

# 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.

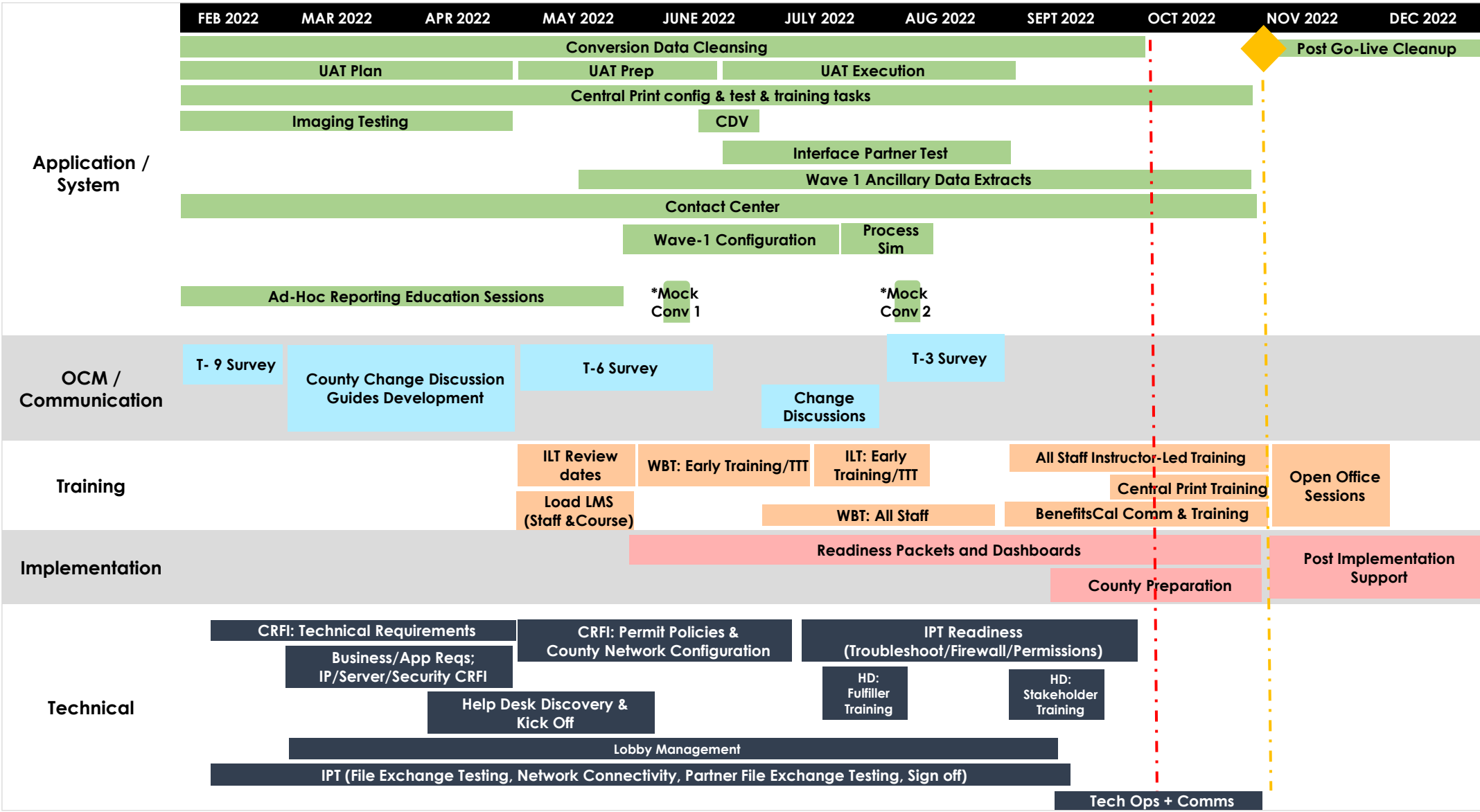
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **September 30th, 2022**



# Wave-1 Migration Timeline



# Wave-1 Critical Path – Summary Timeline View



**We Are Here**

**Wave 1 Ancillary Date Extracts**  
 May 23, June 11, Aug 6  
 October 27-31 (final cutover)

**\*Mock Conversion 1** 6/11 – 6/14  
**\*Mock Conversion 2** 8/6- 8/9

**County Data Validation (CDV)** – 06/20/22 – 07/01/2022  
**Process Simulation** 07/25/2022 – 08/19/2022  
**Interface Partner Testing (IPT)** 06/27/2022 – 08/31/2022

