



CalSAWS | JPA Board of Directors Meeting

July 22, 2022



Agenda

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

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

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



Action Items

Action Items

4. Authorization to conduct CalSAWS JPA Board, Project Steering Committee (PSC), and WCDS Subcommittee Meetings in accordance with subdivision (e) of Government Code Section 54953 through August 22, 2022, based on the following findings:
 - a) The Governor's State of Emergency related to COVID-19 remains in effect; and
 - b) The state of emergency continues to directly impact the ability of the members to meet safely in person.

Action Items – Change Notice No. 19

BenefitsCal Technical Help Desk Services

Assist Counties with Public or CBO BenefitsCal Incidents

- Counties continue to receive the initial call and attempt to resolve
- For those that cannot be resolved by the Counties and are not benefits related:
 - Provide a number for a warm transfer to the BenefitsCal Service Desk
 - Track incidents in ServiceNow
 - Resolve technical BenefitsCal incidents
 - Handoff to Level 3 support if needed

Replace the current temporary solution of Consortium staff assisting

Not changing:

- Counties provide initial support and respond to benefits related questions
- Level 3 support



Action Items – Change Notice No. 19

BenefitsCal Technical Help Desk Services

Implementation Approach

- Obtain background information
 - Engage with Consortium team to:
 - ✦ Understand their current experience/procedures
 - ✦ Understand current interaction with Counties (POCs, etc.)
 - ✦ Receive or document frequently asked questions/answers
 - Engage with Deloitte team for:
 - ✦ Frequently asked questions/answers
 - ✦ Available job aids
 - ✦ Tips/tricks documentation
 - ✦ Level 3 handoff procedure



Action Items – Change Notice No. 19

BenefitsCal Technical Help Desk Services

Implementation Approach Continued

Accenture will be providing the following services through October 2023:

- Create BenefitsCal ServiceNow groups and modify existing Help Desk reports specific for BenefitsCal in the ServiceNow Tool
- BenefitsCal Helpdesk IVR Call Flow and Queues
 - Create a new call flow to support incoming calls
 - Create two new queues for the supported English and Spanish languages
- Screen-sharing Functionality
 - Add functionality to the web chat solution to create an Amazon Chime link for customer to join along with the help desk agent.
 - Screen sharing is only supported from a desktop/laptop. Mobile devices do not currently support screen sharing due to technical limitations.

Action Items – Change Notice No. 19

CalWIN Functional Support Services

- Accenture will be providing Functional Support Services through October 2023
- Scope includes support to the CalWIN ISS team in their development and modification of:
 - “To-be” business process work products
 - Change Discussion Guides
 - Implementation support activities
 - Hands-on functional sessions
 - County Configurations
 - Process Simulation Support

Action Items – Change Notice No. 19

CalWIN Functional Support Services

Functional Areas Supported:

- Analytics/Reporting including State and Fiscal Reports
- Contact Center
- Caseload Management
- Imaging
- Lobby Management
- Security
- Task Management
- Central Print
- Fiscal
- Help Desk
- Prod Communications
- E2Lite and WPRD
- Automated Actions
- Ad Hoc Reporting
- APIs
- Correspondence
- GA/GR
- CAPI
- Child Care
- Homeless Assistance

Technical Process Simulation Environment Support:

- Environment build and operational readiness
- Environment incident triage, prioritization, and resolution
- Batch operations and data refreshes

Action Items – Change Notice No. 19

Cost Summary

- Functional Support funding was approved as part of the January 2022 As-Needed IAPDU
- BenefitsCal Technical Help Desk funding can be accommodated through expected production & operations savings and leveraging modification hours available in the CalWIN contract which must be used to support CalSAWS migration
- Funding for BenefitsCal Technical Help Desk beyond October 2023 will be part of a future IAPDU.

BenefitsCal Technical Help Desk Solution

Accenture Charges	SFY 21/22	SFY 22/23	SFY 23/24	Total
One-Time Services Charges				
One-Time Services Charges	\$0	\$166,518	\$0	\$166,518
Production Operations Charges				
Los Angeles - Recurring Charges	\$0	\$729	\$286	\$1,015
C-IV - Recurring Charges	\$0	\$505	\$286	\$790
CalWIN - Recurring Charges	\$0	\$1,177	\$858	\$2,035
Service Now Charges				
One-Time Services Charges	\$0	\$3,480	\$0	\$3,480
Los Angeles -License	\$0	\$3,300	\$1,260	\$4,560
C-IV - License	\$0	\$1,650	\$630	\$2,280
CalWIN - License	\$0	\$3,300	\$1,260	\$4,560
Total Charges	\$0	\$180,659	\$4,580	\$185,238

Gainwell Hours	SFY 21/22	SFY 22/23	SFY 23/24	Total
Modification Hours (No Additional Cost)	-	6,580.00	2,100.00	8,680.00

Extended Functional Support & Process Simulation

Total Functional Support Charges	SFY 21/22*	SFY 22/23	SFY 23/24	Total
One-Time Services Charges	\$545,194	\$3,051,633	\$1,187,225	\$4,784,052
Total Charges	\$545,194	\$3,051,633	\$1,187,225	\$4,784,052

*Previously approved \$545K in Change Notice 15. Change Notice 19 replaces Change Notice 15.

Combined Total Change Notice 19	\$545,194	\$3,232,292	\$1,191,805	\$4,969,290
--	------------------	--------------------	--------------------	--------------------

Net Increase (Total Change Notice 19 Less Change Notice 15)				\$4,424,096
--	--	--	--	--------------------

Action Items

5. Approval of Accenture Change Notice No. 19, which includes requests to add hours for Functional Support and costs related to BenefitsCal Technical Help Desk.
6. Approval of the Minutes and review of the Action Items from the June 30, 2022, joint meetings of the JPA Member Representatives and JPA Board of Directors.



Informational Items



CalSAWS Release Update

- Release 22.07
-

CalSAWS Release Update

Upcoming Releases: Next 90 days

Summer 2022

07/25/22

22.07

- ACL 20-121 Establishment of a housing supplement for THP+NMD program
- Add threshold languages for mixed households RE packets
- Two-way messaging integration with BenefitsCal
- ACL 21-85 Overpayments incurred during the COVID 19 pandemic

Fall 2022

09/26/22

22.09

- Agricultural Improvement Act of 2018 (Farm Bill) Update CalFresh Expungement Timeframe
- ACL 22-27 Electronic Benefit Transfer Scam Benefit Code
- Update CF EDBC Allotment Logic for Households that received Disaster Supplements or Emergency Allotments the Same Benefit Month
- SB 1065 - Remove Valid Financial Hardship requirement for Permanent Homeless Assistance

CalSAWS Release Update

Upcoming COLA and other special processing

August

- **08/6/2022**
 - Foster Care, Kin-Gap, Adoptions Assistance
- **8/13/2022**
 - CF Emergency Allotments
 - LA DCFS BTSCA

September

- **9/3/2022**
 - CF Emergency Allotments
- **9/10/2022**
 - CalFresh COLA
 - CalWORKs MAP increase
- **9/19/2022**
 - CalHEERS Release
 - Wave 1 County Prep cutover
- **9/26/2022**
 - CalSAWS Release



Update on Key Risks

Risk Calculation Metrics

Risk Levels are Calculated According to Impact and Probability

PROBABILITY	IMPACT					
		1	2	3	4	5
		Minimal				Unacceptable
	90% Near Certainty	(0.9)	(1.8)	(2.7)	(3.6)	(4.5)
	70% Highly Likely	(0.7)	(1.4)	(2.1)	(2.8)	(3.5)
	50% Possible	(0.5)	(1.0)	(1.5)	(2.0)	(2.5)
	30% Unlikely	(0.3)	(0.6)	(0.9)	(1.2)	(1.5)
	10% Highly Unlikely	(0.1)	(0.2)	(0.3)	(0.4)	(0.5)



Low



Medium



High

Risk Calculation Metrics

Impact is Assessed According to Likelihood

CRITERIA	PERCENTAGE
Highly Unlikely	10%
Unlikely	30%
Possible	50%
Highly Likely	70%
Near Certainty	90%

Risk Calculation Metrics

Impact is Assessed According to Cost, Technical, Schedule and Quality

IMPACT SCALE	COST	TECHNICAL	SCHEDULE	QUALITY
1	Minimal impact	Minimal impact	Minimal impact	Minimal impact
2	Impact to CalSAWS Project baseline	Acceptable, resulting in a minor reduction in technical performance based on the Technical Performance Metrics	Slip within Phase but will hit release schedule; ability to shift resources to hit release dates	Acceptable, with minor CalSAWS Project adjustment
3	Requires Change Order within CalSAWS Project reserve	Acceptable, resulting in a significant reduction in Technical performance based on the Technical Performance Metrics	Slip in release schedule by one or two releases	Acceptable, with significant Negative impact for which there may be a Workaround
4	Requires additional funding from Consortium	Acceptable, resulting in a major reduction in technical performance based on the Technical Performance Metrics	Slip in release schedule greater than 6 months; re-prioritization required for other M&E requests to later release dates	Acceptable, with significant negative impact for which there is no workaround, but impacts a focused group of Users (non-Critical functionalities)
5	Substantial cost impact and/or potentially Forcing termination of Contract	Unacceptable system-wide impact to Users based on the Technical Performance Metrics	Potentially missing Mandated Fed/State dates with financial penalty	Unacceptable system-wide impact to critical Functionalities and Users

