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**

THE POWER OF 58

Readiness Packet

Application Readiness

Development / System Test

Deploy Release 23.03	March 20, 2023	Project

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

Application Readiness: UAT

User Acceptance Test

CalSAWS UAT Plan Approved	Completed	Project
Select and Confirm CalSAWS UAT Participants for UAT	Completed	Both
UAT Users Loaded to ForgeRock/UAT Environments & Applications	Completed	Project
Complete UAT Test Script Development	Completed	Project
Complete UAT Environment setup	Completed	Project
Complete UAT Application Training	May 2 – June 21, 2022 – Group 1 June 13 – July 21, 2022– Group 2	County
Conduct UAT Execution Kick-Off	June 21 and 22, 2022 – Group 1 July 20 and 21, 2022– Group 2	Both
Complete UAT Test Execution	June 27- July 22, 2022 – Group 1 July 25 – August 19, 2022– Group 2	Both
Complete UAT Retest	August 22 – Sept 2,2022	Both
Evaluate and confirm Exit criteria	Metric/Completion to Plan September 8, 2022	Project

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

Application Readiness: Imaging

Functionality

Severity 1 & 2 Defects Resolved from UAT	UAT Complete	No Sev 1 or 2 defects reported	Project

Performance Testing

Imaging Performance test for Wave 3 was completed as part of the LA County go-Live performance test cycles completed March 2022

Hyland Platform Performance Test	Complete	Metric/Completion to Plan	Project

Images Migration

County Export of Legacy Images	In Progress		County
Hyland Receive and Upload Images to Production Environment	In Progress		Project
Distribute CIT for Counties to install Webscan Kit and Virtual Printer	Completed	CIT #0110-22 distributed on April 19, 2022	Project

Imaging UAT

7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8/2022)	Completed	61 of 61 scripts completed and passed.

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

Application Readiness: Contact Center

Contact Center

Technical Connectivity	50%	
Update IVR Contact Flows for each County	3 of 3 approved	Both
Approval of County Contact Center SCRs*	0 of 3	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – tentative start 04/10/2023	0%	Both

*Contact Center SCRs:
- Orange CA-240160
- Santa Barbara CA-240161
- Ventura CA-240162

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

Application Readiness: Central Print

Kickoff

Kickoff Meeting Completed	Complete	1Completed of 1 Planned	Both

Configuration/Validation

Configuration Meetings	Complete	3 Completed of 3 Planned	Both
Validation Meetings	In Progress	0 Completed of 3 Planned	Both
Configuration Load	Not Started	0 Completed of 3 Planned	Project

Setup and Training

Portal Users Loaded	Not Started	0 Completed of 3 Planned	Project
Inventory Confirmed	Not Started	0 Completed of 1 Planned	Project
Training Materials Completed	Complete	1 Completed of 1 Planned	Project
Training Delivery	Not Started	0 Completed of 3 Planned	Both

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

Application Readiness: BenefitsCal Conversion

Conversion Readiness

Provide extract of the CBO to the counties	Not Started	Target 01/05/2023	Project
Extract CBO User information from MyBCW for Wave 3 counties to perform mock run 1	Not Started	Target 01/03/2023	Project
Extract CBO User information from MyBCW Prod for Wave 3 counties	Not Started	Target 3/27/2023	Project

Converted Data Test

Validate CBO user load into ForgeRock – Mock Run 1	Not Started	Target 02/09/2023	Project

Training Delivery

Deliver training for CSC and Help Desk staff	Not Started	Target – March 2023	Project
Deliver training for CBOs - Community Based Organizations	Not Started	Target – March 2023	Project

Communications

Confirm Communications Plan for BenefitsCal	Not Started	Communication plan will be initially drafted by 01/20.	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin late March.	Both

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

BenefitsCal Implementation Readiness

System Operations

Confirm Command Center schedule and communication schedule	Not Started	04/10/2023 - 04/14/2023	Project
Contingency Planning	Not Started	04/10/2023 - 04/14/2023	Project

Prod Deployment Plans

Develop Production Cutover Checklist (Target → MM/DD/YY)	Not Started	Target – 03/30/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 04/14/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) (Target → MM/DD/YY)	Not Started	04/10/2023 - 04/14/2023	Project
Confirm Wave Cutover to BenefitsCal (Target → MM/DD/YY)	Not Started	04/10/2023 - 04/14/2023	Project