**Training**  
**WBT Training for End Users** 06/27/2022  
**End User Training** – 09/06/2022 - 10/27/2022

# Wave-1 Readiness: Executive Summary

## Readiness Areas and Categories

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

Readiness Area*	Readiness Category	Comments	
Application	C	Deploy CalSAWS Releases 22.09	100% complete
	G	Contact Center Readiness	<ul style="list-style-type: none"> <li><b>SCRs approved:</b> Yolo: CA-240152; Placer: CA-235356</li> <li>Model Office Testing will begin in October 2022</li> </ul>
	G	Imaging Readiness	Hyland Platform Performance test complete; no severity 1 or 2 defects reported in UAT. County export of legacy images ongoing until cutover weekend.
	G	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>CBO Mock Run 2 is complete (validate CBO user load in ForgeRock)</li> <li>Training for Contact Center and Help Desk complete for Yolo (09/13/22) and Placer (09/15/22)</li> </ul>
	G	Central Print Readiness	<ul style="list-style-type: none"> <li>Configuration and validation meetings are complete; training materials completed; configuration load is completed, postage received</li> <li>Central Print portal user identification is in progress</li> </ul>
	C	UAT Prep	
	C	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 was complete on 09/08/2022 and close out activities are in-progress</li> </ul>
Integration	C	County Interface Partner Test (IPT) Execution	As of 9/28/2022 County IPT is complete
	C	State Interface Partner Test (IPT) Execution	As of 08/25/2022 State IPT is complete
Conversion	G	CDT Defects Resolution	As of 09/16/22 there are 107 unresolved Defects
	G	EDBC Match – Auto Review Rates	7% of Converted Active Programs will need Worker Review.
Technical	G	County Network Connectivity	<b>Connectivity:</b> <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 completed</li> <li>Handover to Operations in progress</li> <li>CRFI to perform pre-migration regression testing to be sent to counties</li> </ul>
	G	Performance Testing	<b>Batch Performance:</b> In Progress (100%) <b>Online Performance:</b> In Progress (90%)



