

# Wave 3 Implementation Readiness Dashboard and Packet

November 4, 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 3. 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 **November 4, 2022**

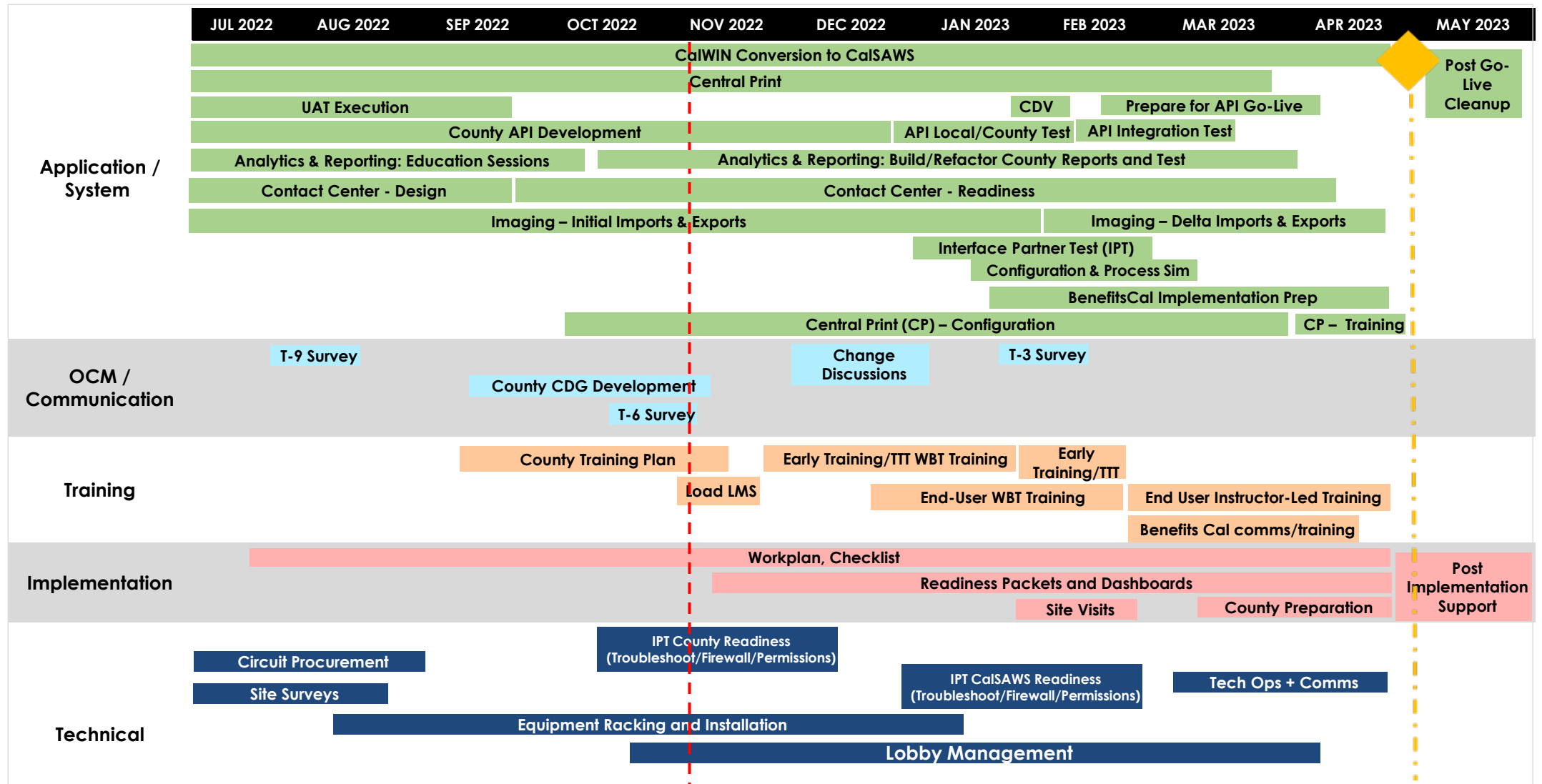


# Wave-3 Migration Timeline



# Wave 3 Critical Path

Orange, Santa Barbara, Ventura



We are Here

**Mock Conversion 1** 01/27/23  
– 02/08/23

**County Data Validation**  
01/30/23 – 02/20/23

**Interface Partner Testing (IPT)**  
01/04/23 – 03/03/23

**Change Discussions**  
12/5/22 – 01/06/23

**Readiness Surveys**  
**T-3** 01/23/23 – 02/03/23  
**T-6** 10/24/22 – 11/04/22  
**T-9** 07/15/22 – 08/05/22  
**T-12** 04/22/22 – 05/06/22

**Contact Center**  
Approve CC Design 1/6/23  
CC Model Office 04/10/23 – 4/21/23  
CC Config (WFM) 4/10/23 – 4/21/23  
**Configuration** – 01/04/23 – 03/10/23  
**Process Simulation** 02/13/23 – 3/6/23

**Early Training & TTT WBT** 11/28/22  
**Early Training & TTT** 1/23/23 – 2/17/23  
**Training Delivery End Users** 2/24/23 – 4/21/23

# Wave-3 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
<b>Application</b>	NS	Deploy CalSAWS Releases 23.03	Targeted for 03/20/23.
	G	Contact Center Readiness	IVR Contact Flows Approved for Wave 3 Counties.
	G	Imaging Readiness	County Export of Legacy Images In progress.
	NS	BenefitsCal Readiness	CBO Extract targeted for 01/05/23
	G	Central Print Readiness	Validation Meetings in progress.
	C	UAT Prep	UAT began 06/27/22.
	C	UAT Execution	UAT concluded 08/19/22.
<b>Integration</b>	NS	County Interface Partner Test (IPT)Execution	Targeted for 1/4/23 - 3/3/23
	NS	State Interface Partner Test (IPT) Execution	Targeted for 1/4/23 - 3/3/23
<b>Conversion</b>	G	CDT Defects Resolution	As of 11/04/22 there are 70 unresolved Defects.
	G	EDBC Match – Auto Review Rates	Estimated 7% of converted programs will require worker review.
<b>Technical</b>	G	County Network Connectivity	<ul style="list-style-type: none"> <li>•Network circuit delivery complete.</li> <li>•Network changes and integration completed</li> <li>•Network IPT and Ad-hoc readiness testing in progress</li> </ul>
	NS	Performance Testing	Targeted for 02/06/23 - 04/06/23

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-3 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.

