

Wave 1 Implementation Readiness Packet

August 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.

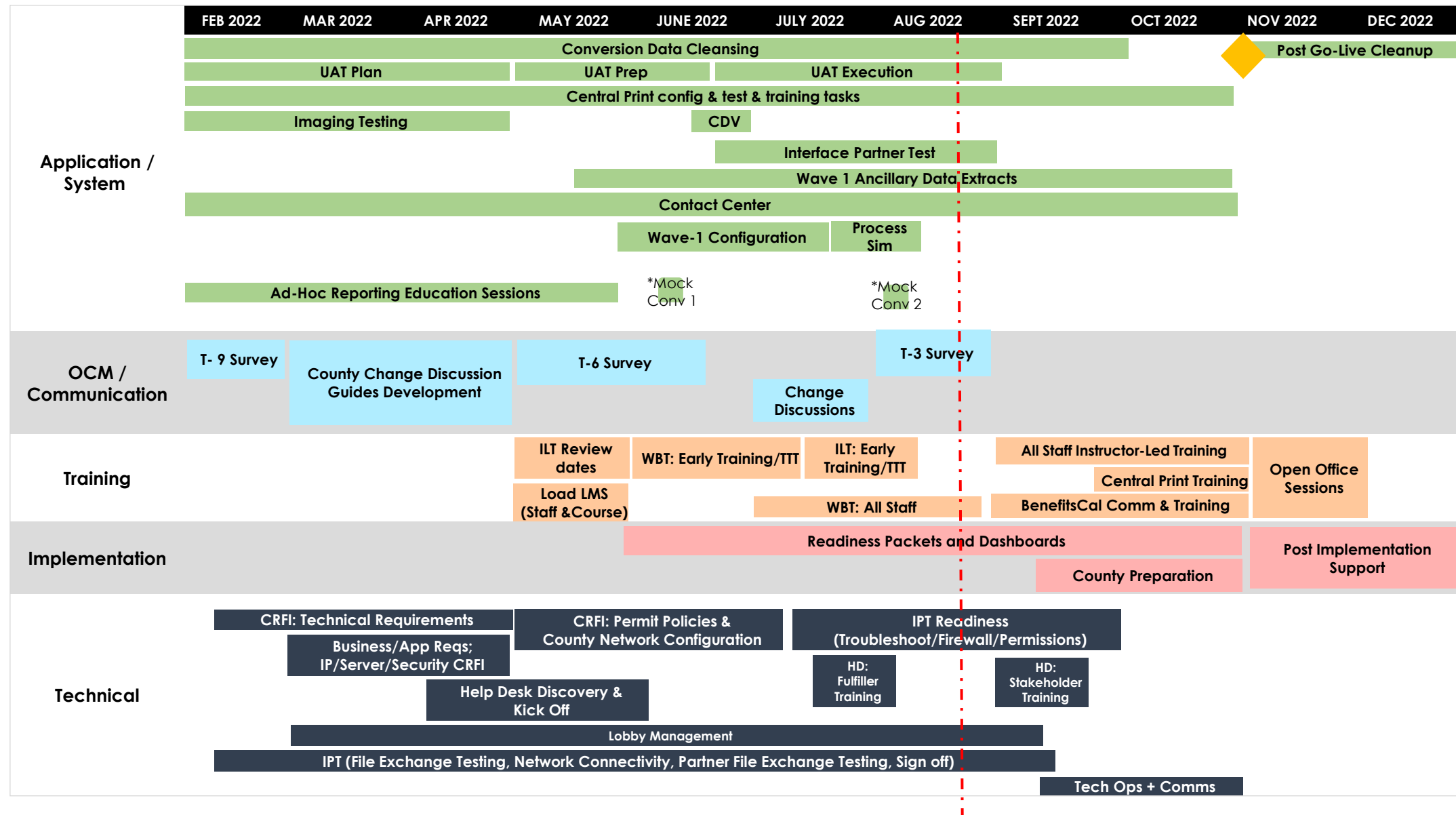
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **August 12th, 2022**