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



# Wave-1 Readiness: Executive Summary

## Readiness Areas and Categories

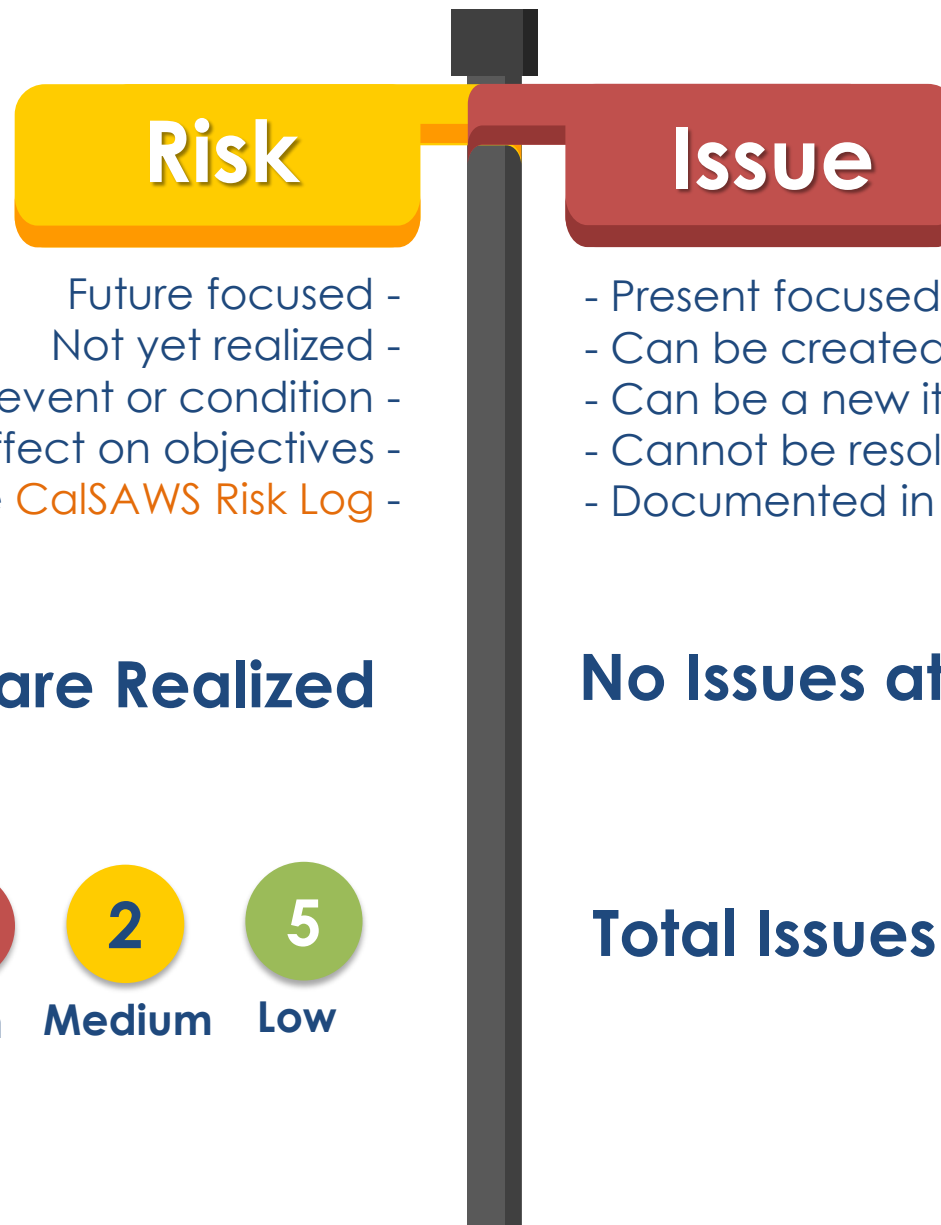
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*	Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan Monthly update submitted on time for Consortium review
	C	ILT Training Curriculum Complete Complete for Wave 1 Counties
	C	Wave 1 County Classroom Set-Up Placer & Yolo connectivity to the Training Production environment tested and complete. Training courses started on time and without incident
	C	WBT Training Delivery WBT development is complete; WBTs are a pre-requisite for end user training
	G	ILT Training Delivery <ul style="list-style-type: none"> <li>Early Training and Train the Trainer completed on 08/19/22</li> <li>Week 3 End User Training ended 09/30/22 and continue through 10/28/22</li> </ul>
Organization	C	Change Discussion Guides (CDGs) Yolo & Placer conducted change discussions with staff as of 08/26/2022
	G	Communications Wave 1 Infographics for October are on schedule for distribution on 10/28/2022
	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>
	C	Process Simulation <ul style="list-style-type: none"> <li>Week 4 execution for Placer and Yolo are 100% complete</li> </ul>
	C	Configuration <ul style="list-style-type: none"> <li>Working Sessions Complete; core and Additional Configuration Documented</li> <li>Counties validated configuration worksheets</li> </ul>
Implementation	Y	Implementation Planning <ul style="list-style-type: none"> <li>DEL-10 Implementation Support Plan approved on 09/16/2022</li> <li>Go-Live Packet development and project review is ongoing; GLP is in final review stage and is scheduled for distribution in October.</li> </ul>
	G	County Prep <ul style="list-style-type: none"> <li>County Prep Kick off completed 08/18/2022; Application Security &amp; Managed Personnel Kickoff Meeting scheduled for 09/06/2022</li> <li>County Prep Activities and project support are in progress.</li> </ul>
	G	Pre and Post Implementation Support <ul style="list-style-type: none"> <li>Follow up meeting with Yolo County scheduled for 09/21/2022</li> <li>CalSAWS County CRFI Call for Volunteers submitted on 09/02/2022 and extension until 09/21/2022</li> <li>Post Implementation Support orientation has been scheduled and calendar invites distributed</li> </ul>
	C	Help Desk <b>County Delegated Admin Training:</b> Completed for Wave 1 <b>County ServiceNow Fulfiller Training:</b> Completed for Wave 1. Refresher training for Fulfillers and Delegated Admins completed on 08/31/2022
	G	County Ad Hoc Reports/APIs <b>Ad Hoc Report →</b> For Wave 1 Counties (Placer and Yolo): <ul style="list-style-type: none"> <li>CalSAWS has facilitated 100% of the planned Ad Hoc Support Curriculum to the Wave 1 Counties.</li> <li>Yolo has 24 remaining reports that require refactoring and has elected to receive additional refactoring support from the project. 2 Reports have been refactored. The reports are non-critical that Yolo County indicated that are not pertinent for go-live.</li> <li>Placer has 0 reports to refactor</li> </ul>