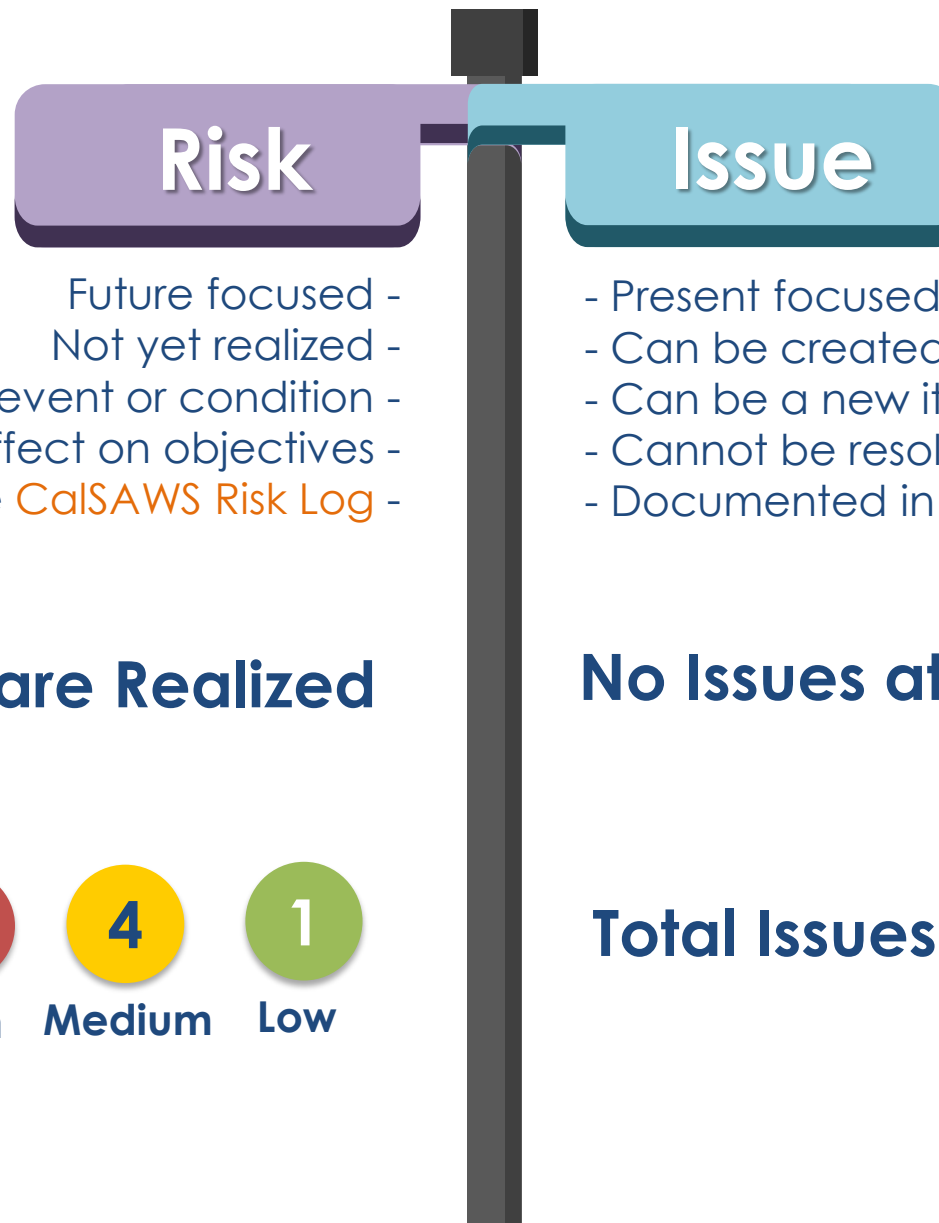
Readiness Area*	Readiness Category		Comments
<b>Training</b>	<b>C</b>	FDEL 8 Master Training Plan	Complete.
	<b>G</b>	ILT Training Curriculum Complete	In progress and on schedule to be completed prior to the start of Early Training.
	<b>NS</b>	Wave 3 County Classroom Set-Up	Classroom setup planning in progress.
	<b>NS</b>	WBT Training Delivery	Early Training WBTs targeted to start 11/28/22.
	<b>NS</b>	ILT Training Delivery	Targeted to start 02/24/23
<b>Organization</b>	<b>NS</b>	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Orange County sign off targeted for 12/04/22</li> <li>Ventura &amp; Santa Barbara sign off targeted for 11/08/22</li> </ul>
	<b>G</b>	Communications	Infographics for November (Money Management and Imaging #2) on schedule
	<b>C</b>	Business Process Reengineering	<ul style="list-style-type: none"> <li>BPR Complete</li> </ul>
	<b>G</b>	Process Simulation	County Participant identification In-Progress
	<b>G</b>	Configuration	Configuration Kickoff scheduling In-Progress
<b>Implementation</b>	<b>NS</b>	Implementation Planning	Post-Implementation Planning will begin at T-4 for Wave 3
	<b>NS</b>	County Prep	County Prep Phase for Wave 3 will begin at T-6 weeks.
	<b>G</b>	Pre and Post Implementation Support	Planning efforts will begin at T-4
	<b>G</b>	Help Desk	Wave 3 Helpdesk Kickoff conducted 9/27 Delegated Admin Training conducted 10/26 County Tier 1 Fulfiller Training – Targeted for week of 12/05/22
	<b>G</b>	County Ad Hoc Reports	Reviewed 829 reports for refactoring. Approximately 378 need to be refactored for Wave 3 Counties

