

# 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**



# Readiness Packet





# Application Readiness

Owner: Lisa Salas

## Development / System Test

Deploy Release 22.09

September 26, 2022

Project

### Deploy Release 22.09 Test Execution Results\*

Test Execution Results	Total Scripts	Not Executed	In Progress	Pass	Fail	Blocked	Completed	Remaining	Progress
8/11/2022	717	31.1% (223)	5.86% (42)	34.31% (246)	22.18% (159)	6.56% (47)	452	265	<b>63.04%</b>

\* Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Development/System Test

Owner: Lisa Salas

## Development/System Test

Deploy GA/GR 22.07 priority release items

Key	Summary
CA-246003	CalWIN Converted GA/GR- EBT End of Day Report
CA-245792	Updates to Statistical Summary Analysis dashboards to include CalWIN General Assistance Program Code
CA-245789	Update DPSSTATS Dashboard to include CalWIN General Assistance Program Code
CA-245787	Add CalWIN General Assistance Program Code to Supportive Services Issuances Report
CA-245786	Report Updates to include CalWIN GA Program Code
CA-245594	Add General Assistance Program Code converted from CalWIN to Generate reports

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: UAT

Owner: Peggy Macias + Rachel Hernandez

## User Acceptance Test

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	May 2 – June 21, 2022 – Group 1 June 13 – July 21, 2022– Group 2	County
Conduct UAT Execution Kick-Off	June 21 and 22, 2022 – Group 1 July 20 and 21, 2022– Group 2	Both
Complete UAT Test Execution	June 27- July 22, 2022 – Group 1 July 25 – August 19, 2022– Group 2	Both
Evaluate and confirm Exit criteria	Metric/Completion to Plan	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# CalSAWS UAT: Script Execution

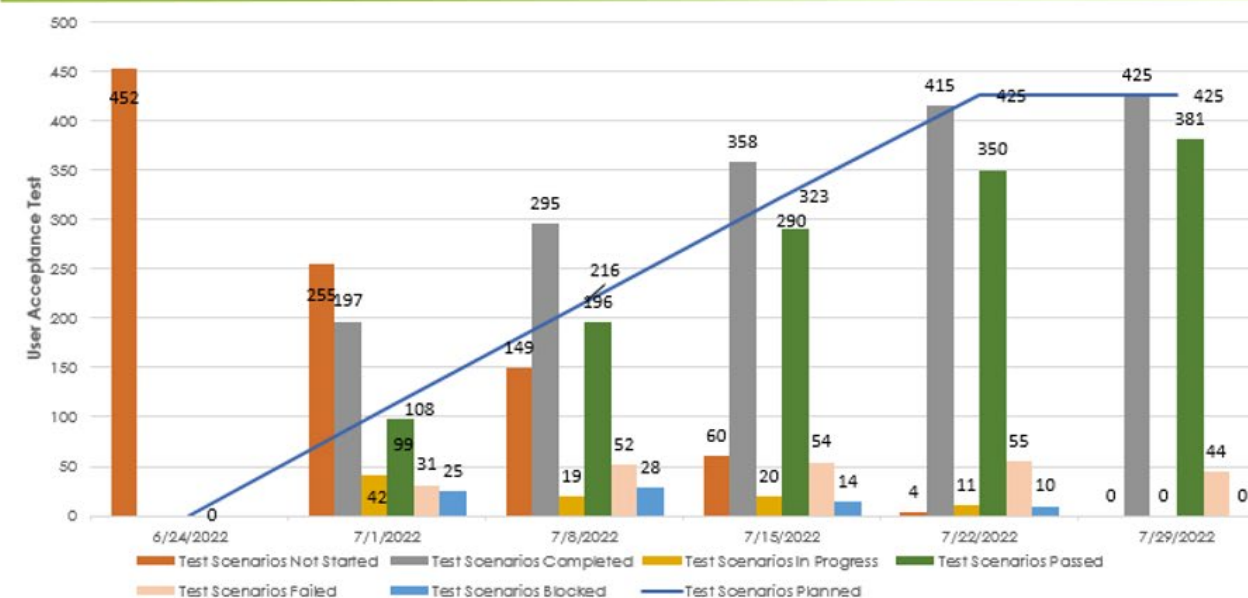
Owner: Peggy Macias, Rachel Hernandez

## Group 1 UAT Execution Status

- Execution completed July 22, 2022
  - 100% Scripts Executed
  - 90% Scripts Passed
- Program/Functional Areas:
  - CAPI, Lobby Management
  - CW/CF, WTW, Child Care
- Participants continue close remaining open findings and defects through August 12, 2022:
  - CAPI functionality
  - CW/CF NOA Generation
  - BenefitsCal eApplication Processing

UAT Scenario Execution

UAT Group 1 – Test Scenario: Execution



425  
Scenarios  
Executed of  
425 total

On Track S Slightly Behind B Behind

CalSAWS UAT Execution (Group 1)	Total Test Scripts	Not Started	In Progress	Passed	Failed	Blocked
CalSAWS CalWIN UAT	425	0% (0)	0% (0)	90% (381)	10% (44)	0% (0)



