

Wave 2 Implementation Readiness Dashboard and Packet

August 19, 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 2. Project Milestones are identified by project team leads and CalSAWS Project leadership.

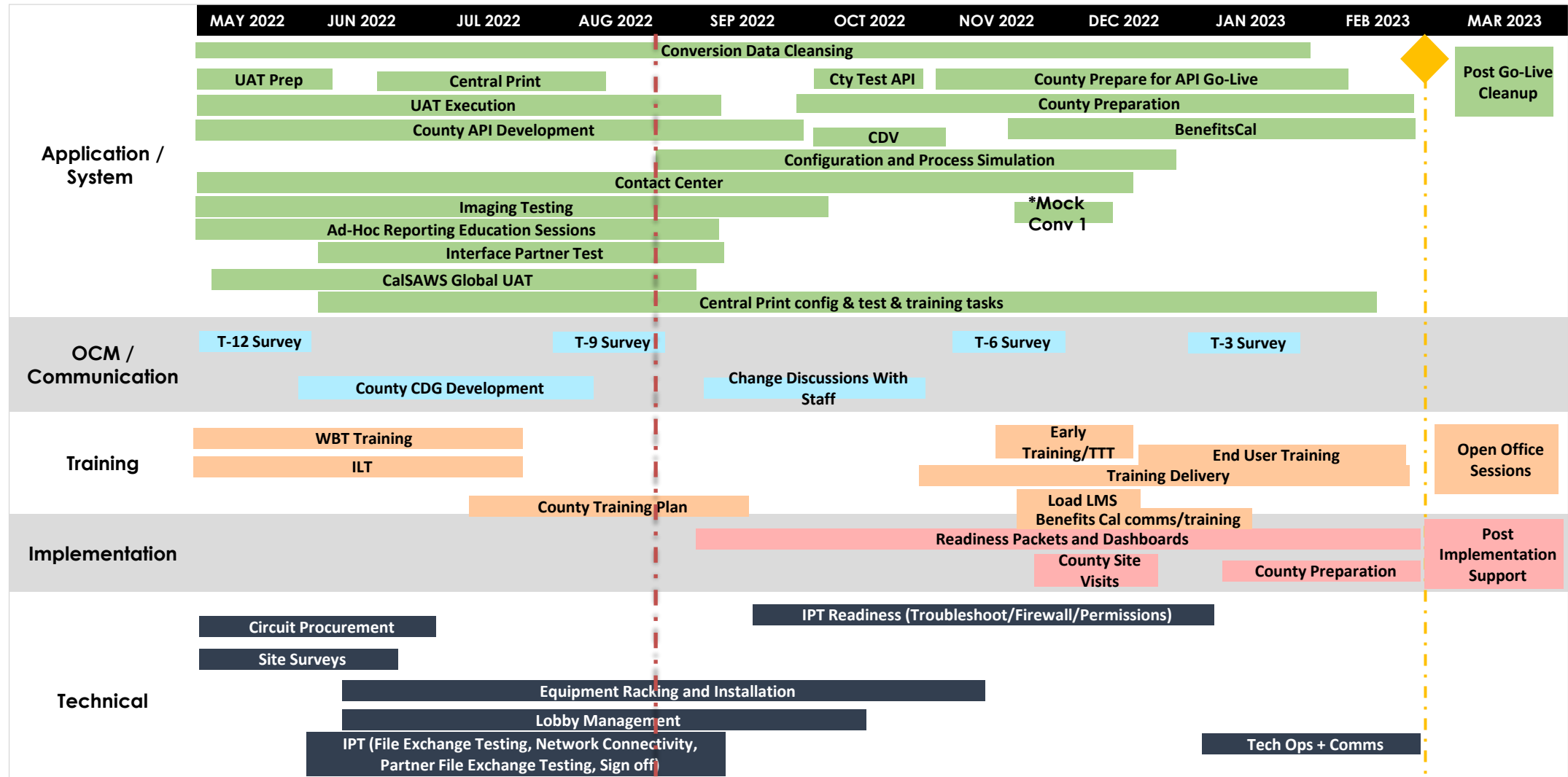
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **August 19th, 2022**



