Wave 2 Implementation Readiness Dashboard and Packet

December 2, 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.
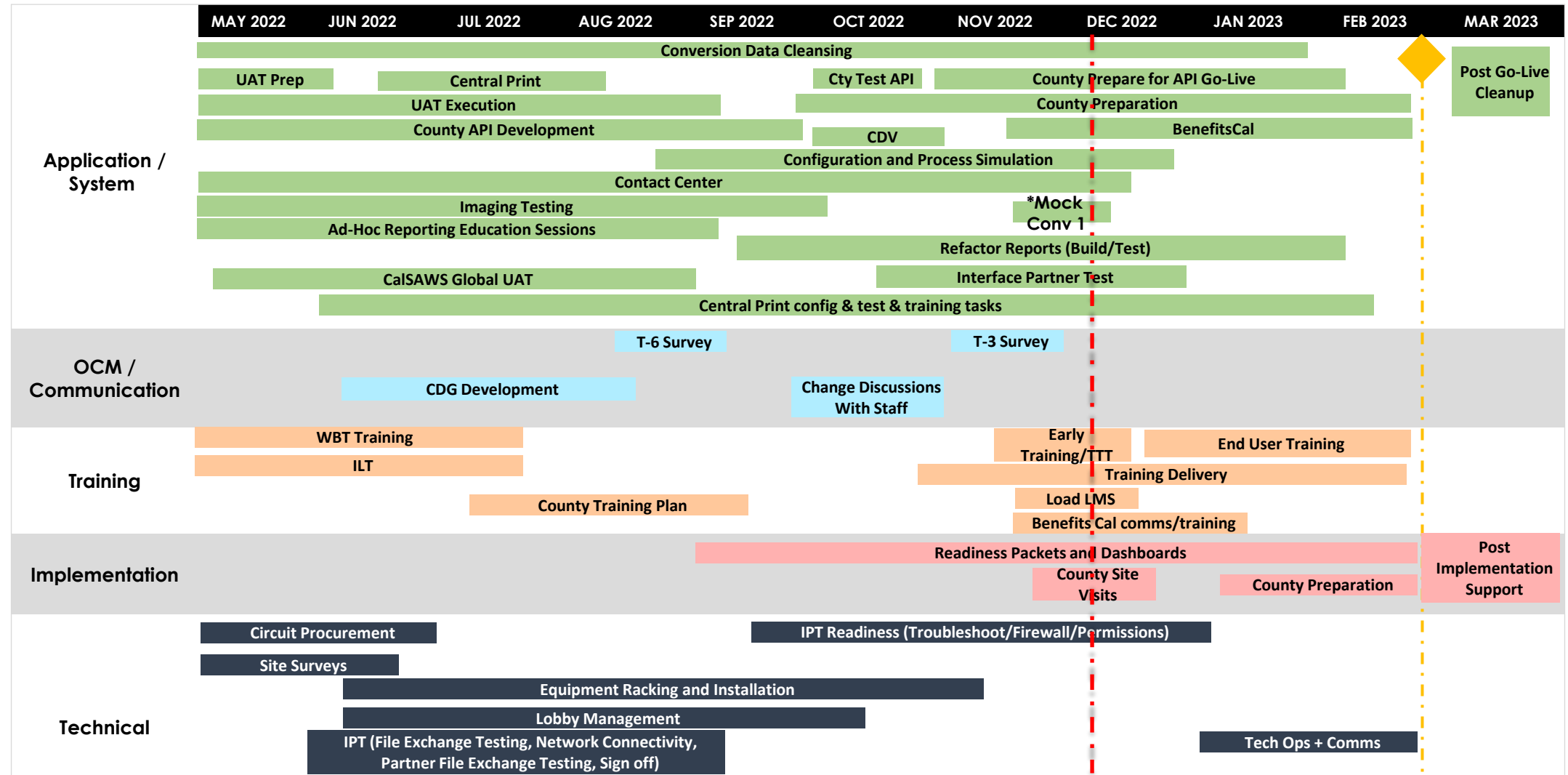
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **December 2, 2022**