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
258	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<ul style="list-style-type: none"> Created Cutover A and B Work Plans <ul style="list-style-type: none"> Migration Planning teams worked in collaboration with cross project teams to identify and track Risk Mitigation Action Items Facilitation of Cross-Team Schedule Table reads for Mock Cutover 1A and 1B has been completed Mock Cutover #1 has been completed Evaluation of Mock Cutover 1A and 1B results in progress and planned to be complete by 7/1/22 Meetings scheduled between Accenture and Gainwell to review filtering logic and create a Development and Testing schedule to filter out extracted CalWIN data that is more than 6 years from the Conversion Date Meeting scheduled between Accenture and Gainwell to review filtering logic and create a Development and Testing schedule to filter out closed cases and convert as a cutover C one-week after each (wave) go-live

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
262	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction	<ol style="list-style-type: none"> 1. Work Plan/Checklist: All project teams have been participating in work plan task reviews called "Table Reads" where cross-team dependencies were discussed and clarified, and critical path items identified. A more refined work plan better reflects information on the checklist since they are directly linked 2. Critical Path: The critical path for Wave 1 was documented and shared with Consortium leadership and the Wave 2 – 3 critical paths are behind pending team updates to the critical path – expected baseline week of July 18 3. Green Light Governance: The approach, schedule, and dates have been communicated to CalWIN counties through PSC, JPA, and OPAC. Next steps is to schedule the readiness meetings that are specific to Go-Live as outlined in the Governance Model 4. IMP Readiness Dashboard/Package: The dashboard and packet has been released to the Counties. Counties need the dashboard and packet in place to determine if they're on track, and for readiness reporting. The Readiness Packet will be the foundation for the MWF meetings as project leads complete the packet details weekly. Readiness areas that are trending late (yellow and red) are the focal point of the MWF discussions 5. Resources: Project executives and the ISS team are conducting thrice weekly meetings (MWF) to monitor progress on workgroups and watch list topics. TOSS teams continue to engage with Wave 1 and 2 counties and began engaging with Wave 3 counties
263	Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live	Remaining CDT as well as New UAT defects will need to be resolved prior to the Wave 1 Go-Live. Defects not resolved could result in a schedule slippage of and/or impact the counties experience after Wave 1 Go-Live	<ul style="list-style-type: none"> • On-Schedule to deliver GDS#8 on 6/20/22. Focused effort on resolving existing and new P1 and P2 defects • Perform an Impact Analysis on Defects not assigned to Conversion logic prior to Go-Live and Communicate to the Implementation Support Services (ISS) team • In May 2022, began/completed Impact Analysis on the remaining Open P2/3/4 defects • Conversion (Consortium, QA, Accenture) began and will continue weekly meetings with UAT to assess defects that could impact Test Execution

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and county) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October 27, 2022 and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS	<p>Contra Costa shifted from Wave 1 to Wave 2, and the project shifted their CDG to Wave 2 schedule. Additional mitigations underway include:</p> <ul style="list-style-type: none"> Leveraging the UAT environment, trainings, and testers to participate in Wave 1 Process Simulation; Providing additional, in-person support to walk counties through work plans and checklists and verify that sufficient staffing is in place at the counties to complete activities; Providing additional change discussion sessions with the counties to help understand and implement CDGs; Preparing to "swarm" the Wave 1 counties with additional post-implementation support from the Consortium, Accenture, and other project teams to bridge readiness gaps <p>Teams will continue to implement tactical mitigations</p>
269	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk	<p>Defined Wave 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:</p> <ul style="list-style-type: none"> Initial Discovery Session Qlik Overview Operational, Fiscal, and State Reports Used by County APEX/EDR Demonstration and Training CalSAWS Database Structure and Data Dictionary Training CalWIN to CalSAWS Data Mapping Report Training <p>CalWIN County Education Sessions (i.e., Planned Curriculum)</p> <ul style="list-style-type: none"> Wave 1 Counties = 90%, Wave 2 Counties = 80%, Wave 3 Counties = 40% <p>CalWIN County Ad Hoc Reports Refactoring Sessions have been planned for Wave 1 - 3</p>

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
270	The CalWIN counties may not be fully prepared for Go-Live if there is insufficient information in the Organizational Change Management (OCM) Change Discussion Guides (CDGs)	<p>If OCM does not have sufficient documentation and resources to create CDGs, and counties do not have adequate time to review and provide feedback, the CDG delivery timeframe and level of detail might be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs.</p> <p>In Wave 1 County CDG Kickoffs, Counties stated that BPR and draft CDGs do not capture the level of detail needed to understand the new processes and the changes. Counties stated that process improvements, automation opportunities, open items, and pending county decisions need to be addressed in the To-Be Process documentation.</p> <p>Between now and March 29, 2022, the OCM team must create Change Discussion Guides DDELs, review content with all Wave 1 counties, and finalize drafts. Wave 1 Change Discussion Guide FDELs are due to be submitted on April 21, 2022. CDGs must be finalized by May 20th which is 2 weeks prior to the start of Early Training.</p>	<p>The OCM team preparing for the next phase –Change Discussions with Staff</p> <ul style="list-style-type: none"> Defining the approach, timeline, schedule, tools, materials – by July 1, 2022, Conducting the kickoff with Placer and Yolo – July 7, 2022, and July 12, 2022, Preparing Placer and Yolo managers and supervisors for Change Discussions with Staff – July 12, 2022 – July 14, 2022 Counties conduct Change Discussions with staff – by August 31, 2022 Measure and track progress of change discussions – July 18, 2022 – August 31, 2022 <p>Wave 2 are trending late, and the delivery timeframes are revised</p> <ul style="list-style-type: none"> The Wave 2 County Draft Work Product (DWP) review timeframe is May 25 – June 9. Contra Costa submitted comments on 6/15, Tulare requested a review extension of 6/24 and Santa Clara requested a review extension of 6/29 The Deloitte OCM team will revise the DWP CDGs with county comments and publish a Final Work Product (FWP) CDG by July 8 for Contra Costa, Santa Clara, and Tulare. Counties review, provide feedback on the FWP CDGs, and then approve them Deloitte plans to submit DDEL 7.03-7.05 Change Discussions Guides to the Consortium on July 18 (original date: June 24) Deloitte plans to submit FDEL 7.03-7.05 Change Discussions Guides to the Consortium on August 8 (original date: July 18)

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
272	Changes to CalWIN Counties PoP site locations occurring less than 12 months prior to go-live may be at risk of not having connectivity with CalSAWS or meeting cutover milestones	Any CalWIN County that make changes to their designated Point of Presence (PoP) site locations after procurement and planning tasks have been complete, or occurring within 12 months prior to go-live, are at risk for not meeting targeted connectivity dates needed for go-live	<ul style="list-style-type: none">• CalWIN Counties:<ul style="list-style-type: none">• Review responses received from original CRFI CRFI 22-015 and re-send those responses back the counties to confirm/validate the PoP site locations. Due to the long lead times and potential impact to readiness, CalSAWS is looking for their confirmation and if there are any plans in the next 18 months to change and communicate that CalSAWS would like to be part of the initial planning to assess impact• Santa Clara County:<ul style="list-style-type: none">• Santa Clara County has changed the previously designated PoP site location resulting in previously completed procurement and planning tasks having to be re-done. This will result in a 3-month impact to all downstream tasks and milestones for Santa Clara County• Temporary installation of 4G connection (at additional cost) will allow County to complete pre-readiness and technical enablement tasks. This will insulate the county from being on-hold for 2 months.. While insufficient for production; this will allow for infrastructure prep and some preliminary testing to be conducted. New procured circuits will need to be delivered before beginning IPT and UAT testing in order to experience optimal/end-state performance• Connect with Gainwell for alternative connectivity patterns to further mitigate delivery delays• This needs to be a watchlist item to ensure the newly ordered circuits should get delivered prior to go-live• Santa Clara TPOC's and RM's are aware of the risk and the mitigation as its been discussed in the TPOC meetings

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
275	CalWIN Counties unable to complete tech readiness activities (network) (CRFI 22-040) required for start of IPT and Go-Live for their respective waves	<p>Placer County has indicated that due to a conflicting firewall replacement project (County driven) that failed and being reattempted, the county would delay the configuration of technical changes requested by CalSAWS in CRFI 22-040 (Due on June 10)</p> <p>Effort to re-deploy the firewall and navigate through change process would be effort intensive causing the technical changes (CRFI 22-040) be postponed</p> <p>This would impact completion of technical readiness and start of Interface Partner Testing by ~8 weeks (from June 27 until early August)</p>	<ul style="list-style-type: none">• CalSAWS recommends that Placer county proceed with the prerequisite technical changes being done on the existing county firewall which will be used until the new firewall is successfully deployed. This will result in a duplicity of effort for the County IT as well as challenge of navigating through County Change freeze process• County successfully completed the implementation of the External Firewall on June 10th• County has submitted the CRFI 22-040 partially with key information that can allow CalSAWS changes to be completed while waiting for County Firewall changes• Outstanding dependencies<ul style="list-style-type: none">• Implementation and Configuration of Placer's Internal Firewall scheduled for July 20th• Network Connectivity Tests: July 21st – 26th• IPT Testing: July 27th – Aug 31st• Defect Resolution could take up to 2 weeks (Dependent on Change process) which could cause further slip in timeline resulting in shorter duration to test

