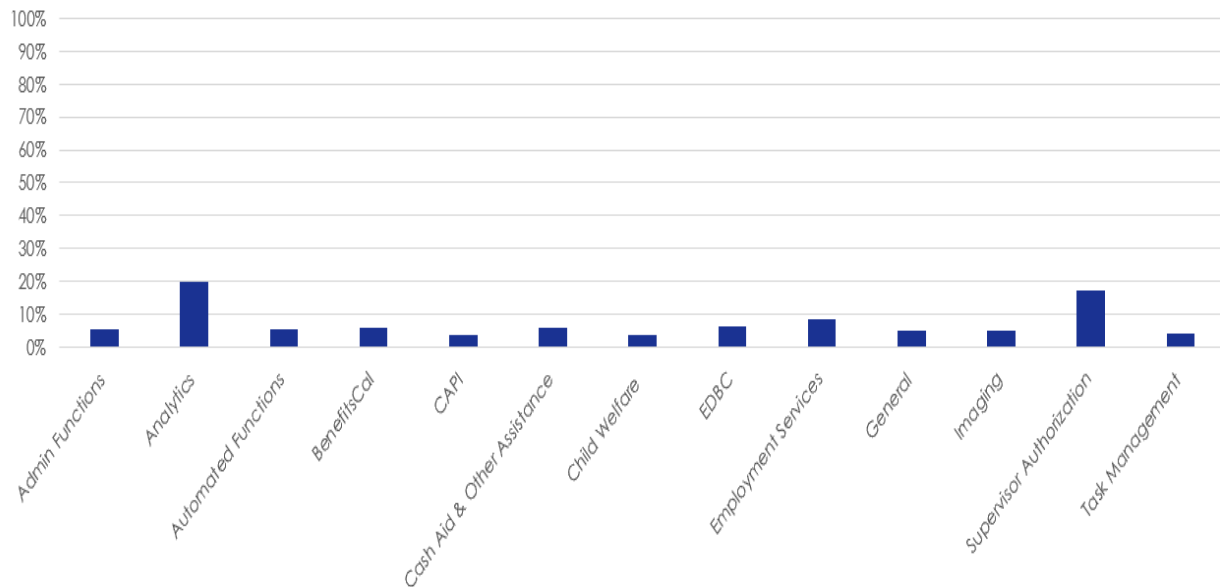 o Drafted CIT regarding Los Angeles County Imaging Training Activities

Table 8.1-1 Training Completion Rate by County

Notes:
- Some Counties opted out of participating in Early Training
- % Completion represents completion of required training by staff within a specific County

Table 8.1-2 Training Completion Rate by Curriculum

Notes:
- % Completion represents completion of required training by curriculum by staff across all Counties

Table 8.1-3 Early Training ServiceNow Tickets by Incident Type and Status

INCIDENT TYPES BY STATUS	STATUS			
INCIDENT TYPE	**IN PROGRESS – PENDING PROJECT REVIEW**	**IN PROGRESS – PENDING COUNTY CONFIRMATION**	**RESOLVED**	**TOTAL INCIDENTS**
County Training Coordinator Support	8	0	2	10
ForgeRock Inactive Account	6	0	47	53
ForgeRock Locked Account	7	1	5	13
ForgeRock Merge Issue	7	1	1	9
ForgeRock Password Reset	11	2	37	50
ForgeRock Server Error	5	0	12	17
LMS WBT Issue	10	3	64	77
Login Issues	241	59	318	618
New Employee Access Request	14	3	0	17
Questions	0	2	3	5
Sandbox Issues	0	0	6	6
Total Incidents *	**309**	**71**	**495**	**875**