THE POWER OF 58

Wave-2 **Migration Timeline**

Wave 2 Critical Path

	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 – 11/30
***Mock Conversion 2** 12/3 – 12/8

County Data Validation (CDV) : 10/3 – 10/14
Process Simulation Nov 14 – Dec 13
Interface Partner Testing (IPT) Oct 17 – Dec 30
County Prep Phase: Jan 16 – Feb 23

Contact Center
Approve Contact Center Design 11/4/22
Contact Center Model Office 2/6 – 2/17/23
Contact Center Config 2/6 – 2/17/23

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	G	Deploy CalSAWS Releases 23.01	**Testing:** In Progress
	G	Contact Center Readiness	IIVR Contact Flows for W2 Counties: Approved In Process SCRs: • Tulare CA-240158: Approved • Santa Clara CA-240159: Approved • Contra Costa CA-240155: Pending
	G	Imaging Readiness	• County Export of Legacy Images – ongoing • Hyland receive and upload images to production environment - ongoing
	G	BenefitsCal Readiness	• Obtained CBO Conversion File – Mock Run 1 Complete • Provided CBO extract to Counties
	G	Central Print Readiness	• Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete • Configuration load is in progress
	C	UAT Prep	Complete
	C	UAT Execution	• Group 1 and Group 2 Retest – Complete • Metric and completion of UAT Exit Criteria on 09/08/2022
Integration	Y	County Interface Partner Test (IPT)Execution	Target % Pass Rate: 60% • Contra Costa – 100% passed. 6 of 6 interfaces have passed. • Santa Clara – 40% passed. 4 of 10 interfaces have passed. • Tulare – 50% passed. 4 of 8 interfaces have passed.
	G	State Interface Partner Test (IPT) Execution	Target % Pass Rate: 70% • 81% complete. 9 of 11 State Interfaces have passed partner validations.
Conversion	G	CDV Defects Resolution	• Delivered Wave 2 GDS #9 for CDV • CDV completed for Wave 2 on 10/14/22
	G	EDBC Match – Auto Review Rates	
Technical	G	County Network Connectivity	• All Wave 2 Circuits delivered and Activated • Completed IPT pre-readiness activities for all wave 2 counties • Ongoing compliance validation and Handoff process to Network Operations
	G	Performance Testing	• Batch Performance Testing began 10/31/2022 and is in progress

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-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	C	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 started on 10/17/22 for all staff
	G	ILT Training Delivery	Early Training and Train the Trainer started 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. • Change Discussions ongoing
	G	Communications	• CalSAWS Scoop #3 delivered on October 28, 2022 • CNC Meeting for November – complete
	C	Business Process Reengineering	• All To-Be Sessions Complete • All Closeout Sessions Complete • All Work Products Signed-Off and Deliverables Approved

	G	Process Simulation	• Process Simulation Execution
			  o Santa Clara compgleted (100%) 10/17-10/28
			  o Contra Costa in-progress (50%) 11/28-12/9
			  o Tulare planned (0%) 12/12-12/23

	G	Configuration	• Configuration Kick Off
			  o Santa Clara working sessions completed 9/16
			  o Contra Costa working sessions completed 10/21
			  o Tulare working sessions completed 11/9-11/17

Implementation	G	Implementation Planning	• Implementation Planning will begin at T-4 for Wave 2 • Go Live Packeer updates to be made in December and January for Wave 2
	NS	County Prep	County Prep Kickoff Scheduled for 12/20/22
	G	Pre and Post Implementation Support	Planning efforts for Wave 2 pre and post implementation support – in progress
	C	Help Desk	County ServiceNow Fulfiller Training conducted week of 10/3
	Y	County Ad Hoc Reports	• W2 Counties Completed Education Sessions • Reviewed 1,343 reports for refactoring. Contra Costa has identified 34 reports to be refactored. Santa Clara has identified 64 to be refactored. Contra Costa and Santa Clara are receiving assistance from Gainwell. Tulare does not have any 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

