

Wave 1 Implementation Readiness Packet

October 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.

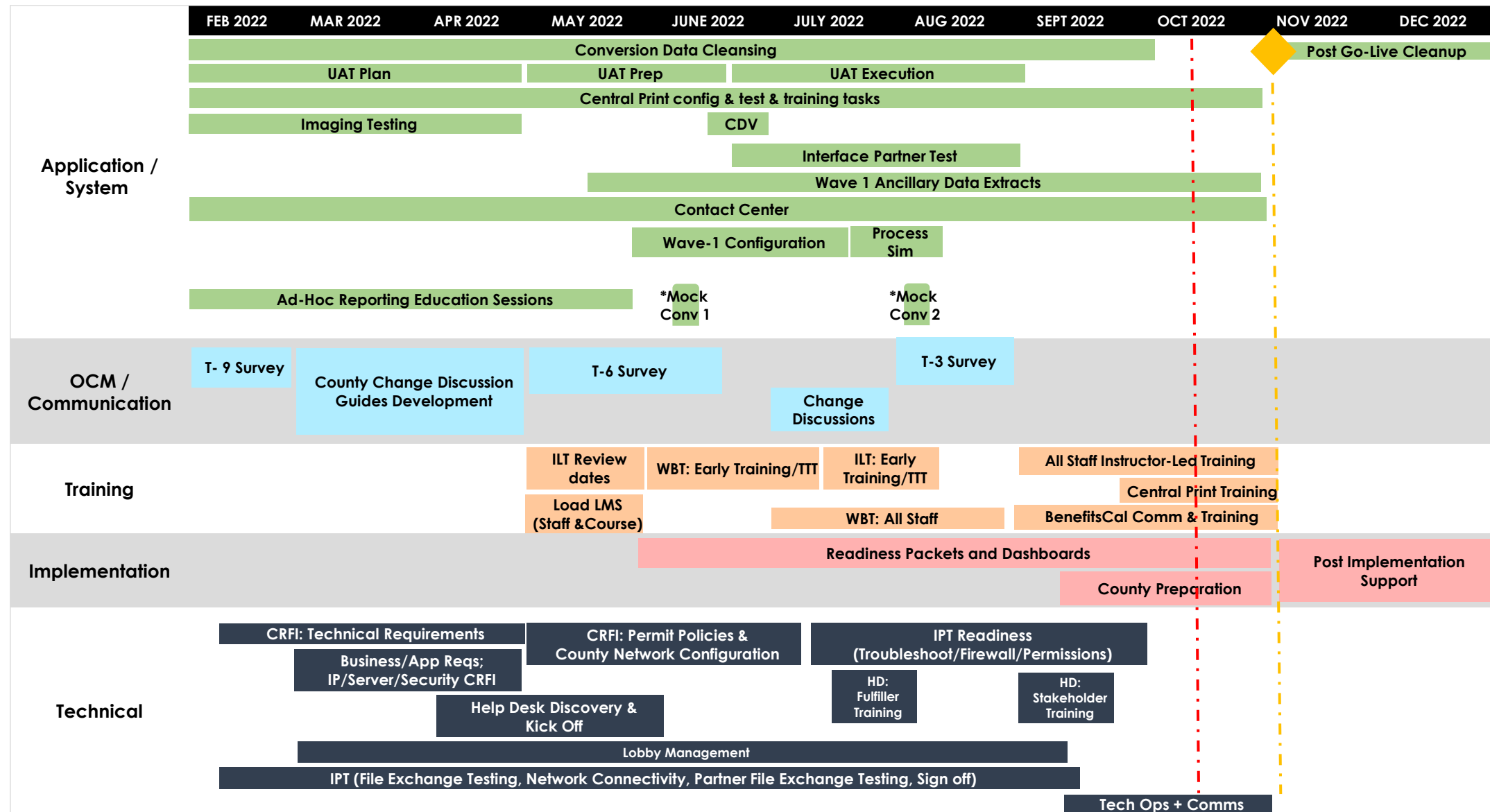
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **October 14th, 2022**



