

# Implementation Readiness Packet

June 2022



The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to CalWIN Counties with information related to CalWIN Migration, BenefitsCal, and Central Print. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones for Wave 1. Project Milestones are identified by project team leads and CalSAWS Project leadership.

The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **June 17, 2022**





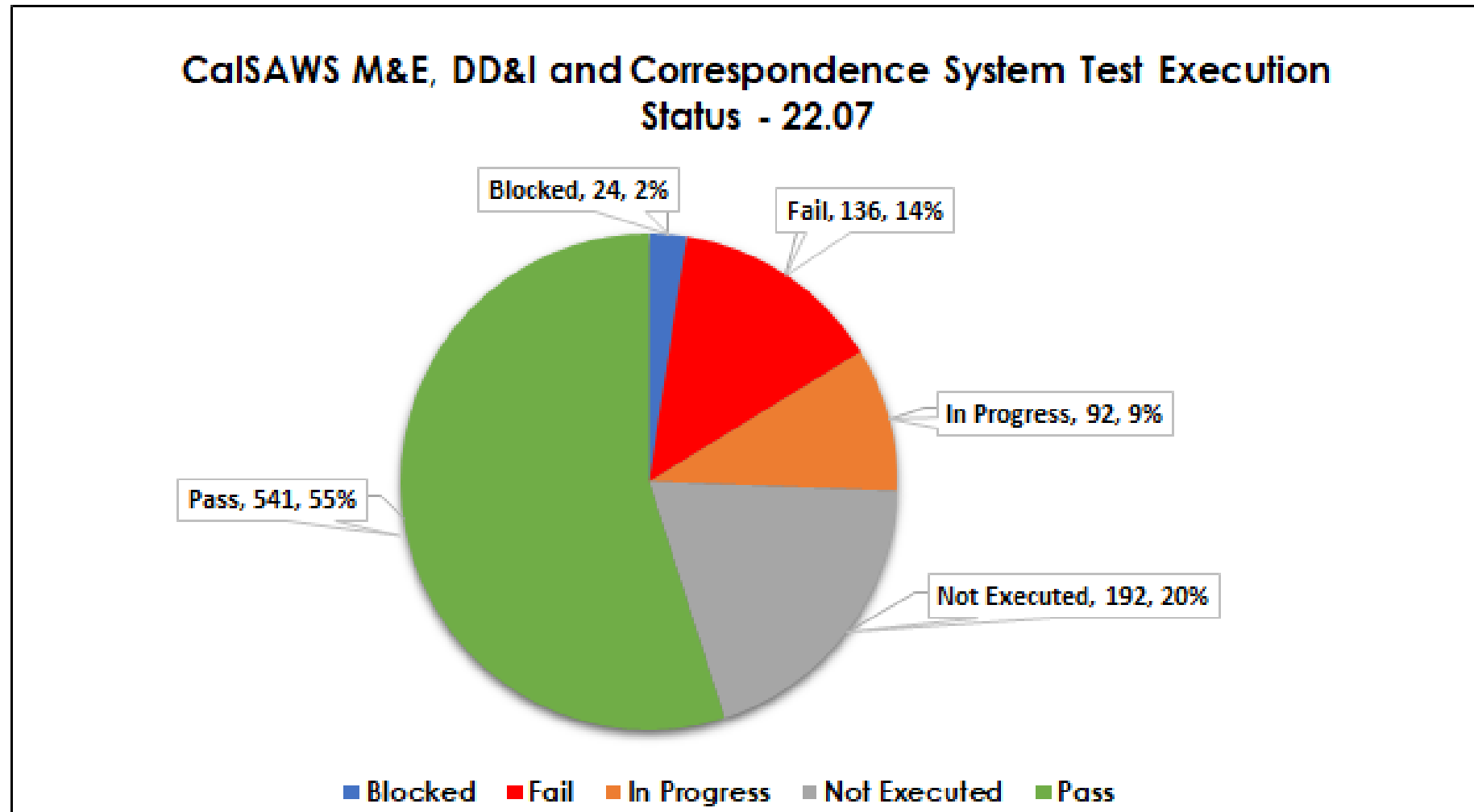
# Development/System Test

Owner: Lisa Salas

## Development/System Test

Deploy CalSAWS Release 22.07

55% Pass Rate Actual, +17% above target (38%)



**Note:** Test script counts are subject to change as test scripts are added or removed throughout the execution phase

- The above chart is cumulative of CalSAWS Modifications and Enhancements (M&E) and CalSAWS Design, Development, Implementation (DD&I) and Correspondence (GAGR Client Correspondence) System Change Requests (SCRs) System Test Execution





