

# Wave 2 Implementation Readiness Dashboard and Packet

September 2, 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.

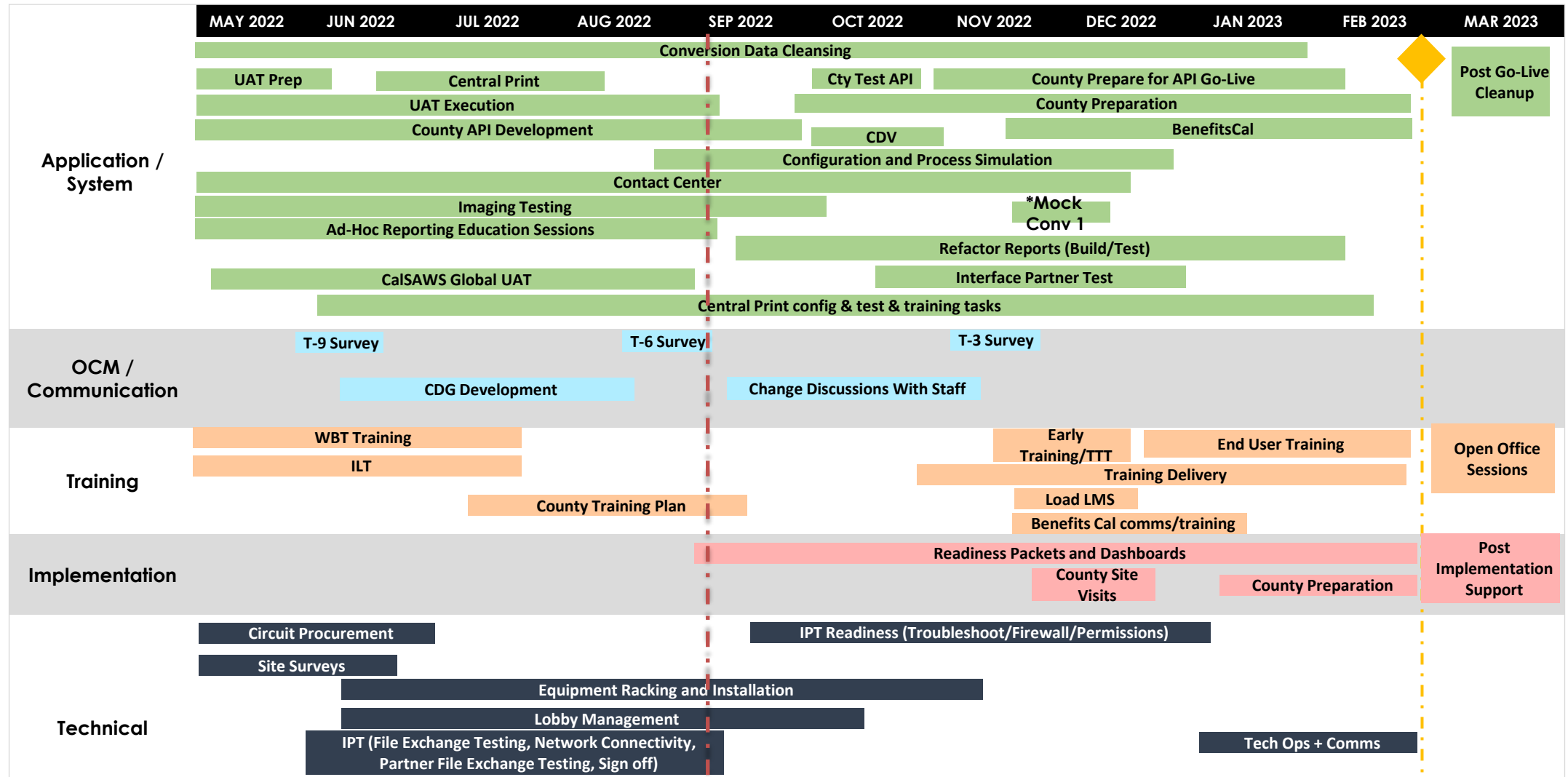
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **September 2nd, 2022**



# 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

**Training**  
 Early Training & TTT WBT 09/26/22  
 Early Training 11/28/22 – 12/09/22  
 TTT 11/28/22 – 12/15/22  
 End User Training WBT 10/17/22  
 Training Delivery End Users 1/3/23 – 2/24/23