Wave-1 Migration Timeline



Wave-1 Critical Path – Summary Timeline View



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

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*	Readiness Category		Comments
Application	G	Deploy CalSAWS Releases 22.09	In Progress: 63.04% complete
	G	Contact Center Readiness	SCRs in progress <ul style="list-style-type: none"> Yolo: CA-240152 Placer: CA-235356
	G	Imaging Readiness	
	G	BenefitsCal Readiness	CBO Mock Run 1 in process and on schedule
	G	Central Print Readiness	
	C	UAT Prep	
	G	UAT Execution	Group 1 – Retest In Progress Group 2 – In Progress
Integration	R	County Interface Partner Test (IPT) Execution	In Progress: 78% complete. <ul style="list-style-type: none"> Yolo County Warrant Print Writer testing behind schedule. County third party vendor development work has yet to begin.
	G	State Interface Partner Test (IPT) Execution	In Progress: 96% complete
Conversion	G	CDT Defects Resolution	As of 8/11/22 there are 136 unresolved CDT, CDV & UAT Defects.
	G	EDBC Match – Auto Review Rates	9% of Converted Active Programs will need Worker Review.
Technical	G	County Network Connectivity	Connectivity: <ul style="list-style-type: none"> Technical enablement and connectivity completed for Placer and Yolo Counties Circuit bandwidth upgrades in progress for Placer and Yolo to support EDR Compliance validation CRFI to be distributed by August 15, 2022
	G	Performance Testing	Batch Performance: In Progress (50%) Online Performance: In Progress (25%)

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

*The status should be reflective of the readiness category trending at the time of reporting period.

Wave-1 Readiness: Executive Summary

Readiness Areas and Categories

Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	Monthly update submitted on time for Consortium review.
	C	ILT Training Curriculum Complete	Complete for Wave 1 Counties.
	G	Wave 1 County Classroom Set-Up	Placer & Yolo connectivity to the Training Production environment tested and complete. Training courses started on time and without incident.
	G	WBT Training Delivery	WBTs continue and both counties are on track for completion.
	G	ILT Training Delivery	Early Training and Train the Trainer started 7/18/22 and will be complete on 08/19/22. General training for all Placer and Yolo staff starts on 09/06/22.
Organization	Y	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> Yolo & Placer currently conducting change discussions scheduled for completion by 08/19/2022
	G	Communications	Wave 1 Infographics for July distributed via CIT
	C	Business Process Reengineering	<ul style="list-style-type: none"> All To-Be Sessions Complete All Closeout Sessions Complete All Work Products Signed-Off and Deliverables Approved
	G	Process Simulation	<ul style="list-style-type: none"> Detailed Scenario Definition and Data Prep Ready for Execution Configuration Loaded Execution underway – Placer 83% Complete, Yolo 86% Complete
	G	Configuration	<ul style="list-style-type: none"> Working Sessions Complete Core and Additional Configuration Documented
Implementation	Y	Implementation Planning	<ul style="list-style-type: none"> DEL-10 resubmitted on 08/05/2022 Command Strike teams continue
	G	County Prep	<ul style="list-style-type: none"> County Prep CIT distributed 8/05 County Prep Kick off scheduled for 8/18
	Y	Pre and Post Implementation Support	Resource planning and Command Center Strike teams continue
	G	Help Desk	County Delegated Admin Training: Completed for Wave 1 County ServiceNow Fulfiller Training: Completed for Wave 1 (Refresher Session will be hosted closer to go-live)
	R	County Ad Hoc Reports/APIs	Ad Hoc Report → For Wave 1 Counties (Placer and yolo): <ul style="list-style-type: none"> CalSAWS has facilitated 100% of the planned Ad Hoc Support Curriculum to the Wave 1 Counties. Yolo has identified 41 that require refactoring and has elected to receive additional refactoring support from the project; Yolo County does not have any reports refactored as of 08/12/2022. Placer has 0 reports to refactor