Update on Key Risks

Risk Level: High

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
278	CalWIN OCM Implementation Support Plan	<p>Without adequate information, neither the project nor county teams can prepare for post-implementation support, and county post-implementation support might be insufficient, disorganized, and/or ineffective</p> <p>Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, require rework, and does not provide the structure or details necessary to inform the project or county teams of how support will be provided after the CalWIN counties cut over to CalSAWS. The DDEL was originally due on May 16, 2022, but not released until June 6, 2022. On June 15, 2022, it was decided that the review should be paused due to the coordination needed with project teams on Pre- and Post-Deployment Support roles, responsibilities, tasks, activities, and resources. DDEL 10 will be revised in working sessions with the project teams, and the draft deliverable is targeted to be resubmitted on July 15, 2022. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is August 18, 2022. The most immediate impact is to the Wave 1 counties.</p>	<p>Key Actions will be taken:</p> <ul style="list-style-type: none">• Deliverable 10 – In the DDEL re-write:• Address all requirements. Only three (3) of the eleven (11) requirements were fully met in the original DDEL submission• Incorporate all deliverable reviewer comments submitted to date• Refine existing plan content with agreement from all teams• Finalize the base support plan• Clearly define the roles and responsibilities and gain agreement across all teams• Clearly define how the support model works for a hybrid county workforce• Provide a staffing model at the county project levels• Clarify differences needed to accommodate county size and how to meet the needs of high/low-touch counties• Focus on usefulness of support model and revise delivery date• Conduct review sessions by document section <p>Wave 1 Preparation:</p> <ul style="list-style-type: none">• Create the tactical details for Wave 1 and update for Wave 2-6• Work with each project team in the Implementation Support Plan to execute the support model• Communicate to the counties the finalized plans• Define the hybrid workforce support plan

Update on Key Risks

Risk Level: Medium

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
236	The scaling of Analytics Dashboards and Reports for 58 Counties may have an impact on System Batch Performance	As the Analytics Dashboards and Reports are re-platformed and/or new or modified Dashboards and Reports are deployed into CalSAWS production, the increase in jobs (reports) and data (+18 counties to a total of 58 counties) could have a scalability impact on daily batch performance, thus putting at-risk these Dashboards and Reports being available for Counties by 6am each morning	<ul style="list-style-type: none"> Road Map with specific performance enhancements has been developed and being implemented by the Analytics team 3 months of Performance Testing for Wave 1 scheduled for May through August Wave 2 Performance Testing scheduled for fall and a combined performance test for Waves 3-6 planned for the end of the year Batch Performance Testing is planning to use CalWIN Golden Data Set (CW GDS #7). Subsequent CalSAWS Batch Performance Testing will be performed on Wave 2 then Wave 3 – 6 Converted Data
237	The scaling of Batch for 58 counties may have an impact on system performance	The CalSAWS production batch schedule does not always complete by 6am. As part of DDI there will be growth in both the count of batch jobs and volume of data as additional counties are converted into CalSAWS. This growth may add a challenge to batch completing on time. Related Risk 236 addresses Analytics specifically. Risk 237 addresses mitigation activities to impact the entire batch cycle	<ul style="list-style-type: none"> 40 County Production system is consistently meeting SLAs Batch Regression testing completed on 6/3/2022 CalWIN Wave 1 Performance testing (43 Counties) began on 6/6/2022 Additional Road Map items and additional performance defects are in progress
264	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	Delays in CalWIN counties predecessor activities (such as securing external legacy vendors for export support, mapping document types for each county, using Snowball as data transfer method, and completing the test batch phase on time) may delay cutover dates within each county. Further, counties must complete their predecessor activities by the deadline if they want to start exporting/importing on time. As a result of early pitfalls associated with predecessor tasks, Wave 1 counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk	<ul style="list-style-type: none"> Communicate lessons learned with each wave, such as, contracting early with external vendors and following AWS recommended data transfer methods (Over the Wire transfer is currently the preferred approach) Use project tools such as Forumbie to provide immediate feedback and guidance Share CIT/Email with counties about best practices learned from C-IV/LA migrations Implement tracking templates with the counties to facilitate reporting on the delivery of images, including burndown charts for each county for tracking mapping progress and imaging export/import progress Testing of extract, transfer and load of images

Update on Key Risks

Risk Level: Medium

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
267	GA/GR UAT and County Data Validation functionality may be delayed past May 2022	If all required CalSAWS GA/GR EDBC/CC functionality is not delivered by May 2022 then the GDS to support UAT, County Data Validation may not contain all of the GA/GR automation or converted GA/GR data.	<ul style="list-style-type: none"> Risk downgraded from a High to a Medium <ul style="list-style-type: none"> On track for 18 CalWIN counties to validate GA/GR Functionality and county specific rules during UAT. Wave 1 will have converted data; Wave 2-6 will validate with new data County Data validation, counties will perform self-paced Case Reviews and Comparisons against converted CalWIN Cases and Programs including GA/GR and have the ability to run EDBC in a CalSAWS environment All 22.07 SCRs are in System test.
276	Delivery of Wave 6 GDS #13 in Sept. 2023 (T-1) Impacts the Execution of Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases for Wave 6 Counties	Based on the Conversion Environment Plan (to run the Conversion Logic in Development, Assembly, and Mock Cutovers), the existing plan is scheduled to deliver converted Wave 6 data (i.e., GDS#13) in September 2023 (T-1). This GDS delivery date is putting the Interface Partner Testing (IPT), Process Simulation, and County Data Validation (CDV) phases At-Risk of Starting/Finishing prior to Wave 6 Go-Live at the end of October 2023	<ul style="list-style-type: none"> 2 options being evaluated: <ul style="list-style-type: none"> Review of Conversion Environment Plan in progress; determining if the delivery of Wave 6 GDS (converted data) can be pulled back from T-1 to T-3; or, Update the Conversion Environment Plan and Resource (capacity) Plan to support the delivery of Wave 6 GDS (converted data) at T-3

Update on Key Risks

Risk Level: Low

Risk #	Risk Name	Risk Description	Mitigation Plans / Status
256	Imaging Scalability, Performance degradation, and Operational Process risk may impact the go-live dates for upcoming counties	Due to the performance degradation experienced with the Hyland imaging solution post C-IV go live, a pause on further onboarding of counties (LA County) is in place until additional testing confirms the solution can scale and be performant at a 40 County load and 58 County state-wide county load. As we expand statewide, Hyland's operational procedures must improve as they have greater impact to business operations and participants	<ul style="list-style-type: none">• Performance and stability of the imaging processing has been consistently good since Los Angeles County Go-live• Performance testing was performed with 58 county volumes prior to Los Angeles County Go-live with successful results• Operational Procedures and Processes have been successfully implemented• Additional performance test to be executed as segment of CalWIN conversion preparation

A thin vertical grey line is positioned on the left side of the slide. At the bottom of this line is a solid green circle.

Conversion Update

Conversion

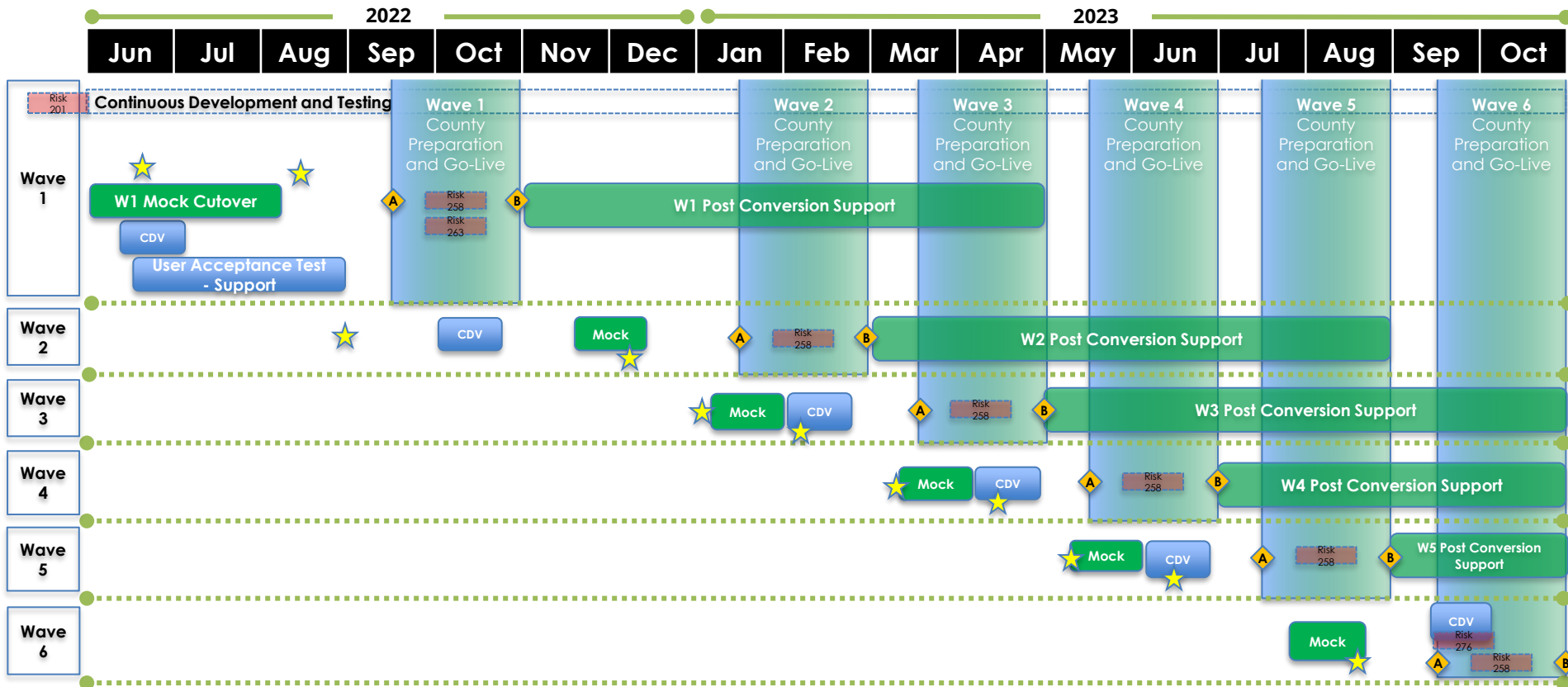
Conversion Readiness Phases: Waves 1 thru 6

