

# Wave 1 Implementation Readiness Packet

## September 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 **September 16th, 2022**



# Readiness Packet





# Application Readiness

## 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
9/8/2022	795	0% (0)	0% (0)	99.62% (792)	.38% (3)	0% (0)	795	0	100%

\* 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

## Development/System Test

Deploy GA/GR 22.07, 22.09 priority release items

Key	Summary
CA-246003	CalWIN Converted GA/GR- EBT End of Day Report 9/8/2022: Deployed to Production
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 9/8/2022: Deployed to Production
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

## 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
Complete UAT Retest	August 22 – Sept 2, 2022	Both
Evaluate and confirm Exit criteria	Metric/Completion to Plan September 8, 2022	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





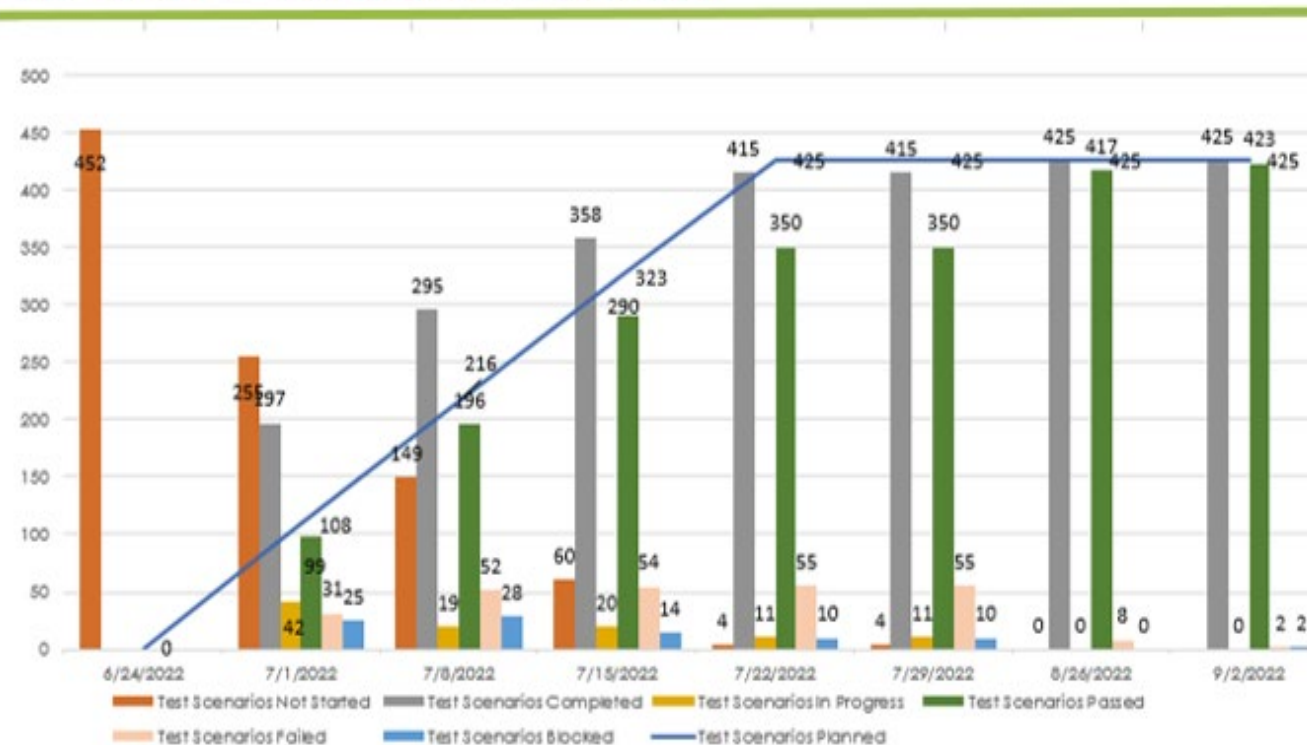
# CalSAWS UAT: Script Execution

## Group 1 UAT Execution Status

- As of September 9, 2022
- UAT concluded
  - 100% Scripts Executed
  - 99% Scripts Passed
- Program/Functional Areas:
  - CAPI, Lobby Management
  - CW/CF, WTW, Child Care
- One fix for failed scripts scheduled in release 22.09