Note:
* Total Incidents show incidents as of July 30, 2021

Table 8.1-4 Learning Management System (LMS) Access

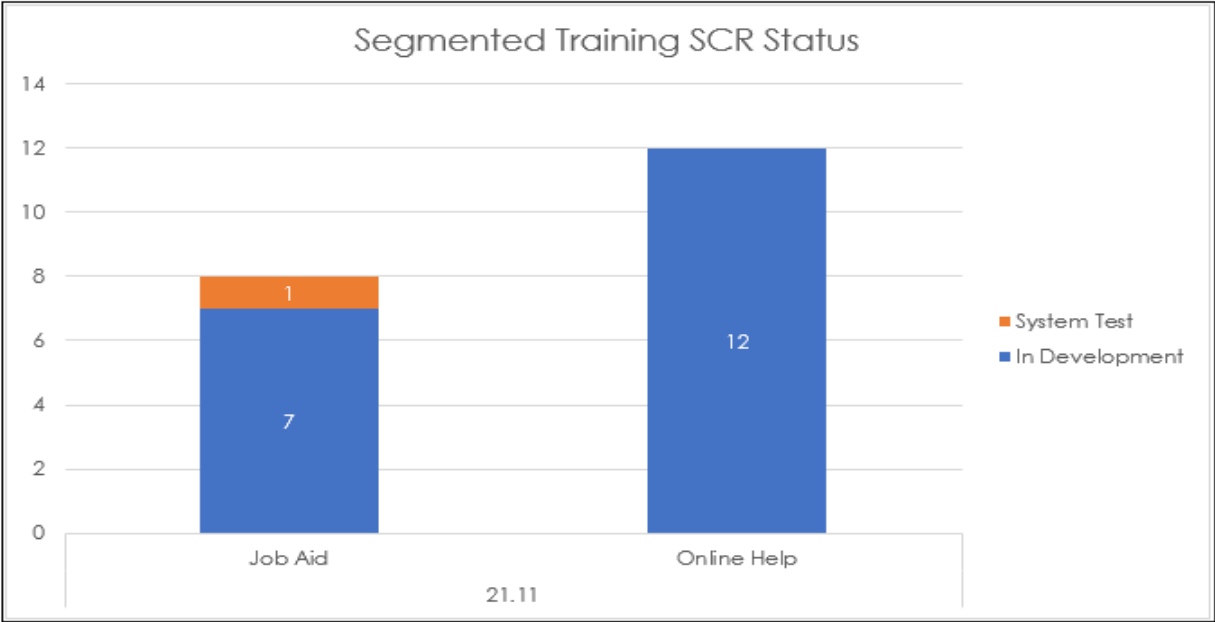| PARTICIPANT TYPE	TOTAL
All C-IV active users in LMS	15,219
Total using LMS	6,957 (46%)

Note:
- Remaining participants have either not attempted to log in or are being resolved as reported through the Help Desk tickets

Figure 8.1-5 Training SCR Status

Note: The above bar chart shows the number of SCRs, not individual Job Aid/Online Help updates

Deliverable Management

Table 8.1-5 – Training Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.2 Activities for the Next Reporting Period

► Host weekly Training Touchpoint meeting on September 30, 2021
► Continue to monitor progress for Training Staging, Training Production Environment and Learning Management System (LMS) login incidents
► Continue to provide support to the Consortium Training Team and Production Operations team on the new Release Notes process
► Continue to review/complete the County-level Implementation Readiness Checklist to confirm Training tasks for the 39 C-IV Counties
► Imaging
   o Attend Weekly Training Touchpoint on August 30, 2021
   o Host Imaging Train-the-SME (ITTSME) for C-IV Counties Hands-On Practice Make-Up Sessions on August 31 and September 1, 2021
   o Finalize Consolidated ITTSME Q&A document
   o Finalize and distribute CIT regarding Los Angeles County Imaging Training Activities
   o Draft Los Angeles County Imaging Quick Guides

Deliverable Management

Table 8.2-1 – Training Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

8.3 Deviations from Plan/Adjustments

► None for the reporting period

9.0 Deployment

9.1 Highlights of the Reporting Period

9.1.1 Implementation

► Hosted the County Preparation Phase Green Light meeting on August 25, 2021, in which an approval was provided for the County Preparation Phase Cutover

► Hosted the Weekly Implementation Readiness Checkpoint meeting with the C-IV Counties on August 25, 2021, during which the following topics were covered: e-application Q&A, County Preparation Phase Click-through, County Preparation Phase Metrics, Change Management, Training, Imaging, Upcoming Readiness Tasks

► Hosted the weekly CalSAWS Green Light Status meeting on August 25, 2021, in which the most current readiness data was presented to the Section Directors and Regional Managers
   o Continued coordination with the BenefitsCal and Central Print Implementation teams on an integrated readiness and greenlight reporting approach

► Hosted the County Preparation Phase Click-through Kick-off meeting on August 24, 2021