- Completed Converted Data Test (CDT) Support
- Completed W1 Mock Cutover (MC) #1
- W1 MC #2 Planned in August – On Schedule
- Delivered GDS#8
- Supported County Data Validation (CDV)
- Supporting User Acceptance Test (UAT)
- W2 GDS#9 Planned end of August 2022
- W2 CDV Planned for October
- W2 MC Planned for December 2022

Conversion

Support

★ GDS Delivery



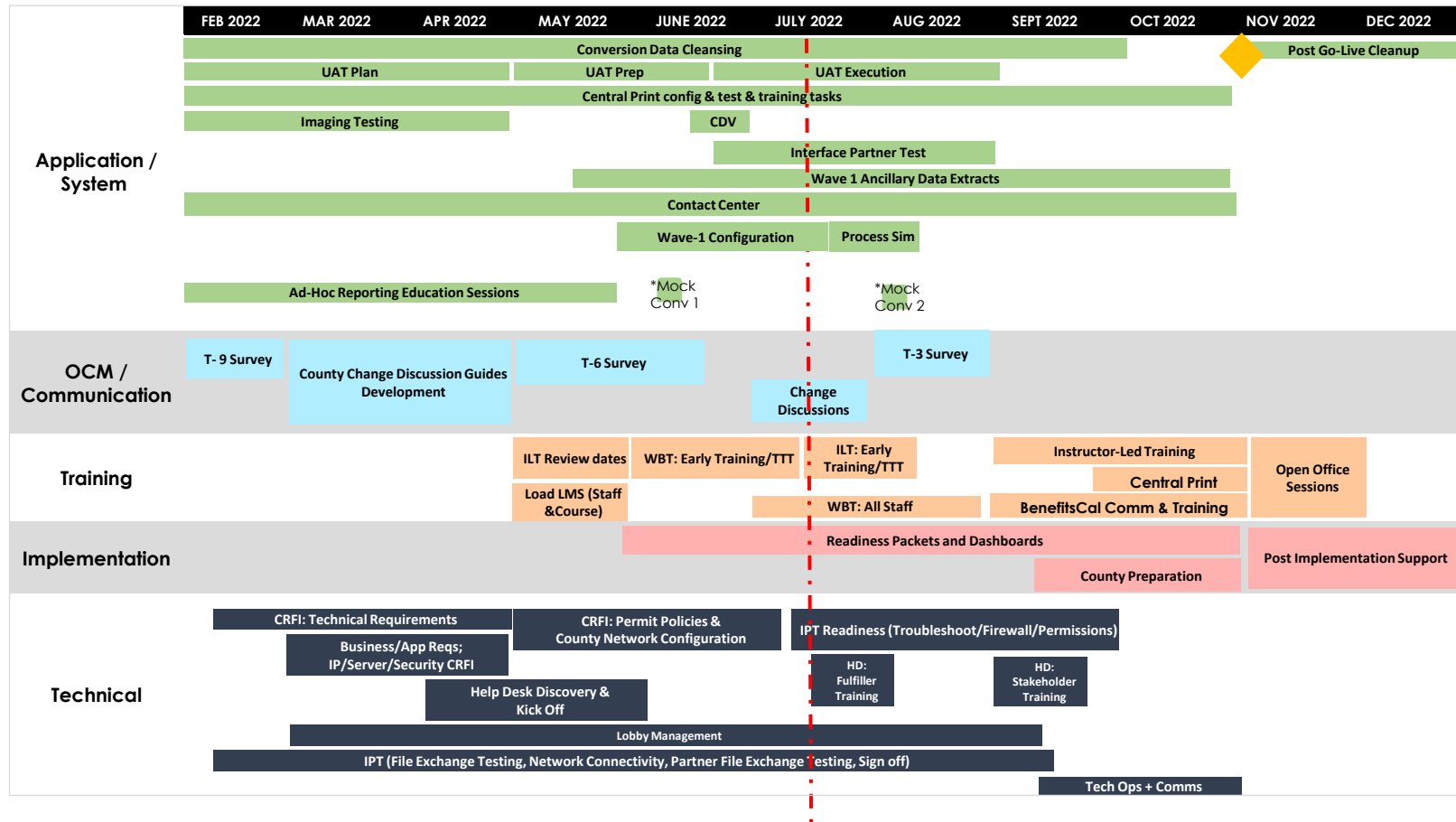


CalWIN Wave 1 Implementation Readiness Dashboard and Packet

- Helping Counties plan for future technology and equipment purchases for ISS (including budgeting and timing)
 - Counties Best Practices
-

Summary Timeline View

Wave 1



We Are Here

Wave 1 Ancillary Date Extracts
May 23, June 11, Aug 6
October 27-31 (final cutover)

***Mock Conversion 1** 6/11 – 6/14
***Mock Conversion 2** 8/6- 8/9

County Data Validation (CDV) – June 20-July 1
Process Simulation – July 25 – Aug 19
Interface Partner Testing (IPT) – June 27 – Aug 31

UAT
Group 1 6/27 – 7/22 (retest 7/25 – 8/12)
Group 2 7/25 – 8/12 (retest 8/22 – 9/2)

Wave-1 Readiness: Executive Summary

Readiness Areas and Categories

Readiness Area*		Readiness Category	Comments
Application	G	Deploy CalSAWS Releases 22.05 - 22.09	Deploy CalSAWS Release 22.07 July 24, 2022 Overall: 88% Pass Rate Actual, +25% above target (63%) GA/GR: 75% Pass Rate Actual, +12% above target (63%)
	G	Contact Center Readiness	
	G	Imaging Readiness	
	G	BenefitsCal Readiness	Validating CBO User Load into ForgeRock in Progress (08/06/2022 expected completion)
	G	Central Print Readiness	
	C	UAT Prep	
	G	UAT Execution	In Progress: Group 1 78% executed; 270 scripts passed Not Started: Group 2 Kick Off July 20 - 21, 2022
Integration	C	County Interface Partner Test (IPT) Execution	In Progress: 28% complete; Target Completion date 08/31/2022
	G	State Interface Partner Test (IPT) Execution	In Progress: 56% complete; Target Completion date 08/31/2022
Conversion	G	CDT Defects Resolution	As of 07/14/22 there are 153 unresolved CDT Defects.
	G	EDBC Match – Auto Review Rates	68% Match in Assembly Test
Technical	Y	County Network Connectivity	Connectivity: 40 of 64 Actual, 6 behind target (46 of 64) <ul style="list-style-type: none"> Integration of Placer County network with CalSAWS behind schedule due to partial / incomplete responses to CalSAWS Requests for Information (CRFI) 22-040 Risk 275 Continue to support IPT test activities Completed secondary router installation for Placer County on June 29, 2022
	G	Performance Testing	Batch Performance: In Progress (45%) Online Performance: In Progress (25%)