Risks and Issues

Risk

- Future focused
- Not yet realized
- Uncertain, probable event or condition
- Has negative effect on objectives
- Documented in the [CalSAWS Risk Log](#)

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the [CalSAWS Issue Log](#)

Monitoring - No Risks are Realized

Total Risks



No Issues at this Time

Total Issues



Risk and Issues: Wave 1

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
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.	Conversion (Project)
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	Conversion (Project)
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	Implementation (Project)
271	CalSAWS CalWIN UAT Script development may not be completed timely due to a lack of resources	CalWIN UAT script writing is at risk due to loss of consortium resources and lack of participation from CalSAWS county resources	Application (Project)

Risk and Issues: Wave 1

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
278	CalWIN OCM Implementation Support Plan Deliverable	<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, requires 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 5/16/22, but not released until 6/6/22. On 6/15/22, 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 7/15/22. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is 8/18/22. The most immediate impact is to the Wave 1 counties.</p>	Applications (Project)

Risks and Issues: Wave 1

Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
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.	Implementation (Project)
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.	Implementation (County)
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	Implementation (County)
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)	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.	Organization (Project)

Wave-1: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete	06/06/2022	06/17/2022	100%
Converted Data Test	Complete		06/17/2022	100%
Training – Install LMS, Load Courses, Test Reports	Complete	05/31/2022	06/27/2022	80%
Wave 1 County Data Validation	Complete	06/20/2022	07/01/2022	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/2022	07/22/2022	100%
Application Development and System Test 22.07	Complete	07/25/2022	07/25/2022	100%
User Acceptance Test (UAT): Group 2	In Progress	08/12/2022	08/26/2022	69%
Process Simulation Execution with Counties	In Progress	07/25/2022	08/19/2022	85%
State and CalWIN County Interface Testing	In Progress	06/27/2022	08/31/2022	89%
T-3 Readiness Survey Distribution	Complete	08/8/2022	08/8/2022	100%
Application Development and System Test 22.09	In Progress	09/26/2022	09/26/2022	63%
County Preparation Phase Kick Off	Not Started	08/18/2022	08/18/2022	0%
County Preparation Phase	Not Started	09/19/2022	09/28/2022	0%
County Networking Connectivity	In Progress	02/03/2022	10/03/2022	95%
Contact Center Model Office Simulation	Not Started	10/10/2022	10/21/2022	0%
End-User Training	Not Started	09/06/2022	10/27/2022	0%
Pre and Post Deployment Support	Not Started	9/28/2021	11/5/2021	0%
Wave 1 CalWIN Go-Live	Not Started	10/31/2022	10/31/2022	0%

Wave 1 – County Readiness Summary

Readiness Area	Status*	Placer	Status*	Yolo
Application	G	Contact Center SCR: CA-235356	G	Contact Center SCR: CA-240152
Integration	G	Placer is completing the and Positive Pay with Wells Fargo and is on track to complete.	R	4/6 County Partner IPT Complete
Conversion	G	Counties continue to work data cleansing needs	G	Counties continue to work data cleansing needs
Technical	G		G	
Training	G	Early training and train the trainer is complete (08/19/2022)	G	Early training and train the trainer is complete
Implementation	G		R	Yolo County has refactored 0 of 41 ad-hoc reports
Organizational	G	Change Discussions are ongoing with Staff	G	Change Discussions are ongoing with Staff