# 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

### Total Risks



## No Issues at this Time

### Total Issues



# Risk and Issues: Wave 3

## Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.3	<b>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</b>	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window.	Conversion (Project)
263 (RETIRED)	<b>Unresolved High Priority Conversion defects not resolved prior to Wave 1 Go-Live could impact County Case Worker business Post Go-Live</b>	Remaining CDT as well as New UAT defects will need to be resolved prior to the Wave 1 Go-Live. Defects not resolved could result in a schedule slippage of and/or impact the counties experience after Wave 1 Go-Live	Conversion (Project)
268.3	<b>Implementation Readiness for CalWIN Cutover to CalSAWS</b>	<p><b>Batch Performance (Risk #237)</b> – Testing for Waves 2 and 3 has not started</p> <p><b>Image Scalability and Performance (Risk #256)</b> – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</p> <p><b>County Readiness (Risk #262)</b> – Mitigation actions are on track for ISS to deliver County Readiness materials to prepare Waves 2 and 3 counties for go-live</p> <p><b>Converted Data Test (CDT) Defect Resolution (Risk #263)</b> – CDT has not started for Waves 2 and 3</p> <p><b>County Image Migration Readiness (Risk #264)</b> – No update for Waves 2 or 3</p> <p><b>Report Refactoring and Ancillary System Timelines (Risk #269)</b> – Risk level is currently at medium. Ad Hoc Curriculum sessions have been conducted. The risk will be re-assessed when ad hoc refactoring is planned to begin for Waves 2 and 3 Counties</p> <p><b>Change Discussion Guides (CDGs) Readiness (Risk #270)</b> – Work continues toward improving overall CDG process. Wave 2 CDGs are trending late, and the delivery timeframes have been revised. A Master CDG is being created to ensure that updates from Waves 1 and 2 are being fully incorporated into the Wave 3 CDGs. It is estimated to be completed by end of August</p> <p>Contingency Plans are not required at this time</p>	Implementation (Project)



# Risk and Issues: Wave 3

## Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
278.3	<b>CalWIN OCM Implementation Support Plan Deliverable</b>	<p>W3 preparation associated with pre, and post implementation support is on track</p> <ul style="list-style-type: none"><li>• Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where</li><li>• Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model</li><li>• Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs</li><li>• Conduct County Prep Kickoff</li></ul> <p>Retrospectives will be conducted for W2 post-implementation in early April 2023 that will further information post-implementation support refinements for W3</p> <p>Workload impact calculation to be defined starting at T-2 for Go Live Packet related items</p>	Applications (Project)

# Risks and Issues: Wave 3

## Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.3	<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)
264.3	<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)
269.3	<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)
270.3 (RETIRED)	<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>	A master CDG has been developed and is currently being updated to incorporate Consortium comments. Comments will be fully incorporated by October 14, 2022. This will be used as the basis for all future waves CDG development plan updated in concert with the Counties while aligning with early learning dates Conduct Change Discussion Prep sessions with W3 managers and supervisors for Change Discussions with Staff - November 14, 2022 – November 25, 2022; •Measure and track progress of change discussions - November 28, 2022 – December 23, 2022; October 28, 2022: Risk owners would like to propose that Risk 270 be retired	Organization (Project)

# Wave-3: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Not Started	11/07/22	12/09/22	0%
Wave 3 County Data Validation	Not Started	1/30/23	02/20/23	0%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	08/19/22	100%
Process Simulation Execution with Counties	Not Started	02/13/23	03/17/23	0%
State and CalWIN County Interface Testing	Not Started	01/04/23	03/03/23	0%
T-12 Readiness Survey Distribution	Complete	04/22/22	05/06/22	100%
T-9 Readiness Survey Distribution	Complete	07/15/22	08/05/22	100%
T-6 Readiness Survey Distribution	Complete	10/24/22	11/04/22	100%
T-3 Readiness Survey Distribution	Not Started	01/23/23	02/03/23	0%
Application Development and System Test 23.03	Not Started	01/30/23	03/17/23	0%
County Preparation Phase Kick Off	Not Started	TBD	TBD	0%
County Preparation Phase	Not Started	03/13/23	04/20/23	0%
County Networking Connectivity	In Progress	07/01/22	11/30/22	90%
Contact Center Model Office Simulation	Not Started	04/10/23	04/21/23	0%
End-User Training	Not Started	02/27/23	04/21/23	0%
Pre and Post Deployment Support	Not Started	02/24/23	06/23/23	0%
Wave 3 CalSAWS Go-Live	Not Started	04/21/23	04/24/23	0%