## UAT Scenario Execution

### UAT Group 1 – Test Scenario: Execution



425  
Scenarios  
Executed of  
425 total

On Track
 Slightly Behind
 Behind

CalSAWS UAT Execution (Group 1)	Total Test Scripts	Not Started	In Progress	Passed	Failed	Blocked
CalSAWS CalWIN UAT	425	0% (0)	0% (0)	99% (423)	1% (2)	0% (0)



# CalSAWS UAT: Script Execution

## Group 2 UAT Execution Status

- As of September 9, 2022
- UAT concluded
  - 100% Scripts Executed
  - 98% 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
- Defect fixes for failed scripts scheduled in release 22.09
- Outstanding action items in reports area will continue to be worked on until dispositioned

## 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	0% (0)	0% (0)	98% (579)	2% (14)	0% (0)



# Application Readiness: Imaging

## Functionality

Severity 1 & 2 Defects Resolved from UAT	Complete	No Sev 1 or 2 defects reported	Project
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## Performance Testing Imaging Performance test for Wave 1 was completed as part of the LA County go-Live performance test cycles completed March 2022

Hyland Platform Performance Test	Complete	Metric/Completion to Plan	Project
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## Images Migration

County Export of Legacy Images	In Progress	Target Completion for next delta is 9/30	County
Hyland Receive and Upload Images to Production Environment	In Progress	Target Completion for next delta is 9/30	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, 9/8/2022)	Completed	61 of 61 scripts completed and passed.
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Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# Application Readiness: Contact Center

## Contact Center

Technical Connectivity	60%	
Update IVR Contact Flows for each County	2 of 2 approved	Both
Approval of County Contact Center SCRs (Yolo: CA-240152; Placer: CA-235356)	2 of 2 approved	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – tentative start 10/10/2022	0%	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: Central Print

## 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	Complete	1 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

## 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) – for PRD	Not Started	Target – 10/06/2022	Project

### Converted Data Test

Validate CBO user load into ForgeRock – Mock Run 2	Complete (report shared with county)	08/08/2022	Project
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### Training Delivery

Deliver training for CSC, Help Desk - Yolo	Complete	09/13/2022	Project
Deliver training for CSC, Help Desk - Placer	Complete	09/15/2022	Project
Deliver training for CBOs - Community Based Organizations	Not Started	09/22/2022	Project

### Communications

Confirm Communications Plan for BenefitsCal. Communication plan, email and SMS finalized. Translations received.	Complete	08/29/2022	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	09/27/2022	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# BenefitsCal Implementation Readiness

## 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)	In Progress	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)	Not Started	10/17/2022-10/21/2022	Project
Confirm Wave Cutover to BenefitsCal	Not Started	10/17/2022-10/21/2022	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Conversion Readiness

