Wave 2 Implementation Readiness Dashboard and Packet

October 14, 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 **October 14th, 2022**
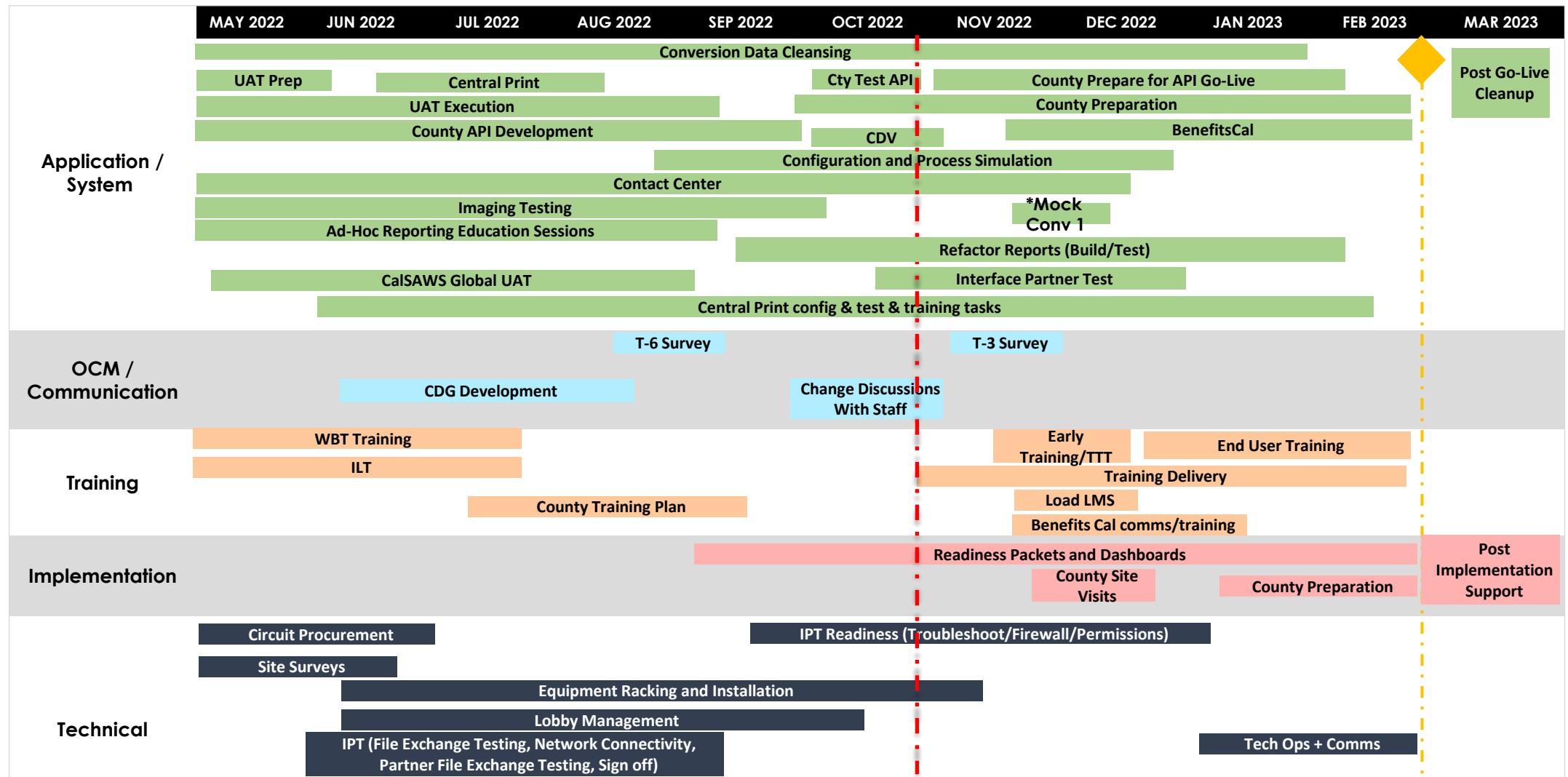
THE POWER OF 58

Wave-2 **Migration Timeline**

Wave 2 Critical Path
Contra Costa, Tulare, Santa Clara

	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023

Application / System
- Conversion Data Cleansing
- UAT Prep
- Central Print
- Cty Test API
- County Prepare for API Go-Live
- Post Go-Live Cleanup
- UAT Execution
- County Preparation
- County API Development
- CDV
- BenefitsCal
- Configuration and Process Simulation
- Contact Center
- *Mock Conv 1
- Imaging Testing
- Ad-Hoc Reporting Education Sessions
- Refactor Reports (Build/Test)
- CalSAWS Global UAT
- Interface Partner Test
- Central Print config & test & training tasks