## Wave 3 – County Readiness Summary

Readiness Area	Status*	Orange	Status*	Santa Barbara	Status*	Ventura
Application	G	Contact Center SCR: CA-240160	G	Contact Center SCR: CA-240161	G	Contact Center SCR: CA-240162
Integration	NS		NS		NS	
Conversion	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023
Technical	G		G		G	
Training	G	County specific ILT training material walkthroughs began 10/31/22.	G	County specific ILT training material walkthroughs began 10/24/22.	G	County specific ILT training material walkthroughs begin 11/07/22.
Implementation	G	232 Ad Hoc reports to refactor	G	84 Ad Hoc reports to refactor.	G	62 Ad Hoc reports to refactor (estimated).
Organizational	G	T-6 Survey completed, responses in review.	G	T-6 Survey completed, responses in review.	G	T-6 Survey completed, responses in review.

\*Information included is as of November 04, 2022

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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### Wave 3 County Readiness Checklist Activities by Status (as of 11/04/2022)

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T:
COMPLETED	21	363	352	341	7	1084
NOT STARTED	2	265	218	220	142	847
IN PROGRESS	0	105	90	90	5	290
Total Unique Issues:	23	733	660	651	154	2221

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 3 Counties tasks include tasks that apply to Orange, Santa Barbara and Ventura (e.g., selective conversion tasks)

### Wave 3 All Tasks Due Next 30 Days by Readiness Category



### Implementation Readiness Category

Total Issues: 40

Change Readiness	15
Implementation Readiness	12
Application Readiness	7
Training Readiness	6

## Orange County Readiness Summary

## Orange: County Tasks Counts by Category and Status (as of 11/04/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	14	34	30	78
Change Readiness	1	14	45	60
Conversion Readiness	15	9	0	24
Implementation Readiness	4	49	41	94
Technical Readiness	0	11	34	45
Training Readiness	1	15	25	41
<b>Total Unique Issues:</b>	<b>35</b>	<b>132</b>	<b>175</b>	<b>342</b>

## County Readiness Watch Items

#	Summary	Level	Remediation Plan
1			
2			

## Orange: Past Due by Readiness Category and Activity Owner (as of 11/07/2022)

Activity Owner	Change Readiness	Training Readiness	T:
PPOC	2	0	2
TAC	0	2	2
<b>Total Unique Issues:</b>	<b>2</b>	<b>2</b>	<b>4</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of November 07, 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:

**Training Readiness:** Confirm Comment Responses for and Sign off on County Training Plan

**Change Readiness:** Confirm Comment Responses for and Sign off on County Change Discussion Guide.

# Santa Barbara County Readiness Summary

## Santa Barbara: County Tasks Counts by Category and Status (as of 11/04/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	13	22	29	64
Change Readiness	0	15	45	60
Conversion Readiness	14	0	0	14
Implementation Readiness	4	48	41	93
Technical Readiness	0	7	25	32
Training Readiness	1	13	25	39
<b>Total Unique Issues:</b>	<b>32</b>	<b>105</b>	<b>165</b>	<b>302</b>

## Santa Barbara: Past Due by Readiness Category and Activity Owner (as of 11/07/2022)

Activity Owner	Change Readiness	Training Readiness	T:
PPOC	2	0	2
TAC	0	2	2
<b>Total Unique Issues:</b>	<b>2</b>	<b>2</b>	<b>4</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of November 7, 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