## Conversion Readiness – Wave 1

Unresolved High Priority Conversion defects not resolved prior to Go-Live (Risk 263)	As of 9/16/22 there are 107 unresolved Defects • 85 are projected to be Open at Wave 1 Go-Live	Project
Deliver Wave 1 Golden Data Sets (GDS)	<ul style="list-style-type: none"> <li>Completed GDS#8.5 with the Completion of Wave 1 Mock Cutover #2</li> <li>Completed GDS#9 (Wave 2) On-Schedule. GDS is now in the process of being Masked for UAT2</li> </ul>	Project
Auto Case Review Match Rate	7% of Converted Active Programs will Need Worker Review <ul style="list-style-type: none"> <li>Target is 70% – 75%. Testing DCR's in Assembly to get to 60+%.</li> <li>59% EDBC Match for GDS8.5</li> </ul>	Project
Support User Acceptance Test (UAT) - Defect Resolution	Delivered GDS#7 <ul style="list-style-type: none"> <li>All P2 Hot Fixes (Defects) Applied</li> </ul>	Project
Complete Migration Planning Wave 1A and 1B Cutover Work Plan	Complete <ul style="list-style-type: none"> <li>Cutover A and B Plans have been Baselined</li> <li>Plans have been walked thru with Consortium and QA</li> </ul>	Project
Complete Wave 1 Mock Cutovers (Risk 258)	Mock Cutover #1 – Complete Mock Cutover #2 – Complete <ul style="list-style-type: none"> <li>Wave 1 Mock Cutover #2 (1B) Cutover completed 2 hours ahead of schedule (incl. 3 hours of analysis and 3 hours of wait time).</li> </ul>	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