No Issues at this Time

Total Risks   **1** High   **3** 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 Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.2	**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 (RETIRED)	**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)
268.2	**Implementation Readiness for CalWIN Cutover to CalSAWS**	If implementation readiness (project and county) is not on track to meet their respective exit criteria by January 16, 2023, then the CalWIN Wave 2 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 2 cutover to CalSAWS on February 27, 2023, and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS To mitigate this risk, the following actions will be taken: • Execute the mitigation steps outlined in each of the individual risks • Consolidate county validation efforts and number of county staff required to participate • Establish measurable, formal checkpoints to determine if exit criteria are on track to be met or if adjustments and/or other options need to be taken Detailed Contingency Planning is underway to determine the best options and strategies to minimize impact to Counties and remain within schedule and budget	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)
278.2	**CalWIN OCM Implementation Support Plan Deliverable**	Without adequate information, neither the project nor county teams can prepare for post-implementation support, and county post-implementation support might be insufficient, disorganized, and/or ineffective Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, requires rework, and does not provide the structure or details necessary to inform the project or county teams of how support will be provided after the CalWIN counties cut over to CalSAWS. The DDEL was originally due on 5/16/22, but not released until 6/6/22. On 6/15/22, it was decided that the review should be paused due to the coordination needed with project teams on Pre- and Post-Deployment Support roles, responsibilities, tasks, activities, and resources. DDEL 10 will be revised in working sessions with the project teams, and the draft deliverable is targeted to be resubmitted on 7/15/22. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is 8/18/22. The most immediate impact is to the Wave 1 counties. 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 resource changes. Feedback on Go live Packet utility and content is targeted for November 30, 2022. Retrospectives will be conducted for W1 post-implementation in early December 2022 that will further information post-implementation support refinements for W2	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)
262.2	**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. **November 18, 2022:** RMs confirmed to reduce the probability to 10%	Implementation (Project)
264.2	**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. **Wave 2 Status:** Proposing to update probability from 50%, Impact 4 to probability 30%, Impact 2, moving risk from medium (risk level 2.0) to low (risk level 0.6). The Counties are meeting all due dates and on track to complete scheduled milestones by deadlines as reported in the Weekly DD&I Status Report	Implementation (County)
269.2	**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-2: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete	07/25/22	09/09/22	100%
Training – Install LMS, Load Courses, Test Reports	Complete	09/26/22	11/04/22	100%
Wave 2 County Data Validation	Complete	09/27/22	10/14/22	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
Application Development and System Test 22.07	Complete	05/30/22	07/25/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	09/02/22	100%
Process Simulation Execution with Counties	In Progress	10/17/22	12/23/22	50%
State Interface Testing	On Schedule	10/17/22	01/09/23	81%
CalWIN County Interface Testing	Behind Schedule	10/17/2022	12/31/2022	50%
T-3 Readiness Survey Distribution	Complete	11/07/22	11/07/22	100%
Application Development and System Test 23.01	In Progress	12/02/22	01/21/23	2%
County Preparation Phase Kick Off	Not Started	12/20/22	12/20/22	0%
County Preparation Phase	Not Started	01/16/23	02/23/23	0%
County Networking Connectivity	Complete	03/01/22	10/17/22	100%
Contact Center Model Office Simulation	Not Started	01/23/23	02/17/23	0%
End-User Training	Not Started	01/03/23	02/27/23	0%
Pre and Post Deployment Support	Not Started	02/27/23	04/14/23	0%
Wave 2 CalWIN Go-Live	Not Started	02/27/23	02/2723	0%