# Application Readiness: UAT

Owner: Peggy Macias + Rachel Hernandez

## User Acceptance Test

CalSAWS UAT Plan Approved	Complete
Select and Confirm CalSAWS UAT Participants for UAT	Complete
UAT Users Loaded to ForgeRock/UAT Environments & Applications	Complete
Complete UAT Test Script Development	UAT Script Development is 91% complete with group 1 scripts completed. Group 2 GAGR scripts are slightly behind schedule (Risk 271). Due date extended to 7/1/2022. No impact to Execution 7/25/2022 start date.
Complete UAT Environment setup	Completed
Complete UAT Application Training	May 2 – June 21, 2022 – Group 1 June 13 – July 21, 2022– Group 2
Conduct UAT Execution Kick-Off	June 21 and 22, 2022 – Group 1 July 20 and 21, 2022– Group 2
Complete UAT Test Execution	June 27- July 22, 2022 – Group 1 July 25 – August 19, 2022– Group 2
Evaluate and confirm Exit criteria	Metric/Completion to Plan

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# CalSAWS UAT: Script Development

Owner: Peggy Macias, Rachel Hernandez



## UAT Status

Behind Schedule

- Group 1 Execution starts June 27, 2022
  - 381 unique Target scripts

Program/Functional area	SME	Tester	27-Jun	4-Jul	11-Jul	18-Jul	Total
Group 1 - Manage Personnel (Security)		36	16	16	16		48
Group 1 - Lobby Management	1	20	44	0			44
Group 1 - CW,CF	4	28	56	56	11	0	123
Group 1 - CAPI	1	10	20	25			45
Group 1 - Child Care	2	11			16	0	16
Group 1 - WTW, FSET, Cal-Learn	2	20	36	36	33		105
<b>Total</b>			<b>172</b>	<b>133</b>	<b>76</b>	<b>0</b>	<b>381</b>

- 964 of 1060 test scripts completed as of 6/17/2022

**Group 1: 100% complete**

**Group 2 : 91 % complete**

- GAGR – target 137, 63 Completed, 9 In progress, by June 10;
  - June 13 - July 1 county specific outcomes applied
- Fiscal OP/OI – target 97, completed 68
- Target completion June 24, 2022

UAT Scenario Development

UAT – Test Scenario: Development



CalSAWS UAT	Total Test Scripts	Not Started	In Progress	Completed
CalSAWS CalWIN UAT	1,060	8% (87)	1% (9)	91% (964)



# Application Readiness: Imaging

Owner: Danielle Benoit, Toby Barnes (UAT)

## Functionality

Severity 1 & 2 Defects Resolved from UAT	Not Started	UAT execution begins June 2022
--	-------------	--------------------------------

## Performance Testing

Hyland Platform Performance Test	Not Started	Metric/Completion to Plan
----------------------------------	-------------	---------------------------

## Images Migration

County Export of Legacy Images	In Progress	
Hyland Receive and Upload Images to Production Environment	In Progress	
Distribute CIT for Counties to install Webscan Kit and Virtual Printer	Complete	CIT #0110-22 distributed on April 19, 2022

## Imaging UAT

TBD: June 2022	Not Started	Metric/Completion to Plan
----------------	-------------	---------------------------

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# Application Readiness: Operations

Owner: Danielle Benoit

## Contact Center

Technical Connectivity	50%
Update IVR Contact Flows for each County	2 of 2 approved
Approval of County Contact Center SCRs*	0 of 2
Regression Test of entire Contact Center solution	0%
Model Office Testing – tentative start 10/10/2022	0%

\*Contact Center SCRs:

- Yolo: CA-240152
- Placer: CA-235356

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: Central Print

Owner: Dawn Wilder

## Kickoff

Kickoff Meeting Completed	Complete	1 Complete of 1 Planned
---------------------------	----------	-------------------------

## Configuration/Validation

Configuration Meetings Complete	Complete	2 Complete of 2 Planned
Validation Meetings Complete	In Progress	1 Complete of 2 Planned
Configuration Load	Not Started	0 Complete of 2 Planned

## Setup and Training

Portal Users Loaded	Not Started	0 Complete of 2 Planned
Inventory Confirmed	Not Started	0 Complete of 1 Planned
Training Materials Completed	Complete	1 Complete of 1 Planned
Training Delivery	Not Started	0 Complete of 2 Planned

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: BenefitsCal Conversion\*

Owner: Jerry Nielson



## Conversion Readiness

Provide sample CBO User information extract to ForgeRock Team for Wave 1 Mock Run	Complete	Complete on 06/09/22
Provide extract of the CBO and Admin users	Not Started	
Obtain CBO conversion file from CalWIN counties (Gainwell)	Not Started	

## Converted Data Test

Validate CBO and admin user load into ForgeRock	Not Started	
---	-------------	--

## Training Delivery

Deliver training for public facing support	Not Started	
Deliver training for Consortium Train the Trainer	Not Started	
Deliver training for CBOs - Community Based Organizations	Not Started	

## Communications

Confirm Communications Plan for BenefitsCal	Not Started	Communication plan will be initially drafted by 7/14.
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin early September.