# Wave-2 Readiness: Executive Summary (09/02/2022)

## 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: 98.74% complete
	G	Contact Center Readiness	In Process SCRs: <ul style="list-style-type: none"> <li>Tulare CA-240158</li> <li>Santa Clara CA-240159</li> <li>Contra Costa CA-240155</li> </ul>
	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	<ul style="list-style-type: none"> <li>Group 1 and Group 2 Retest – Complete</li> <li>Metric and completion of UAT Exit Criteria is on schedule for 09/08/2022 completion</li> </ul>
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 9/2/22 there are 114 unresolved Defects. GDS#9 (Wave 2) On-Schedule for Delivery in September 2022
	G	EDBC Match – Auto Review Rates	
Technical	Y	County Network Connectivity	<ul style="list-style-type: none"> <li>Risks for Santa Clara County continue to be monitored <ul style="list-style-type: none"> <li>AT&amp;T circuit deployed and activated</li> <li>Comcast statement of work pending from carrier for construction dependencies</li> <li>Level 3 circuit order in progress (Contingency circuit in case of further delays or blockers with AT&amp;T or Comcast)</li> <li>Network changes required for connectivity dependent on County Changes – ETC – Sept 19, 2022</li> </ul> </li> <li>Completed IPT pre-readiness for Tulare County</li> <li>Completed IPT pre-readiness for Contra Costa County</li> </ul>
	NS	Performance Testing	Performance Testing begins October 2022

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-2 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	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"> <li>In process of addressing county comments from Santa Clara and Contra Costa to be completed by 9/9/22</li> <li>Conducting review and updates with Consortium for Tulare CDG to finalize by 9/9/22</li> </ul>
	G	Communications	Currently drafting Wave 2 Infographics for distribution on 9/28/22 via CIT
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>
	G	Process Simulation	<ul style="list-style-type: none"> <li>Gathering participants for Process Simulation via CRFI-22-058</li> <li>Process Simulation Kick Off <ul style="list-style-type: none"> <li>Santa Clara scheduled for 9/6/22</li> <li>Tulare and Contra Costa scheduling in progress</li> </ul> </li> </ul>
	G	Configuration	<ul style="list-style-type: none"> <li>Configuration Kick Off <ul style="list-style-type: none"> <li>Santa Clara occurred 8/23/22</li> <li>Tulare and Contra Costa scheduling in progress</li> </ul> </li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>Implementation Planning will begin at T-4 for Wave 2</li> <li>Go Live Packet is in draft; updates to be made in November 2022 for Wave 2</li> </ul>
	NS	County Prep	County Prep Phase for Wave 2 will begin in January 2023
	NS	Pre and Post Implementation Support	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

# Readiness Dashboard



# 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	<b>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</b>	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window.	Conversion (Project)
263	<b>Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live</b>	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	<b>Implementation Readiness for CalWIN Cutover to CalSAWS</b>	<p><b>Batch Performance (Risk #237)</b> – Testing for Waves 2 and 3 has not started</p> <p><b>Image Scalability and Performance (Risk #256)</b> – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</p> <p><b>County Readiness (Risk #262)</b> – Mitigation actions are on track for ISS to deliver County Readiness materials to prepare Waves 2 and 3 counties for go-live</p> <p><b>Converted Data Test (CDT) Defect Resolution (Risk #263)</b> – CDT has not started for Waves 2 and 3</p> <p><b>County Image Migration Readiness (Risk #264)</b> – No update for Waves 2 or 3</p> <p><b>Report Refactoring and Ancillary System Timelines (Risk #269)</b> – Risk level is currently at medium. Ad Hoc Curriculum sessions have been conducted. The risk will be re-assessed when ad hoc refactoring is planned to begin for Waves 2 and 3 Counties</p> <p><b>Change Discussion Guides (CDGs) Readiness (Risk #270)</b> – Work continues toward improving overall CDG process. Wave 2 CDGs are trending late, and the delivery timeframes have been revised. A Master CDG is being created to ensure that updates from Waves 1 and 2 are being fully incorporated into the Wave 3 CDGs. It is estimated to be completed by end of August</p> <p>Contingency Plans are not required at this time</p>	Implementation (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	<b>CalWIN OCM Implementation Support Plan Deliverable</b>	<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	<b>The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information</b>	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	<b>CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates</b>	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	<b>CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live</b>	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	<b>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)</b>	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 will be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs. Two Wave 2 Counties have indicated the need to modify the CDGs to provide more tailoring to their County processes and understand how the CDGs should be used in concert with other ISS activities to effectively support change discussions between supervisors/managers and County staff. Project reviewers have also submitted comments that Deloitte is addressing for all Wave 2 CDGs	Organization (Project)