# CalSAWS UAT: Script Execution

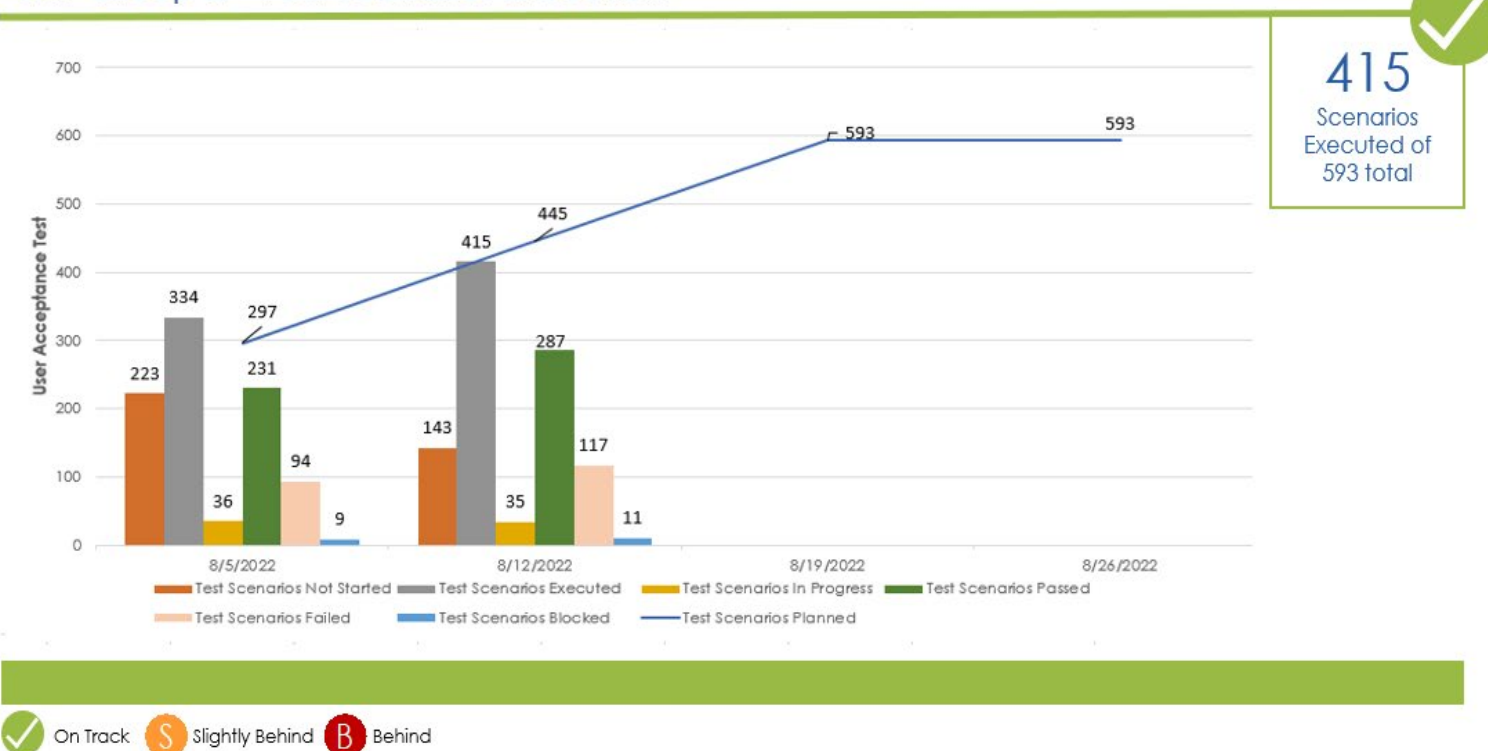
Owner: Peggy Macias, Rachel Hernandez

## Group 2 UAT Execution Status

- Execution began Aug 12, 2022
- 69% Scripts Executed
- 56% Scripts Passed
- Program/Functional Areas:
  - GAGR, MC/CMSP
  - CWS - FC, AAP, KG, RDB
  - Fiscal BI, Fiscal OP/OI
  - Special Units: Hearings, SIU, IEVS, QA, Error Prone
- State Reports

UAT Scenario Execution

## UAT Group 2 – Test Scenario: Execution



CalSAWS UAT Execution (Group 2)	Total Test Scripts	Not Started	In Progress	Passed	Failed	Blocked
CalSAWS CalWIN UAT	593	24% (143)	6% (35)	48% (287)	20% (117)	2% (11)

## Feedback and Experience

- Counties continue to work together
- Users continue to quickly adapting to the CalSAWS System
- CalSAWS county participation for state reports generated Positive enforcement with the conversations
- The demos are much appreciated



# Application Readiness: Imaging

Owner: Danielle Benoit, Toby Barnes (UAT)

## Functionality

Severity 1 & 2 Defects Resolved from UAT	UAT In Progress	No Sev 1 or 2 defects reported at this time	Project
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## Performance Testing

Hyland Platform Performance Test	Not Started	Metric/Completion to Plan	Project
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## Images Migration

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

## Imaging UAT

7/11/22-7/22/22 (retest 8/8/22-8/12/22)	In Progress	61 of 61 scripts completed (56 passed, 5 failed being retested). Failed scripts are related to CalSAWS or audit reports.
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Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# Application Readiness: Contact Center

Owner: Danielle Benoit

## Contact Center

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

\*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 Completed of 1 Planned	Both
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## Configuration/Validation

Configuration Meetings Complete	Complete	2 Completed of 2 Planned	Both
Validation Meetings Complete	Complete	2 Completed of 2 Planned	Both
Configuration Load	Complete	2 Completed of 2 Planned	Project

## Setup and Training

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: BenefitsCal Conversion\*

Owner: Ramya Raghunathan



## Conversion Readiness

Provide sample CBO User information extract to ForgeRock Team for Wave 1 Mock Run	Complete	Completed on 06/09/22	Project
Provide extract of the CBO to the counties	Complete (W1)	07/12/2022	Project
Obtain CBO conversion file from CalWIN counties (Gainwell) - Mock Run 2	Complete (W1)	07/04/2022	Project
Obtain CBO conversion file from CalWIN counties (Gainwell) - PRD	Not Started	Target – 10/06/2022	Project

## Converted Data Test

Validate CBO user load into ForgeRock – Mock Run 2	Not Started	Target – 08/11/2022	Project
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## Training Delivery