Wave-2 Migration Timeline



Wave 2 Critical Path



We are Here

Wave 2 Ancillary Data Extracts
 Aug 8, Nov 26, Feb 23
 February 23-27 (final cutover)

***Mock Conversion 1** 11/26 – 11/30
***Mock Conversion 2** 12/3 – 12/8

County Data Validation (CDV) : 10/3 – 10/14
Process Simulation Nov 14 – Dec 13
Interface Partner Testing (IPT) Oct 17 – Dec 30

Contact Center
 Approve Contact Center Design 11/4/22
 Contact Center Model Office 2/6 – 2/17/23
 Contact Center Config 2/6 – 2/17/23

User Acceptance Testing (UAT) – Global
Group 1 6/27/22 – 7/22/22
 Group 1 Retest: 7/25/22 – 8/2/22
Group 2 7/25/22 – 8/12/22
 Group 2 Retest: 8/22/22 – 9/2/22

Wave-2 Readiness: Executive Summary (08/19/2022)

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: 57.14% complete
	G	Contact Center Readiness	In Process SCRs: <ul style="list-style-type: none"> Tulare CA-240158 Santa Clara CA-240159 Contra Costa CA-240155
	G	Imaging Readiness	
	G	BenefitsCal Readiness	CBO Mock Run 1 complete
	G	Central Print Readiness	Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete
	C	UAT Prep	Complete
	G	UAT Execution	Group 1 – Retest In Progress Group 2 – In Progress
Integration	NS	County Interface Partner Test (IPT) Execution	County Interface Partner Testing (with Project) begins October 2022
	NS	State Interface Partner Test (IPT) Execution	State Interface Partner Testing (with Project) begins October 2022
Conversion	G	CDT Defects Resolution	As of 8/11/22 there are 121 unresolved Defects. GDS#9 (Wave 2) On-Schedule for Delivery in September 2022
	G	EDBC Match – Auto Review Rates	
Technical	Y	County Network Connectivity	Risks for Santa Clara County continue to be monitored <ul style="list-style-type: none"> AT&T re-schedule of circuit delivery scheduled for August 12, 2022 after a no-show by AT&T on August 5, 2022 Comcast statement of work pending from carrier for construction dependencies Level 3 circuit order in progress (Contingency circuit in case of further delays or blockers with AT&T or Comcast) Completed IPT pre-readiness for Tulare County <ul style="list-style-type: none"> Pending secondary circuit acceptance from Carrier Completed IPT pre-readiness for Contra Costa County
	NS	Performance Testing	Begins October 2022



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

Wave-2 Readiness: Executive Summary (08/19/2022)

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	Readiness Category	Comments
Training	G	FDEL 8 Master Training Plan	Monthly update complete and submitted.
	G	ILT Training Curriculum Complete	Core curriculum complete. County-specific ILT curriculum walkthroughs occur mid-August to mid-September. County-specific ILTs scheduled to be complete by 09/30/22.
	G	Wave 2 County Classroom Set-Up	Classroom identified and confirmed for Wave 2 counties.
	NS	WBT Training Delivery	WBTs start 09/26/22 for Wave 2 Early Training & TTT participants. WBTs start on 10/17/22 for all staff.
	NS	ILT Training Delivery	Early Training and Train the Trainer starts 11/28/22. All staff training starts 01/03/23.
Organization	R	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> In process of addressing county comments from Santa Clara and Contra Costa to be completed by 9/9/22 Conducting review and updates with Consortium for Tulare CDG to finalize by 9/9/22
	G	Communications	Currently drafting Wave 2 Infographics for distribution on 8/16/22 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"> Gathering participants for Process Simulation via CRFI-22-058 Process Simulation Kick Off scheduled for week of 08/29/2022
	NS	Configuration	<ul style="list-style-type: none"> Configuration Kick Off scheduled for week of 08/22/2022
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> Implementation Planning will begin at T-4 for Wave 2 Go Live Packet is in draft; updates to be made in November 2022
	NS	County Prep	<ul style="list-style-type: none"> County Prep Phase for Wave 2 will begin in December 2022
	NS	Pre and Post Implementation Support	<ul style="list-style-type: none"> Planning efforts will begin in October 2022
	G	Help Desk	
	G	County Ad Hoc Reports	Reviewed 1,087 reports for refactoring. Approximately 293 need to be refactored for Wave 2 Counties