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	In Progress: 100% complete
	G	Contact Center Readiness	<ul style="list-style-type: none"> SCRs approved: Yolo: CA-240152; Placer: CA-235356 Model Office Simulation is in progress: 2%
	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"> CBO Mock Run 2 is complete (validate CBO user load in ForgeRock) Training for Contact Center and Help Desk complete for Yolo (09/13/22) and Placer (09/15/22)
	C	Central Print Readiness	<ul style="list-style-type: none"> Configuration and validation meetings are complete; training materials completed; configuration load is completed, postage received Central Print portal user identification is complete
	C	UAT Prep	
	C	UAT Execution	<ul style="list-style-type: none"> Group 1 and Group 2 Retest – Complete Metric and completion of UAT Exit Criteria was complete on 09/08/2022 and close out activities are in-progress
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 10/14/22 there are 90 unresolved Defects
	C	EDBC Match – Auto Review Rates	8% of Converted Active Programs will need Worker Review.
Technical	C	County Network Connectivity	Connectivity: <ul style="list-style-type: none"> Technical enablement and connectivity completed for Placer and Yolo Counties Circuit bandwidth upgrades in progress for Placer and Yolo to support EDR Compliance validation and Handover to Operations Completed Regression testing of Wave 1 counties Completed
	C	Performance Testing	Batch Performance: Complete (100%) Online Performance: Complete (100%)

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-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 completion is on track with steady progress in both counties
	G	ILT Training Delivery	<ul style="list-style-type: none"> Early Training and Train the Trainer completed on 08/19/22 Week 6 End User Training ended 10/14/22 and ILTs continue through 10/28/22
Organization	C	Change Discussion Guides (CDGs)	Yolo & Placer conducted change discussions with staff as of 08/26/2022
	G	Communications	Wave 1 Newsletter for October distributed on 10/13/2022; CNC Meeting scheduled for 10/25/2022
	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
	C	Process Simulation	<ul style="list-style-type: none"> Week 4 execution for Placer and Yolo are 100% complete
	C	Configuration	<ul style="list-style-type: none"> Working Sessions Complete; core and Additional Configuration Documented Counties validated configuration worksheets
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> DEL-10 Implementation Support Plan approved on 09/16/2022 Go-Live Packet distributed October 10/07/22; working sessions scheduled the week of 10/17/22
	G	County Prep	<ul style="list-style-type: none"> County Prep Activities and project support are in progress; As of 10/13/22, Yolo county is 73% complete with 89% of staff have logged in. Placer County is 69% complete and 80% of staff have logged in.
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> Follow up meeting with Yolo County scheduled for 10/17/2022 Post Implementation Support orientation has been scheduled and calendar invites distributed
	C	Help Desk	County Delegated Admin Training: Completed for Wave 1 County ServiceNow Fulfiller Training: Completed for Wave 1. Refresher training for Fulfillers and Delegated Admins completed on 08/31/2022
	G	County Ad Hoc Reports	<ul style="list-style-type: none"> Yolo has 19 remaining reports that require refactoring and has elected to receive additional refactoring support from the project. 5 are complete, 7 are with Gainwell for refactoring assistance, and 4 have Apex in Progress. The reports are non-critical that Yolo County indicated that are not pertinent for go-live. Placer has 0 reports to refactor

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 (RETIRED)	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window.	Conversion (Project)
263	Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live	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	Implementation Readiness for CalWIN Cutover to CalSAWS	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	CalWIN OCM Implementation Support Plan Deliverable	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)
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they migrate to CalSAWS	As CalWIN migrates to CalSAWS, counties may need assistance (from the project) how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)	Reporting (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	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	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 (RETIRED)	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	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	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	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)

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	Complete	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	Complete	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	10/27/2022	70%
County Networking Connectivity	Complete	02/03/2022	10/03/2022	100%
Contact Center Model Office Simulation	In Progress	10/10/2022	10/21/2022	2%
End-User Training	In Progress	09/06/2022	10/27/2022	75%
Pre and Post Deployment Support	In Progress	9/19/2022	12/23/2022	25%
Wave 1 CalWIN Go-Live	Not Started	10/31/2022	10/31/2022	0%