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

Wave-1 Readiness: Executive Summary

Readiness Area*		Readiness Category	Comments		
Training	C	FDEL 8 Master Training Plan	Approval received 6/17/22		
	C	ILT Training Curriculum Complete	Complete for Wave 1 Counties		
	G	Wave 1 County Classroom Set-Up	<ul style="list-style-type: none">Placer & Yolo connectivity to the Training Production environment tested and complete.Both counties elected virtual training for Early Training & Train the TrainerInvitations sent to participants. Training team is ready for delivery start on 7/18.		
	G	Instructor Led Training Delivery	Started 06/13/22 – Early Training, Started 6/27/22 – End User Training		
Organization	Y	Change Discussion Guides (CDGs)	<ul style="list-style-type: none">Placer Kick-off conducted on 7/7 with Prep Sessions 7/12-7/14Yolo Kick-off conducted on 7/12 with Prep Sessions 7/13-7/14Moved from Red to Yellow as of week of 7/18 pending monitoring of ongoing change discussions		
	G	Communications	Wave 1 Infographics for July are in process		
	C	Business Process Reengineering	<ul style="list-style-type: none">All To-Be Sessions CompleteAll Closeout Sessions CompleteAll Work Products Signed-Off and Deliverables Approved		
	G	Process Simulation	<ul style="list-style-type: none">Scenarios DefinedParticipants DeterminedDetailed Scenario Definition and Data Prep In-Progress		
	G	Configuration	<ul style="list-style-type: none">Guide and Worksheets Documented & DistributedWorking Sessions In-Progress		
Implementation	Y	Implementation Planning	<ul style="list-style-type: none">DEL-10 Implementation Support Plan submitted 7/15.Next steps on how to put the plan into action, including recruitment and scheduling of resources for post-implementation support by end of August		
	G	County Prep	38/38 County Prep activity instructions drafted; on schedule to complete internal reviews by 7/15.		
	Y	Pre and Post Implementation Support	<ul style="list-style-type: none">Ongoing meetings with project team to finalize the post implementation methodology and support planDocumentation of this alignment reflected in DDEL 10 – Implementation Support PlanMoved from Red to Yellow week of 7/18 given approach alignment. Detailed process definition to follow		
	G	Help Desk	County Delegated Admin Training: Completed for Wave 1		
	G	County Ad Hoc Reports/APIs	<ul style="list-style-type: none">CalSAWS has facilitated 100% of the planned Ad Hoc Support Curriculum to the Wave 1 CountiesCounties have Refactored 0% of their Ad Hoc Reports and are approx. 0% to plan (i.e., Behind Plan). Placer only has 0 reports to refactor, and Yolo has identified 39 that require refactoring. Yolo has elected to receive additional refactoring support from the project		
Not Started		On Schedule	<14 Days Late	>=14 Days Late	Complete

Wave 1 – County Readiness Summary

Readiness Area	Status*	Placer	Status*	Yolo
Application	G		G	
Integration	Y	County development complete for consumption of Fiscal Interface files. Currently in interface partner testing. Still resolving PoP server issue and will pass the files via SharePoint.	Y	County targeting completion of their development to consume and process CalSAWS Fiscal Interface files by 6/24, to be ready for the start of IPT on 6/27.
Conversion	G		G	
Technical	G		G	
Training	G		G	
Implementation	G	Placer does not have any reports to refactor.	G	Ad Hoc Refactoring for forty-four (44) reports haven't begun; will receive enhanced support from project
Organizational	G		G	

*Information included is as of June 17, 2022

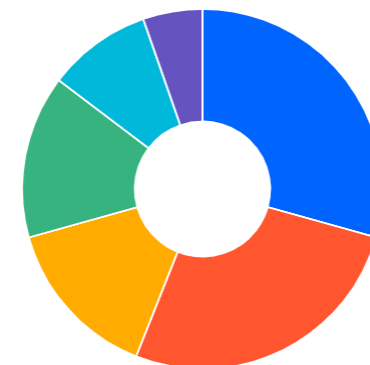
NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
----	-------------	---	-------------	---	---------------	---	----------------

Wave 1 County Readiness Checklist Activities by Status (as of 07/15/2022)

Status	00 All Counties	02 Placer	03 Yolo	Wave 1 Counties	T:
COMPLETED	7	201	196	6	410
NOT STARTED	12	136	141	4	293
IN PROGRESS	1	13	16	0	30
Total Unique Issues:	20	350	353	10	733

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 1 Counties tasks include tasks that apply to both Placer and Yolo Counties (e.g., selective conversion tasks)

Wave 1 All Tasks Due Next 30 Days by Readiness Category

Implementation Readiness Category
Total Issues: 75

Conversion Readiness	22
Implementation Readiness	20
Application Readiness	11
Training Readiness	11
Change Readiness	7
Technical Readiness	4



UAT Status Update

CalSAWS CalWIN UAT

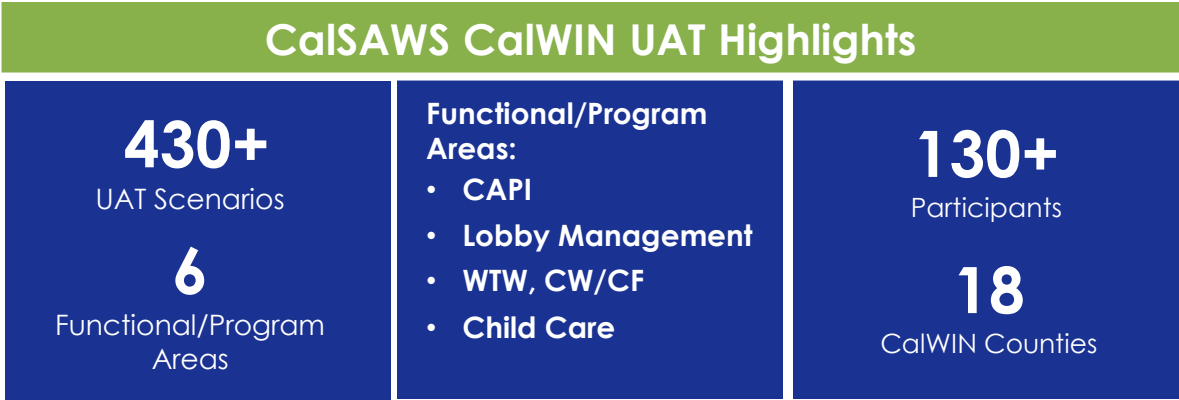
Overall Timeline and Status

Activity	Status	Who
CalSAWS UAT Plan Approved	Completed	Project
Select and Confirm CalSAWS UAT Participants for UAT	Completed	Both
UAT Users Loaded to ForgeRock/UAT Environments & Applications	Completed	Project
Complete UAT Test Script Development	Completed	Project
Complete UAT Environment setup	Completed	Project
Complete UAT Application Training	Group 1 - Completed	County
	Group 2 - June 13 – July 21, 2022	County
Conduct UAT Execution Kick-Off	Group 1 - Completed	Both
	Group 2 - July 20 and 21, 2022	Both
Complete UAT Test Execution	Group 1 - June 27- July 22, 2022 Group 2 - July 25 – August 19, 2022	Both
Evaluate and confirm Exit criteria	Metric/Completion to Plan	Project

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

CalSAWS CalWIN UAT

Group 1 UAT Participation



CalSAWS CalWIN UAT: Script Execution

Execution Summary

Group 1 UAT Execution Status

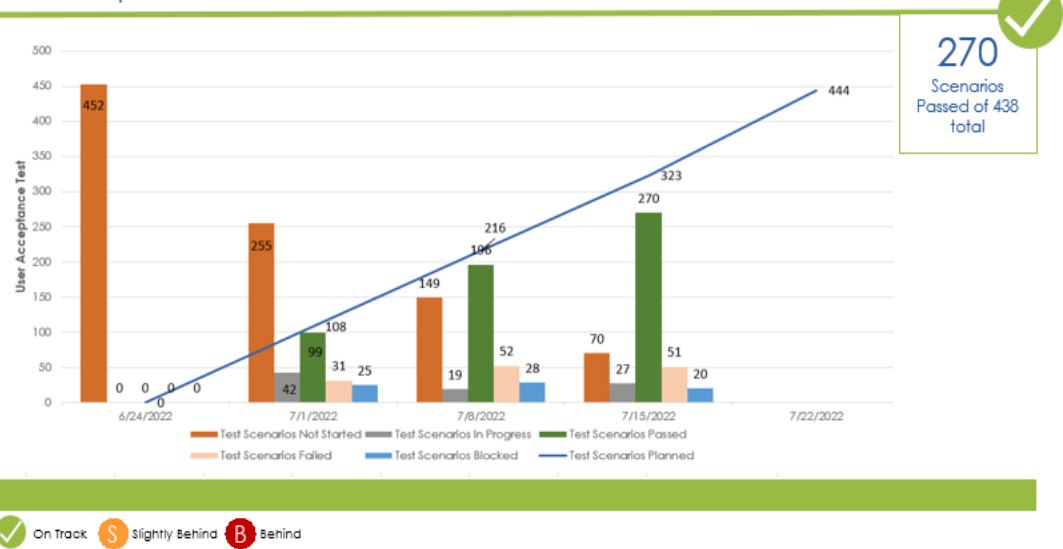
- Execution started June 27, 2022
- Program/Functional Areas:
 - CAPI, Lobby Management
 - CW/CF, WTW, Child Care
- 78% of Planned Scripts Executed
- 80% Pass rate of Executed Scripts

Group 2 UAT Execution Status

- Execution starts July 25, 2022
- Program/Functional Areas:
 - MC/CMSP, GA/GR
 - FC, AAP, KinGap
 - OP/OI, Fiscal, Reports
 - Hearings, QA, Special Units
- Execution Kickoff on July 20-21, 2022

UAT Scenario Execution

UAT Group 1 – Test Scenario: Execution



CalSAWS UAT Execution (Group 1)	Total Test Scripts	Not Started	In Progress	Passed	Failed	Blocked
CalSAWS CalWIN UAT	438	16% (70)	6% (27)	62% (270)	11% (51)	5% (20)