► Prepared the Command Center staff to provide additional support during the County Preparation Phase

► Continued to finalize internal County office visit logistics trackers by region and coordinate with Implementation Point of Contacts (IPOCs) and Office Points of Contact on creating final schedule

► Continued preparing for post-deployment stakeholder calls with the C-IV Counties

► Continued preparing eight post-conversion case review guides for the known data discrepancies between C-IV and CalSAWS, which will be included in the go-live packet, along with impacted case listings

► Continued planning for the office-level support orientation, to be hosted on September 7, 2021 to inform identified individuals of their role responsibilities and the post-deployment support model available to them

► Hosted Implementation Regional touchpoint #4 for Region 2

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

► Continued to maintain a master FAQ document of all Implementation-related questions asked across various meetings, emails, and other feedback mechanisms (posted monthly to the Web Portal)

► Continued the maintenance of the County and Project Readiness Checklists in JIRA across the below readiness areas as a tracking mechanism across multiple Project teams, which serves as a comprehensive dashboard reporting tool on Implementation Readiness: Application Readiness, Conversion Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation
Support Readiness, and Integration Readiness

► Continued coordination with the Implementation Points of Contact (IPOCs) on tracking their County's readiness
   o Regional TOSS teams continued August occurrences of the monthly TOSS/IPOC touchpoints, in which checklist task statuses are discussed
   o Continued tracking actual completion dates for each County, as tasks are coming due
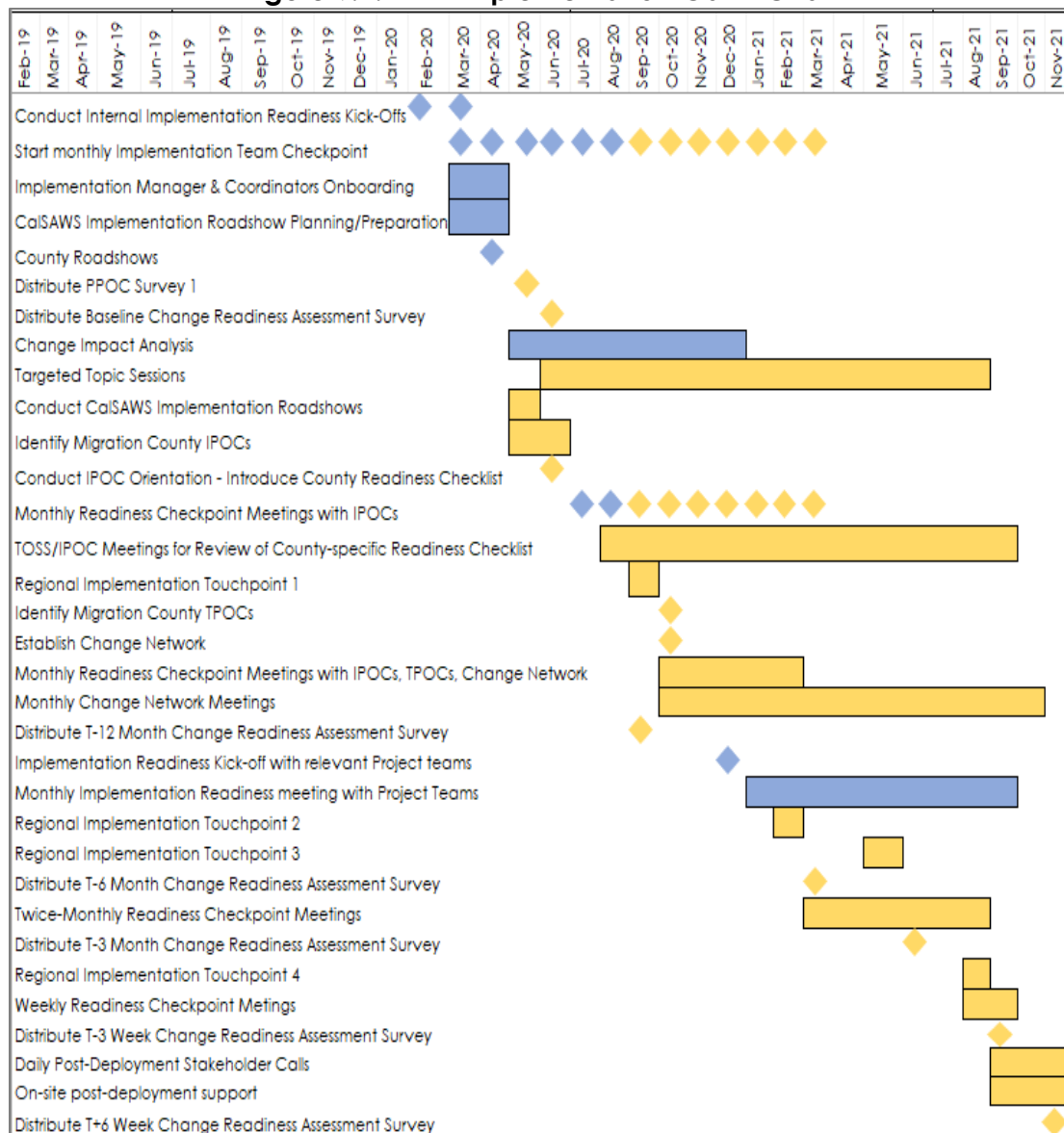
o Continued providing guidance and clarification to IPOCs on readiness activities and the ongoing progress of the Readiness Checklist