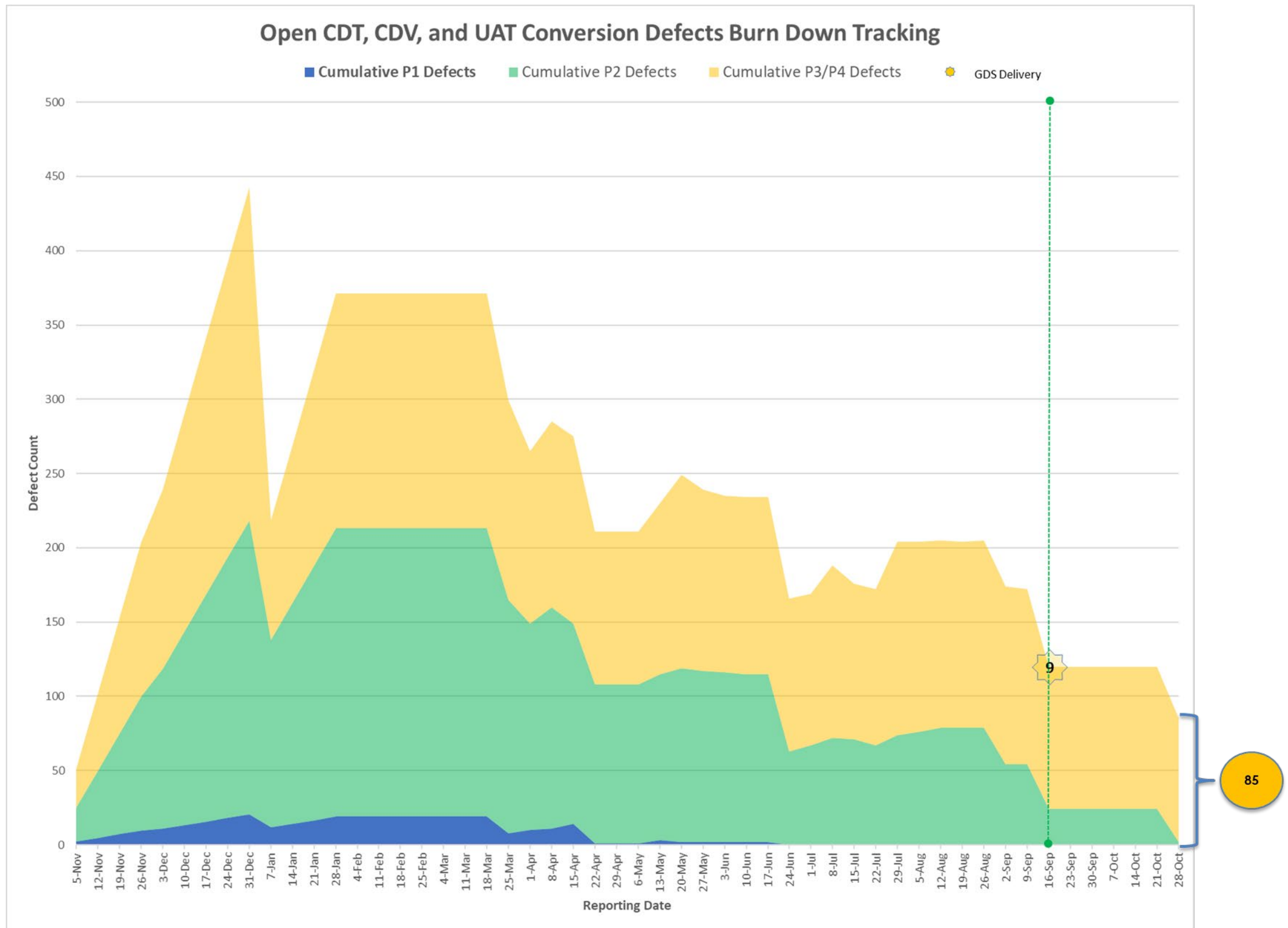
>=14 Days Late

Complete

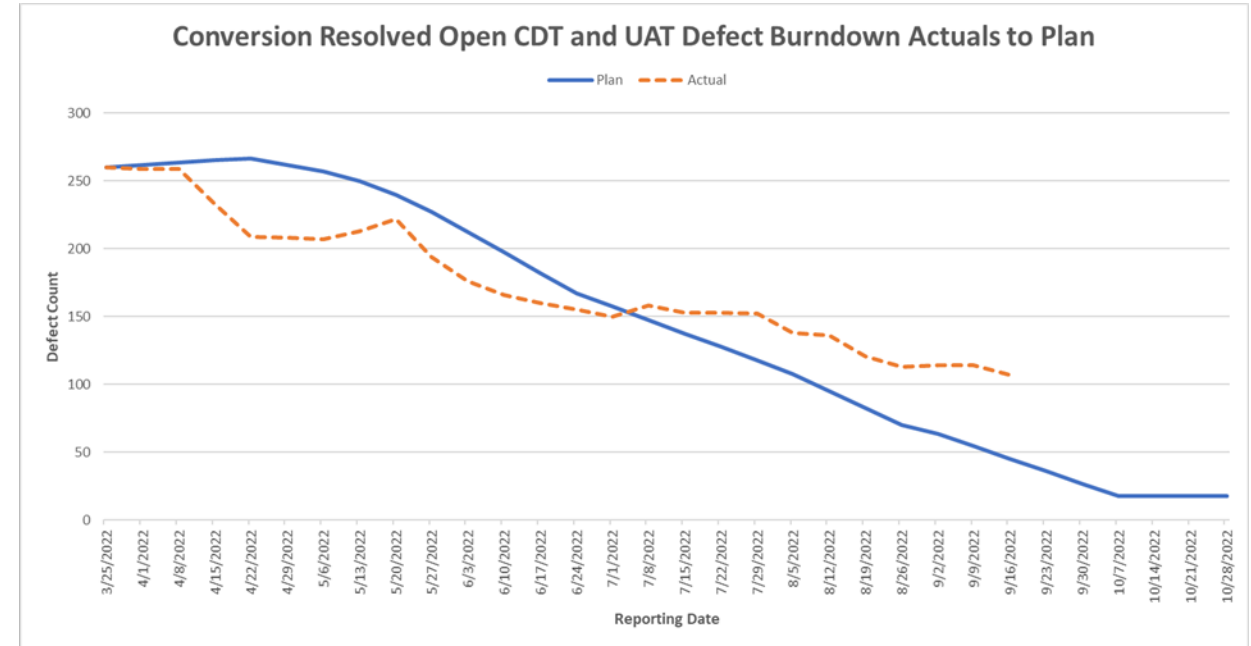
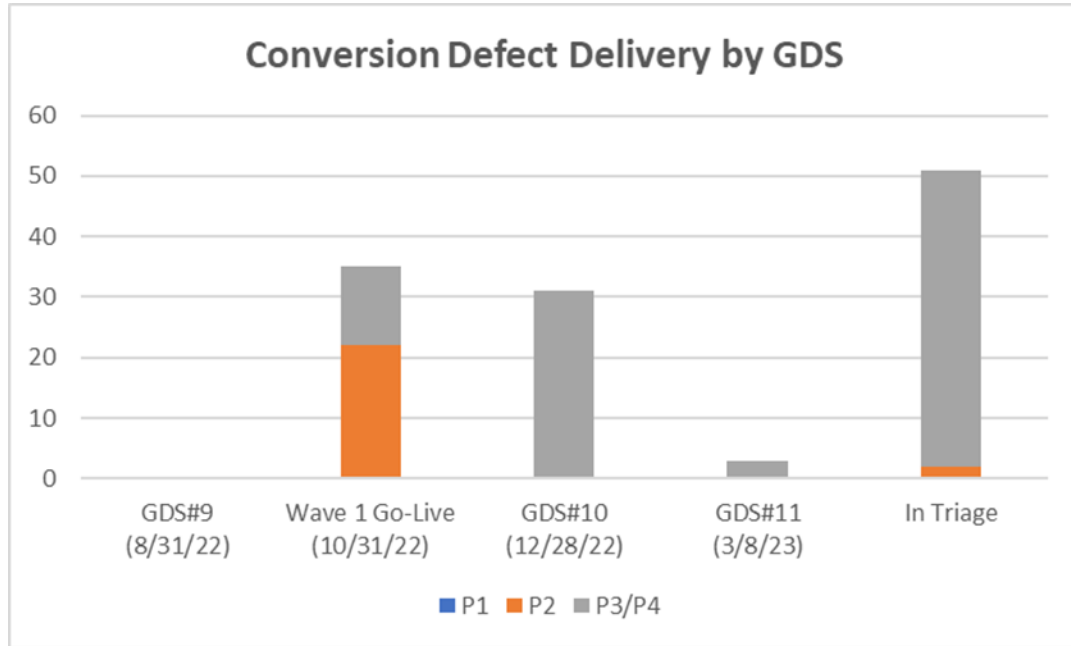