\* These activities are not planned to start as of 6/17/22 and will be updated to reflect project dates

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# BenefitsCal Implementation Readiness\*

Owner: Jerry Nielson



## System Operations

Confirm Command Center schedule and communication schedule	Not Started
--	-------------

Contingency Planning	Not Started
----------------------	-------------

## Prod Deployment Plans

Develop Production Cutover Checklist (Target → MM/DD/YY)	Not Started
--	-------------

Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started
---	-------------

Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) (Target → MM/DD/YY)	Not Started
---	-------------

Confirm Wave Cutover to BenefitsCal (Target → MM/DD/YY)	Not Started
---	-------------

\* These activities are not planned to start as of 6/17/22 and will be updated to reflect project dates

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Conversion Readiness

Owner: Keith Salas, Paul Trisler

## Conversion Readiness – Wave 1

Support (Wave 1) Converted Data Test (CDT) - Defect Resolution (Risk 263)	As of 6/9/22 there are 166 unresolved CDT Defects. • Team remains On-Schedule with Defect Burndown.
Deliver Wave 1 Golden Data Sets (GDS)	GDS#8 On-Schedule for Delivery on 6/20 – in CDV
Auto Case Review Match Rate	68% Match in Assembly (GDS#7 was 58%). • Target is 70% – 75%.
Support User Acceptance Test (UAT) - Defect Resolution	Delivered GDS#7
Complete Migration Planning Wave 1A and 1B Cutover Work Plan (Risk 258)	Approx. 90% Complete.
Complete Wave 1 Mock Cutovers	On-Schedule to Start on June 6, 2022 • Mock Cutover 1A Complete • Mock Cutover 1B Work Plan (activities) On-Schedule to begin 6/11.
Deliver Wave 1 Golden Data Set (GDS) #8 for County Data Validation (CDV)	On-Schedule for planned CDV between 6/20 – 7/1 with the delivery of GDS#8
Support Wave 1 County Data Validation - Defect Resolution	On-Schedule to Support in June/July 2022
Complete Wave 1A (County Preparation) Cutover	On-Schedule for 9/18/22 – 9/19/22
Complete Wave 1B (Go-Live) Cutover	On-Schedule for 10/27/22 – 10/31/22