OCM / Communication
- T-6 Survey
- T-3 Survey
- CDG Development
- Change Discussions With Staff

Training
- WBT Training
- Early Training/TTT
- End User Training
- ILT
- Training Delivery
- County Training Plan
- Load LMS
- Benefits Cal comms/training

Implementation
- Readiness Packets and Dashboards
- Post Implementation Support
- County Site Visits
- County Preparation

Technical
- Circuit Procurement
- IPT Readiness (Troubleshoot/Firewall/Permissions)
- Site Surveys
- Equipment Racking and Installation
- Lobby Management
- IPT (File Exchange Testing, Network Connectivity, Partner File Exchange Testing, Sign off)
- Tech Ops + Comms

We are Here

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

*Mock Conversion 1   11/26/22 – 11/30/22
*Mock Conversion 2   12/3/22 – 12/8/22

Change Discussions
10/10/22 – 11/04/23
Readiness Surveys
T-3 11/07/23 – 11/18/23
T-6 08/23/22 – 09/06/22
T-9 02/07/2022 – 02/18/2022
T-12 11/08/21 – 12/03/21

Contact Center
Approve Contact Center Design 11/4/22
Contact Center Model Office 2/6/23 – 2/17/23
Contact Center Config 2/6 – 2/17/23
County Data Validation (CDV) : 10/3/22 – 10/14/22
Process Simulation 11/14/22 – 12/13/22
Interface Partner Testing (IPT) 10/17/22 – 12/30/22

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
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	NS	Deploy CalSAWS Releases 23.01	**Testing:** Not Started
	G	Contact Center Readiness	In Process SCRs: • Tulare CA-240158 • Santa Clara CA-240159 • Contra Costa CA-240155
	G	Imaging Readiness	
	NS	BenefitsCal Readiness	CBO Wave 2 Mock Run 1 preparation activities begin in November 2022 (validation occurs between 12/03/22 – 12/08/22)
	G	Central Print Readiness	Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete
	C	UAT Prep	Complete
	C	UAT Execution	Complete
Integration	NS	County Interface Partner Test (IPT) Execution	County Interface Partner Testing (with Project) begins 10/17/2022
	NS	State Interface Partner Test (IPT) Execution	State Interface Partner Testing (with Project) begins 10/17/2022
Conversion	G	CDT Defects Resolution	As of 10/14/22 there are 90 unresolved Defects. GDS#9 (Wave 2) delivered on schedule in September 2022
	G	EDBC Match – Auto Review Rates	

Technical	G	County Network Connectivity	• Risks for Santa Clara County continue to be monitored
			    • Comcast circuit delivered. Activation pending
			    • Level 3 circuit order in progress (Pending a FOC Date). Order will be cancelled once Comcast is activated.
			• Completed IPT pre-readiness for Santa Clara County
			• Completed IPT pre-readiness for Tulare County
			• Completed IPT pre-readiness for Contra Costa County

	NS	Performance Testing	Performance Testing begins October 17, 2022

The status should be reflective of the readiness category trending at the time of 10/21/22 reporting period.

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

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
	C	ILT Training Curriculum Complete	Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August - September. County-specific ILTs completed 09/30/22.
	G	Wave 2 County Classroom Set-Up	Classroom identified and confirmed for Wave 2 counties.
	G	WBT Training Delivery	WBTs started 09/26/22 for Wave 2 Early Training & TTT participants WBTs start on 10/21/22 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	C	Change Discussion Guides (CDGs)	• Contra Costa, Santa Clara and Tulare have signed off on CDG Comments. • Prep Sessions for Supervisors, Managers and CNCs for CDG Discussion on Schedule
	G	Communications	CalSAWS Scoop #3 scheduled for October 28, 2022.
	C	Business Process Reengineering	• All To-Be Sessions Complete • All Closeout Sessions Complete • All Work Products Signed-Off and Deliverables Approved
	G	Configuration	•Configuration Kick Off • Santa Clara occurred 8/23/22 • Contra Costa occurred 9/28/22 • Tulare is scheduled for 11/9/22
	G	Process Simulation	• Process Simulation Kick Off o Santa Clara occurred 9/6/22 o Contra Costa occurred 9/28/22 o Tulare is scheduled 12/12/22
Implementation	G	Implementation Planning	• Ongoing TOSS meetings with Wave 2 Counties ongoing • Post Implementation Planning will begin at T-4 for Wave 2 • Go Live Packet updates will begin for Wave 2 Counties in in November 2022
	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 November 2022
	G	Help Desk	• County ServiceNow Fulfiller Training conducted week of 10/3
	G	County Ad Hoc Reports	Reviewed 1,343 reports for refactoring. Approximately 549 need to be refactored for Wave 2 Counties