Deliver training for public facing support	Not Started	NA	Project
Deliver training for Consortium Train the Trainer	Not Started	09/13/2022 & 09/15/2022	Project
Deliver training for CBOs - Community Based Organizations	Not Started	09/20/2022 & 09/22/2022	Project

## Communications

Confirm Communications Plan for BenefitsCal	In Progress	Communication review in progress with Consortium, Gainwell and wave 1 RM's.	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin late September. - 09/27/2022	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# BenefitsCal Implementation Readiness\*

Owner: Ramya Raghunathan



## System Operations

Confirm Command Center schedule and communication schedule	Not Started	10/17/2022-10/21/2022	Project
Contingency Planning	Not Started	10/17/2022-10/21/2022	Project

## Prod Deployment Plans

Develop Production Cutover Checklist (Target → MM/DD/YY)	Not Started	08/18/2022 - 09/23/2022	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 09/30/2022	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) (Target → MM/DD/YY)	Not Started	10/17/2022-10/21/2022	Project
Confirm Wave Cutover to BenefitsCal (Target → MM/DD/YY)	Not Started	10/17/2022-10/21/2022	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Conversion Readiness

Owner: Keith Salas

## Conversion Readiness – Wave 1

Support (Wave 1) Converted Data Test (CDT) - Defect Resolution (Risk 263)	As of 8/11/22 there are 136 unresolved Defects • 107 are projected to be Open at Wave 1 Go-Live	Project
Deliver Wave 1 Golden Data Sets (GDS)	GDS#9 (Wave 2) On-Schedule for Delivery in September 2022	Project
Auto Case Review Match Rate	9% of Converted Active Programs will Need Worker Review • Target is 70% – 75%. Testing DCR's in Assembly to get to 60+%. • 59% EDBC Match for GDS8.5	Project
Support User Acceptance Test (UAT) - Defect Resolution	Delivered GDS#7 • All P2 Hot Fixes (Defects) Applied	Project
Complete Migration Planning Wave 1A and 1B Cutover Work Plan	Complete	Project
Complete Wave 1 Mock Cutovers (Risk 258)	Mock Cutover #1 – Complete Mock Cutover #2 – Complete • Wave 1 Mock Cutover #2 (1B) Cutover completed 2 hours ahead of schedule (incl. 3 hours of analysis and 3 hours of wait time).	Project
Deliver Wave 1 Golden Data Set (GDS) #8 for County Data Validation (CDV)	Complete	Project
Support Wave 1 County Data Validation - Defect Resolution	Complete	Project
Complete Wave 1A (County Preparation) Cutover	On-Schedule for 9/18/22 – 9/19/22	Project
Complete Wave 1B (Go-Live) Cutover	On-Schedule for 10/27/22 – 10/31/22	Project