# Conversion Readiness: GDS Delivery



# Conversion Readiness Defect Burndown



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

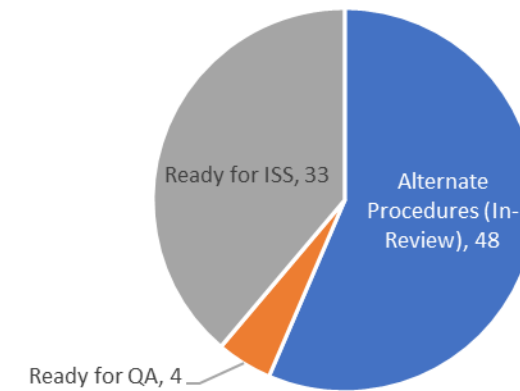
CDT, CDV, and UAT Actuals as of 9/16/2022 EOD

Open Defects by Phase	P1	P2	P3/P4	Total
CDT	0	19	80	99
CDV	0	0	12	12
UAT	0	5	4	9
<b>Total Open Defects</b>	<b>0</b>	<b>24</b>	<b>96</b>	<b>120</b>

Defect Delivery by GDS	P1	P2	P3/P4	Total
GDS#9	0	0	0	0
Wave 1 Go-Live	0	22	13	35
GDS#10	0	0	31	31
GDS#11	0	0	3	3
In Triage	0	2	49	51
<b>Total Open Defects</b>	<b>0</b>	<b>24</b>	<b>96</b>	<b>120</b>
Resolved	0	-8	-5	-13
<b>Conversion Open Total</b>	<b>0</b>	<b>16</b>	<b>91</b>	<b>107</b>