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



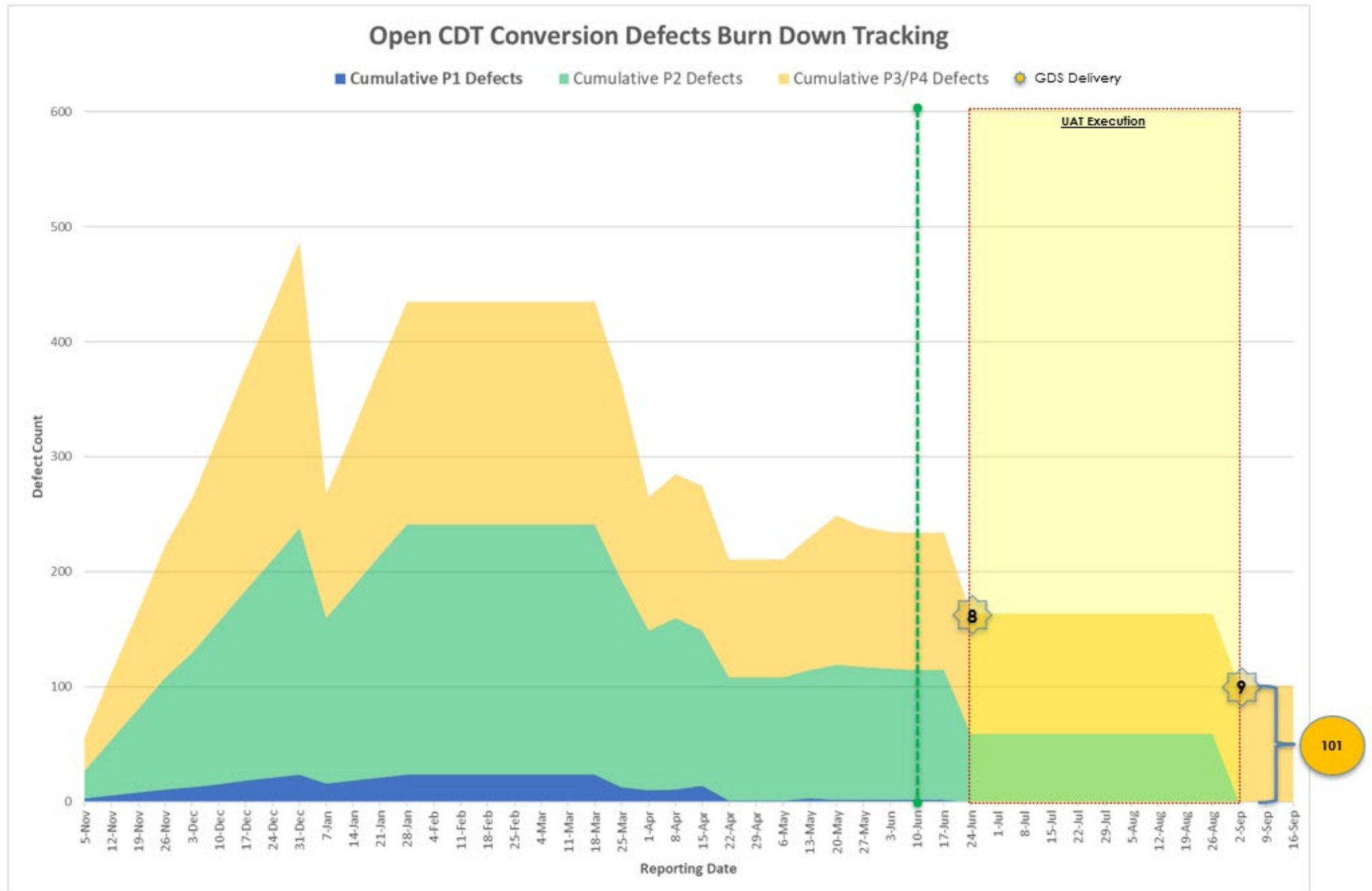
# Conversion Readiness: GDS Delivery

Owner: Keith Salas, Paul Trisler

## Converted Data Test (CDT)

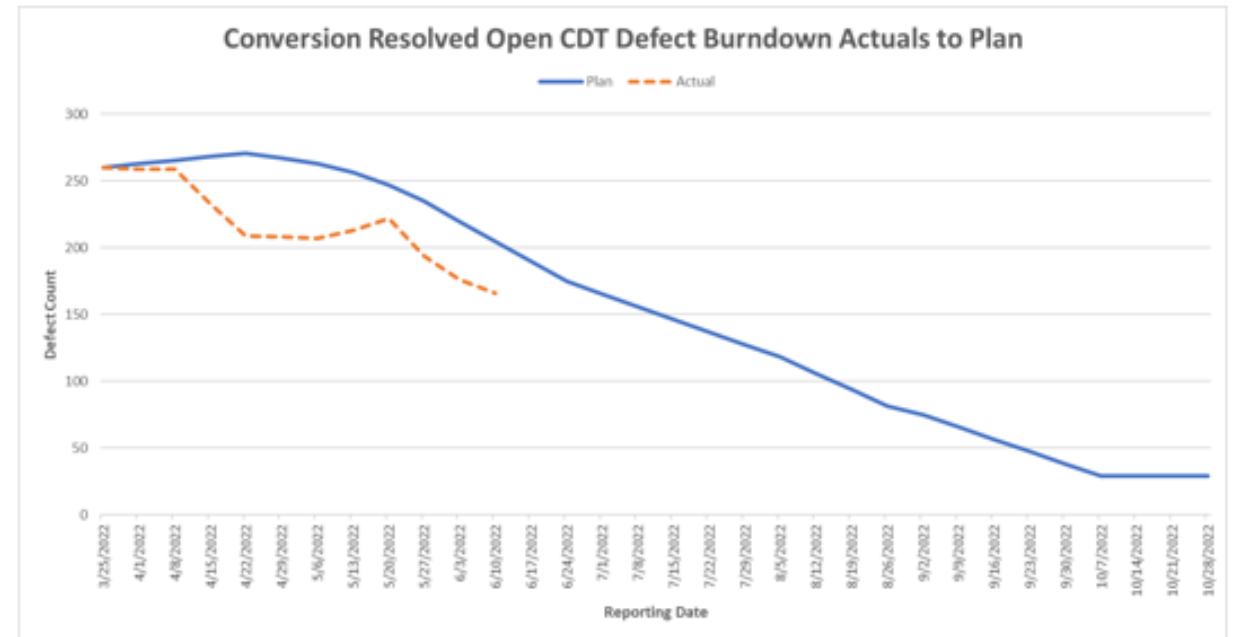
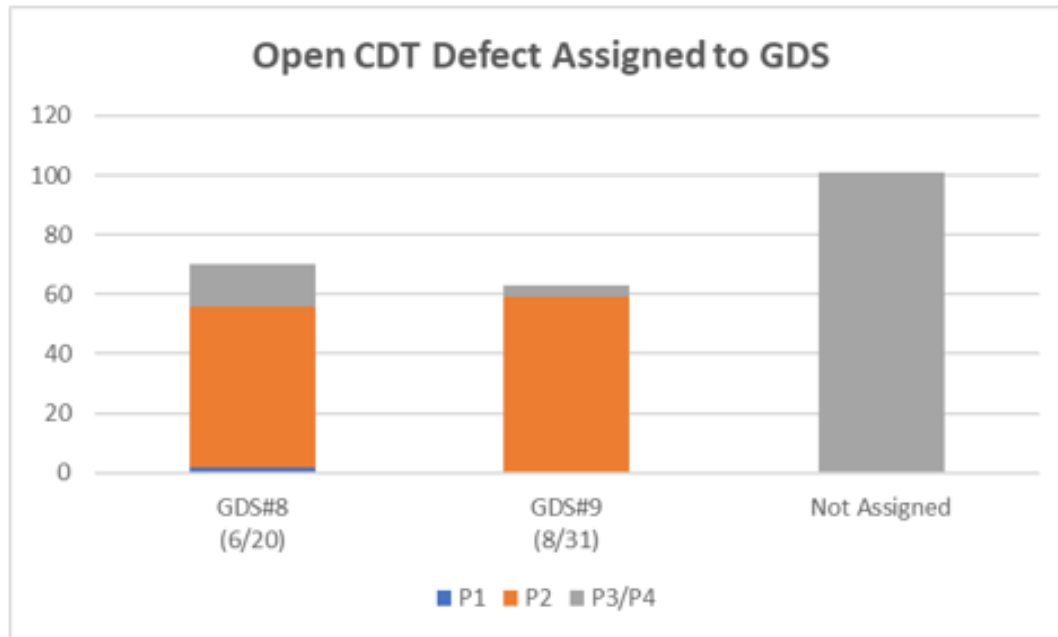
CalWIN Converted Data Delivered for Conversion Data Test Execution 100% of 1903 Test Scripts Executed