Not Started

On Schedule

<14 Days Late

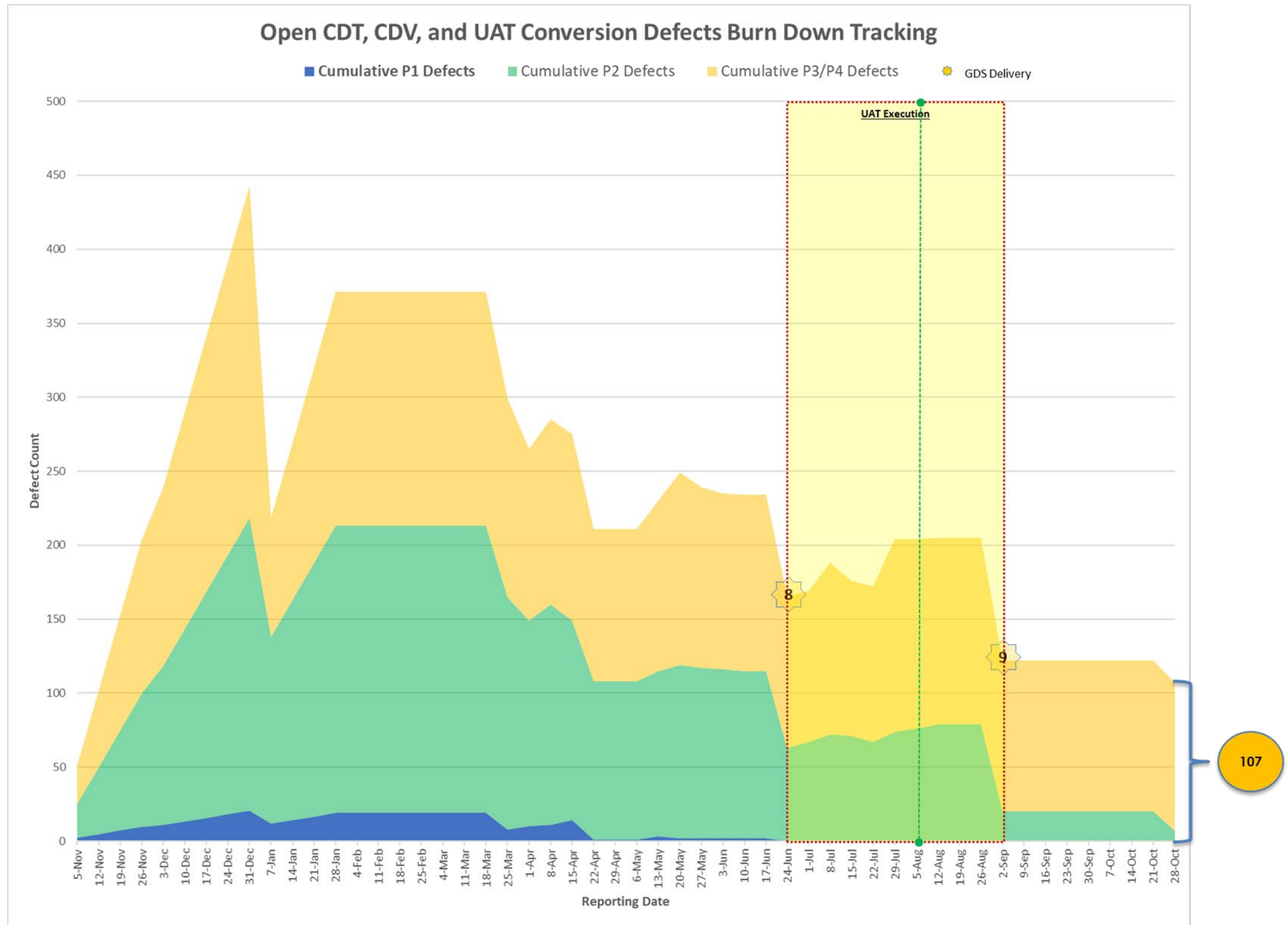
>=14 Days Late

Complete



# Conversion Readiness: GDS Delivery

Owner: Keith Salas

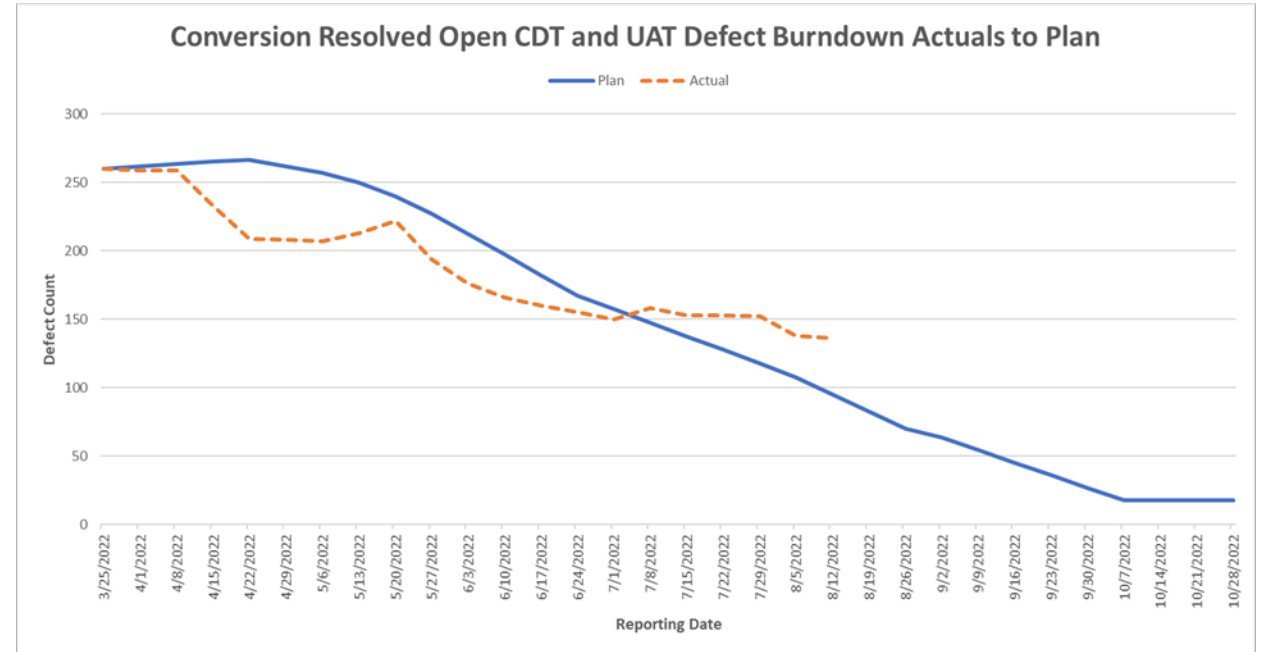
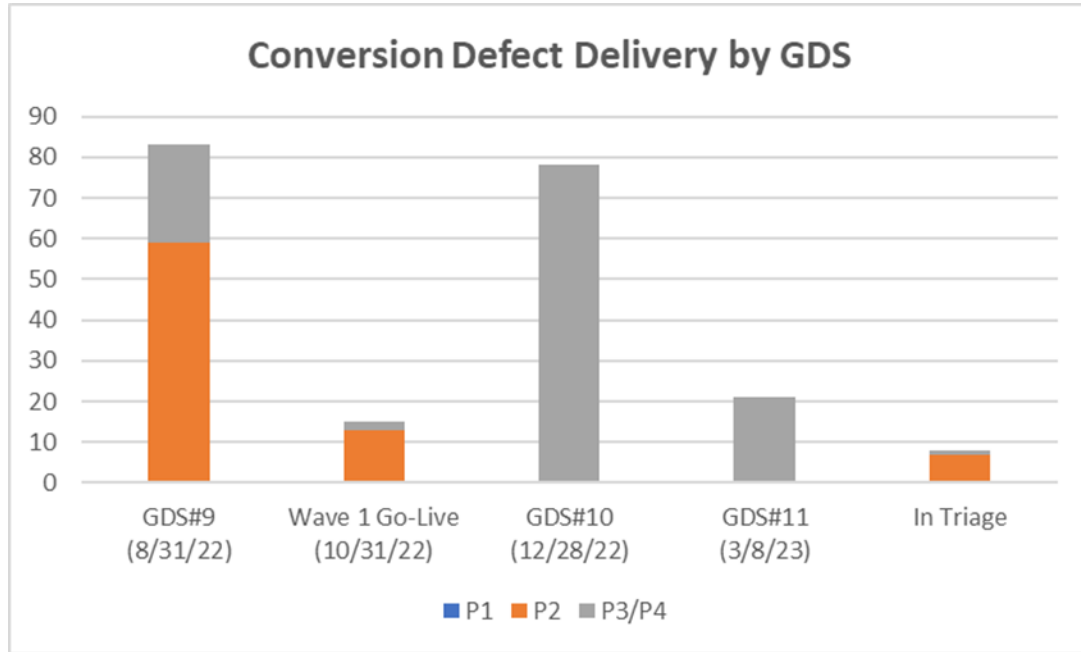