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

Conversion Readiness

Conversion Readiness – Wave 3

Conversion defects not resolved prior to Wave Go-Live	As of 11/4/22 there are 70 unresolved Defects.	Project
Auto Case Review Match Rate	7% of Converted Active Programs will Need Worker Review *(metrics are from Wave 1)*	Project
Complete Wave 3 Mock Cutovers (Risk 258)	• Mock Cutover – On-Schedule to begin End of January 2023. • Business Impact Mitigation Strategies for the W2-W6 Cutover Window and Communications with Stakeholders remain In-Progress	Project
Deliver Wave 3 Golden Data Set (GDS) for County Data Validation (CDV)	Wave 3 GDS#10 Remains On-Schedule for end of January 2023 (for a 1/30/23 W3 CDV Start).	Project
Support Wave 3 County Data Validation - Defect Resolution	On-Schedule as planned 1/30/23 - 2/10/23	Project
Complete Wave 3A (County Preparation) Cutover	On-Schedule as planned March 13, 2023	Project
Complete Wave 3B (Go-Live) Cutover	On-Schedule as planned April 24, 2023	Project

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

Integration Readiness

Interface Partner Testing – Begins 01/04/2023

Complete Interface Development – County	In Progress	County

Interface Names	Orange	Ready for IPT?	Santa Barbara	Ready for IPT?	Ventura	Ready for IPT?
1099 File Writer job	YES	NO	YES	NO	NO	N/A
Paid Warrant Reader job	YES	NO	YES	NO	NO	N/A
Outbound Collections	NO	N/A	NO	N/A	NO	N/A
Inbound Collections	NO	N/A	NO	N/A	NO	N/A
Warrant Print Writer	YES	NO	YES	NO	YES	NO
Warrant Print Reader	NO	N/A	NO	N/A	NO	N/A
Auditor Controller Writer	YES	NO	YES	NO	YES	NO
Positive Pay file	NO	N/A	YES	NO	NO	N/A
Direct Deposit Writer	YES	NO	YES	NO	YES	NO
Direct Deposit Reader	YES	NO	YES	NO	YES	NO
School Lunch	YES	NO	YES	NO	YES	NO

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

Integration Readiness

Interface Partner Testing – 1/4/2023 - 3/3/2023

Execute Interface Testing with CalWIN County Partners	Not Started	0%	Project
Execute Interface Testing with State and Consortium Partners	Not Started	0%	Project

CONSORTIUM PARTNERS INTERFACE TESTING		
CONSORTIUM PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Electronic Inter County Transfer (EICT) - CalWIN	0/3	

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Case Management Information and Payrolling System (CMIPS) - OSI	0/2	
Electronic Benefits Transfer (EBT) - FIS	0/2	
Medi-Cal Eligibility Data System (MEDS) - DHCS	0/2	
Welfare Data Tracking Implementation Project (WDTIP) - OSI	0/2	

CalWIN WAVE 3 COUNTIES INTERFACE TESTING		
CalWIN Wave 3 COUNTY PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Orange County	0/7	
Santa Barbara County	0/8	
Ventura County	0/5	

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

Technical Readiness: Networking

Networking

County Networking Connectivity	Both

CalWIN WAVE 3 COUNTIES				
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
Overall Network Interconnectivity	On Track	95.5%	83.0%	12.4%
Critical Path	On Track	89.7%	81.0%	8.6%

NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
Santa Barbara	On Track	93.2%	79.7%	13.6%
Orange	On Track	92.7%	85.5%	7.3%
Ventura	On Track	88.2%	84.3%	3.9%

Milestone	**Status**	
Wave 3 County Networking Connectivity Readiness		•Network circuit delivery completed •Network changes and integration completed •Network IPT and Ad-hoc readiness testing in progress

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

Technical Readiness: Operations

Contingency Restoration Planning

Migration Rollback Planning Completed	Not Started	0%	Project

Disaster Recovery Exercise

Disaster Recovery Test Completed	Not Started	0%	Project

Batch Operations

CalWIN Batch Schedules	In Progress	75%	Project

Disaster Recovery exercise planned for April 2023

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

Technical Readiness: Performance Testing

Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County)	Not Started	0%	Project