# Readiness Dashboard



# Risks and Issues



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

- 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



## No Issues at this Time



# 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)
268	<b>Implementation Readiness for CalWIN Cutover to CalSAWS</b>	If implementation readiness (project and county) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN Wave 1 cutover to CalSAWS on October 27, 2022 and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN counties to cutover to CalSAWS	Implementation (Project)
278	<b>CalWIN OCM Implementation Support Plan Deliverable</b>	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 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.	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 might be impacted. The OCM team uses the County To-Be Process documentation to create the CDGs.	Organization (Project)

# Wave -1: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete	06/06/2022	06/17/2022	100%
Converted Data Test	Complete		06/17/2022	100%
Training – Install LMS, Load Courses, Test Reports	Complete	05/31/2022	06/27/2022	100%
Wave 1 County Data Validation	Complete	06/20/2022	07/01/2022	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/2022	07/22/2022	100%
Application Development and System Test 22.07	Complete	07/25/2022	07/25/2022	100%
User Acceptance Test (UAT): Group 2	Complete	08/12/2022	08/26/2022	100%
Process Simulation Execution with Counties	Complete	07/25/2022	08/19/2022	100%
State Interface Testing	Complete	06/27/2022	08/23/2022	100%
CalWIN County Interface Testing	In Progress	06/27/2022	09/28/2022	100%
T-3 Readiness Survey Distribution	Complete	08/23/2022	9/6/2022	100%
Application Development and System Test 22.09	In Progress	09/26/2022	09/26/2022	100%
County Preparation Phase Kick Off	Complete	08/18/2022	08/18/2022	100%
County Preparation Phase	In Progress	09/19/2022	09/28/2022	33%
County Networking Connectivity	In Progress	02/03/2022	10/03/2022	99%
Contact Center Model Office Simulation	Not Started	10/10/2022	10/21/2022	0%
End-User Training	In Progress	09/06/2022	10/27/2022	50%
Pre and Post Deployment Support	In Progress	9/19/2022	12/23/2022	15%
Wave 1 CalWIN Go-Live	Not Started	10/31/2022	10/31/2022	0%

# Wave 1 – County Readiness Summary

Readiness Area	Status*	Placer	Status*	Yolo
<b>Application</b>	<b>G</b>	Contact Center SCR approved: CA-235356	<b>G</b>	Contact Center SCR Approved: CA-240152
<b>Integration</b>	<b>G</b>	Placer County IPT complete.	<b>G</b>	Yolo County IPT complete.
<b>Conversion</b>	<b>G</b>	Counties continue to work data cleansing needs	<b>G</b>	Counties continue to work data cleansing needs
<b>Technical</b>	<b>G</b>		<b>G</b>	
<b>Training</b>	<b>G</b>	Early training and train the trainer is complete (08/19/2022). General training began on 09/06/22	<b>G</b>	Early training and train the trainer is complete. General training began on 09/06/22
<b>Implementation</b>	<b>G</b>	County Prep Activities are in Progress.	<b>G</b>	Yolo County has 24 ad-hoc reports to refactor and 2 have been refactored. Reports are not pertinent to go-live. County Prep Activities are in Progress.
<b>Organizational</b>	<b>G</b>	Readiness Survey and CDG Discussions are complete.	<b>G</b>	Readiness Survey and CDG Discussions are complete.

NS	Not Started	<b>G</b>	On Schedule	<b>Y</b>	<14 Days Late	<b>R</b>	>=14 Days Late
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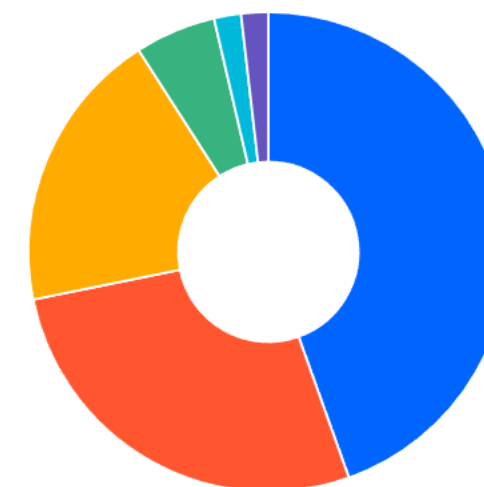
\*Information included is as of September 30, 2022

## Wave 1 County Readiness Checklist Activities by Status (as of 09/30/2022)

Status	00 All Counties	02 Placer	03 Yolo	Wave 1 Counties	T:
<b>COMPLETED</b>	27	650	603	128	<b>1408</b>
<b>IN PROGRESS</b>	2	89	95	57	<b>243</b>
<b>NOT STARTED</b>	1	101	102	25	<b>229</b>
<b>Total Unique Issues:</b>	<b>30</b>	<b>840</b>	<b>800</b>	<b>210</b>	<b>1880</b>