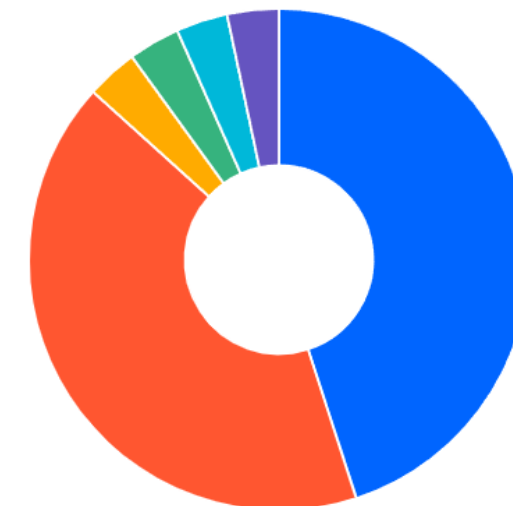
Wave 1 – County Readiness Summary

Readiness Area	Status*	Placer	Status*	Yolo
Application	G	Contact Center SCR approved: CA-235356	G	Contact Center SCR Approved: CA-240152
Integration	G	Placer County IPT complete.	G	Yolo County IPT complete.
Conversion	G	Counties continue to work data cleansing needs	G	Counties continue to work data cleansing needs
Technical	G		G	
Training	G	Early training and train the trainer is complete (08/19/2022). General training began on 09/06/22	G	Early training and train the trainer is complete. General training began on 09/06/22
Implementation	G	County Prep Activities are in Progress. As of 10/13/22, 69% activities are complete and 80% of staff have logged in.	G	Yolo County has 24 ad-hoc reports to refactor and 5 have been refactored. Reports are not pertinent to go-live. County Prep Activities are in Progress. As of 10/13/22, 73% of activities are complete and 89% of staff have logged in.
Organizational	G	Readiness Survey and CDG Discussions are complete.	G	Readiness Survey and CDG Discussions are complete.

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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*Information included is as of October 14, 2022

Wave 1 All Tasks Due Next 30 Days by Readiness Category



Implementation Readiness Category

Total Issues: 60

Application Readiness	27
Implementation Readiness	25
Change Readiness	2
Conversion Readiness	2
Technical Readiness	2
Training Readiness	2

Wave 1 County Readiness Checklist Activities by Status (as of 10/14/2022)

Status	00 All Counties	02 Placer	03 Yolo	Wave 1 Counties	T:
COMPLETED	27	677	642	164	1510
NOT STARTED	0	78	79	22	179
IN PROGRESS	2	78	73	22	175
Total Unique Issues:	29	833	794	208	1864

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)

Placer County Readiness Summary

Placer: County Tasks Counts by Category and Status (as of 10/14/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	3	11	88	102
Application Readiness	11	5	68	84
Change Readiness	0	1	66	67
Training Readiness	1	0	34	35
Conversion Readiness	1	1	28	30
Technical Readiness	1	0	16	17
Total Unique Issues:	17	18	300	335

Placer: Past Due by Readiness Category and Activity Owner (as of 10/14/2022)

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 October 14, 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

There are no watchlist items for Placer County as of 10/14/2022.

Past Due Activity Highlights:

- There are no past due tasks for Placer County as of 10/14/2022.

Yolo County Readiness Summary

Yolo: County Tasks Counts by Category and Status (as of 10/14/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	5	11	76	92
Application Readiness	9	4	57	70
Change Readiness	0	1	64	65
Training Readiness	1	0	32	33
Technical Readiness	1	0	18	19
Conversion Readiness	0	0	18	18
Total Unique Issues:	16	16	265	297

Yolo: County Tasks Past Due by Readiness Category and Activity Owner (as of 10/14/2022)

Activity Owner	Application Readiness	T:
PPOC	1	1
TPOC	1	1
Total Unique Issues:	2	2

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of October 14, 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	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.