The status should be reflective of the readiness category trending at the time of 10/21/22 reporting period

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

No Issues at this Time

Total Risks   **1** High   **5** Medium   **2** Low

Total Issues   **0** High   **0** Medium   **0** Low

Risk and Issues: Wave 2
Risks related to Project Readiness for CalWIN Cutover to CalSAWS

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258	**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)
268	**Implementation Readiness for CalWIN Cutover to CalSAWS**	**Batch Performance (Risk #237)** – Testing for Waves 2 and 3 has not started **Image Scalability and Performance (Risk #256)** – CalSAWS Imaging solution has maintained stability and performance for 58 Counties **County Readiness (Risk #262)** – Mitigation actions are on track for ISS to deliver County Readiness materials to prepare Waves 2 and 3 counties for go-live **Converted Data Test (CDT) Defect Resolution (Risk #263)** – CDT has not started for Waves 2 and 3 **County Image Migration Readiness (Risk #264)** – No update for Waves 2 or 3 **Report Refactoring and Ancillary System Timelines (Risk #269)** – 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 **Change Discussion Guides (CDGs) Readiness (Risk #270)** – 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 Contingency Plans are not required at this time	Implementation (Project)

Risk and Issues: Wave 2
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
278	**CalWIN OCM Implementation Support Plan Deliverable**	W1 pre- and post-implementation support models are expected to inform W2 resource needs and associated materials (e.g., update to Go Live Packet Content). Also, the PHE is anticipated to impact the onsite/virtual mix of support. Monitoring will continue in November and December 2022 to identify potential changes. Feedback on Go live Packet utility and content is targeted for November 30, 2022. Workload impact calculation to be defined starting at T-2 for Go Live Packet related items Recruitment of other County support is anticipated to start no later than 2 months prior to W2 go live • Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where • Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model • Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs • Conduct County Prep Kickoff	Applications (Project)

Risks and Issues: Wave 2
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	**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)
270	**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)**	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	09/26/22	11/17/22	25%
Wave 2 County Data Validation	Complete			100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
User Acceptance Test (UAT): Group 2	Complete	08/12/22	08/26/22	100%
Process Simulation Execution with Counties	Not Started	10/17/22	12/23/22	0%
State and CalWIN County Interface Testing	Not Started	10/17/22	12/30/22	0%
T-3 Readiness Survey Distribution	Not Started	10/24/22	10/24/22	0%
County Preparation Phase Kick Off	Not Started	12/10/22	12/20/22	0%
County Preparation Phase	Not Started	01/16/23	02/23/23	0%
County Networking Connectivity	In Progress	01/02/22	12/02/22	88%
Contact Center Model Office Simulation	Not Started	02/06/23		0%
End-User Training	Not Started	01/03/23	02/24/23	0%
Pre and Post Deployment Support	Not Started	01/16/23	04/28/23	0%
Wave 2 CalWIN Go-Live	Not Started	02/27/23	02/27/23	0%

Wave 2 – County Readiness Summary

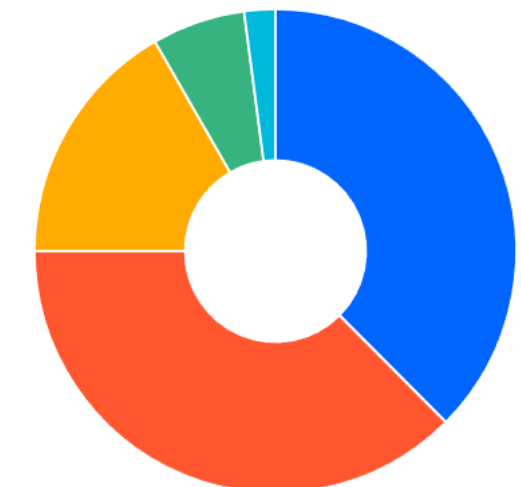| Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155	G	Contact Center SCR: CA-240159	G	Contact Center SCR: CA-240158
Integration	NS	IPT scheduled to begin 10/17/22	NS	IPT scheduled to begin 10/17/22	NS	IPT scheduled to begin 10/17/22
Conversion	G		G		G	
Technical	G		Y	Risks continue to be monitored	G	
Training	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs begins 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs begins 11/28/22
Implementation	G	Contra Costa has 321 reports identified to refactor; 0 have been refactored to date	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 complete	G	Change Discussion Guide complete	G	Change Discussion Guide complete