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 1 Counties tasks include tasks that apply to both Placer and Yolo Counties (e.g., selective conversion tasks)

## Wave 1 All Tasks Due Next 30 Days by Readiness Category



### Implementation Readiness Category

Total Issues: 110

Application Readiness	49
Implementation Readiness	30
Conversion Readiness	21
Technical Readiness	6
Change Readiness	2
Training Readiness	2

# Placer County Readiness Summary

## Placer: County Tasks Counts by Category and Status (as of 09/30/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	3	16	86	105
Application Readiness	16	13	66	95
Change Readiness	0	1	66	67
Training Readiness	1	0	34	35
Conversion Readiness	6	1	24	31
<b>Total Unique Issues:</b>	<b>26</b>	<b>34</b>	<b>293</b>	<b>353</b>

## Placer: Past Due by Readiness Category and Activity Owner (as of 09/30/2022)

### Placer: Past Due by Category and Owner

No matching issues found.

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of September 30, 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

#	Area	Level	Due Date	Remediation Plan
1	County Prep	High	10/27/22	Continue County Prep and Configuration activities.

## Past Due Activity Highlights:

- There are no past due tasks for Placer County as of 09/30/2022.

# Yolo County Readiness Summary

## Yolo: County Tasks Counts by Category and Status (as of 09/30/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	6	16	74	96
Application Readiness	13	13	54	80
Change Readiness	0	1	64	65
Training Readiness	1	0	32	33
Technical Readiness	1	3	17	21
<b>Total Unique Issues:</b>	<b>35</b>	<b>33</b>	<b>245</b>	<b>313</b>

## County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1	Ad Hoc Reporting	Low	9/30/22	Ongoing support meetings with Yolo County; Gainwell and Consortium providing over the shoulder support for Yolo County. This watch item does not impact the County's ability to go live on October 31, 2022.

## Yolo: County Tasks Past Due by Readiness Category and Activity Owner (as of 09/30/2022)

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
IPOC	0	4	0	4
PPOC	1	0	0	1
TPOC	0	0	1	1
TPOC/PPOC	1	0	0	1
<b>Total Unique Issues:</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>7</b>

## Past Due Activity Highlights:

- Implementation Readiness: Analytics & Reporting: reports Refactoring completion and communication of reporting processes to County Reporting team - planned end date of 09/30/22

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.



## Application Readiness: System

System Test: 22.09 In Progress

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

### Test Execution Results

Total Scripts :	795
Not Executed:	0% (0)
In Progress:	0% (0)
Pass:	100% (795)
Fail:	0% (0)
Blocked:	0% (0)
Completed:	795
Remaining:	0
Progress:	100%

22.09 release completed on 09/26/22.

## Application Readiness: Imaging

Images Migration In Progress

Distribute CIT for Counties to install Webscan Kit and Virtual Printer: Completed (CIT #01 10-22 distributed on 04/19/2022)

County Export of Legacy Images: In progress

Hyland Receive & Upload Images to Production Environment: In Progress

Imaging UAT Complete

Start Date: 07/11/2022 End Date: 09/08/2022

61 of 61 scripts completed

### Performance Testing

Hyland Platform Performance Testing: Completed

## Application Readiness: User Acceptance Testing

UAT Complete

### 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 98% pass

## Application Readiness: Contact Center

Technical Connectivity In Progress

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

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

## Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation Complete

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

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

Setup and Training In Progress

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

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

## Application Readiness: BenefitsCal

Conversion Readiness In Progress

- Provide extract of the CBO to W1 Counties – complete
- Validate CBO User Load – Mock Run 2 complete

Training & Communications In Progress

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

System Operations Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment Not Started

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



## Conversion Readiness

Conversion Readiness In Progress

### Key Dates:

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

Golden Data Set #8.5: Delivered

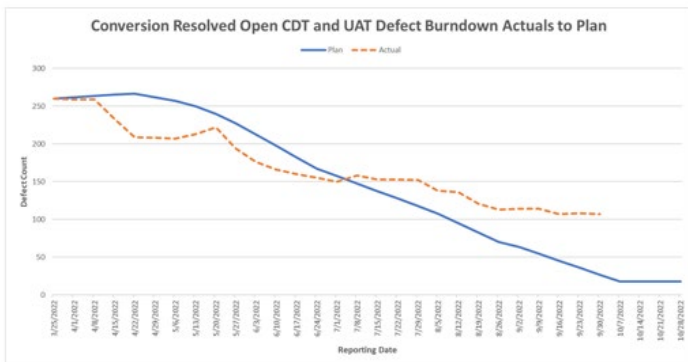
Wave 1 County Data Validation: Complete

Cutover 1A (County Prep): 09/18/2022 – 9/19/2022: Complete

Cutover 1B (Go-Live): 10/27/2022 – 10/31/2022

CDT Defect Resolution In Progress

Converted Data Test End Date: 06/17/22



- As of 10/03/22 there are 107 unresolved defects (87 are projected to be open at Wave 1 go-live)