CalSAWS CalWIN UAT: Script Execution

Execution Details

Group 1 UAT Execution Defects and Status

Status	CAPI	CalFresh	CalWORKs	Welfare-to-Work/Gain	N/A	Total
New	1	1	0	0	2	4
In Production	0	0	0	0	1	1
Pending Rejection	14	7	4	2	1	28
Rejected	0	0	0	0	1	1
Assigned	0	0	0	1	1	2
Total	15	8	4	3	6	36

— Feedback and Opportunities —

- CalSAWS system is easy to navigate and UAT exposure has allowed me to experience the functionality with real data/scenarios.
- JIRA is easy to navigate and use when testing scripts
- High level of CalWIN UAT Tester engagement and collaboration
- Early identification on CalWIN and CalSAWS system differences
- County Security Administrators are identifying and resolving Security Profile Updates
- Multiple UAT environment and log-ins has proven to be challenging



BenefitsCal Update

- Final Acceptance
 - Percentage of L.A. County BenefitsCal accounts vs. YBN accounts
-

BenefitsCal Final Acceptance Preview

The purpose of the BenefitsCal Final Acceptance is to confirm that:

- Implementation of Portal/Mobile App (Phase 1) based on requirements set forth in Attachment J to the RFP
- Deficiencies identified during the 30-day period immediately following the implementation cutover event have been corrected
- Providing an Implementation Complete Report certifying that all Portal/Mobile App requirements have been met and all known Deficiencies have been corrected.

The Final Acceptance process is based on a three-step approach:

January 2022

- Discuss the process and scope for BenefitsCal Final Acceptance
- Submit Deliverable 08 – Portal Implementation Complete Report & Final Acceptance submitted on 01/26/2022 and received approval on 02/04/22

May 2022

- Submit Deliverable 08.01 – Portal Implementation Complete Report & Final Acceptance – Los Angeles (L.A.) County on 5/27/22

July to August 2022

- Evaluate whether BenefitsCal Final Acceptance has been met



Approval of the BenefitsCal Migration Final Acceptance leads to the Consortium's payment of the holdback release for the BenefitsCal DD&I Project

BenefitsCal Production Metrics

Since Go-live

Applications Submitted

746,150



households took the first step to receive food, cash, and/or medical assistance.

Documents Uploaded

5,833,125



sheets of paper saved from printed verifications + time saved by reducing steps to share documents.

Changes Reported

104,135



households reported a change with no need to call or go into a county office.

1,529

CBOs are now equipped to assist customers on BenefitsCal.

746,496

Customers used their account to link a case, manage their benefits, view their EBT balance, or view messages.

130,691

household completed a renewal to pursue maintaining benefits.

90,075

households completed one application for multiple programs.

56%

households apply for or manage their benefits a mobile device.

116,351

household completed a periodic report and avoided a gap in benefits coverage.

10,194

households completed an application translated in their native language (with 19 languages available).

0

slowdowns in sending customer applications or documents to workers.

BenefitsCal - Deficiency and Incident Resolution

A Closer Look at **Total Tickets Closed**

As of June 23, there are **zero open critical or high system deficiencies**.
Key metrics for Service Desk Incidents and Production Deficiencies are indicated below

Tickets



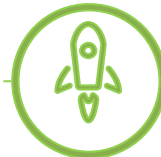
- **798** Help Desk incidents reported via ServiceNow between go live and 30 days following LA County Rollout. 100% timely triage and resolution
- **47** unique defects relate to these incidents. All are resolved.

Production Deficiencies



Within the first 90 days

Stabilized production operations, addressed 181 deficiencies based on production monitoring, delivered R1.1, 1.2 and prepared for upcoming feature releases



Within the LA Acceptance period

Prepared, delivered and supported the LA rollout, delivered major releases R2.0 and R3.0 and 4 monthly releases, 8 more threshold languages and addressed 237 deficiencies based on production monitoring



Upcoming

Prepare for and support the CalWIN Waves, upcoming feature releases, maintain system scalability and stability

BenefitsCal Performance Metrics

SLA #1: Daily Online transactions – inquiry screens (bounded)*
Target: 98% with an average response time < 2 seconds

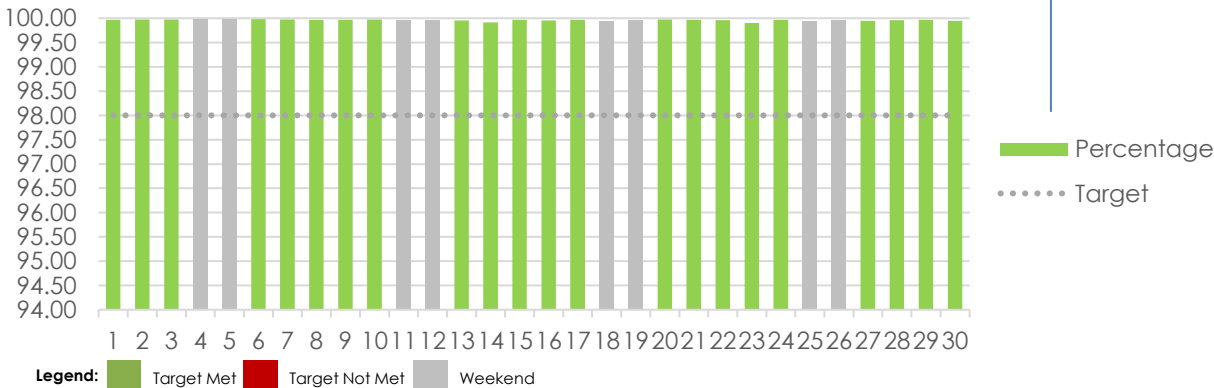
Monthly View: 2December 2021 – April 2022



- Consistent SLA performance since December 2021
- 99.5% of the Daily online transaction (bounded) response time less than 2 seconds.
- Measured daily and reported on Monthly

Daily View: June 2022

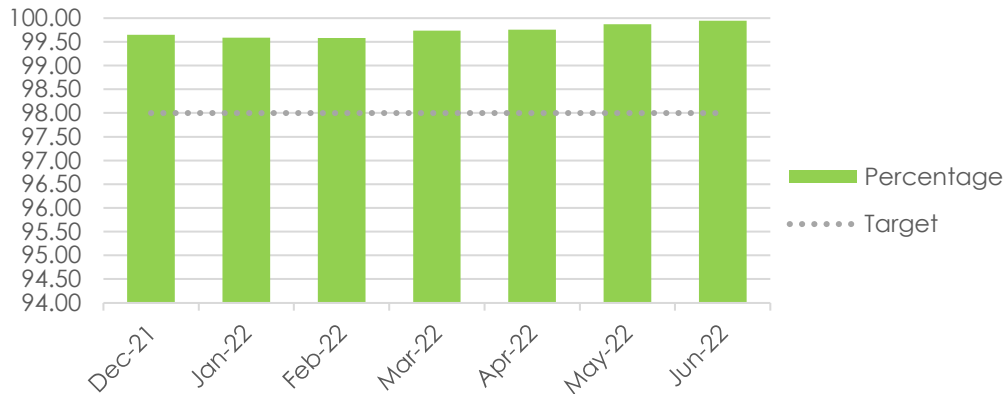
June 2022



BenefitsCal Performance Metrics

SLA #2: Daily Online transactions – inquiry screens (unbounded)
Target: 98% with an average response time <10 seconds

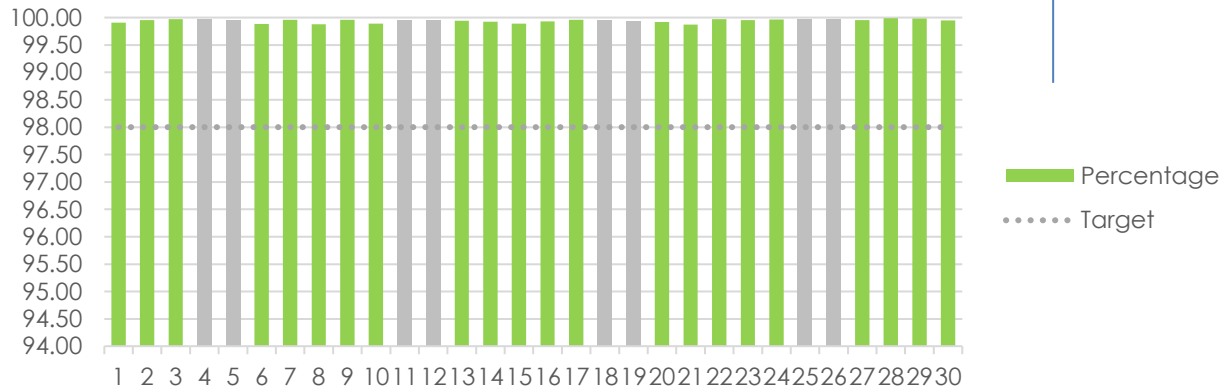
Monthly View: December 2021 – June 2022



- Consistent SLA performance since December 2021
- 99.58% of the daily online transaction (unbounded) response time less than 10 seconds
- Measured daily and reported on Monthly