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late

*Information included is as of October 14, 2022
Wave 2 All Tasks Due Next 30 Days by Readiness Category

Wave 2 County Readiness Checklist Activities by Status (as of 10/14/2022)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	70	539	396	415	34	1454
NOT STARTED	12	408	219	186	127	952
IN PROGRESS	1	277	145	96	7	526
Total Unique Issues:	83	1224	760	697	168	2932

Implementation Readiness Category
Total Issues: 48

■ Application Readiness		18
■ Implementation Readiness		18
■ Change Readiness		8
■ Training Readiness		3
■ Technical Readiness		1

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)

County Readiness – Wave 2

County Readiness – Contra Costa

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	25	134	68	227
BenefitsCal	1	10	0	11
Change Readiness	124	12	68	204
Conversion Readiness	12	3	10	25
Implementation Readiness	21	121	78	220
Technical Readiness	6	5	39	50
Training Readiness	1	4	30	35
None	0	0	3	3
Total Unique Issues:	**190**	**289**	**296**	**775**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting	Med	Contra Costa has 321 reports to refactor

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

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
Conversion Lead - County	0	0	1	1
IPOC	2	3	0	5
PPOC	3	0	0	3
TPOC	0	3	0	3
Total Unique Issues:	**5**	**6**	**1**	**12**

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.

Past Due Activity Highlights:
1. Application Readiness: Lobby Management Device Readiness – determine computer quantities.
2. Conversion: Update active user's passwords.
3. Implementation: Analytics and Reporting: Prioritize and Refactor Ad Hoc reports

County Readiness – Santa Clara

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	6	56	54	116
Change Readiness	2	7	61	70
Application Readiness	10	20	22	52
Technical Readiness	27	8	14	49
Training Readiness	0	5	29	34
Conversion Readiness	20	5	2	27
Total Unique Issues:	65	101	182	348

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

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

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
County IT	0	0	13	13
County RM	0	0	1	1
IPOC	8	1	0	9
NetSec	0	0	1	1
PIC	0	1	0	1
PPOC	1	0	0	1
TPOC	1	0	2	3
TPX	0	0	1	1
Total Unique Issues:	10	2	18	30

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.

Past Due Activity Highlights:
1. Application Readiness: IPT: Complete Development efforts to consume and process CalSAWS Interfaces; 7 Fiscal readiness tasks.
2. Implementation: Analytics and Reporting: Prioritize and Refactor Ad Hoc reports
3. Technical: 5 EDR related tasks, 6 tasks related to CRFI 22-040

County Readiness – Tulare

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	5	46	64	115
Change Readiness	2	7	61	70
Application Readiness	8	18	25	51
Training Readiness	2	3	29	34
Technical Readiness	0	4	25	29
Conversion Readiness	14	5	2	21
Total Unique Issues:	**31**	**83**	**206**	**320**

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

Activity Owner	Application Readiness	T:
IPOC	5	5
Total Unique Issues:	**5**	**5**

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				
2				

Past Due Activity Highlights:
1. Application Readiness: Fiscal: Modify County Specific Auditing Processes, Configure Fiscal Files for CalSAWS format, Approve Fiscal File templates/Formatting. Planned end date 10/14/22.

Project Readiness

Application Readiness: System

System Test: 23.01	Not Started

Release on Schedule for January 23, 2023.

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	Complete

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

61 of 61 scripts completed

Severity 1 and 2 defects resolved: no defects reported.

Performance Testing

Hyland Platform Performance Testing: Complete

Application Readiness: User Acceptance Testing

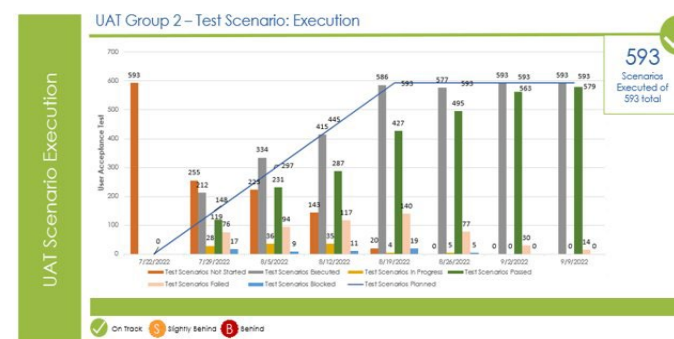| UAT	Complete

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

UAT Group 2 – Test Scenario: Execution

593 Scenarios Executed of 593 total

- Group 2: 593 total test scripts with a 98% pass

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: 10/31/2022

- Configuration meetings complete
- Validation meetings started
- Configuration load 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	Not Started