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# Conversion Readiness Defect Burndown

Owner: Keith Salas



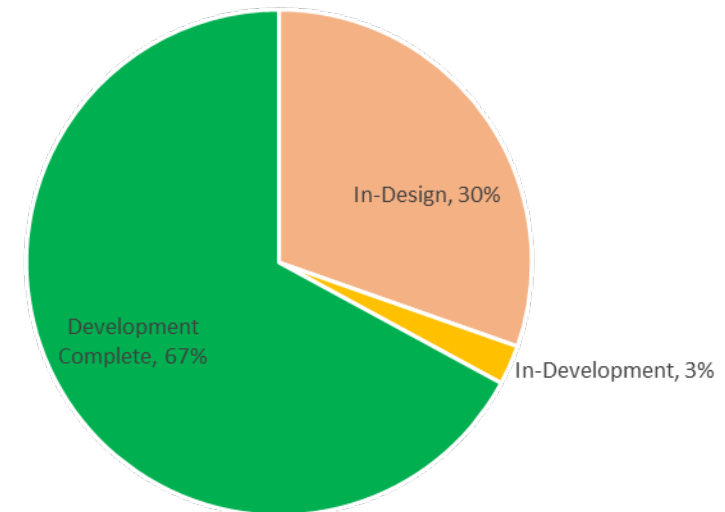
## Open and Resolved CDT, CDV, and UAT Defects

CDT, CDV, and UAT Actuals as of 8/11/2022 EOD

Open Defects by Phase	P1	P2	P3/P4	Total
CDT	0	68	103	171
CDV	0	4	22	26
UAT	0	7	1	8
<b>Total Open Defects</b>	<b>0</b>	<b>79</b>	<b>126</b>	<b>205</b>

Defect Delivery by GDS	P1	P2	P3/P4	Total
GDS#9	0	59	24	83
Wave 1 Go-Live	0	13	2	15
GDS#10	0	0	78	78
GDS#11	0	0	21	21
In Triage	0	7	1	8
<b>Total Open Defects</b>	<b>0</b>	<b>79</b>	<b>126</b>	<b>205</b>
Resolved	0	-53	-16	-69
<b>Conversion Open Total</b>	<b>0</b>	<b>26</b>	<b>110</b>	<b>136</b>

## Open P2 CDT, CDV, and UAT Defects



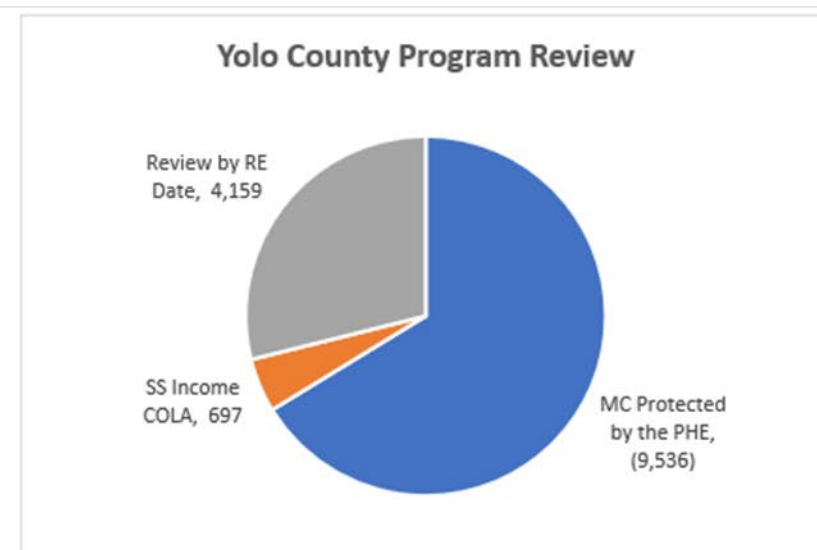
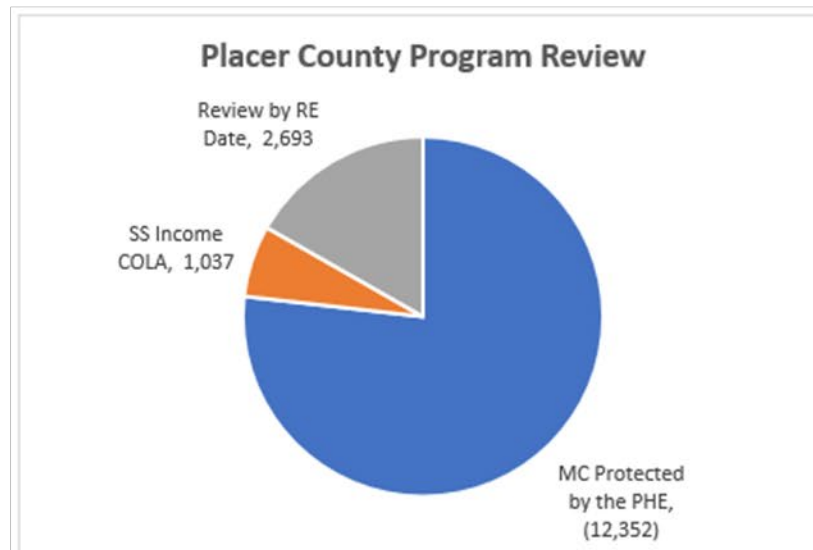
**Note:** Teams focus will remain on the resolution of P2 Defects prior to or at W1 Go-Live. Over half are already Development Complete