Daily View: June 2022

June 2022

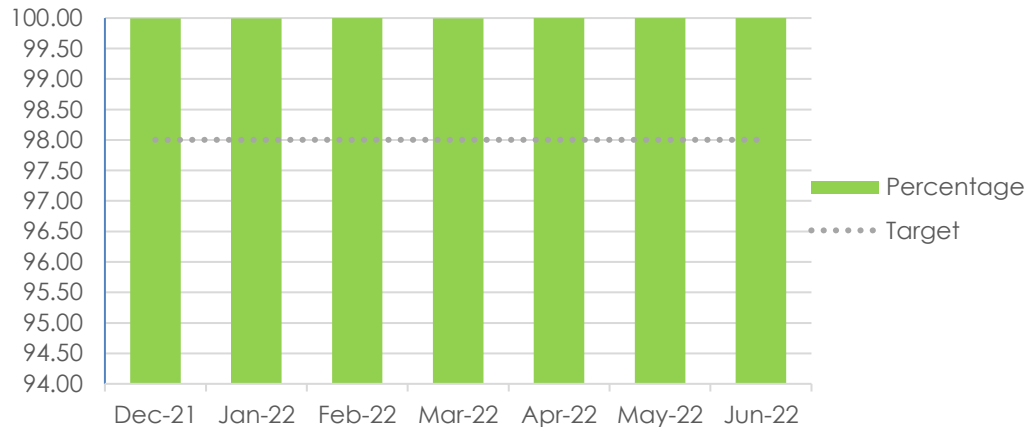


Legend: ■ Target Met ■ Target Not Met ■ Weekend

BenefitsCal Performance Metrics

SLA #3: Daily BenefitsCal Hosted API transactions
Target: 98% with an average response time <2 seconds

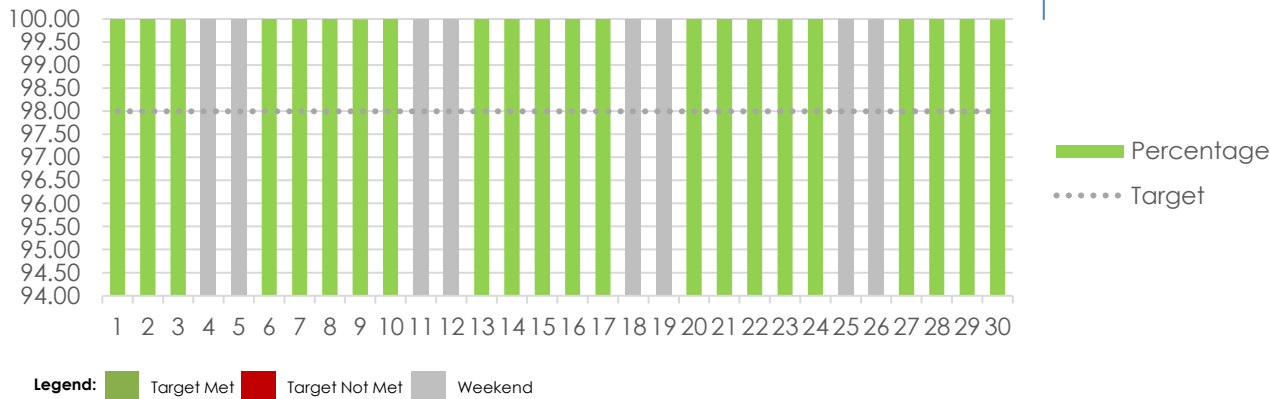
Monthly View: December 2021 – June 2022



- Consistent SLA performance since December 2021.
- 99.99% of the daily API transaction response time less than 2 seconds
- Measured daily and reported on Monthly

Daily View: June 2022

June 2022



BenefitsCal Requirement Completion

The 170 DD&I Functional and Technical Requirements for Phase 1 in Attachment J, elaborated into 237 detailed requirements.

	Total # of Requirements.	# of Delivered Requirements.	# of Requirements Moved or Reallocated.
Phase 1	237 	227 	10 

Delivered additional 7421 hours of usability and advocate requested enhancements

Decision/Disposition for the 10 Moved or Reallocated Requirements

- 5** Moved from Phase 1 and to be delivered in subsequent releases via Key Decision CSPM-56794 (FN-11.3, FN-12.2, FN-105.1, FN-105.2, FN-89.3)
- 5** Removed from Phase 1 and hours are reallocated to accommodate future enhancements via Key Decision CSPM-56795 (FN-105.3, FN-105.4, FN-37.7, FN-37.8, FN-08.2)

BenefitsCal Final Acceptance

■ Next Steps



Request Consortium Executive Director's discretion for approving the BenefitsCal Final Acceptance on the basis of:



The Project Team will continue with action plans and ongoing M&O improvements

Final Acceptance

- ☑ Implementation of Portal/Mobile App Phase (Phase 1) based on requirements set forth in Attachment J to the RFP
- ☑ Following successful cutover of the Portal/Mobile App to the production environment, provide an Implementation Complete Report certifying that all Portal/Mobile App requirements have been met and all known Deficiencies (Phase 1) have been corrected.
- ☑ For a period of thirty (30) days immediately following the completion of the implementation cutover event, monitor and report any Deficiencies to the CONSORTIUM.
- ☑ Upon occurrence of a Deficiency, document and correct such Deficiencies
- ☑ All Deficiencies identified during the 30-day period immediately following the implementation cutover event have been corrected

- The Project Team will continue to execute plans for future releases and ongoing M&O activities
- Continue working towards future enhancement releases including September (ARPA) and January 2023 releases to implement the requirements in coordination with Consortium and Partner teams

BenefitsCal Final Acceptance

QA Recommendation

- ☑ QA recommendation for final acceptance is on track pending completion of outstanding items:
 - ☑ Update to Requirements Traceability Matrix (RTM)
 - ☐ Verification that all Portal/Mobile App requirements have been met and all known Deficiencies identified during the 30-day period immediately following the implementation cutover event have been corrected
 - ☐ Resolution of Comment Log from Deliverable 8.01 Portal Implementation Complete Report
- ☑ QA will continue to participate in continuous improvement activities in support of the BenefitsCal application:
 - ☑ Release Management, Functional Enhancements
 - ☑ Technical Maintenance
 - ☑ Service Level Agreement, Performance Reviews
 - ☑ Service Management (Helpdesk Reviews)



Multi-Factor Authentication (MFA) Update

**SMS
(Text
Messages) MFA
Adoption
CA-234415**

- Number of Users selected SMS as primary for MFA as of 7/13/2022: **138**
- Top three counties (registration for SMS-MFA): Shasta, Kern, Riverside
- Counties Opted In as of 7/13: 38 counties:
 - Alameda, Amador, Butte, Calaveras, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Madera, Marin, Mariposa, Mendocino, Merced, Napa, Nevada, Orange, Placer, Plumas, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Shasta, Solano, Sonoma, Sutter, Tehama, Tulare, Yuba,
- Pending to Activated: Trinity
- Call option available but not out-of-the-box – requires custom work testing

Lessons Learned: 

1. Encourage everyone to register for SMS, allowing the County Delegated Admin to easily switch in case of email disruption
2. If your County is experiencing delays in receiving OTP e-mails, consider the below remediation steps:
 1. Update County e-mail filter allow list per the instructions sent
 2. If there are anti-virus scans being done on the County servers, please consider updating configurations to enable necessary throughput to account for scanning the increased number of e-mails

Note: A CIT is being drafted to be sent out to Counties with the above two tips

Spotlight – Multi-Factor Authentication (MFA) & Session Management

Reduce MFA Frequency CA-240973

- **Goal:** Reduce the frequency of MFA Prompts
- **Proposed Solution:** Device/Browser Recognition
 - This approach will leverage profile recognition based on the device/browser users are logging in from. If the device/browser is recognized MFA is waived for a configurable amount of time (ex: 12 hours)
- **Next Steps:** POC in lower environment

Session Timeout for 3rd Party Applications (Imaging/Qlik)

CA-240974

- **Goal:** Eliminate un-intended idle session timeouts due to inactivity
- **Solution:** Resolution must be provided by 3rd party vendors. There is currently disagreement between the two vendors on the solution.
- **Next Steps:** Continuing to work with partner vendors on these enhancement on their roadmap



CalSAWS Help Desk Tickets Update

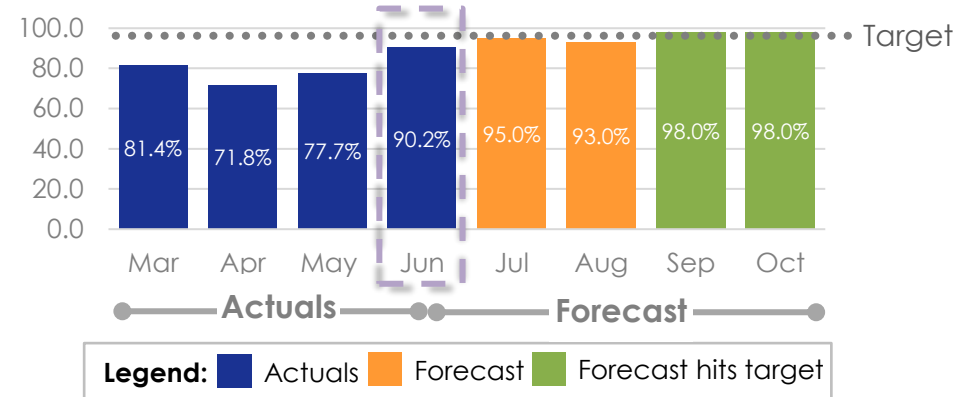
- How to get quicker responses/escalation paths for tickets
 - Ticket backlog by County and expected closure timeline
 - Number of tickets closed without response or confirmation of resolution
-