CalWIN Wave 3-6 Batch Performance Schedule and Results

Performance Cycle	Start Date	End Date	Run Time
End of Month	TBD	TBD	TBD
First day of the Month	TBD	TBD	TBD
Main Payroll	TBD	TBD	TBD
High volume forms process	TBD	TBD	TBD
Interface Outbound files	TBD	TBD	TBD
10-day cutoff	TBD	TBD	TBD
Contingency for re-runs	TBD	TBD	TBD

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

Technical Readiness: Performance Testing

CalSAWS 45 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	6th Feb 2023	28th Feb 2023	Not Started
#2 - CalSAWS Online + APIs	27th Mar 2023	6th April 2023	Not Started

CalSAWS 45 County Online Performance Test

Category	SLA	SLA Met % & Avg. Server Response Time
Screen to Screen	Peak - 98% [<=2s]	
	Prime - 99.9% [<= 10s]	
EDBC	Peak - 95% [<= 3s]	
	Prime - 99.9% [<= 20s]	
Search	Peak - 95% [<=6s]	

Online Performance Test Findings –

Exit Criteria -
- Simulate Online transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)

Technical Readiness: Security

Application Security

CalSAWS Scans/Remediation Completed	Completed	100%

Penetration Testing

Signed with 3rd party to conduct Testing	Completed	100%
Penetration Testing Preparation	Completed	100%
Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022)	Completed	100%

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

Training Readiness

Training Plan

Wave 3 Draft County-Specific Training Plans completed and submitted for County reviews.	In Progress	County Review Complete. Resubmitted for final review.	Both
Training Environment/Build Training Data	In Progress	25%	Project
Create Training Accounts in Training Environment	Complete	100%	Project

Training Materials

Wave 3 County-specific ILT training materials finalized and reviewed – walkthroughs begin 10/24/22 for Santa Barbara, 10/31/22 for Ventura, and 11/7/22 for Orange.	In Progress	60%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete	100%	Project

Training Delivery

Wave 3 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Not Started	0%	Project
Wave 3 staff course assignments / registration for Early Training & TTT	Not Started	0%	Project
Wave 3 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Not Started	0%	Project
Wave 3 Early Training & TTT Started (WBT) – start 11/28/22	Not Started	0%	Both
Wave 3 End-User Training Started (WBT) – start 12/19/22	Not Started	0%	
Wave 3 Early Training & TTT Started (ILT) – start 1/17/23 (Orange) & 1/23/22 (Santa Barbara & Ventura)	Not Started	0%	
Wave 3 End User Training (EUT) - start 02/27/2023	Not Started	# Completed of # Planned	Both

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

⇆ Organizational Readiness: OCM

Communications & Change Discussion Guides

OCM Plan approved and finalized	Completed	1Completed of 1 Planned	Project
Communications Plan approved and finalized	Completed	1 Completed of 1 Planned	Project
Ventura CDG county and Consortium comments to get to FDEL signoff by 12/26	Not Started	0 Completed of 1 Planned	Both
Orange county and Consortium comments addressed to get to county FWP signoff by 12/4	Not Started	0 Completed of 1 Planned	Both
Santa Barbara FWP signoff by 11/8	Not Started	0 Completed of 1 Planned	County
Ventura county and Consortium comments addressed to get to county FWP signoff by 12/4	Not Started	0 Completed of 1 Planned	Both
Ventura County FWP signoff by 11/8	Not Started	0 Completed of 1 Planned	County
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Not Started	0 Completed of 2 Planned	Both

Readiness Surveys

Wave 3 Readiness Surveys T-12	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-9	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-6	On Schedule	0 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-3	Not Started	0 Completed of 3 Planned	Both

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

⇄ Organizational Readiness: OCM (continued)

Infographics/Newsletters

Infographics for October (Supervisor Authorization and Resource Databank)	Complete	2 Completed of 2 Planned	Project
Infographics for November (Money Management and Imaging #2)	On Schedule	0 Completed of 2 Planned	Project
Newsletter for December	Not Started	0 Completed of 1 Planned	Project
Infographics for December (NOAS in CalSAWS and Caseloads)	Not Started	0 Completed of 2 Planned	Project
Infographics for January	Not Started	0 Completed of 2 Planned	Project
Infographics for February	Not Started	0 Completed of 2 Planned	Project
Newsletter for March	Not Started	0 Completed of 1 Planned	Project