o Continued to assess potential additional readiness activities that originate from Project teams, as well as the Counties, and include in checklist(s) as appropriate

► Maintained schedule of Implementation meetings (see Table 9.1.1-2)

► Imaging

o Hosted Los Angeles County Imaging Implementation Readiness Checkpoint on August 23, 2021

o Continued to maintain Imaging tasks on Project and County readiness checklists for both C-IV and Los Angeles County

o Continued supporting Implementation team in answering County Imaging questions

o Continued planning for Los Angeles County Imaging Implementation Support

Figure 9.1.1-1 – Implementation Gantt Chart

Note:

- Activities in yellow indicate direct interaction with the C-IV Counties

Table 9.1.1-2 – C-IV Migration Implementation Readiness Meetings with Key Stakeholders

DAY	BEGIN DATE	FREQUENCY	PARTICIPANTS
Pre-Implementation			
Monthly Implementation Readiness Checkpoint	T-18 Months March 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Project pre-meets to Implementation Readiness Checkpoints	T-15 Months June 2020	Monthly	Implementation team/Training, Regional Managers
Monthly Implementation Readiness Checkpoint – added participants	T-14 Months July 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs
TOSS/IPOC Meetings for Review of County-specific Readiness Checklist	T-13 Months August 2020	As established by IPOC preference	TOSS, IPOCs, Regional Managers
Regional Implementation Touchpoints	T-12 Months September 2020	Quarterly	TOSS, Regional Managers, IPOCs (regional), Regional Stakeholders
Monthly Implementation Readiness Checkpoint – added participants	T-9 Months December 2020	Monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs
Bi-Monthly Implementation Readiness Checkpoint	T-5 Months April 2021	Bi-monthly	Implementation team/Training, Regional Managers, IPOCs, TPOCs
Weekly Implementation Readiness Checkpoint	T-1 Month August 2021	Weekly	Implementation team/Training, Regional Managers, IPOCs, TPOCs, CNCs
Post-Implementation			
Daily Post-Deployment Support Meeting	September 2021	Daily (30 Business Days)	Implementation team (including onsite support team members)
Daily Post Deployment Stakeholder Call	September 2021	Daily (30 Business Days)	Implementation team/Training, Regional Managers, IPOCs, TPOCs, and County Stakeholders

Deliverable Management

Table 9.1.1-3 – Deployment Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.1.2 Change Management