*Information included is as of August 12, 2022

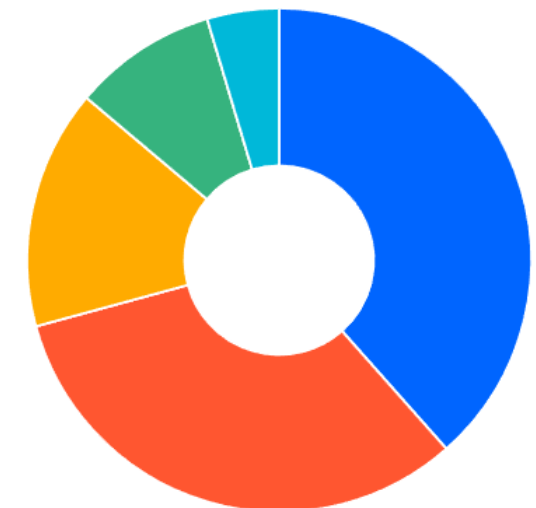
NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Wave 1 County Readiness Checklist Activities by Status (as of 08/12/2022)

Status	00 All Counties	02 Placer	03 Yolo	Wave 1 Counties	T:
COMPLETED	1	251	220	3	475
NOT STARTED	0	90	92	3	185
IN PROGRESS	0	31	33	0	64
Total Unique Issues:	1	372	345	6	724

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

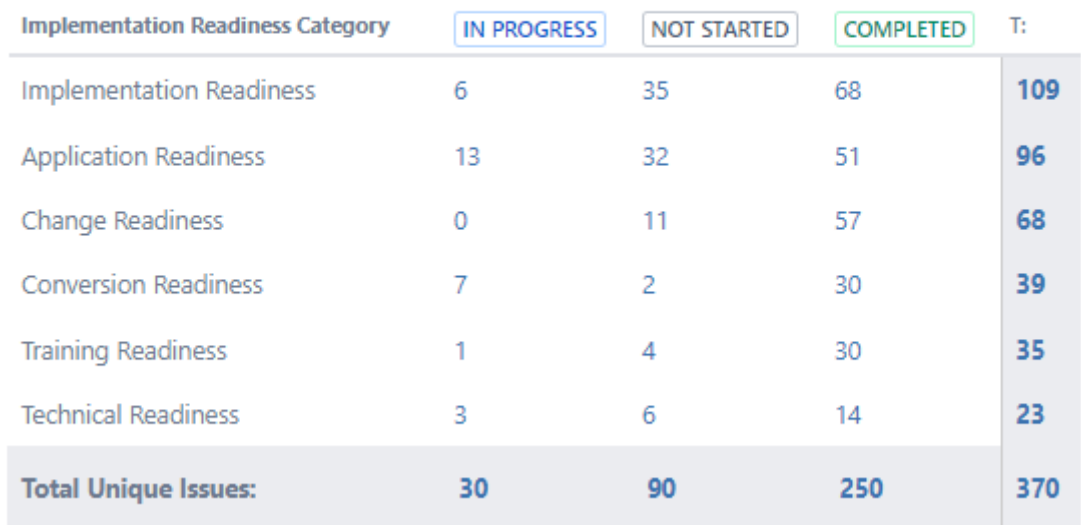
Total Issues: 65

Implementation Readiness	25
Application Readiness	21
Change Readiness	10
Training Readiness	6
Conversion Readiness	3

Placer County Readiness Summary

Placer: County Tasks Counts by Category and Status (as of 08/12/2022)

Wave 1 Category by Status - Placer



Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	6	35	68	109
Application Readiness	13	32	51	96
Change Readiness	0	11	57	68
Conversion Readiness	7	2	30	39
Training Readiness	1	4	30	35
Technical Readiness	3	6	14	23
Total Unique Issues:	30	90	250	370

Placer: Past Due by Readiness Category and Activity Owner (as of 08/12/2022)

Activity Owner	Application Readiness	Implementation Readiness	T:
IPOC	0	2	2
TPOC	0	1	1
UAT Coordinator - County	1	0	1
Total Unique Issues:	1	3	4

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of August 12, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1	Data Cleansing	Low	10/20/22	Continue Data Cleansing effort with CRGs.
2	IPT	Medium	08/31/22	Continue County Partner Interface Partner Testing with Wells Fargo.