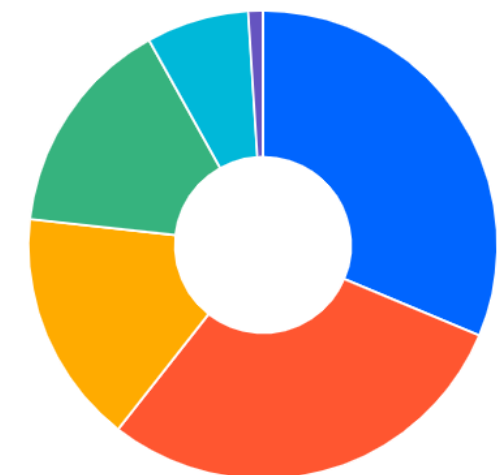
Wave 2 – County Readiness Summary

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G		G		G	
Integration	G		G		G	
Conversion	G		G		G	
Technical	G		Y	Project is monitoring risks for Santa Clara County. <ul style="list-style-type: none"> AT&T re-schedule of circuit delivery scheduled for August 12, 2022 Comcast statement of work pending from carrier for construction dependencies 	G	
Training	G		G		G	
Implementation	G	11 past due tasks related to Analytics and Reporting; Contra Costa has 65 reports identified to refactor	G	Santa Clara has 228 reports to refactor; 0 have been refactored to date	R	Tulare does not have any reports identified to refactor
Organizational	G	Change Discussion Guide feedback	G	Change Discussion Guide feedback	G	Change Discussion Guide feedback

*Information included is as of August 19, 2022

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Wave 2 All Tasks Due Next 30 Days by Readiness Category



Implementation Readiness Category

Total Issues: 99

Application Readiness	31
Implementation Readiness	29
Training Readiness	16
Change Readiness	15
Technical Readiness	7
Conversion Readiness	1

Wave 2 County Readiness Checklist Activities by Status (as of 08/19/2022)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
NOT STARTED	12	242	215	181	7	657
COMPLETED	23	197	157	175	4	556
IN PROGRESS	0	70	46	22	0	138
Total Unique Issues:	35	509	418	378	11	1351

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 2 Counties tasks include tasks that apply to Contra Costa, Santa Clara and Tulare (e.g., selective conversion tasks)

Contra Costa County Readiness Summary

Contra Costa: County Tasks Counts by Category and Status (as of 08/19/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	36	104	40	180
Change Readiness	0	21	47	68
Conversion Readiness	5	15	14	34
Implementation Readiness	15	78	39	132
Technical Readiness	14	14	31	59
Training Readiness	0	9	26	35
Total Unique Issues:	70	241	197	508

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting	Med	Contra Costa has 65 reports to refactor
2			

Contra Costa: Past Due by Readiness Category and Activity Owner (as of 08/19/2022)

Activity Owner	Change Readiness	Implementation Readiness	Technical Readiness	T:
IPOC	0	9	0	9
PPOC	1	0	0	1
TPOC	0	0	1	1
Total Unique Issues:	1	9	1	11

Past Due Activity Highlights:

1. Change and Organizational Readiness: Review CDG comment responses for work product
2. Implementation Readiness: 9 tasks related to Analytics and Reporting (Crystal reports demo, providing monthly burn-down report for refactored reports, test network connection to AWS Data Repository, etc.)

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of August 19, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Santa Clara County Readiness Summary

Santa Clara: County Tasks Counts by Category and Status (as of 08/19/2022)

Implementation Readiness Category	IN PROGRESS	DRAFT	NOT STARTED	COMPLETED	T:
Implementation Readiness	12	0	80	44	136
Change Readiness	0	5	18	53	76
Application Readiness	4	0	40	17	61
Technical Readiness	17	0	29	10	56
Conversion Readiness	8	0	36	10	54
Training Readiness	0	0	14	20	34
Total Unique Issues:	41	5	217	154	417

Santa Clara: Past Due by Readiness Category and Activity Owner (as of 08/19/2022)