► Continued to maintain the CalSAWS Deliverable #41 Operational Working Document (OWD), which captures change readiness tasks, target start and execution dates, and associated owners until go-live
► Continued to add and track communications events on the Change Management Communications Roadmap, including the creation of infographics, videos, and other change communications
► Change Network
  o Continued to monitor input from the Change Network Champion (CNC) Feedback Form and provide responses in a timely manner
  o Continued to prepare for the September and final CNC meeting on September 9, 2021
► Targeted topics/Just-in-Time (JIT) demonstrations
  o Supervisor authorization
    • Continued to prepare the final materials from the three Supervisor Authorization JIT demonstrations: Admin, Eligibility, and Fiscal
► Communication
  o Go-Live Packet
    • Continued editing one component of the Go-Live Packet, the Informational Migration Packet, for distribution in September 2021
    • Continued compiling all components of the Go-Live Packet in a single, master packet, as well as a separate folder containing all inputs
  o User Readiness Assessment Survey
    • Prepared to send out the T-3 Week User Readiness Assessment Survey questions
  o Thank-You Video on Commitment
    • Continued developing a Thank-You video to distribute to Counties, thanking Counites for efforts the past 10-12 months
  o Infographic
    • Continued developing the Downtime Infographic for distribution in September 2021
► Continued the Drive Change Team Efforts phase of the Change Impact Analysis (CIA)
  o Reviewed 1,143 designs/design differences
    • 782 have been identified as having some level of impact
    • 23 have been identified as having a high level of impact
    • 146 have been identified as having a medium level of impact
    • 611 have been identified as having a low level of impact
    • 369 have been identified as having no impact to C-IV users (i.e., migrated from C-IV or only impacting Los Angeles County)
  o Change Management is collaborating closely with Training to align on potential Project actions for each identified change, such as Web Based Trainings (WBTs), Job Aids, Training Templates (Quick Guides, Reference Guides), Targeted Topic Sessions, Short Videos, etc.
► Continued coordination and collaboration with Conversion team on Change Management's role in communicating and tracking manual case reviews, as well as downstream application/batch impacts based on unreconcilable data
► Continued to monitor Sandbox performance and follow up on the status of open environment defects

► Imaging
  o Continued coordination and collaboration of 'C-IV Migration to CalSAWS Organizational Change Management (OCM)' and 'Imaging OCM' Teams
  o Los Angeles County Imaging Change Management
    • Hosted Los Angeles County Imaging Change Network August monthly meeting on August 26, 2021
    • Monitored responses to Los Angeles County T-3 Month Imaging Change Readiness Assessment
► Task Management
  o Continued coordination with Task Management Application Development teams for overview of the solution and change
  o Continued review and development of Task Management training and change management materials, including migration WBTs, infographics, and targeted topic session materials