Open P1 Defects Assigned to GDS 2 Assigned to GDS#8



# Conversion Readiness Defect Burndown

Owner: Keith Salas, Paul Trisler



**Open Converted Data Test (CDT) Defects**

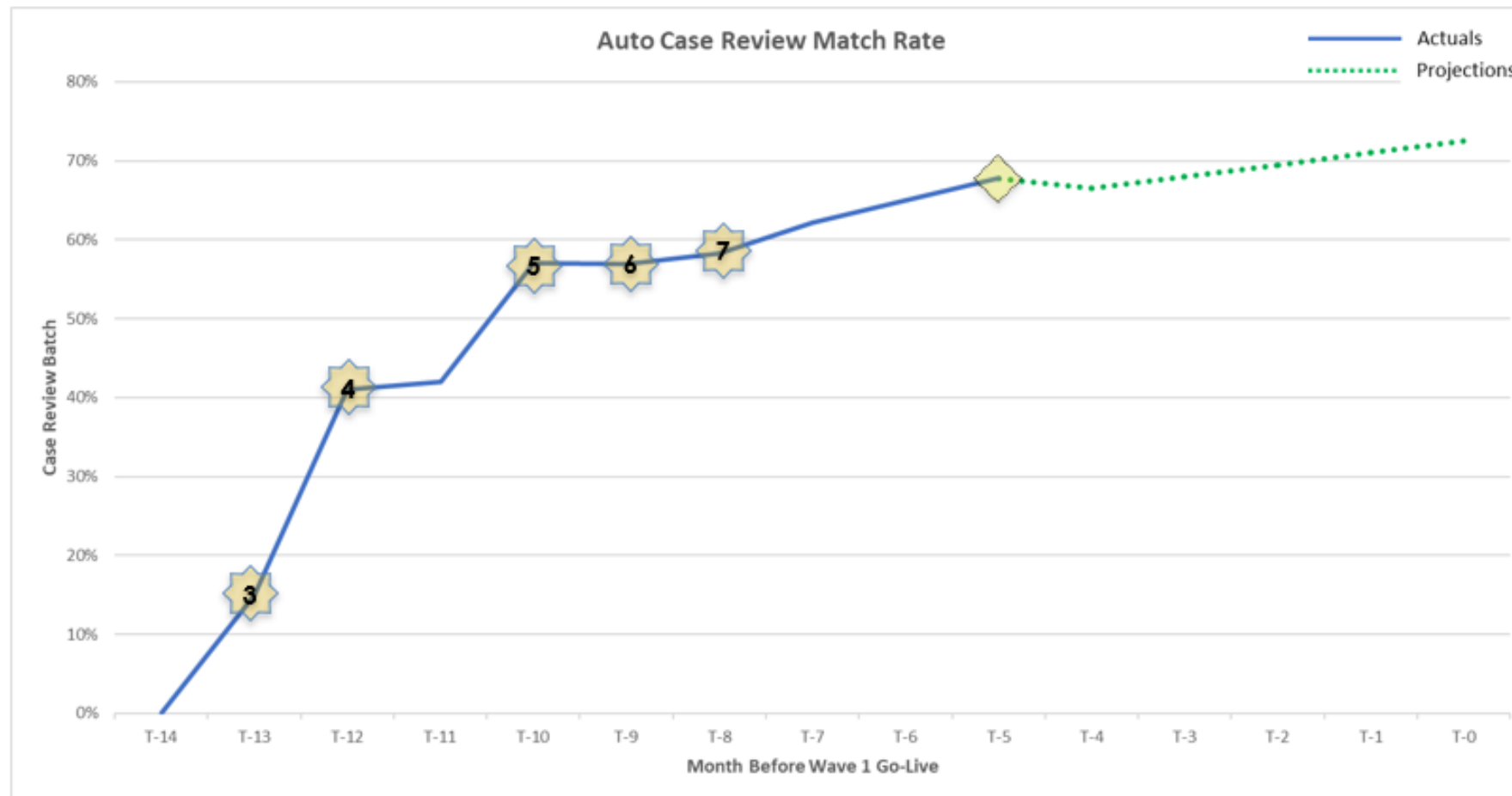
Defect Delivery by GDS	P1	P2	P3/P4	Total
GDS#8	2	54	14	70
GDS#9	0	59	4	63
Not Assigned	0	0	101	101
CDT Open Total	2	113	119	234