Wave 2 – County Readiness Summary

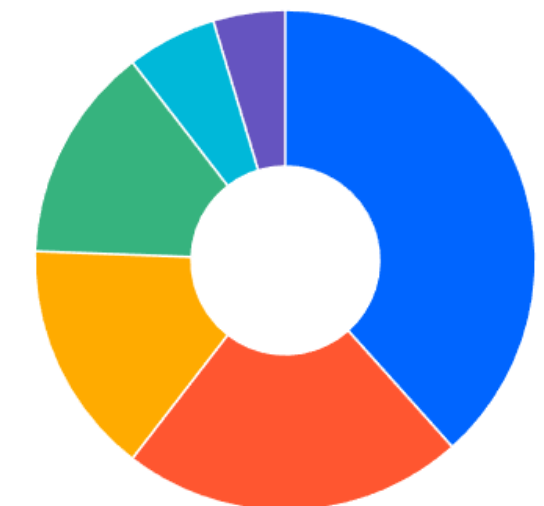| Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155 Pending	G	Contact Center SCR: CA-240159 Approved	G	Contact Center SCR: CA-240158 Approved
Integration	C	6 of 6 interfaces have passed IPT	Y	4 of 10 interfaces have passed IPT	G	4 of 8 interfaces have passed
Conversion	G		G		G	
Technical	G	Ongoing compliance validation and Handoff process to Network Operations	G	Ongoing compliance validation and Handoff process to Network Operations	G	Ongoing compliance validation and Handoff process to Network Operations
Training	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22
Implementation	Y	Contra Costa has 34 reports to refactor and is working with Gainwell	Y	Santa Clara has 64 reports to refactor and is working with Gainwell	G	Tulare does not have any reports identified to refactor
Organizational	G	Ongoing CNC and Communications; Process Sim and Config continues	G	Ongoing CNC and Communications; Process Sim and Config Complete	G	Ongoing CNC and Communications; Process Sim and Config continues

*Information included is as of December 2, 2022

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

Wave 2 County Readiness Checklist Activities by Status (as of 12/02/2022)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	54	621	495	451	40	1661
NOT STARTED	6	264	134	131	119	654
IN PROGRESS	1	305	82	81	20	489
Total Unique Issues:	61	1190	711	663	179	2804

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)

Wave 2 All Tasks Due Next 30 Days by Readiness Category

Implementation Readiness Category
Total Issues: 86

■	Implementation Readiness	33
■	Application Readiness	19
■	Change Readiness	13
■	Training Readiness	12
■	BenefitsCal	5
■	Technical Readiness	4

County Readiness – Contra Costa

Contra Costa: County Tasks Counts by Category and Status (as of 12/02/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	39	94	98	231
BenefitsCal	1	10	0	11
Change Readiness	123	8	79	210
Conversion Readiness	15	2	3	20
Implementation Readiness	37	75	91	203
Technical Readiness	7	3	43	53
Training Readiness	3	5	32	40
None	0	0	3	3
Total Unique Issues:	**225**	**197**	**349**	**771**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting	Med	Contra Costa has identified 34 reports to refactor.

Contra Costa: Past Due by Readiness Category and Activity Owner (as of 12/02/2022)

Activity Owner	Implementation Readiness	T:
IPOC	1	1
Total Unique Issues:	**1**	**1**

Past Due Activity Highlights:
There are no project maintained overdue tasks for Contra Costa as of December 2, 2022

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of December 2, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

County Readiness – Santa Clara

Santa Clara: County Tasks Counts by Category and Status (as of 12/02/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	8	34	56	98
Change Readiness	1	7	65	73
Application Readiness	1	17	39	57
Technical Readiness	1	5	40	46
Training Readiness	3	5	31	39
Conversion Readiness	14	1	1	16
Total Unique Issues:	**28**	**69**	**232**	**329**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting	Med	Santa Clara has 64 reports to refactor
2	Integration Readiness	Med	Santa Clara IPT in process – 3 of 10 interfaces have passed

Santa Clara: Past Due by Readiness Category and Activity Owner (as of 12/02/2022)

Santa Clara: Past Due by Category and Owner

No matching issues found.

Past Due Activity Highlights:
There are no overdue tasks for Santa Clara as of December 2, 2022

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of December 2, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

County Readiness – Tulare

Tulare: County Tasks Counts by Category and Status (as of 12/02/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	9	30	56	95
Change Readiness	1	7	69	77
Application Readiness	1	19	34	54
Training Readiness	3	5	31	39
Technical Readiness	1	2	25	28
Conversion Readiness	14	1	0	15
Total Unique Issues:	**29**	**64**	**215**	**308**

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1	N/A			
2				

Tulare: Past Due by Readiness Category and Activity Owner (as of 12/02/2022)

Tulare: 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 December 2, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Past Due Activity Highlights:
There are no overdue tasks for Tulare as of December 2, 2022.