Figure 9.1.2-1 – LRS Sandbox Environment: Total Number of Counties that Logged in per Week (Excluding 02/01/2021-02/09/2021)
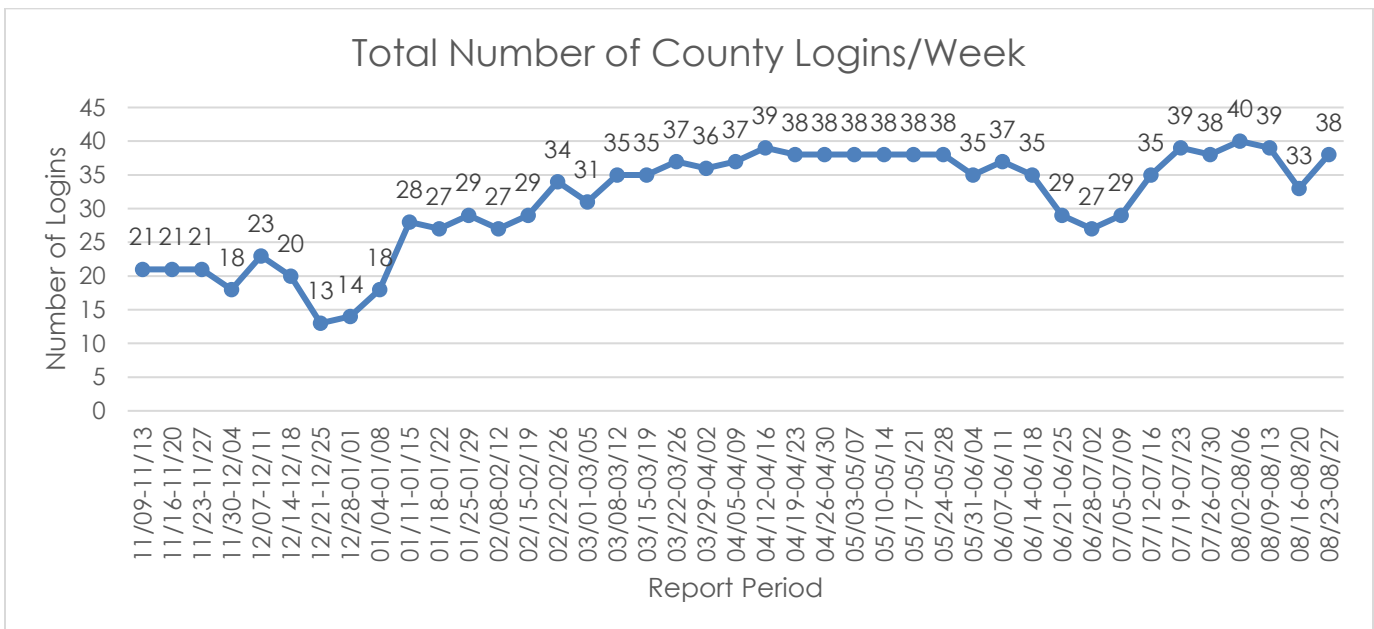
Figure 9.1.2-2 – LRS Sandbox Environment: Average Time Users Spent in the Sandbox per Week (Excluding 02/01/2021-02/09/2021)
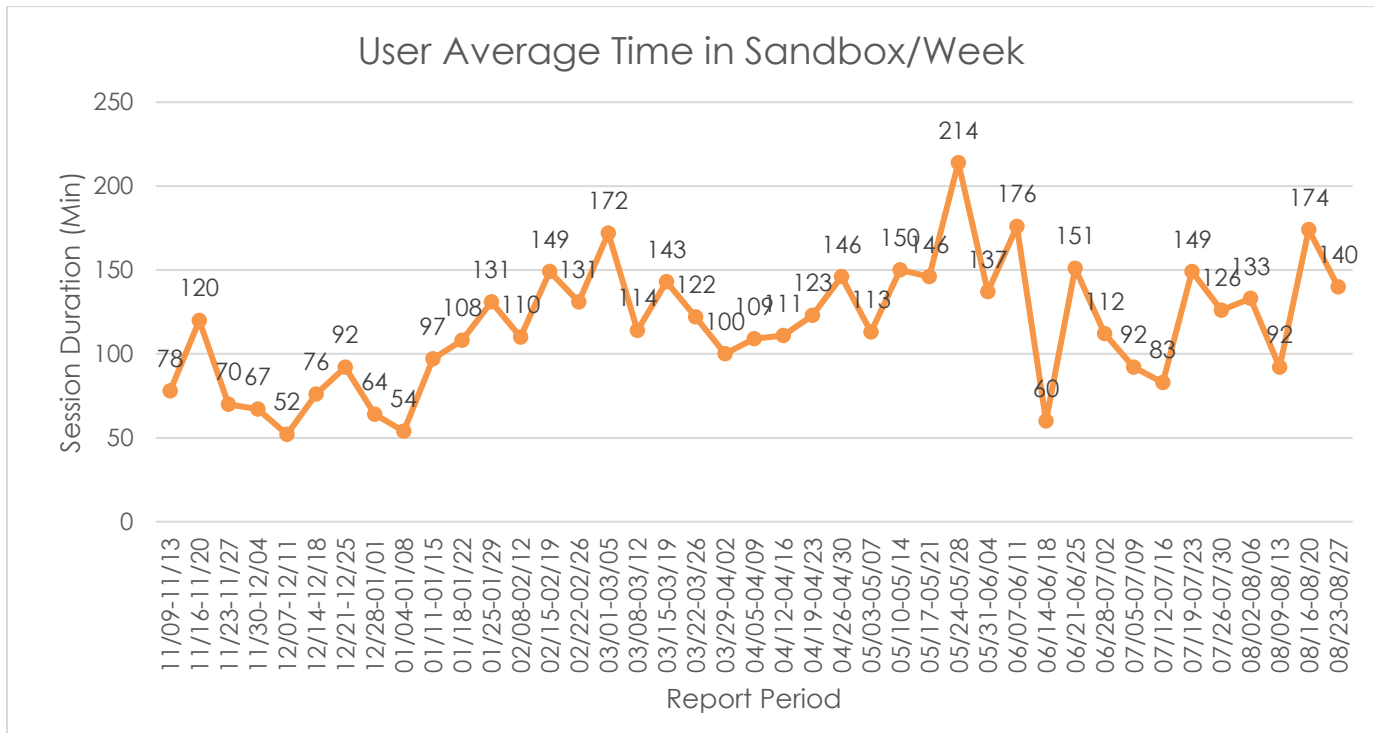
Table 9.1.2-1 – Login Counts & Total Logged Time by County During Reporting Period