Training & Communications	Not Started

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

System Operations	Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment	Not Started

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

Project Readiness

Conversion Readiness

Conversion Readiness	On Schedule

Key Dates:

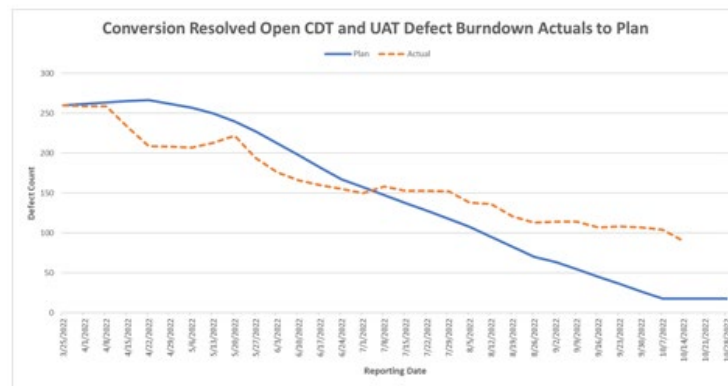Golden Data Set #9 Ready: Complete

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 and complete in December.

CDT Defect Resolution	On Schedule

CDT End Date: 06/17/2022

Conversion Resolved Open CDT and UAT Defect Burndown Actuals to Plan

- As of 10/14/22 there are 90 unresolved Defects

GDS Delivery #9	Complete

September 2022

Integration Readiness

Interface Partner Test	Not Started

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

- Contra Costa County: 6 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	On Schedule

Start Date: 01/02/2022   End Date: 12/03/2022

•Risks for Santa Clara County continue to be monitored
    •Comcast circuit delivered. Activation pending
    •Level 3 circuit order in progress (Pending a FOC Date). Order will be cancelled once Comcast is activated.
Completed IPT pre-readiness for Santa Clara, Tulare, and Contra Costa Counties.

Technical Readiness: Operations

Contingency Restoration Planning	On Schedule

- **Migration Rollback Planning:** In-progress 90%

Disaster Recovery Exercise	On Schedule

- **Disaster Recovery Test: Complete**

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

Project Readiness

Training Readiness

Training Plan	Complete

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	Complete

Start Date: 08/1/2022 End Date: 09/30/22
- Wave 2 County specific instructor led training materials - Complete
- Web-Based training - Complete

Training Delivery	On Schedule

Start Date: 09/26/2022 End Date: 02/24/2023
- Wave 2 Early Training & TTT started 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	Complete

End Date: 07/31/2022
- Addressing W2 CDG comments
  - Santa Clara comments addressed, targeted signoff by 09/09/2022 - Complete
  - Contra Costa comments address in progress. Targeted sign off 09/09/2022 - Complete

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 – Complete
- T-3 Survey – On Schedule

Infographics/ Newsletters	On Schedule

Start Date: 02/28/2022 End Date: 10/28/2022
- 2 of 2 infographics August 2022 – Complete
- 2 of 2 Infographics September 2022 - Complete.
- 1 of 1 CalSAWS Scoop #3 – Planned for October 2022.

Change Network Champions	On Schedule

Start Date: 01/31/2022 End Date: 10/11/2022
- August CNC meeting completed; September meeting completed.
- 5 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: 05/16/2022 End Date: 06/03/2022
- Santa Clara and Contra Costa Kickoff Complete
- Tulare scheduling in progress

W2 Configuration Documentation & Validation	On Schedule

Start Date: 09/07/2022 End Date: 12/09/2022
- Working Sessions begin 09/07/2022 – 11/18/2022

Project Readiness

Implementation Readiness

Implementation Planning	On Schedule

- DEL 10 Implementation Support Plan submitted 08/05/2022 and accepted.
- Revisions to be made, if applicable, November – December 2022.

County Prep	Not Started

Start Date: 01/13/2022   End Date: 02/23/2022

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

Post-Deployment Support	Not Started

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

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

Implementation Readiness: Help Desk and System Operations

Help Desk	On Schedule

Start Date: 04/04/2022   End Date: 1/27/2023

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: Not Started

ServiceNow Training for County Help Desks: Delegated Admin Training completed on 9/14/2022
County Fulfiller Training conducted week of 10/3

System Operations	Complete

- CalWIN Counties Access to the Sandbox Environment: Complete

- Engage the Counties on Staff Profile/Security Administration Updates: Complete

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 321 reports to refactor. 0 are complete.
- Santa Clara: has 228 report to refactor. 0 are complete.
- Tulare: has 0 reports to refactor.

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