**Open Conversion CDT Defects**

Open and Resolved Defects	P1	P2	P3/P4	Total
Open CDT	2	113	119	234
Resolved	0	-54	-14	-68
Conversion Open Total	2	59	105	166

# Conversion Readiness Auto Case Review

Owner: Keith Salas, Paul Trisler



Case Review Batch	11/8/21 Assembly Run	GDS#3	GDS#4	GDS#5	GDS#6	GDS#7	5/10/2022	5/25/2022	6/1/2022
CalWIN County Data	Wave 1	Wave 1	Wave 1	Wave 1	Wave 1	Wave 1	Wave 1	Wave 1	Wave 1
Total Programs Executed (Ran EDBC)	260,456	264,153	282,892	283,313	280,705	296,984	287,783	289,731	93,563
Total Successfully Ran*	98%	49%	97%	97%	96%	96%	99%	99%	98%
Match (overall)	41%	15%	42%	57%	57%	58%	62%	65%	68%
CalWORKS	0%	0%	0%	29%	20%	28%	47%	42%	56%
CalFresh	0%	0%	1%	55%	53%	53%	61%	61%	65%
Medi-Cal	56%	21%	58%	61%	61%	63%	64%	68%	70%
Mismatch	52%	32%	27%	37%	35%	36%	35%	32%	29%
Known Business Process	5%	2%	3%	3%	4%	2%	2%	2%	2%
Medi-Cal PHE			25%						
Resulted in Exceptions	1%	51%	3%	3%	4%	4%	1%	1%	2%



# Integration Readiness

Owner: Duncan Gilliam, Cathryn van Namen

Interface Partner Testing – Begins June 27, 2022

Complete Interface Development - County

Complete

100%

Interface Names	Placer	Ready for IPT?	Yolo	Ready for IPT?
1099 File Writer job	YES	YES	NO	N/A
Paid Warrant Reader job	YES	YES	YES	YES
Outbound Collections	NO	N/A	NO	N/A
Inbound Collections	NO	N/A	NO	N/A
Warrant Print Writer	YES	YES	YES	YES
Warrant Print Reader	NO	N/A	NO	N/A
Auditor Controller Writer	YES	YES	YES	YES
Positive Pay file	YES	YES	NO	N/A
Direct Deposit Writer	YES	YES	YES	YES
Direct Deposit Reader	YES	YES	YES	YES
School Lunch	YES	YES	YES	YES

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# Integration Readiness

Owner: Roger Perez

## Interface Partner Testing – Begins June 27, 2022

Execute Interface Testing with CalWIN County Partners	Not Started	0%
Execute Interface Testing with State Partners	Not Started	0%