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Alameda	User 1	1	00:35:30
Colusa	User 6	1	00:07:51
Contra Costa	Users 1, 2, 3, 5, 6	53	18:28:58
Del Norte	Users 2, 4, 5, 6	21	02:54:34
Fresno	Users 1, 2	6	01:28:09
Humboldt	Users 1, 2, 3, 4, 5, 6	48	15:39:51
Imperial	User 3	3	02:36:54
Kern	Users 2, 3, 6	18	03:12:50
Kings	User 1	8	01:28:19
Los Angeles	Users 4, 5, 6	50	12:54:30
Marin	Users 1, 2, 3, 4, 5, 6	6	04:49:10
Mariposa	User 1	3	00:31:27
Mendocino	User 1	1	00:05:02
Merced	Users 1, 2, 3, 4, 5	73	07:08:22
Monterey	Users 1, 4, 6	12	03:59:07
Napa	User 4	1	00:29:39
Nevada	Users 1, 2, 3, 6	10	02:10:49
Orange	Users 1, 2, 3, 4	46	20:04:52
Placer	Users 1, 3	6	04:14:10

COUNTY	USER	LOGIN COUNT	TOTAL LOGGED TIME
Riverside	Users 1, 2, 3, 4, 5, 6	50	16:03:04
Sacramento	Users 1, 2	6	01:03:34
San Benito	User 1	12	03:23:17
San Bernardino	Users 1, 2, 3, 4, 5, 6	71	17:14:58
San Diego	Users 1, 2, 3, 4, 6	18	07:42:27
San Francisco	Users 1, 2, 4, 5	49	20:44:02
San Joaquin	Users 4, 5, 6	9	00:46:45
San Luis Obispo	Users 1, 2, 5, 6	5	01:28:58
San Mateo	Users 1, 3, 6	21	09:05:04
Santa Barbara	Users 1, 2, 5, 6	42	07:26:47
Santa Clara	Users 1, 2, 4	8	04:52:12
Santa Cruz	User 1	8	00:44:58
Shasta	Users 1, 3, 6	13	05:19:07
Solano	User 1	4	00:54:05
Stanislaus	Users 1, 2, 4, 5	12	06:04:56
Sutter	Users 1, 2, 3, 4, 5, 6	33	08:19:57
Ventura	Users 5, 6	10	03:05:58
Yolo	User 1	1	00:14:49

9.2   Activities for the Next Reporting Period

9.2.1   Implementation

- ► Host the Weekly Implementation Readiness Checkpoint Meeting with the C-IV Counties on September 1, 2021, during which the following topics will be covered: County Preparation Phase Click-through Outcomes, Change Management, Training, Imaging, Upcoming Readiness Tasks
- ► Host the weekly CalSAWS Green Light Status meeting on August 25, 2021, in which the most current readiness data will be presented to the Section Directors and Regional Managers
  - o Begin to track the County Preparation Phase Metrics for Greenlight Reporting, including CalSAWS Logins by County, Security Profile Updates by County, etc.
- ► Provide additional County Preparation Phase Support
  - o Host the County Preparation Phase Command Center daily from 8:00 a.m. – 5:00 p.m. and begin reporting outcomes
  - o Host the Daily County Preparation Phase Stakeholder Call from 4:00 p.m. – 5:00 p.m., Monday – Friday, during which the Project will provide updates on known high-impact issues related to County Preparation Phase activities and County Stakeholders will have the opportunity to escalate global issues to the Project that are being seen in the Counties.
  - o Distribute the Daily High-Priority Issue Summary Update Email to County IPOCs, PPOCs, and TPOCs on the outcomes of the stakeholder call
- ► Continue to finalize internal County office visit logistics trackers by region and coordinate with IPOCs and Office Points of Contact on creating final schedule
- ► Continue to maintain Project-level and County-level Readiness checklists with known Implementation milestones and tasks in the areas of Application Readiness, Conversion