# Conversion Readiness Auto Case Review

Owner: Keith Salas

	Placer	Yolo	Total	
<b>Converted Programs</b>	<b>52,761</b>	<b>46,093</b>	<b>98,854</b>	
<b>Skipped via the Batch / Valid Mismatches (CalWIN or CalSAWS)</b>	<b>(3,931)</b>	<b>(4,801)</b>	<b>(8,732)</b>	<b>9%</b>
<b>Top 90% of Skips:</b>				
Soft Paused			3,223	
Overdue or Incomplete RE Packet			1,943	
Overdue or Incomplete Periodic Report			1,607	
MAGI Determination has a Non-Compliance not requested by Worker.			383	
No worker assigned			381	
There is no active or pending person for this program.			196	
Medi-Cal person on 38 aid code			154	
<b>Yellow Banner Removed from Program</b>	<b>(32,184)</b>	<b>(26,205)</b>	<b>(58,389)</b>	<b>59%</b>
<b>Exceptions (these could show up as Help Desk Tickets)</b>	<b>(564)</b>	<b>(695)</b>	<b>(1,259)</b>	<b>1%</b>
<b>Programs with Yellow Banner (CONV_EDBC_CASE_REVW_RPT)</b>	<b>16,082</b>	<b>14,392</b>	<b>30,474</b>	<b>31%</b>
<b>MC Protected by the PHE</b>	<b>(12,352)</b>	<b>(9,536)</b>	<b>(21,888)</b>	<b>22%</b>
<b>Programs that Need Review</b>	<b>3,730</b>	<b>4,856</b>	<b>8,586</b>	<b>9%</b>
SS Income COLA	1,037	697	1,734	
Review by RE Date	2,693	4,159	6,852	

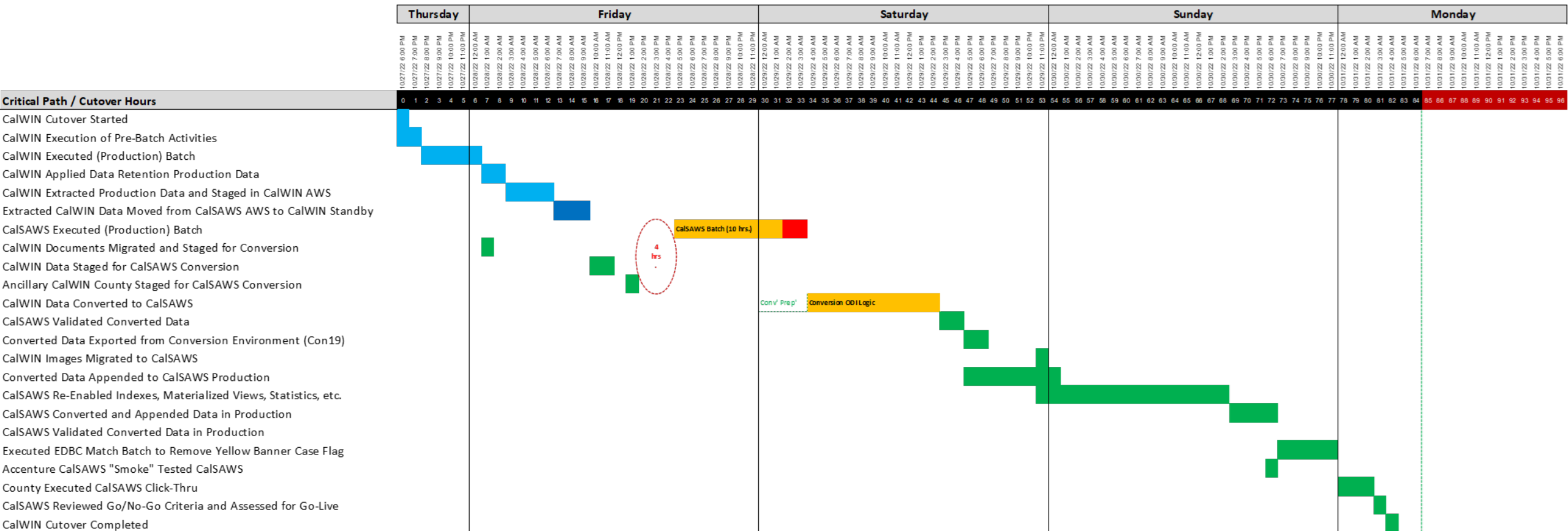




# Conversion Readiness Cutover Window

Owner: Keith Salas

**Mock #2 Cutover Status:** Complete the 64 hours Mock Cutover Ahead of Schedule by 2 hours



## Legends:

Expected Baseline
CalWIN
CalWIN and CalSAWS
CalSAWS
Mitigation

## Mock Cutover #2 Notes:

- Extraction thru Staging, ODI/Transformation, Appending Converted Data to CON17 executed to plan (smoothly) and completed the respective milestones ahead of schedule. ODI completed approx. an hour ahead, the Append 3 hours ahead, and DBA related Activities 3 hours ahead of schedule.
- EDBC Match had an Issue and took the team 3 hours to analyze, identify, and address the issue.
- The resolution of the EDBC Match Issue (during Mock) was to reverse the order of activities which then created approx. 3 hours of waiting between County Click-Thru Completing and EDBC Match Starting.