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



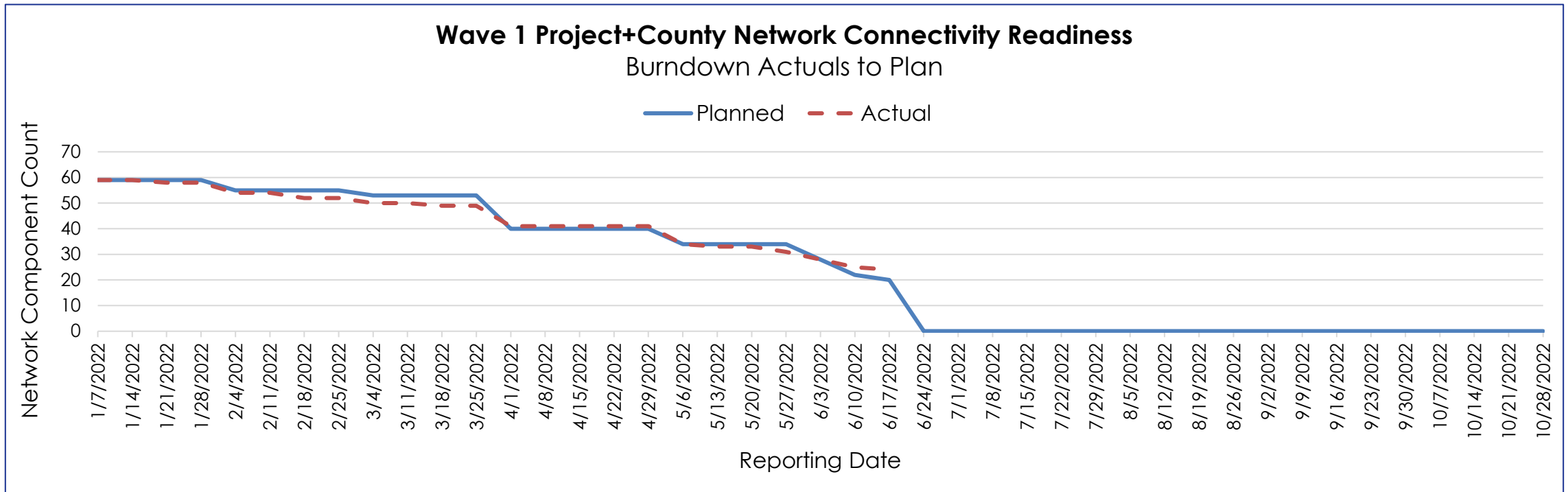
# Technical Readiness: Networking

Owner: Uzair Naveed, Luz Esparza, Mike Tombakian

## Networking

County Networking Connectivity

**Connectivity:** 35 of 58 Actual, 4 behind target (39 of 58)



Milestone	Status
Procurement	Procurement Completed
Delivery	Backup equipment to be delivered and installed by 6/28. No impact to go live or IPT/UAT as primary equipment is connected. <b>Risk 273</b>
Build and Deployment	Backup equipment to be delivered and installed by 6/28. No impact to go live or IPT/UAT as primary equipment is connected. <b>Risk 273</b>
Integration and Testing	Placer County has not yet submitted CRFI 22-040 due 6/10/22. essential to begin IPT on 6/27/22. <b>Risk 275</b>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Operations

Owner: Jeremy Grecian, Jason Horton, Umair Khan

## Contingency Restoration Planning

Migration Rollback Planning Completed	In Progress	50%
---------------------------------------	-------------	-----

## Disaster Recovery Exercise

Disaster Recovery Test Completed	In Progress	25%
----------------------------------	-------------	-----

## Batch Operations

CalWIN Batch Regression & Schedules	Complete	100%
-------------------------------------	----------	------

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

## Performance Testing – Wave 1 (42 County)

CalSAWS Batch Performance – Begins June 27, 2022	Not Started	0%
CalSAWS Online Performance – Begins June 27, 2022	Not Started	0%

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Security

Owner: Jim Ogden, Joe Nelson

## Application Security

CalSAWS Scans/Remediation Complete	Complete	100%
------------------------------------	----------	------

## Penetration Testing

Signed with 3 <sup>rd</sup> party to conduct Testing	Complete	100%
--	----------	------

Penetration Testing Preparation	Complete	100%
---------------------------------	----------	------

Penetration Testing Execution & Agreed-upon remediations (Complete for the CMS Verification in April 2022)	Complete	100%
--	----------	------

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

Owner: Renee Carter, Ashley Arnold

## Training Plan

Wave 1 County-Specific training plans reviewed and approved	Complete	3 Complete of 3 Planned; Approved 06/17/22
Training Environment/Build Training Data	Complete	100% Complete of 100% Planned
Create Generic Training Accounts in Training Environment	In Progress	50%

## Training Materials

Wave 1 County-specific ILT training materials finalized and reviewed	Complete	100%
Web-based Trainings updated (Accenture/Consortium-owned)	In Progress	95%

## Training Delivery

Wave 1 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%
Wave 1 staff course assignments / registration for Early Training & TTT	Complete	100%
Wave 1 Classrooms set-up and certified	In Progress	30%
Wave 1 Early Training & TTT Started (WBT)	In Progress	10%
Wave 1 End User Training (EUT) - start 09/06/2022	Not Started	# Complete of # Planned

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# ↔ Organizational Readiness: OCM

Owner: Jessica, Helen, Araceli

## Communications & Change Discussion Guides

OCM Plan approved and finalized	Complete	1 Complete of 1 Planned
Communications Plan approved and finalized	Complete	1 Complete of 1 Planned
Conducted CDG walk-through with County	Complete	2 Complete of 2 Planned
Wave 1 County Change Discussion Guides approved and submitted to the Counties	Complete	2 Complete of 2 Planned
Training for Supervisors, Managers, and CNCs on CDG discussion	Not Started	Planned for June 27-July 15 waiting for counties to pick their dates

## Readiness Surveys

Wave 1 Readiness Surveys T-12	Complete	2 Complete of 2 Planned
Wave 1 Readiness Surveys T-9	Complete	2 Complete of 2 Planned
Wave 1 Readiness Surveys T-6	In Progress	2 In Progress of 2 In Progress – June 6-June 17
Wave 1 Readiness Surveys T-3	Not Started	
Wave 2 Readiness Surveys T-12	Complete	2 Complete of 2 Planned
Wave 2 Readiness Surveys T-9	In Progress	2 In Progress of 2 In Progress – June 6-June 17
Wave 3 Readiness Surveys T-12	Complete	3 Complete of 3 Planned

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

# ↔ Organizational Readiness: OCM (continued)

Owner: Jessica, Helen, Araceli

## Infographics/Newsletters

Newsletter for February	Complete	1 Complete of 1 Planned
Newsletter for April	Complete	1 Complete of 1 Planned
Newsletter for July	Planned	0 Completed of 1 Planned for July 28, 2022
Infographic for April	Complete	1 Complete of 1 Planned
Infographic for May	Complete	1 Complete of 1 Planned
Infographic for June	In Progress	1 in progress for June 28, 2022
Infographic for July	Planned	0 Completed of 1 Planned for July 28, 2022
Infographic for August	Planned	0 Completed of 1 Planned for August 28, 2022
Infographic for September	Planned	0 Completed of 1 Planned for September 28, 2022
Infographic for October	Planned	0 Completed of 1 Planned for October 28, 2022