GDS Delivery #8.5 Complete

GDS Delivery #9 Complete

## Integration Readiness

Interface Partner Test Complete

Start Date: 06/27/2022 End Date: 09/28/2022

- Yolo County: Completed
- Placer County: Completed

## Technical Readiness: Networking

County Networking Connectivity In Progress

Start Date: 01/02/2022 End Date: 10/20/2022

- Tech enablement and connectivity complete
- Compliance validation completed
- Handover to Operations and Circuit bandwidth upgrades in progress
- CRFI to perform pre-migration regression testing to be sent to counties

## Technical Readiness: Operations

Contingency Restoration Planning In Progress

- Migration Rollback Planning:** In progress 75%

Disaster Recovery Exercise In Progress

- Disaster Recovery Test:** In progress 50%

Batch Operations Complete

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

## Technical Readiness: Online Performance Testing

Performance Test In Progress

- Online Performance Testing for Wave 1 (42 counties) began on 06/27/2022
- As of 09/30/2022 online performance testing is on schedule and is 90% complete

## Technical Readiness: Batch Performance Testing

Batch and Reports Performance Test Complete

- Batch and Reports Performance (43 Counties) began on 6/27/2022 and is complete

## Technical Readiness: Security

Security Test Complete

Start Date: 11/05/2019 End Date: 09/24/2021

Application Security: CalSAWS Scan/Remediation Complete

Penetration Testing: Complete

## Training Readiness

### Training Plan Complete

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

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

### Training Materials Complete

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

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

### Training Delivery In Progress

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

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

## Organizational Readiness: OCM

### Change Discussions with Staff Complete

End Date: 08/26/2022

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

### Readiness Surveys Complete

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

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

### Infographics/ Newsletters In Progress

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

- 9 of 10 infographics submitted, 1 in progress.
- 3 of 3 newsletters submitted.

### Change Network Champions In Progress

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

- 9 of 10 completed, 1 of 10 planned (4th Tuesday of each month)

## Organizational Readiness: Business Process Reengineering

### W1 BPR Plans Approved Complete

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

### Process Change Inventory Close Out Complete

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

### Automated Actions Enablement Complete

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

## Process Simulation

### W1 Process Simulation Planning Complete

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

### Process Simulation Execution Complete

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

## Configuration

### Configuration Materials Complete

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

### W1 Configuration Documentation & Validation Complete

Start Date: 06/13/2022    End Date: 09/12/2022

## Implementation Readiness

### Implementation Planning In Progress

Start Date: 02/01/2022      End Date: 09/30/2022

- DEL 10 Implementation Support Plan approved
- Go-Live Packet development and project review is ongoing; GLP completion is dependent on complete list of items to include and related level of effort for County impact

### County Prep In Progress

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

- 41 County Prep activities documented in County Prep Packet, distributed 08/05/22 via CIT 216-22
- County Prep kickoff on 08/18/22: complete
- County Prep support plan: on schedule
- Application Security Kickoff conducted on 9/6/22
- County Prep received "GO" decision on 09/14/22 and began on 09/19/22

### Post-Implementation Support In Progress

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

- Command Center, Communications and Resource allocation strike teams: complete
- Pre-/Post- Go Live structure established
- AWS / ServiceNow process flows in progress
- Support orientation sessions scheduled for Command Center, Onsite & Virtual Support and calendar invites are distributed

## Implementation Readiness: Help Desk and System Operations

### Help Desk In Progress

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

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: 5% complete

ServiceNow Training for County Help Desks: Completed

### System Operations Complete

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

## Implementation Readiness: County Ad-Hoc Reporting

### County Ad Hoc Reporting In Progress

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

County Education Sessions:

- Wave 1 completed 10 of 10 sessions

County Report Refactoring

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

- Yolo: total of 24 reports to refactor. 2 are complete. The reports are non-critical that Yolo County indicated that are not pertinent for go-live.
- Placer: Not applicable