Change Network Champion Meetings

CNC Meeting for October	Completed	1 Completed of 1 Planned	Both
CNC Meeting for November	On Schedule	0 Completed of 1 Planned	Both
CNC Meeting for December	Not Started	0 Completed of 1 Planned	Both

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

⇆ Organizational Readiness: BPR

Business Process Reengineering

BPR Plans reviewed and signed-off	Complete	3 Completed of 3 Planned	Both
To Be BPR Flows reviewed and signed-off	Complete	3 Completed of 3 Planned	Both
Close-out of pending decisions as documented in the Process Change Inventory	Complete	3 Completed of 3 Planned	Project
Automated Actions enablement decisions finalized	Complete	Initial Decisions to be finalized in advance of Process Simulation, loaded for Process Sim in the UAT Environment, validated during Process Sim and updated in advance of County Prep, ready for PROD/Go-Live.	Both

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

⇆ Organizational Readiness: Configuration

Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-3 Counties	Not Started		Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Not Started		Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Not Started		Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Not Started		Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Not Started		Both
Load Configuration into PROD environment during County Prep	Not Started		Project
Configuration Complete	Not Started		Project

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

Organizational Readiness: Process Simulation

Process Simulation

Wave 3 Participants Confirmed	In-Progress	Gathering CRFI responses.	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Not Started		Project
Complete W3 Process Simulation Scenario Development	Not Started		Project
Complete data staging and JIRA prep	Not Started		Project
Complete configuration setup	Not Started		Both
Complete Process Simulation Orientation	Not Started		Project
Complete Process Simulation Execution	Not Started		Both
Evaluate and confirm Exit criteria	Not Started		Project
Process Simulation Complete	Not Started		Project

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

Implementation Readiness

Planning

Wave 3 Workplans, Readiness Checklists and ongoing TOSS Meetings	In Progress	Ongoing	Both
Path to Greenlight Communicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)	Project
Go Live Packet Finalized/Updated	Not Started	Will revise, if applicable, from January – February 2023	Project
Distribute Monthly Implementation Packets	In Progress	October 2022 Packet Complete, conducted walkthrough on 11/01/22.	Project

County Prep

County Prep Materials Finalized	Not Started	Will revise, if applicable, February 2023	Project
County Prep Kick Off	Not Started	Not scheduled, targeted for T-2	Both

Post-Implementation Support

Pre- and Post- Go Live Support Structure Established	Not Started	Planning begins at T-4	Project
Command Action Center Established	Complete	Completed/Approved	Project

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

Implementation Readiness: Help Desk

Help Desk

Command Center User Enablement	Not Started		Project
County Delegated Admin Training	Complete	Conducted 10/26	Both
County Tier 1 Fulfiller Training	Not Started	Targeted for Week of 12/5/2022	Both

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

Implementation Readiness: System Operations

Systems Operations

CalWIN Counties Access to the Sandbox Environment	Completed	Generic user accounts provided	Both
Engage the Counties on Staff Profile/Security Administration updates	Completed	Pre-UAT exercise	Both

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

Implementation Readiness: County Ad Hoc Reporting

Ad-Hoc Reporting Functionality

CalWIN County Education Sessions (i.e., Planned Curriculum)	• **Wave 3:** CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 3 Counties.	Both

CalWIN County Ad Hoc Reports Refactoring	• **Wave 3:** Reviewed 829 reports for refactoring. Approximately 378 need to be refactored for Wave 3 Counties
	  • Orange has identified 232 reports that need to be refactored.
	  • Santa Barbara has identified 84 reports that need to be refactored.
	  • Ventura has an estimated 62 reports that need to be refactored, based on project mapping efforts.
		County

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

CalWIN Migration and BenefitsCal Implementation Contact:
Implementation@CalSAWS.org

RANCHO CORDOVA OFFICE
11290 Pyrites Way, Suite 150
Gold River, CA 95670
(916) 851-3201

ROSEVILLE OFFICE
620 Roseville Parkway
Roseville, CA 95747
(916) 846-7331

NORWALK OFFICE
12440 Imperial Highway, Suite 300
Norwalk, CA 90650
(562) 484-7914