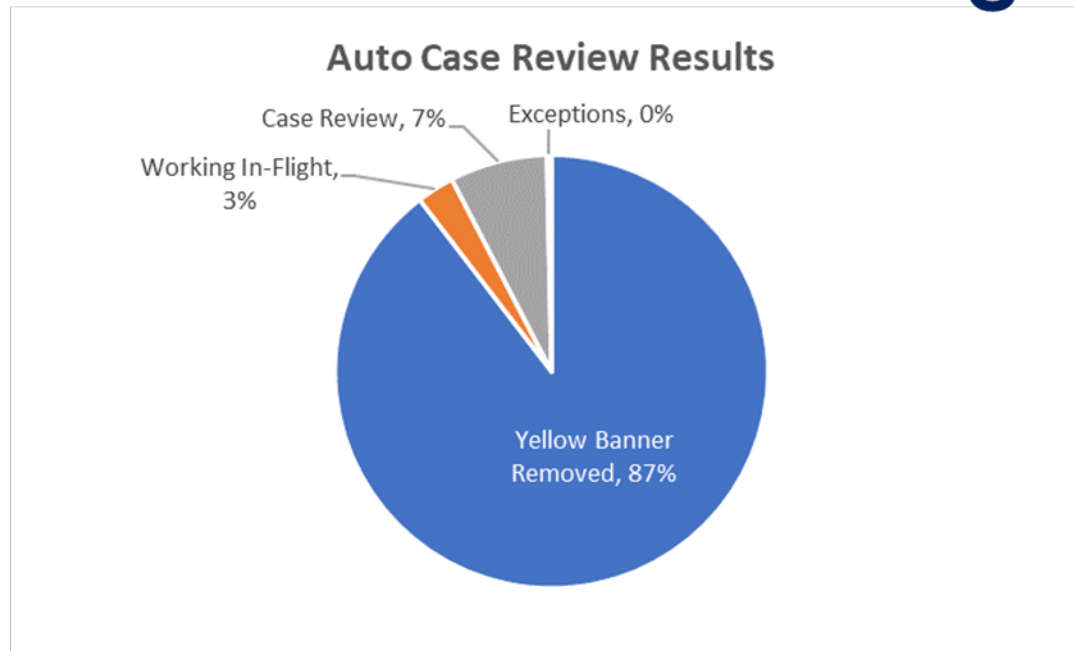
85

## P3/P4 Impact and Alternate Procedure Analysis



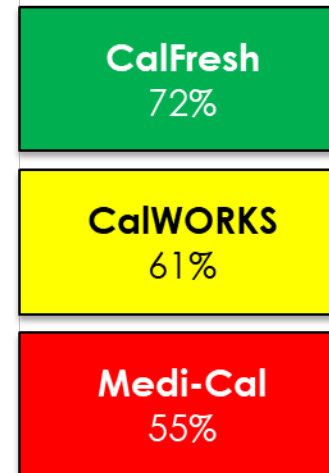
# Conversion Readiness Auto Case Review

## 7% of Converted Active Programs Need Worker Review



### Match by Program

Yellow Banner Removed



### Medi-Cal Programs protected by the PHE will not Match.

- Many of these programs, due to the PHE, are converting with a Historical CalWIN EDBC (with Eligible Members) and a Current CalHEERS DER (with No Eligible Members);
- Auto-Case Review compares the Current CalSAWS (incl. Current CalHEERS DER) to the Historical CalWIN EDBC; then,
- Resulting in a Mis-Match (No Eligible Members).

When the PHE is lifted Counties to Review MC programs on their Review Date

### Auto Case Review Batch Accounting

	Placer	Yolo	Total	
Converted Active Programs	51,760	45,262	97,022	100%
MC Protected by the PHE	(17,413)	(13,366)	(30,779)	-32%
Converted Active Programs (Adjusted)	34,347	31,896	66,243	68%
Yellow Banner Removed from Program	(30,193)	(27,203)	(57,396)	87%
Excluded from Auto Case Review (Working In-Flight)	(745)	(1,053)	(1,798)	3%

#### 100% of Skips:

- Overdue or Incomplete RE Packet
- No worker assigned
- Missing roles
- At least one day in the child placement has a missing rate.
- The following information is missing: KinGap Dates
- Program does not have at least one active person for the benefit month