Readiness, Technical Readiness, Change Readiness, Training Readiness, Implementation Support Readiness, and Integration Readiness
- o Continue to update County-specific checklists based on feedback from Implementation Point of Contacts (IPOCs)
- o Continue to track upcoming task due dates and actual completion dates
- o Continue tracking County Profiles attributes, which will feed into County-specific readiness criteria
► Continue ongoing engagement with County IPOCs, documenting questions asked in the Master FAQ tracker, and researching and providing the associated resolution in support of readiness activities
► Imaging
- o Attend Twice-Monthly Training, Implementation, and Change Management Team meeting on August 31, 2021
- o Attend Weekly Implementation Readiness Checkpoint on September 1, 2021
- o Host meeting with Region 6 Regional Managers and Los Angeles County Imaging Leads re: County Imaging Readiness Task Status Updates on September 1, 2021
- o Continue supporting Implementation team in answering County Imaging questions
- o Continue monitoring Project Implementation Readiness tasks for C-IV Imaging implementation
- o Continue monitoring Project and County Imaging Readiness tasks for Los Angeles County Imaging implementation
- o Continue planning Los Angeles County Imaging Implementation support
- o Start planning for next Los Angeles County Implementation Readiness Checkpoint

Deliverable Management

Table 9.2.1-1 – Deployment Deliverable Status for Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
	None for the reporting period	

9.2.2 Change Management

► Continue to maintain Deliverable #41 Ongoing Working Document (OWD)
► Continue to add Communications Events and expected completion dates to the Change Management Communications Roadmap for Change Management activities and County engagement points
- o Based on Change Readiness Assessment Surveys results, Change Network feedback, and Change Impact Analysis outcomes, continue to determine topics and create content for change communications, such as infographics, videos, and the CalSAWS Newsletter
  - • Continue content for Change Communications (infographics, news blasts, videos, etc.)
► Change Network
- o Continue to monitor input from the Change Network Champions (CNC) Feedback Form and provide responses in a timely manner
- o Finalize the September CNC meeting presentation deck for September 9, 2021
- o Host September CNC Meeting Dry-Run on September 2, 2021
► Targeted topics / Just-in-Time (JIT) demonstrations

- o Supervisor Authorization
  - Finalize the three Supervisor Authorization Just-in-Time demonstration follow-up materials
- ► Communication
  - o Go-Live Packet
    - Continue compiling the Go-Live Packet components into one Master Packet, as well as a collection of different inputs, finalize and send to CIT / CRFI / CIT Group
  - o Infographic
    - Finalize the Downtime infographic and send to the CIT / CRFI group to review
  - o Thank-You Video
    - Continue developing a Thank-You video to distribute to Counties, thanking the Counties for work during the past 10-12 months
  - o User Readiness Assessment Survey
    - Distribute the T-3 Week User Readiness Assessment Survey on August 31, 2021
  - o Continue to drive change team efforts phase of the C-IV to CalSAWS Change Impact Analysis
  - o Continue coordination with Training Team on Organizational Change Management (OCM) recommendations based on Change Impact Analysis (CIA) outcomes
  - o Continue coordination with Conversion on case review tracking, Application Development Team input, and necessary County outreach
  - o Continue to review Conversion impacts from JIRA extract
  - o Continue to monitor Sandbox environment performance and escalate issues as necessary
- ► Imaging
  - o Attend Customer Engagement Management Team meeting on August 31, 2021
  - o Attend Weekly Change Management Touchpoint on September 1, 2021
  - o Attend CalSAWS Imaging and Contact Center Joint Status meeting on September 1, 2021
  - o Draft Los Angeles County Imaging Newsletter #4
  - o Analyze responses to Los Angeles County T-3 Monthly Imaging Change Readiness Assessment
  - o Start planning for Los Angeles County Imaging Change Network September monthly meeting
- ► Task Management
  - o Continue coordination with Task Management Application Development teams for overview of the solution and change
  - o Continue review and development of in progress training and change management materials; continue planning and development of Task Management CFPs

9.3   Deviations from Plan/Adjustments

- ► None for the reporting period

10.0   Appendices

Appendix A – CalSAWS Deliverable Summary
Appendix B – CalSAWS Migration Work Plan Summary
Appendix C – CalSAWS DD&I Project Gantt Chart
Appendix D – CalSAWS Project Risks and Issues
Appendix E – OBIEE and State & Management Master Inventory

CalSAWS – California Statewide Automated Welfare System
CalSAWS DD&I Project Phase
Weekly Status Report Period: August 23, 2021 to August 29, 2021

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