# Integration Readiness

Owner: Vaidya Sundararajan

## Interface Partner Testing – Begins June 27, 2022

Complete Interface Development – Placer (Positive Pay)	On Schedule 08/31/2022)	County
Complete Interface Development – Yolo (Warrant Print Writer)	Behind Schedule	County

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	NO
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

Execute Interface Testing with State and Consortium Partners	On Schedule	96%	Project
Placer County Interface Testing	On Schedule	87%	Project
Yolo County Interface Testing	Behind Schedule	67%	Project

### CONSORTIUM PARTNERS INTERFACE TESTING

CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE
Electronic Inter County Transfer (EICT) - CalWIN	3/3	July 21, 2022
Online CalWORKS Appraisal Tool (OCAT)	2/2	June 28, 2022

### STATE PARTNER INTERFACE TESTING

STATE PARTNER	STATUS	TARGET COMPLETION DATE
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	5/5	July 26, 2022
California Child Support Automation System (CCSAS) - DCSS	2/2	August 31, 2022
California Department of Social Services (CDSS) - DSS	1/2	August 31, 2022
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	July 12, 2022
County Medical Services Program (CMSP)	1/1	June 30, 2022
Electronic Benefits Transfer (EBT) - FIS	2/2	July 21, 2022
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	July 27, 2022
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	July 12, 2022
Welfare Intercept System (WIS) - DSS	2/2	July 5, 2022

### CalWIN WAVE 1 COUNTIES INTERFACE TESTING

CalWIN Wave 1 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Placer County	7/8	August 31, 2022
Yolo County	4/6	August 31, 2022

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Networking

Owner: Uzair Naveed, Luz Esparza, Mike Tombakian, Anna Chan

## Networking

County Networking Connectivity

Both

### CalWIN WAVE 1 COUNTIES

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Overall Network Interconnectivity	On Track	95.2%	81.0%	14.2%
Critical Path	On Track	89.6%	85.4%	4.2%

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
02 Placer	On Track	87.2%	82.1%	5.1%
03 Yolo	On Track	85.0%	80.0%	5.0%

Milestone	Status
Wave 1 County Networking Connectivity Readiness	<ul style="list-style-type: none"> <li>Technical enablement and connectivity completed for Placer and Yolo Counties</li> <li>Circuit bandwidth upgrades in progress for Placer and Yolo to support EDR</li> <li>Compliance validation CRFI to be distributed by August 15, 2022</li> </ul>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# Technical Readiness: Operations

Owner: Jeremy Grecian, Umair Khan

## Contingency Restoration Planning

Migration Rollback Planning Completed	In Progress	75%	Project
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## Disaster Recovery Exercise

Disaster Recovery Test Completed	In Progress	50%	Project
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## Batch Operations

CalWIN Batch Regression & Schedules	Completed	100%	Project
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- Disaster Recovery Test will be performed on October 2, 2022

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Technical Readiness: Performance Testing

Owner: Jason Horton, Sumeet Patil

## Performance Testing – Wave 1

CalSAWS Batch Performance (43 County)	In Progress	66%	Project
CalSAWS Online Performance (42 County)	In Progress	25%	Project

### CalWIN Wave 1 Batch Performance Schedule and Results

Performance Cycle	Start Date	End Date	Run Time
End of Month	June 6, 2022	June 19, 2022	(Run 1) 11 hours, 26 minutes
			(Run 2) 10 hours, 39 minutes
			(Run 3) 9 hours, 24 minutes
First day of the Month	June 20, 2022	July 3, 2022	(Run 1) 10 hours, 3 minutes
Main Payroll	July 4, 2022	July 17, 2022	(Run 1) 9 hours 28 minutes
			(Run 2) 9 hours, 24 minutes
			(Run 3) 9 hours, 32 minutes
High volume forms process	July 18, 2022	July 31, 2022	(Run 1) Early stop due to server issues (Run 2) 10 hours, 54 minutes (Run 3) Planned for 8/16
Interface Outbound files	July 18, 2022	July 31, 2022	(Run 1) Early stop due to server issues (Run 2) 10 hours, 54 minutes (Run 3) Planned for 8/16
10-day cutoff	August 1, 2022	August 14, 2022	(Run 1) 9 hours, 44 minutes
Contingency for re-runs	August 15, 2022	August 28, 2022	TBD

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Performance Testing

Owner: Jason Horton, Sumeet Patil

## CalSAWS 42 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	20 <sup>th</sup> June 2022	29 <sup>th</sup> July 2022	Completed
#2 - CalSAWS/CalHEERS Integration test	09 <sup>th</sup> Aug 2022	30 <sup>th</sup> Aug 2022	In Progress
#4 - CalSAWS Online + APIs	12 <sup>th</sup> Sept 2022	14 <sup>th</sup> Oct 2022	Not Started

## CalSAWS 42 County Online Performance Test – Workload #1 Results

Category	SLA	SLA Met % & Avg. Server Response Time
Screen to Screen	Peak - 98% [ <=2s ]	99.61% [0.11 s]
	Prime - 99.9% [ <= 10s ]	100% [0.11s]
EDBC	Peak - 95% [ <= 3s ]	99.81% [0.47s]
	Prime - 99.9% [ <= 20s ]	100% [0.47s]
Search	Peak - 95% [ <=6s ]	99.15% [0.24s]

### Online Performance Test Findings

- Workload #1 Complete, Workload #2 In progress

### Exit Criteria -

- Simulate Online transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)



# Technical Readiness: Security

Owner: Jim Ogden, Joseph Nelson

## Application Security

CalSAWS Scans/Remediation Completed	Completed	100%
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## Penetration Testing

Signed with 3 <sup>rd</sup> party to conduct Testing	Completed	100%
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Penetration Testing Preparation	Completed	100%
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Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022)	Completed	100%
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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	Complete	100%	Both
Training Environment/Build Training Data	Complete	100%	Project
Create Training Accounts in Training Environment	Complete	100%	Project

## Training Materials

Wave 1 County-specific ILT training materials finalized.	Complete	100%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete. Updates are Ongoing	100%	Project