### Exceptions (these could show up as Help Desk Tickets)

Programs with Yellow Banner - Prioritization for County Review	3,337	3,493	6,830	7%
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87% of Converted Active Programs (Adjusted) will have the Yellow Banner Removed

7% of Converted Active Programs Need Review



# Integration Readiness

Interface Partner Testing – Begins June 27, 2022

Complete Interface Development – Placer (Positive Pay)	Behind Schedule	County
Complete Interface Development – Yolo	Complete	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	YES
Warrant Print Reader	NO	N/A	NO	N/A
Auditor Controller Writer	YES	YES	YES	YES
Positive Pay file	YES	<b>NO</b>	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
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# Integration Readiness

## Interface Partner Testing

Execute Interface Testing with State and Consortium Partners	Completed	100%	Project
Placer County Interface Testing	Behind Schedule	87%	Project
Yolo County Interface Testing	Completed	100%	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 12, 2022
California Department of Social Services (CDSS) - DSS	2/2	August 23, 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	6/6	August 30, 2022

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Technical Readiness: Networking

## Networking

County Networking Connectivity

Both

CalWIN WAVE 1 COUNTIES				
NETWORKING READINESS	STATUS	ACTUAL	PLANNED	DELTA
Overall Network Interconnectivity	On Track	100%	95.9%	4.1%
Critical Path	On Track	100%	100%	0%

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	DELTA
02 Placer	On Track	100%	97.2%	2.8%
03 Yolo	On Track	94.6%	94.6%	0%

Milestone	Status
Wave 1 County Networking Connectivity Readiness	<div></div> <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>Operational Handover Validation</li> </ul>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Operations

## 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

## Performance Testing – Wave 1

CalSAWS Batch and Reports Performance (43 County)	Complete	100%	Project
CalSAWS Online Performance (42 County)	In Progress	80%	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) 9 hours, 26 minutes
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) 9 hours, 26 minutes
10-day cutoff	August 1, 2022	August 14, 2022	(Run 1) 9 hours, 44 minutes

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Technical Readiness: Performance Testing

## 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	Completed
#3 - CalSAWS Online + APIs	12 <sup>th</sup> Sept 2022	14 <sup>th</sup> Oct 2022	In Progress

## CalSAWS 42 County Online Performance Test – 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 Complete

### 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

## 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

## 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 (ILT)	Complete	100%	Both
Wave 1 End User Training (EUT) - started 09/06/2022	In Progress	25%	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

## WBT Progress by County

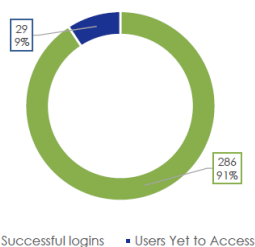
### Weekly Training Report – Executive Summary

#### Placer County

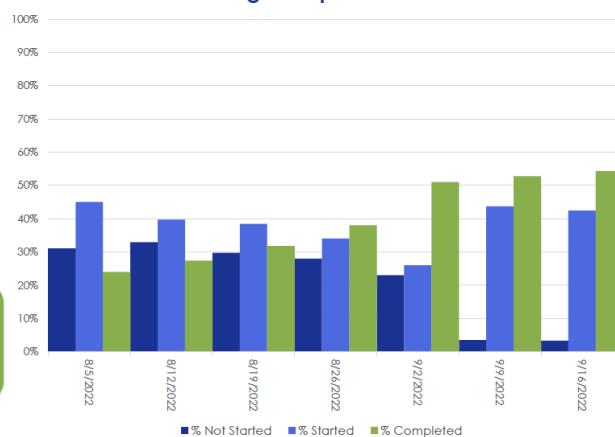


As of 09/16/2022, **286** of **315** Users have successfully accessed the LMS!