## Change Network Champion Meetings

CNC Meetings	Complete	5 Complete (Jan-May)
CNC Meeting for June	In Progress	1 in progress for June 28, 2022
CNC Meetings for July - October	Planned	4 Planned for 4 <sup>th</sup> Tuesday of the Month

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ⇌ Organizational Readiness: BPR

Owner: Duncan Gilliam

## Business Process Reengineering

BPR Plans reviewed and signed-off	Complete	2 Complete of 2 Planned
To Be BPR Flows reviewed and signed-off	Complete	2 Complete of 2 Planned
Close-out of pending decisions as documented in the Process Change Inventory	Complete	2 Complete of 2 Planned
Automated Actions enablement decisions finalized	In-Progress	Initial Decisions to be finalized in advance of Process Simulation, loaded for Process Sim in the UAT Environment, validated during Process Sim and updated in advance of County Prep, ready for PROD/Go-Live.

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Organizational Readiness: Process Simulation

Owner: Duncan Gilliam

## Process Simulation

Wave 1 Participants Confirmed	Complete	Wave-1 Participants Confirmed as of 6/10
Users Loaded to ForgeRock/UAT Environments & Applications	In-Progress	All participants are participating in UAT and will be loaded in advance of Process Sim.
Complete W1 Process Simulation Scenario Development	In-Progress	Working w/Counties to complete by 7/1
Configuration Definition Confirmed	Not Started	
Configuration Set Up	Not Started	
Complete Environment setup (tied to UAT)*	Not Started	
Complete Application Training (tied to UAT)	Not Started	
Complete Execution Kick-Off process training	Not Started	
Conduct Execution Kick-Off	Not Started	
Complete Process Simulation Execution	Not Started	
Evaluate and confirm Exit criteria	Not Started	
Process Simulation Complete	Not Started	

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ↔ Organizational Readiness: Configuration

Owner: Duncan Gilliam, Sean Swift

## Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented as of 6/3
Distribute Configuration Documentation to Wave-1 Counties	Complete	Guide and Worksheets Distributed as of 6/14
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	In-Progress	Working Sessions started 6/13 and will run through 7/1.
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Not Started	
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Not Started	
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Not Started	
Load Configuration into PROD environment during County Prep	Not Started	
Configuration Complete	Not Started	

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness

Owner: Cathryn Van Namen, Yong Vangbliayang

## Planning

Wave 1 Workplans delivered and maintained	Maintained	2 Completed of 2 Planned
Wave 1 Readiness checklists delivered and maintained	Maintained	2 Completed of 2 Planned
Path to Greenlight Communicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)
Go Live Packet Finalized	In Progress	On schedule: 10/7/22 submission
FDEL 10: Implementation Support Plan Finalized (DDEL submission on 6/6/2022)	In Progress	FDEL 10 submitted; began updating deliverable and plan to address post implementation support
Distribute Monthly Implementation Packets	In Progress	Original distribution date for May was 06/06/2022; delayed until 6/24/2022

## County Prep

County Prep Materials Finalized	In Progress	39 Items for County Prep 34 drafted and 0 Approved
County Prep Kick Off	8/15/22 - 8/19/22	Completed/Approved

## Post-Implementation Support

Pre-Go Live Support Structure Approved	In Progress	Behind Schedule
Post Deployment Approach and Support Finalized	In Progress	Complete/Approved
Command Action Center Established	Not Started	Complete/Approved

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# Implementation Readiness: Help Desk + System Operations

Owner: Mike Tombakian and Faizan Durrani

## Help Desk

Plan for enhanced communications to County Help Desks	Complete	2 Complete of 2 Planned
Command Center User Enablement	In Progress	5%
ServiceNow Training for County Helpdesks Complete September 2022	In Progress	1 Completed of 3 Planned

## Systems Operations

CalWIN Counties Access to the Sandbox Environment	Complete	Generic user accounts provided
Engage the Counties on Staff Profile/Security Administration updates	Complete	Pre-UAT exercise

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: County Ad Hoc Reporting

Owner: Keith Salas

## Ad-Hoc Reporting Functionality

CalWIN County Education Sessions (i.e., Planned Curriculum)

- **Wave 1:** CalSAWS has facilitated 90% (or 9 of the 10) planned Ad Hoc Support Curriculum to the Wave 1 Counties.

CalWIN County Ad Hoc Reports Refactoring

- **Wave 1:** Wave 1 Counties have Refactored 0% of their Ad Hoc Reports and are approx. 0% to plan

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

THE  
POWER  
OF 58

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

THE RESULTS  
ARE POWERFUL.

CalSAWS

CalWIN Migration and BenefitsCal  
Implementation Contact:  
[Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)

**RANCHO CORDOVA OFFICE**  
11290 Pyrites Way, Suite 150  
Gold River, CA 95670  
(916) 851-3201

**ROSEVILLE OFFICE**  
620 Roseville Parkway  
Roseville, CA 95747  
(916) 846-7331

**NORWALK OFFICE**  
12440 Imperial Highway, Suite 300  
Norwalk, CA 90650  
(562) 484-7914