# Wave-2: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete			100%
Converted Data Test	Complete			100%
Training – Install LMS, Load Courses, Test Reports	In Progress			10%
Wave 2 County Data Validation	Complete			100%
User Acceptance Test (UAT): Group 1	Complete			100%
Application Development and System Test 22.07	In Progress			100%
User Acceptance Test (UAT): Group 2	Complete			100%
Process Simulation Execution with Counties	Not Started			0%
State and CalWIN County Interface Testing	Not Started			0%
T-3 Readiness Survey Distribution	Not Started			0%
Application Development and System Test 22.09	In Progress			98.7%
County Preparation Phase Kick Off	Not Started			0%
County Preparation Phase	Not Started			0%
County Networking Connectivity	In Progress			85%
Contact Center Model Office Simulation	Not Started			0%
End-User Training	Not Started			0%
Pre and Post Deployment Support	Not Started			0%
Wave 2 CalWIN Go-Live	Not Started			0%

# Wave 2 – County Readiness Summary

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155	G	Contact Center SCR: CA-240159	G	Contact Center SCR: CA-240158
Integration	NS		NS		NS	
Conversion	G		G		G	
Technical	G		Y	Project is monitoring risks <ul style="list-style-type: none"> <li>AT&amp;T circuit deployed and activated</li> <li>Level 3 circuit order in progress</li> </ul> Network changes required for connectivity dependent on County Changes (ETC 09/19/22)	G	
Training	G	Early Training & TTT WBTs begins 9/26/22; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs begins 9/26/22; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs begins 9/26/22; ET & TTT ILTs begins 11/28/22
Implementation	G	Contra Costa has 65 reports identified to refactor	G	Santa Clara has 228 reports to refactor; 0 have been refactored to date	G	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 September 2, 2022

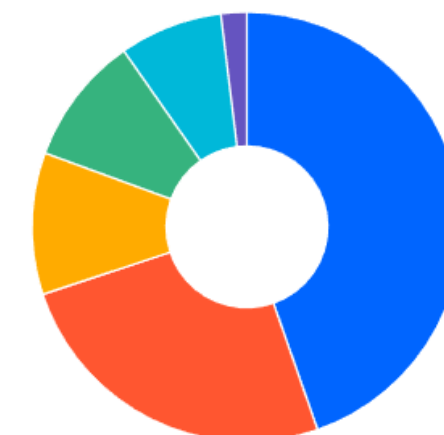
NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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## Wave 2 All Tasks Due Next 30 Days by Readiness Category

### Wave 2 County Readiness Checklist Activities by Status (as of 09/02/2022)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	39	206	155	187	1	588
NOT STARTED	12	259	162	134	4	571
IN PROGRESS	0	79	61	33	0	173
<b>Total Unique Issues:</b>	<b>51</b>	<b>544</b>	<b>378</b>	<b>354</b>	<b>5</b>	<b>1332</b>

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)



Implementation Readiness Category  
Total Issues: 103

Application Readiness	46
Implementation Readiness	26
Technical Readiness	11
Training Readiness	10
Change Readiness	8
Conversion Readiness	2

## Contra Costa County Readiness Summary

## Contra Costa: County Tasks Counts by Category and Status (as of 09/02/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	41	163	47	251
Change Readiness	0	12	48	60
Conversion Readiness	17	3	5	25
Implementation Readiness	13	64	48	125
Technical Readiness	8	7	31	46
Training Readiness	0	8	27	35
<b>Total Unique Issues:</b>	<b>79</b>	<b>257</b>	<b>206</b>	<b>542</b>

## 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 09/02/2022)

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
IPOC	1	1	0	2
PPOC	3	0	0	3
Reporting & Analytics Lead	0	1	0	1
TPOC	0	0	3	3
<b>Total Unique Issues:</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>9</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of September 2, 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: 3 tasks for Lobby Management Device Readiness.
2. Security: CalWIN Staff Role Mapping and Provide Final Staff login to CalSAWS.

# Santa Clara County Readiness Summary

## Santa Clara: County Tasks Counts by Category and Status (as of 09/02/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	14	73	46	133
Change Readiness	0	15	56	71
Application Readiness	4	36	20	60
Technical Readiness	22	21	8	51
Training Readiness	1	10	23	34
<b>Total Unique Issues:</b>	<b>61</b>	<b>160</b>	<b>155</b>	<b>376</b>

## Santa Clara: Past Due by Readiness Category and Activity Owner (as of 09/02/2022)

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
IPOC	2	1	0	3
TPOC	0	1	4	5
<b>Total Unique Issues:</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>8</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of September 2, 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: IPT: Complete Development efforts to consume and process CalSAWS Interfaces; Fiscal Discovery: Communicate new process and system/file changes to county fiscal team.
2. Implementation Readiness: Helpdesk and Central Print Meetings
3. Technical Readiness: API: Conduct Integration Testing; Security: Provide final staff information of Staff login to CalSAWS.