Past Due Activity Highlights:

1. Implementation Readiness: Respond to CRFI 22-065 to Identify Central Print Users (due 08/14/22)

Yolo County Readiness Summary

Yolo: County Tasks Counts by Category and Status (as of 08/12/2022)

Wave 1 Category by Status - Yolo



Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	7	39	64	110
Application Readiness	14	28	40	82
Change Readiness	1	6	58	65
Training Readiness	0	4	29	33
Conversion Readiness	8	6	13	27
Technical Readiness	3	6	15	24
Total Unique Issues:	33	89	219	341

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1	Data Cleansing	Low	10/20/22	Continue Data Cleansing effort with CRGs.
2	IPT	High	8/31/22	Continue County Partner Interface Partner Testing.
3	Ad Hoc Reporting	High	9/30/22	Continue Refactoring Ad Hoc Reports

Yolo: County Tasks Past Due by Readiness Category and Activity Owner (as of 08/12/2022)

Activity Owner	Application Readiness	Conversion Readiness	Implementation Readiness	Training Readiness	T:
Conversion Lead - County	0	1	0	0	1
IPOC	1	0	2	0	3
Training Team - County	0	0	0	1	1
UAT Coordinator - County	1	0	0	0	1
Total Unique Issues:	2	1	2	1	6

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of August 12, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Past Due Activity Highlights:

1. Application Readiness: County to approve Contact Center Design Doc (SCR CA-240152) (due 8/12/22)
2. Application Readiness: County to complete County Fiscal Interface build (due 6/27/22)
3. Ad-Hoc Reporting (refactoring of 41 reports) is behind schedule. 0 of 41 reports are refactored.

Application Readiness: System

System Test: 22.09 In Progress

Start Date: 08/01/2022 End Date: 09/26/2022

Test Execution Results

Total Scripts :	717
Not Executed:	31.1% (223)
In Progress:	5.86% (42)
Pass:	34.31% (246)
Fail:	22.18% (159)
Blocked:	6.56% (47)
Completed:	452
Remaining:	265
Progress:	63.04%

Application Readiness: Imaging

Images Migration In Progress

Distribute CIT for Counties to install Webscan Kit and Virtual Printer: Completed (CIT #0110-22 distributed on 04/19/2022)

County Export of Legacy Images: In progress

Hyland Receive & Upload Images to Production Environment: In progress

Imaging UAT In Progress

Start Date: 07/11/2022 End Date: 08/05/2022

61 of 61 scripts completed
5 failed being retested
Severity 1 and 2 defects resolved: In Progress, no defects reported.

Performance Testing

Hyland Platform Performance Testing: Not Started

Application Readiness: User Acceptance Testing

UAT In Progress

Key Dates:

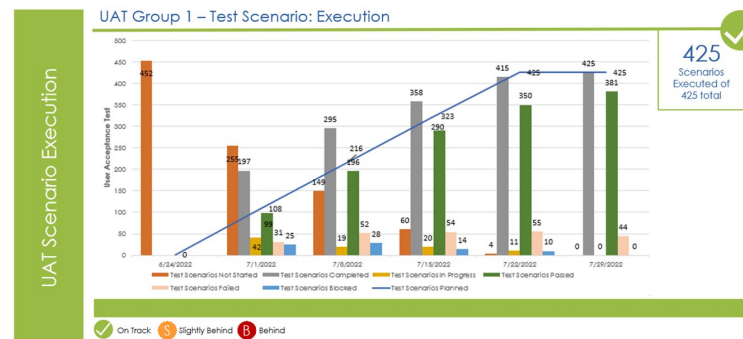
UAT Users Loaded to ForgeRock/UAT Environments and Application: Complete

UAT Application Training Group 1: 05/02/22 – 06/21/22

UAT Application Training Group 2: 06/13/22 – 07/21/22

UAT Execution Group 1: 06/27/2022 – 07/22/2022

UAT Execution Group 2: 07/25/2022 – 08/19/2022



- 381 test scenarios passed of 425 total (90%).