### Past Due Activity Highlights:

**Training Readiness:** Confirm Comment Responses for and Sign off on County Training Plan

**Change Readiness:** Confirm Comment Responses for and Sign off on County Change Discussion Guide.



## Ventura County Readiness Summary

## Ventura: County Tasks Counts by Category and Status (as of 11/04/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	6	47	38	91
Change Readiness	0	15	45	60
Application Readiness	9	25	21	55
Training Readiness	1	13	25	39
Technical Readiness	0	8	20	28
Conversion Readiness	14	0	1	15
<b>Total Unique Issues:</b>	<b>30</b>	<b>108</b>	<b>150</b>	<b>288</b>

## Ventura: Past Due by Readiness Category and Activity Owner (as of 11/07/2022)

Activity Owner	Change Readiness	Implementation Readiness	Training Readiness	T:
IPOC	0	1	0	1
PPOC	2	0	0	2
TAC	0	0	2	2
Training Team - County	0	0	1	1
<b>Total Unique Issues:</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of November 7, 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:

**Implementation Readiness:** Analytics and Reporting: Identify Total Number of County Refactoring Report Needs

**Training Readiness:** Confirm Comment Responses for and Sign off on County Training Plan; Identify Furniture/Equipment needed for Classrooms.

**Change Readiness:** Confirm Comment Responses for and Sign off on County Change Discussion Guide.

## Application Readiness: System

System Test: 23.03 Not Started

Start Date: 01/30/2023 End Date: 03/17/2022

## 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: Complete - no defects reported.

## Performance Testing

Hyland Platform Performance Testing: Not Started

## 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

## Application Readiness: Contact Center

Technical Connectivity On Schedule

Start Date: 01/06/2023 End Date: 04/21/2023

- 3 of 3 IVR Contact Flows Approved
- Approval of Wave 3 County SCRs: 0 of 3
  - Orange – CA-240160
  - Santa Barbara – CA-240161
  - Ventura – CA-240162
- Regression Test: Not Started
- Contact Center Model Office Testing (tentative 04/10/2023)

## Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation In Progress

Start Date: 07/06/2022 End Date: 12/30/2022

- Configuration meetings complete
- Validation meetings started
- Configuration load: not started

Setup and Training In Progress

Start Date: 11/21/22 End Date: 04/17/23

- 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 &amp; Communications Not Started

- Training delivery for public facing support, train the trainer and CBOs will occur in March 2023 – April 2023
- BenefitsCal Comms Plan draft: March 2023

System Operations Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment Not Started

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

## Conversion Readiness

Conversion Readiness On Schedule

### Key Dates:

Golden Data Set #10 Ready: On Schedule

Cutover 3A: 03/13/2023 – 04/20/2023

Cutover 3B: 04/21/2023 – 04/24/2023

Mock Cutover – On-Schedule to begin end of January 2023.

CDV Not Started

Start Date: 01/30/23 End Date: 02/20/23

- Converted Data Testing: complete for all waves.
- Wave 3 County Data Validation targeted for 1/30/23.
- As of 11/04/22 there are 70 unresolved Defects from Wave 1 CDV.

## Integration Readiness

Interface Partner Test Not Started

Start Date: 1/4/2023 End Date: 3/3/2023

- Orange County: 7 Interfaces
- Santa Barbara County: 8 Interfaces
- Ventura County: 5 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 1/4/2023.*

## Technical Readiness

County Networking Connectivity On Schedule

Start Date: 07/01/2022

End Date:  
11/30/2022

- Network circuit delivery completed
- Network devices deployed across all county sites
- Network changes and integration completed
- Network IPT and Ad-hoc readiness testing in progress

## Technical Readiness: Operations

Contingency Restoration Planning Not Started

Disaster Recovery Exercise Not Started

Batch Operations In Progress

- CalWIN batch schedules in progress: 75% complete.