Help Desk Diagnosis Projection

Comparing Actuals against Forecast

June 2022:

- **Projection at 90.0%** (Projected 278 tickets missed SLA)
- **Actual at 90.2%**
(Actual 260 tickets missed SLA)



Month	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	TOTAL
Future Misses (2%)	60	60	60	60	60	300
Projected Total Missed SLA	278	159	200	60	72	728
Actual Missed SLA	260					
Projected Average Monthly Tickets	3000	3000	3000	3000	3000	
Actual Monthly Ticket Counts	2659					
Projected SLA	90%	95%	93%	98%	98%	

#4—Monthly Help Desk Diagnosis Time

A Closer Look at **Total Tickets Closed**

As of July 20th, there are **zero open critical or high Help Desk incidents.**

Trend of tickets related to How-to/Not a system error remains high. As a result, the team will focus their efforts on reducing tickets being created through enhanced communications on top trends to L1 and L2 Help Desk.

In April:

Of the 3,246
tickets closed:

In May:

Of the 3,950
tickets closed:

In June:

Of the 2,659
tickets closed:

Percentage of tickets
pertained to:

- How To
- Not a System Error
- Requiring Explanation
or Information

rather than system defects

49%



39%



58%



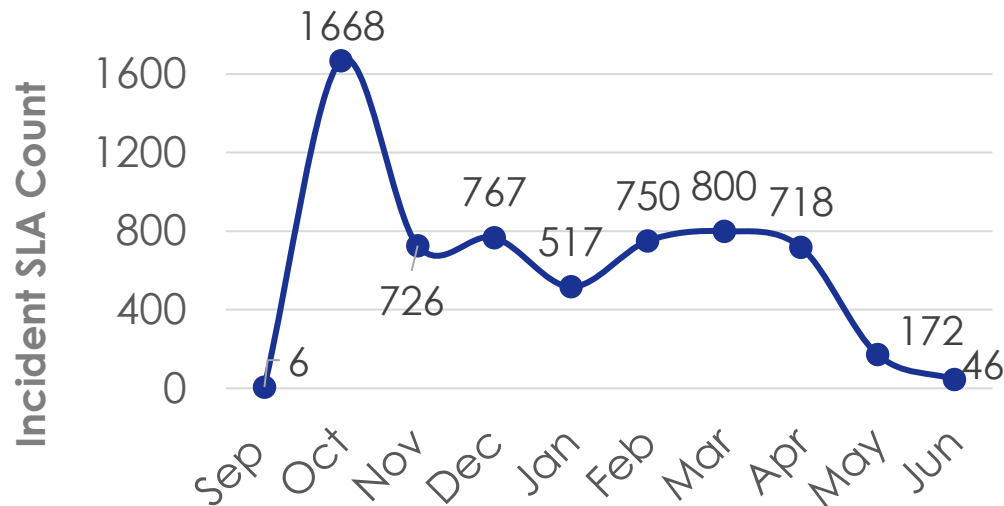
CalSAWS Incidents Diagnosis

Trend since C-IV Cutover (9/27/2021)

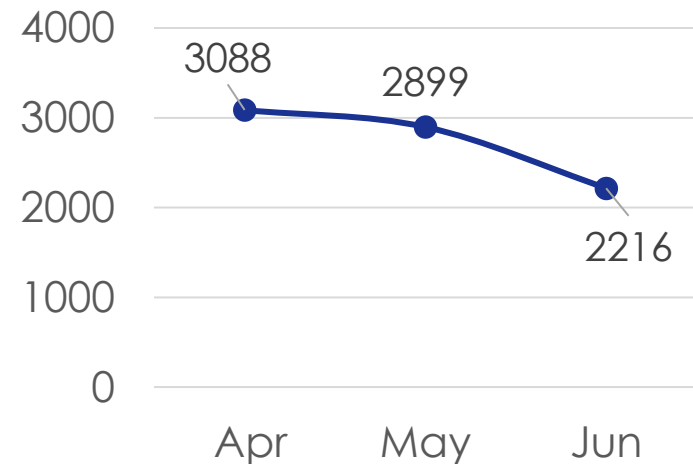
June 2022: Renewed focus on meeting Help Desk Diagnosis SLA has: 1) Reduced new incoming tickets that missed the SLA by 73%—from 172 tickets in May to 46 tickets in June; and 2) Reduced tickets created by 28% since April (from 3088 tickets in April to 2216 tickets in June).

Expect to meet the SLA through continued engagement with RMs and L1/L2 Help Desk, sending weekly enhanced communications, and providing training materials on top trends.

**Incidents that missed the SLA:
Month in with the miss occurred**



Month x Tickets Created



Help Desk Operation Improvement Plan

For Monthly Help Desk Diagnosis Time

This Help Desk Operation Improvement Plan commenced in May and is part of ongoing M&O Help Desk Operations to support a Statewide model:

Initiative	Status	Notes
Accenture/Gainwell Weekly Connect Meeting	In Progress (occurs every Thursday)	This meeting covers ticket handling processes and trends observed by both CalSAWS Help Desk and Tier 3 teams
Schedule the August Help Desk Operations Meeting	In Progress	<p>The request for topics was sent to County Help Desk staff on Tuesday July 12th. The official invite will be sent in 2 weeks</p> <p>Create and assemble Knowledge Articles/Refresher training on Top Eligibility Questions asked through Help Desk, to be distributed late August to L1 and L2 Help Desk</p>
Weekly email communication with Management, Leads, and Accenture/Gainwell Teams	In Progress (occurs daily/weekly)	<ul style="list-style-type: none"> • Current SLA compliance and incidents approaching SLA • Ageing Incidents & Problems • Unresolved incidents linked to resolved problems • Unresolved Problems linked to JIRA items in Production or Rejected



SLAs Retrospective

CalSAWS Performance Results

Perf Req #	LD Applies	Performance Requirement Title	March	April	May	June	QA
1		Monthly Off Prime Business Hours Availability	✓	✓	✓	✓	🏆
2		Monthly Prime Business Hours Availability of CalSAWS Non-Production Environments	✓	✓	✓	✓	🏆
3		Monthly Deficiency Notification Response Time	✓	✓	✓	✓	🏆
4		Monthly Helpdesk Diagnosis Time	✗	✗	✗	✗	🏆
5	✓	Daily Peak Usage Hours Availability	✓	✓	✓	✓	🏆
6	✓	Daily Prime Business Hours Availability	✓	✓	✓	✓	🏆
7	✓	Daily Peak Usage Hours ED/BC Response Time	✓	✓	✓	✓	🏆
8	✓	Daily Prime Business Hours ED/BC Response Time	✓	✓	✓	✓	🏆
9	✓	Daily Peak Usage Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓	🏆
10	✓	Daily Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓	🏆
11	✓	Daily Batch Production Jobs Completion	✓	✓	✓	✓	🏆
12		Daily Off Prime Business Hours ED/BC Response Time	✓	✗	✗	✗	🏆
13		Daily Off Prime Business Hours Screen to Screen Navigation Response Time	✓	✓	✓	✓	🏆
14		Daily Unbounded Search Response Time	✓	✓	✓	✓	🏆
15		Daily Prime Business Hours Availability of CalSAWS Training Environments	✗	✗	✓	✓	🏆
16		Daily Peak Usage Hours Standard Report Response Time	✓	✓	✓	✓	🏆
17	✓	Security Incident Notification	✓	✓	✓	✓	🏆
18	✓	Security Incident Reporting	✓	✓	✓	✓	🏆
19	✓	Security Incident Negligence	✓	✓	✓	✓	🏆
20		Disaster Recovery Response Time	✓	✓	✓	✓	🏆

Legend: ✓ SLA Met ✗ SLA Not Met ✓ LD Applies



Performance reports are emailed to RMs, and posted to the CalSAWS Web Portal for County PPOCs and County Help Desk Staff.



Update on Key State IV&V Activities

Update on Key IV&V Activities

Key Activities being monitored by IV&V



Imaging Migration

- Production defect resolution
- Production enhancements
- Migration of documents from CalWIN to CalSAWS



Batch Performance

- Batch performance improvements and time savings
- Testing with increased CalWIN caseloads



CalWIN Data Conversion

- CDT Defect resolution and risk mitigation activities
- Golden Data Set (GDS) 8 testing and GDS 9 development



CalWIN Wave 1 Implementation Readiness

- User Acceptance Testing (UAT)
- Implementation Planning and Preparation
- Implementation Readiness Packet
- BPR To-Be Sessions, Closeout sessions and Change Discussion Guides
- Wave 1 Implementation Support



CalSAWS and BenefitsCal Releases

- CalSAWS and BenefitsCal Development
- Post Release support



Adjourn Meeting