Application Readiness: Contact Center

Technical Connectivity In Progress

Start Date: 10/24/2021 End Date: 10/31/2022

- 2 of 2 IVR Contact Flows Approved
- Approval of Wave 1 County SCRs approved: 0 of 2 planned
- Regression Test: Not Started
- Contact Center Model Office Testing (tentative 10/10/2022 – 10/21/2022): Not started

Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation Complete

Start Date: 02/22/2022 End Date: 09/30/2022

- Configuration meetings complete
- Validation meetings complete
- Configuration load complete

Setup and Training In Progress

Start Date: 09/19/22 End Date: 10/28/22

- Training materials completed
- Portal Users load not started
- Inventory confirmed not started
- Training delivery not started
- Postage funding not started

Application Readiness: BenefitsCal

Conversion Readiness In Progress

Training & Communications In Progress

- Training delivery for public facing support, train the trainer and CBOs will occur in September – October 2022
- BenefitsCal Comms Plan draft: in review

System Operations Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment Not Started

- Develop Production Cutover Checklist
- Decision to proceed with BenefitsCal Production Cutover

Conversion Readiness

Conversion Readiness In Progress

Key Dates:

Mock Conversion Wave 1 Cutover: Complete
Mock Conversion #2: Complete

Golden Data Set #8 Ready: Delivered

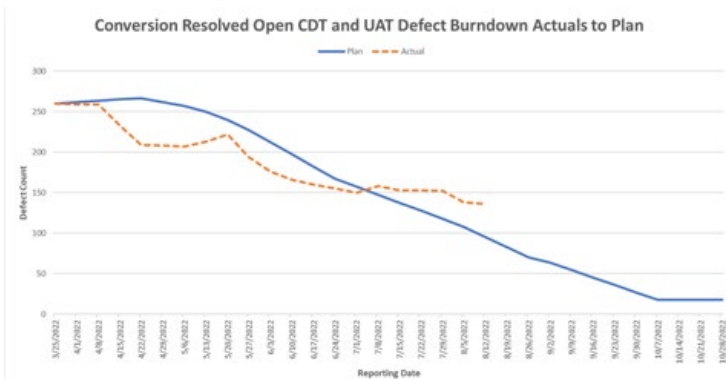
Wave 1 County Data Validation: Complete

Cutover 1A: 09/18/2022 – 9/19/2022

Cutover 1B: 10/27/2022 – 10/31/2022

Converted Data Test In Progress

End Date: 06/17/2022



- As of 08/11/22 there are 136 unresolved Defects

GDS Delivery #8 Complete
06/20/2022

Integration Readiness

Interface Partner Test Behind Schedule

Start Date: 06/27/2022 End Date: 08/31/2022

- Yolo County: 6 Interfaces
- Placer County: 8 Interfaces
- State/Consortium Partners: 25 Interfaces

Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 06/27/2022.

Technical Readiness: Networking

County Networking Connectivity Complete

Start Date: 01/02/2022

End Date:
10/03/2022

- All technical Integration tasks for Placer and Yolo completed
- Additional circuits bandwidth ordered to accommodate EDR volume

Technical Readiness: Operations

Contingency Restoration Planning In Progress

Disaster Recovery Exercise In Progress

- Disaster Recovery Test:** In progress 50%

Batch Operations Complete

- CalWIN Batch Regression & Schedules:** Completed
- Migration Rollback Planning:** In-progress 75%

Technical Readiness: Performance Testing

Performance Test In Progress

- Performance Testing for Wave 1 (42 counties) began on 06/27/2022 and includes CalSAWS Batch and CalSAWS Online Performance

Technical Readiness: Security

Security Test Complete

Start Date: 11/05/2019

End Date: 09/24/2021

Application Security: CalSAWS Scan/
Remediation Complete

Penetration Testing: Complete

Training Readiness

Training Plan Complete

Start Date: 03/21/2022 End Date: 06/17/2022

- Wave 1 County specific training plans approved
- Training environment and training data build complete
- Generic training accounts for training environment – complete