# Tulare County Readiness Summary

**Tulare: County Tasks Counts by Category and Status (as of 09/02/2022)**

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	11	62	59	132
Change Readiness	1	12	58	71
Application Readiness	3	35	22	60
Training Readiness	1	11	22	34
Conversion Readiness	17	8	2	27
<b>Total Unique Issues:</b>	<b>33</b>	<b>130</b>	<b>187</b>	<b>350</b>

## County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

**Tulare: Past Due by Readiness Category and Activity Owner (as of 09/02/2022)**

Activity Owner	Application Readiness	Implementation Readiness	T:
IPOC	1	1	2
<b>Total Unique Issues:</b>	<b>1</b>	<b>1</b>	<b>2</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of September 2, 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: Fiscal Discovery: Communicate new process and system/file changes to county fiscal team.
2. Technical Readiness: Security: Provide final staff information of Staff login to CalSAWS.

## Application Readiness: System

System Test: 22.09 On Schedule

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

## Test Execution Results

Total Scripts :	791
Not Executed:	0.13%
In Progress:	1.14% (9)
Pass:	84.2% (666)
Fail:	12.9% (102)
Blocked:	1.64% (13)
Completed:	781
Remaining:	10
Progress:	98.74%

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

61 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



- Group 2: 593 total test scripts with a 93% pass
- Participants continue close remaining open findings through September 2, 2022.

## 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 &amp; 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

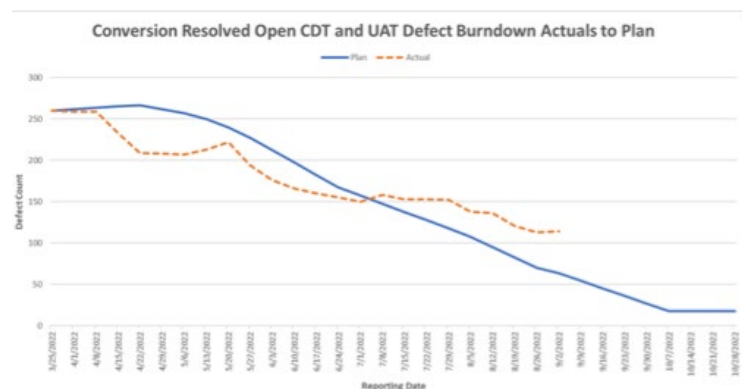
Cutover 1A: 01/16/2023 – 02/23/2022

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



- As of 09/2/22 there are 114 unresolved Defects

GDS Delivery #9 On Schedule

September 2022

## Integration Readiness

Interface Partner Test Not Started

Start Date: 10/17/2022 End Date: 12/30/2022

- Contra Costa County: 7 Interfaces
- Santa Clara County: 10 Interfaces
- Tulare County: 8 Interfaces
- State/Consortium Partners: 11 Interfaces

Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 10/17/2022.

## Technical Readiness

County Networking Connectivity Behind Schedule

Start Date: 01/02/2022

End Date: 10/31/2022

- Risks for Santa Clara County continue to be monitored
  - AT&T circuit deployed on August 17, 2022; Circuit acceptance targeted by August 26, 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
  - Secondary Circuit delivered for Tulare County
- Completed IPT pre-readiness for Contra Costa County

## Technical Readiness: Operations

Contingency Restoration Planning On Schedule

- Migration Rollback Planning:** In-progress 50%

Disaster Recovery Exercise On Schedule

- Disaster Recovery Test:** In progress 25%

Batch Operations Complete

- CalWIN Batch Regression & Schedules:** Completed

## Technical Readiness: Performance Testing

Performance Test Not Started

- Performance Testing for Wave 2 begins in October 2022

## 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 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 On Schedule

End Date: 11/04/2022

- Addressing W2 CDG comments
  - Santa Clara comments addressed, targeted signoff by 09/09/2022
  - Contra Costa comments address in progress. Targeted sign off 09/09/2022

### Readiness Surveys On Schedule

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

- T-12 & T-9 surveys and presentations completed.
- T-6 Survey in Progress

### Infographics/ Newsletters On Schedule

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

- 2 of 2 infographics submitted in August 2022. 2 in progress for September 2022.
- 2 of 2 newsletters submitted.

### Change Network Champions On Schedule

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

- August CNC meeting completed; September meeting scheduled.
- 6 remaining monthly meetings: planning in progress

## 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: 08/23/2022 End Date: 02/03/2023

- Santa Clara Kickoff occurred 8/23/22
- Tulare and Contra Costa scheduling in progress

### 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: 01/16/2023 End Date: 02/23/2023

- 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: 02/27/2023 End Date: 04/21/2023

- 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.

- 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.

# Contact Information

THE  
POWER  
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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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