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

Application Readiness: System

System Test: 22.09 Complete

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 #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 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:

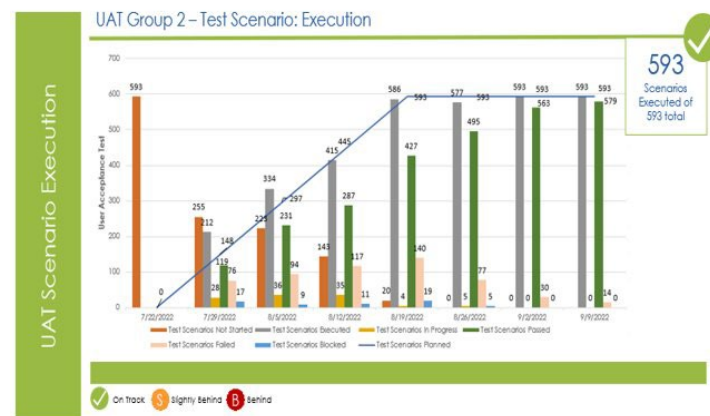
UAT Users Loaded to ForgeRock/UAT Environments and Application: Complete

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: In Progress - 50%
- Contact Center Model Office Simulation (tentative 10/10/2022 – 10/21/2022): In Progress – 2%

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 Complete

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

- Training materials completed
- Portal Users load complete
- Inventory confirmed
- Training delivery complete
- Postage received

Application Readiness: BenefitsCal

Conversion Readiness Complete

- Validate CBO User Load – Mock Run 2 complete
- Obtain CBO conversion file from CalWIN counties – Complete

Training & Communications In Progress

- Training delivery for public facing support, train the trainer and CBOs occurred September 22, 2022g
- BenefitsCal Comms Plan execution: In Progress

System Operations Complete

- Confirm Command Center schedule
- Contingency Planning

Production Deployment In Progress

- Develop Production Cutover Checklist: Complete
- Decision to proceed with BenefitsCal Production Cutover: Not Started

Conversion Readiness

Conversion Readiness In Progress

Key Dates:

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

Golden Data Set #8.5: Delivered

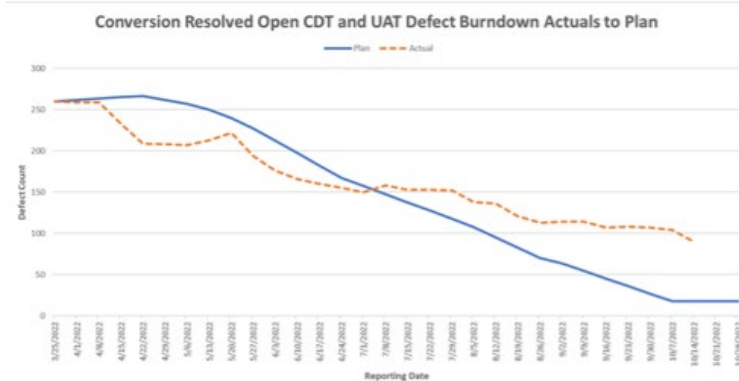
Wave 1 County Data Validation: Complete

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 10/14/22 there are 90 unresolved defects (77 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 Complete

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

- Technical enablement and connectivity completed for Placer and Yolo Counties
- Compliance validation and Handover to Operations Completed
- Regression Testing Completed

Delete when Updated

Technical Readiness: Operations

Contingency Restoration Planning In Progress

- Migration Rollback Planning:** In progress 90%

Disaster Recovery Exercise Complete

Batch Operations Complete

- CalWIN Batch Regression & Schedules:** Completed

Technical Readiness: Online Performance Testing

Performance Test Complete

- Online Performance Testing for Wave 1 (42 counties) began on 06/27/2022
- As of 10/14/2022 online performance testing is 100% 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: complete
- Wave 1 staff course assignment and registration complete
- Wave 1 Classrooms set-up and certified: complete
- 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 Complete

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

- 9 of 9 infographics submitted.
- 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 CIT distributed 10/07/2022

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 Complete

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

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: 100% 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 19 remaining reports to refactor. 5 are complete, 7 are with Gainwell for refactoring assistance, and 4 have Apex in Progress. The reports are non-critical that Yolo County indicated that are not pertinent for go-live.
- Placer: Not applicable

Contact Information

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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