Training Materials Complete

Start Date: 03/21/2022 End Date: 06/17/2022

- Wave 1 County specific instructor led training materials finalized complete
- Web-Based training updated: in progress (ongoing, Accenture Training Team)

Training Delivery In Progress

Start Date: 06/20/2022 End Date: 10/27/2022

- Wave 1 Early Training & TTT loaded and assigned curriculum in the CalSAWS LMS: completed
- Wave 1 staff course assignment and registration complete
- Wave 1 Classrooms set-up and certified: in progress
- Wave 1 early learning and TTT started: in progress
- Wave 1 End User ILT Training begins 09/06/2022

Organizational Readiness: OCM

Change Discussions with Staff In Progress

End Date: 07/31/2022

- Training for Supervisors, Managers and CNCs on W1 CDG discussion: complete
- Project discussions for CDGs completed and the County discussions with Staff are in progress

Readiness Surveys In Progress

Start Date: 06/20/2022 End Date: 10/27/2022

- T-9 & T-6 surveys and presentations completed
- T-9 Dashboard complete
- T-3 survey on schedule

Infographics/ Newsletters In Progress

Start Date: 02/28/2022 End Date: 10/28/2022

- 4 of 7 infographics submitted, 1 in progress and 2 not started
- 3 of 3 newsletters submitted.

Change Network Champions In Progress

Start Date: 01/31/2022 End Date: 10/11/2022

- 7 of 10 completed, 1 of 10 in progress (08/23/2022) and 3 of 10 planned (4th Tuesday of each month)

Organizational Readiness: Business Process Reengineering

W1 BPR Plans Approved Complete

Start Date: 08/02/2021 End Date: 12/01/2021

Process Change Inventory Close Out Complete

Start Date: 08/02/2021 End Date: 12/01/2021

Automated Actions Enablement Complete

Start Date: 03/07/2022 End Date: 07/01/2022

Process Simulation

W1 Process Simulation Planning Complete

Start Date: 03/17/2022 End Date: 07/22/2022

Process Simulation Execution In Progress

Start Date: 07/25/2022 End Date: 08/19/2022

Configuration

Configuration Materials Complete

Start Date: 05/16/2022 End Date: 06/03/2022

W1 Configuration Documentation & Validation In Progress

Start Date: 06/13/2022 End Date: 10/14/2022

Implementation Readiness

Implementation Planning Behind Schedule

Start Date: 02/01/2022 End Date: 07/15/2022

- DEL 10 Implementation Support Plan behind schedule; resubmitted FDEL on 08/05/22 and in Consortium review

County Prep In Progress

Start Date: 05/02/2022 End Date: 10/28/2022

- 41 county prep activities documented in County Prep Packet, distributed 08/05/22 via CIT 216-22
- County Prep kick off: scheduled for 08/18/2022
- County Prep support plan: on schedule

Post-Deployment Support Behind Schedule

Start Date: 05/23/2022 End Date: 12/30/2022

- Command Center, Communications and Resource allocation strike team: in progress
- County Post Implementation Support meetings: in progress

Implementation Readiness: Help Desk and System Operations

Help Desk In Progress

Start Date: 04/04/2022 End Date: 10/21/2022

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: 5% complete

ServiceNow Training for County Help Desks: 2 of 4 completed

System Operations Complete

- CalWIN Counties Access to the Sandbox Environment: Complete
- Engage the Counties on Staff Profile/Security Administration Updates: In Progress

Implementation Readiness: County Ad-Hoc Reporting

County Ad Hoc Reporting Behind Schedule

Start Date: 01/10/2022 End Date: 09/30/2022

County Education Sessions:

- Wave 1 completed 10 of 10 sessions

County Report Refactoring

Wave 1 identified reports in need of refactoring by July 2022.

- Yolo: has 41 reports to refactor. 0 are complete. County receiving ongoing optional additional support from the project.
- Placer: has 0 reports to refactor.

Contact Information

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

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