## Training Delivery

Wave 1 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 1 staff course assignments / registration for Early Training & TTT	Complete	100%	Project
Wave 1 Early Training & TTT Instructor-led Training Read (Training environment connectivity, Participants Enrolled)	Complete	100%	Project
Wave 1 Early Training & TTT Started (WBT & ILT)	In Progress. Completion date is 8/19/22	90%	Both
Wave 1 End User Training (EUT) - start 09/06/2022	Not Started		Both

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 Completed of 1 Planned	Project
Communications Plan approved and finalized	Complete	1 Completed of 1 Planned	Project
Conducted CDG walk-through with County	Complete	2 Completed of 2 Planned	Both
Wave 1 County Change Discussion Guides approved and submitted to the Counties	Complete	2 Completed of 2 Planned	Project
Training for Supervisors, Managers, and CNCs on CDG discussion	Complete	2 Completed of 2 Planned	Both

## Readiness Surveys

Wave 1 Readiness Surveys T-12	Complete	2 Completed of 2 Planned	Both
Wave 1 Readiness Surveys T-9	Complete	2 Completed of 2 Planned	Both
Wave 1 Readiness Surveys T-6	Complete	2 Completed of 2 Planned	Both
Wave 1 Readiness Surveys T-3	On Schedule	0 Completed of 1 Planned	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# ↔ Organizational Readiness: OCM (continued)

Owner: Jessica, Helen, Araceli

## Infographics/Newsletters

Newsletter for February	Completed	1 Completed of 1 Planned	Project
Newsletter for April	Completed	1 Completed of 1 Planned	Project
Newsletter for July	Completed	1 Completed of 1 Planned	Project
Infographic for April	Completed	1 Completed of 1 Planned	Project
Infographic for May	Completed	1 Completed of 1 Planned	Project
Infographic for June	Completed	1 Completed of 1 Planned	Project
Infographic for July	Completed	1 Completed of 1 Planned	Project
Infographic for August	On Schedule	0 Completed of 1 Planned for August 28, 2022	Project
Infographic for September	Planned	0 Completed of 1 Planned for September 28, 2022	Project
Infographic for October	Planned	0 Completed of 1 Planned for October 28, 2022	Project

## Change Network Champion Meetings

CNC Meetings	Completed	7 Completed (Jan-July)	Both
CNC Meetings for August - October	On Schedule	3 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# ⇌ Organizational Readiness: BPR

Owner: Duncan Gilliam

## Business Process Reengineering

BPR Plans reviewed and signed-off	Complete	2 Completed of 2 Planned	Both
To Be BPR Flows reviewed and signed-off	Complete	2 Completed of 2 Planned	Both
Close-out of pending decisions as documented in the Process Change Inventory	Complete	2 Completed of 2 Planned	Project
Automated Actions enablement decisions finalized	Complete	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.	Both

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	Both	
Users Loaded to ForgeRock/UAT Environments & Applications	Complete	All participants are participating in UAT and will be loaded in advance of Process Sim.	Project	
Complete W1 Process Simulation Scenario Development	Complete	Working w/Counties to complete by 7/1	Project	
Complete data staging and JIRA prep	Complete	Data staging for Week-1 of execution complete. JIRA setup complete.	Project	
Complete configuration setup	Complete	Configuration setup for Placer and Yolo complete as of 7/20.	Both	
Complete Process Simulation Orientation	Complete	Orientation for Placer and Yolo complete as of 7/20.	Project	
Complete Process Simulation Execution	In-Progress	Week-1 Execution – Placer – 83% Complete, Yolo 86% Complete	Both	
Evaluate and confirm Exit criteria	Not Started		Project	
Process Simulation Complete	Not Started		Project	
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	Project
Distribute Configuration Documentation to Wave-1 Counties	Complete	Guide and Worksheets Distributed as of 6/14	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Complete	Working Sessions started 6/13 and will run through 7/1.	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Complete	Configuration documented and loaded for Process Sim.	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	In-Progress		Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Not Started		Both
Load Configuration into PROD environment during County Prep	Not Started		Project
Configuration Complete	Not Started		Project

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	Project
Wave 1 Readiness checklists delivered and maintained	Maintained	2 Completed of 2 Planned	Both
Path to Greenlight Communicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)	Project
Go Live Packet Finalized	In Progress	On schedule: 10/7/22 submission	Project
FDEL 10: Implementation Support Plan Finalized	In Progress	FDEL-10 Resubmitted on 08/05/2022	Project
Distribute Monthly Implementation Packets	In Progress	August submission in progress	Project

## County Prep

County Prep Materials Finalized	In Progress	CIT distributed on 08/05 County Prep Kick off scheduled Application Security specific content in development	Project
County Prep Kick Off	08/18/2022	Not Started	Both

## Post-Implementation Support

Pre- and Post- Go Live Support Structure Established	In Progress	Resource allocation strike team ongoing	Project
Command Action Center Established	In Progress	Completed/Approved	Project

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 Completed of 2 Planned	Both
Command Center User Enablement	In Progress	5%	Project
ServiceNow Training for County Helpdesks Complete September 2022	In Progress	2 Completed of 4 Planned. Fulfiller(Session A & B) trainings hosted week of 7/25.	Both

## Systems Operations

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

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)	<ul style="list-style-type: none"><li>• <b>Wave 1:</b> CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 1 Counties.</li></ul>	Both
CalWIN County Ad Hoc Reports Refactoring	<ul style="list-style-type: none"><li>• <b>Wave 1:</b> Yolo County has refactored 0 of the 41 reports required for Go-Live.<ul style="list-style-type: none"><li>• Yolo: has 41 reports to refactor. 0 are complete. County continues to receive optional additional support from the project.</li><li>• Placer: has 0 report to refactor.</li></ul></li></ul>	County

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

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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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