#### User Logins



#### Training Completion Status



As of **09/16/2022** –  
**3%** of Users have **Not Started** their training  
**42%** of Users have **Started** their training  
**54%** of Users have **Completed** their training

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of September 16, 2022.

CalSAWS | Placer Weekly Training Report

### Weekly Training Report – Executive Summary

#### Yolo County

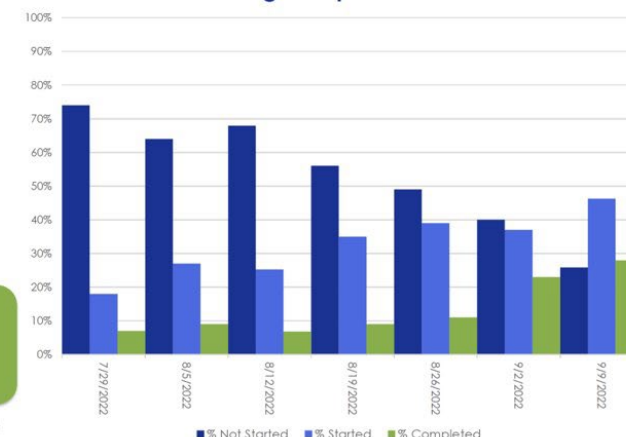


As of 09/09/2022, **233** of **258** Users have successfully accessed the LMS!

#### User Logins



#### Training Completion Status



As of **09/09/2022** –  
**26%** of Users have **Not Started** their training  
**46%** of Users have **Started** their training  
**28%** of Users have **Completed** their training

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of September 9, 2022.

CalSAWS | Yolo Weekly Training Report

# ↔ Organizational Readiness: OCM

## 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. Counties completed change discussions with staff	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	Complete	2 Completed of 2 Planned	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ↔ Organizational Readiness: OCM (continued)

## 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	Completed	1 Completed of 1 Planned	Project
Infographic for September	On Schedule	0 Completed of 1 Planned for September 28, 2022	Project
Infographic for October	Not Started	0 Completed of 1 Planned for October 28, 2022	Project

## Change Network Champion Meetings

CNC Meetings	Completed	8 Completed (Jan-August)	Both
CNC Meeting September	On Schedule	1 Completed of 2 Planned	Both
CNC Meeting for October	Not Started	0 Completed of 1 Planned	Both

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

## 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

## 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	Complete	Week-1 Execution – Placer – 100% Complete, Yolo 100% Complete	Both
Evaluate and confirm Exit criteria	Complete		Project
Process Simulation Complete	Complete		Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# ↔ Organizational Readiness: Configuration

## 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	Complete		Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Complete		Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness

## 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	Complete	FDEL-10 approved on 09/16/2022	Project
Distribute Biweekly Implementation Packets	In Progress	Biweekly submission on schedule for 09/20/2022 distribution	Project

## County Prep

County Prep Materials Finalized	Completed	CIT distributed on 08/05, updated and resent 09/13	Project
County Prep Kick Off	Completed	Kick Off conducted on 08/18/2022 and Application Security kickoff occurred 09/06/22	Both
County Prep Activities [Execution]	09/18/2022	Counties to complete the activities as outlined in the County Prep Packet	Counties

## Post-Implementation Support

Pre-/Post- Go Live Structure Established	Complete	Completed/Approved	Project
Command Center Established	Complete	Completed/Approved	Project
Post-Implementation Work Plan Created	Complete	Completed/Approved	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: Help Desk + System Operations

## 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	2 Completed of 2 Planned. Fulfiller(Session A & B) trainings hosted week of 7/25. Refresher Training for Fulfillers and Delegated Admins Completed 8/31	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

## 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 6 of the 30 reports that require refactoring.<ul style="list-style-type: none"><li>• Yolo: has 30 reports to refactor. 6 are complete. The reports are non-critical that Yolo County indicated were not pertinent to go-live.</li></ul></li></ul>	County

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



THE  
POWER  
OF 58

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

THE RESULTS  
ARE POWERFUL.

CalSAWS

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