## Technical Readiness: Performance Testing

Performance Test Not Started

- Online performance testing: 2/6/2023 – 4/6/2023

## Technical Readiness: Security

Security Test Complete

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

Application Security: CalSAWS Scan/  
Remediation Complete

Penetration Testing: Complete

## Training Readiness

### Training Plan On Schedule

Start Date: 09/06/2022 End Date: 11/07/2022

- Wave 3 County specific training plans – Completed and submitted for County review
- Training environment and training data build – In Progress
- Generic training accounts for training environment – Complete

### Training Materials On Schedule

Start Date: 10/24/2022 End Date: 12/09/2022

- Wave 3 County specific instructor led training materials – Walkthroughs complete
- Web-Based trainings updated – Complete

### Training Delivery Not Started

Start Date: 11/28/2022 End Date: 04/21/2023

- Wave 3 Early Training & TTT - Not Started
- Wave 3 staff curriculum assignment – Not Started
- Wave 3 Classrooms set-up and certified starts 12/22
- Wave 3 early learning and TTT ILTs start 12/19/22
- Wave 3 End User ILT Training begins 02/27/23

## Organizational Readiness: OCM

### Change Discussions with Staff On Schedule

End Date: 12/26/2022

- Communication plans approved and finalized.

### Readiness Surveys On Schedule

Start Date: 03/28/2022 End Date: 04/14/2023

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

### Infographics/ Newsletters On Schedule

Start Date: 10/2022 End Date: 03/2023

- Infographics for October (Supervisor Authorization and Resource Databank) 2 of 2 Complete
- Infographics for November (Money Management and Imaging #2) 0 of 2 Complete

### Change Network Champions On Schedule

Start Date: 07/20/2022 End Date: 04/05/2023

- October CNC Meeting – 1 of 1 Complete
- November CNC Meeting – Not Started

## Organizational Readiness: Business Process Reengineering

### W3 BPR Plans Approved Complete

### Process Change Inventory Close Out Complete

### Automated Actions Enablement Complete

## Process Simulation

### W3 Process Simulation Planning On Schedule

Start Date: 12/05/2022 End Date: 02/13/2023

- Wave 3 Participants Identification In Progress

### Process Simulation Execution Not Started

Start Date: 02/13/2023 End Date: 03/17/2023

- Orange: 02/13/2023 - 02/24/2023
- Santa Barbara: 02/27/2023 - 03/17/2023
- Ventura: 02/27/2023 - 03/17/2023

## Configuration

### Configuration Materials On Schedule

Start Date: 09/09/2022 End Date: 03/10/2023

- Document Configuration Guides and Worksheets - Complete

### W3 Configuration Documentation & Validation On Schedule

Start Date: 12/05/2022 End Date: 04/21/2023

- Working Sessions: 01/04/2023 – 03/10/2023

## Implementation Readiness

## Implementation Planning On Schedule

- DEL 10 Implementation Support Plan submitted 08/05/2022 and has been accepted.
- Readiness Packets and Dashboards: Ongoing

## County Prep Not Started

Start Date: 03/13/2023 End Date: 04/20/2023

- 41 county prep activities instructions complete – to be updated for Wave 3 if applicable.
- Schedule Kick Off Meeting in February 2023

## Post-Deployment Support Not Started

Start Date: 04/24/2023 End Date: 06/23/2023

- Pre and Post deployment support structure planning to begin at T-4.
- Command Center structure planning - Complete

## Implementation Readiness: Help Desk and System Operations

## Help Desk On Schedule

Start Date: 09/27/2022 End Date: 03/24/2023

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: Not started.

ServiceNow Training for County Help Desks: Delegated Admin Training conducted 10/26.  
County Tier 1 Fulfiller Training: Targeted for week of 12/05/22.

## 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: 04/04/2022 End Date: 04/21/2023

County Education Sessions:

- Wave 3 - Complete

County Report Refactoring  
Wave 3 identified 378 reports in need of refactoring.

- Orange: has 232 reports to refactor. 0 are complete.
- Santa Barbara: has 84 reports to refactor. 0 are complete.
- Ventura: has an estimated 62 reports to refactor. 0 are complete.



# 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.

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