Activity Owner	Application Readiness	Change Readiness	Conversion Readiness	Implementation Readiness	Technical Readiness	T:
Conversion Lead - County	0	0	1	0	0	1
County IT	0	0	0	0	4	4
IPOC	1	0	0	0	0	1
NetSec	0	0	0	0	1	1
PIC	0	0	0	1	0	1
PPOC	0	2	0	0	0	2
TPOC	0	0	0	0	3	3
UAT Coordinator	2	0	0	0	0	2
None	0	0	1	0	0	1
Total Unique Issues:	3	2	2	1	8	16

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of August 19, 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	Analytics & Reporting	Med		Santa Clara has 228 reports to refactor
2	Technical Connectivity	Med		Santa Clara is working through connectivity issues with the project team

Past Due Activity Highlights:

1. Application Readiness: Complete UAT Execution and Retest and Fiscal: Communicate new processes and system file changes to staff
2. Change and Organizational Readiness: Change Discussion Guide review and comment responses (dates being pushed out)
3. Conversion Readiness: CDV Participants CRFI
4. Implementation Readiness: Imaging (execute delta imports)
5. Technical Readiness: Responding to CRFI 22-040 regarding SFTP, policies and procedures

Tulare County Readiness Summary

Tulare: County Tasks Counts by Category and Status (as of 08/19/2022)

Implementation Readiness Category	IN PROGRESS	DRAFT	NOT STARTED	COMPLETED	T:
Implementation Readiness	9	1	71	56	137
Change Readiness	0	4	19	56	79
Application Readiness	6	0	38	18	62
Conversion Readiness	3	0	24	9	36
Training Readiness	0	0	14	20	34
Technical Readiness	3	0	14	12	29
Total Unique Issues:	21	5	180	171	377

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

Tulare: Past Due by Readiness Category and Activity Owner (as of 08/19/2022)

Activity Owner	Application Readiness
IPOC	1
UAT Coordinator	1
Total Unique Issues:	2

Past Due Activity Highlights:

1. Application Readiness: Complete UAT Execution and Retest and Fiscal: Communicate new processes and system file changes to staff

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of August 19, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Application Readiness: System

System Test: 22.09 On Schedule

Start Date: 08/01/2022 End Date: 09/25/2022

Total Scripts :	805
Not Executed:	23.98% (193)
In Progress:	18.88% (152)
Pass:	40.62% (327)
Fail:	14.29% (115)
Blocked:	2.24% (18)
Completed:	460
Remaining:	345
Progress:	57.14%

The chart above 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: Imaging

Images Migration On Schedule

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 On Schedule

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

53 of 61 scripts completed

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 On Schedule

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



- 270 test scenarios passed of 438 total (68%).

Application Readiness: Contact Center

Technical Connectivity On Schedule

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

- 3 of 3 IVR Contact Flows Approved
- Approval of Wave 2 County SCRs: 0 of 3 planned
- Regression Test: Not Started
- Contact Center Model Office Testing (tentative 02/06/2023)

Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation On Schedule

Start Date: 06/06/2022 End Date: 09/30/2022

- Configuration meetings complete
- Validation meetings started
- Configuration load not started

Setup and Training On Schedule

Start Date: 11/21/22 End Date: 02/17/23

- 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 On Schedule

Training & Communications Not Started

- Training delivery for public facing support, train the trainer and CBOs will occur in August – October 2022
- BenefitsCal Comms Plan draft: 07/14/2022

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 On Schedule

Key Dates:

Golden Data Set #9 Ready: On Schedule

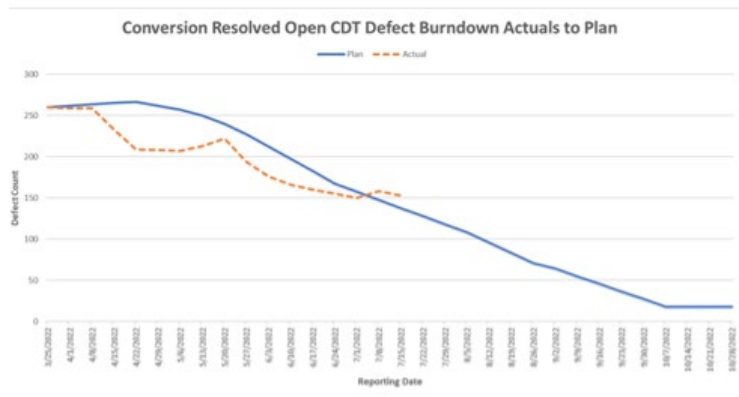
Cutover 1A: 01/16/2023 – 02/23/2022

Cutover 1B: 02/24/2023 – 02/27/2023

Mock Cutover – On-Schedule to begin end of November. Mock is dependent on the Cutover Plan targeted to be drafted in September 2022

Converted Data Test On Schedule

End Date: 06/17/2022



Training Readiness

Training Plan On Schedule

Start Date: 07/21/2022 End Date: 09/26/2022

- Wave 2 County specific training plans approved
- Training environment and training data build complete
- Generic training accounts for training environment – complete

Training Materials On Schedule

Start Date: 08/1/2022 End Date: 09/30/22

- Wave 2 County specific instructor led training materials will be completed 09/30/22
- Web-Based training are ready

Training Delivery On Schedule

Start Date: 09/26/2022 End Date: 02/24/2023

- Wave 2 Early Training & TTT starts 09/26/22
- Wave 2 staff curriculum assignment and starts 10/17/22
- Wave 2 Classrooms set-up and certified starts 12/22
- Wave 2 early learning and TTT ILTs start 11/28/22
- Wave 2 End User ILT Training begins 01/03/23

Organizational Readiness: OCM

Change Discussions with Staff Behind Schedule

End Date: 07/31/2022

- Training for Supervisors, Managers and CNCs on W1 CDG discussion: in process but schedule is delayed
- Addressing W2 CDG comments - Santa Clara requested extension until 7/8 to submit comments

Readiness Surveys On Schedule

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

- T-9 & T-6 surveys and presentations completed and 3 of 4 counties reviewed. Yolo's review is 7/7.
- T-9 Dashboard complete

Infographics/ Newsletters On Schedule

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

- 2 of 7 infographics submitted, 1 in progress and 4 not started
- 2 of 3 newsletters submitted, 1 in progress (07/28/2022)

Change Network Champions On Schedule

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

- 5 of 10 completed, 1 of 10 in progress (06/28/2022) and 4 of 10 planned (4th Tuesday of each month)

Organizational Readiness: Business Process Reengineering

W2 BPR Plans Approved Complete

Process Change Inventory Close Out Complete

Automated Actions Enablement Complete

Process Simulation

W2 Process Simulation Planning On Schedule

Start Date: 08/29/2022 End Date: 12/23/2022

Process Simulation Execution Not Started

Start Date: 10/17/2022 End Date: 12/23/2022

- Santa Clara: 10/17/2022 – 10/28/2022
- Contra Costa: 11/28/2022 – 12/09/2022
- Tulare: 12/12/2022 – 12/23/2022

Configuration

Configuration Materials On Schedule

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

- W2 Configuration Kick Off: Week of 08/22/2022

W2 Configuration Documentation & Validation Not Started

Start Date: 09/07/2022 End Date: 12/09/2022

- Working Sessions begin 09/07/2022 – 11/18/2022

Implementation Readiness

Implementation Planning On Schedule

- DEL 10 Implementation Support Plan submitted 08/05/2022 and now under final review

County Prep Not Started

Start Date: 11/01/2022 End Date: 11/30/2022

- 41 county prep activities instructions complete – to be updated for Wave 2 if applicable.
- Schedule Kick Off Meeting in December 2022

Post-Deployment Support Not Started

Start Date: 11/01/2022 End Date: 12/30/2022

- Pre and Post deployment support structure planning in progress
- Command Center structure planning in progress

Implementation Readiness: Help Desk and System Operations

Help Desk On Schedule

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: Not started

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 On Schedule

Start Date: 01/10/2022 End Date: 12/28/2022

County Education Sessions:

- Wave 2 completed 10 of 10 sessions

County Report Refactoring

Wave 2 identified reports in need of refactoring by July 2022.

- Contra Costa: has 65 reports to refactor. 0 are complete.
- Santa Clara: has 228 report to refactor. 0 are complete.
- Tulare: has 0 reports to refactor.