Project Readiness

Application Readiness: System

System Test: 23.01	In Progress

Start Date: 12/02/2022   End Date: 01/23/2023

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: 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

Application Readiness: Contact Center

Technical Connectivity	In Progress

Start Date: 10/24/2021   End Date: 02/06/2023

- 3 of 3 IVR Contact Flows Approved
- Approval of Wave 2 County SCRs: 2 of 3 approved
- Regression Test: Not Started
- Contact Center Model Office Testing (tentative 02/06/2023)

Application Readiness: Central Print

Central Print Kick-Off	Complete

Configuration/Validation	In Progress

Start Date: 06/06/2022   End Date: 11/30/2022

- Configuration meetings complete
- Validation meetings 1 of 3 completed
- Configuration load started

Setup and Training	In Progress

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	In Progress

- Provided sample CBO user information extract to Forge Rock for mock run

Training & Communications	In Progress

- Deliver training for CSC and HelpDesk Staff – target 01/17/2023-01/24/2023
- Deliver training for CBOs – target 01/26/23
- Communications Plan Draft Complete

System Operations	Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment	Not Started

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

Project Readiness

Conversion Readiness

Conversion Readiness	In Progress

Key Dates:

Golden Data Set #9 :Complete

Cutover 2A: 01/16/2023

Cutover 2B: 02/27/2023

Mock Cutover – On-Schedule to complete mid-December

CDV	Complete

Start Date: 09/27/22   End Date: 10/14/22

- Converted Data Testing: complete for all waves.
- Wave 2 County Data Validation complete as of 10/14/22
- As of 12/2/22 there are 63 unresolved Defects from Wave 1 CDV.

GDS Delivery #9	Complete

September 2022

Integration Readiness

Interface Partner Test	Behind Schedule

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

- Contra Costa County: 6/6 Interfaces
- Santa Clara County: 3/10 Interfaces
- Tulare County: 4/8 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	Complete

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

•All Wave 2 Circuits delivered and Activated
•Completed IPT pre-readiness activities for all wave 2 counties
•Ongoing compliance validation and Handoff process to Network Operations

Technical Readiness: Operations

Contingency Restoration Planning	Complete

- **Migration Rollback Planning:** Complete

Disaster Recovery Exercise	Complete

- **Disaster Recovery Test:** Complete

Batch Operations	Complete

- **CalWIN Batch Regression & Schedules:** Complete

Technical Readiness: Performance Testing

Performance Test	In Progress

- Performance Testing for Wave 2 began in October 2022 and will continue through January 6.

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	In Progress

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 started 10/16/22
- Wave 2 Classrooms set-up and certified starts 12/22
- Wave 2 early learning and TTT ILTs started 11/28/22
- Wave 2 End User ILT Training begins 01/03/23

Organizational Readiness: OCM

Change Discussions with Staff	Complete

End Date: 11/4/2022
- Change Discussions are complete.

Readiness Surveys	In Progress

Start Date: 11/7/22   End Date: 12/15/2022

- T-12 & T-9 surveys and presentations completed.
- T-6 Survey – Complete
- T-3 Survey – On Schedule

Infographics/ Newsletters	In Progress

Start Date: 02/28/2022   End Date: 12/19/2022

- December Infographics are on schedule.

Change Network Champions	In Progress

Start Date: 01/31/2022   End Date: 12/20/2022

- CNC December Meeting is scheduled to take place on 12/20/22.

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	In Progress

Start Date: 08/29/2022   End Date: 12/23/2022

Process Simulation Execution	In Progress

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	In Progress

Start Date: 05/16/2022   End Date: 06/03/2022
- Santa Clara has reviewed findings and updated worksheets
- Contra Costa and Tulare in progress

W2 Configuration Documentation & Validation	In Progress

Start Date: 09/07/2022   End Date: 12/09/2022

- Working Sessions occurred 09/07/22 – 11/18/22

Implementation Readiness

Implementation Planning	In Progress

Start Date: 11/01/2022   End Date: 02/24/2023

- Go Live Packet updates – Mid-December
- Workplans and monthly implementation packets ongoing

County Prep	In Progress

Start Date: 11/14/2022   End Date: 02/24/2022

- Revised county prep materials finalized week of 12/05/22.
- County Prep Kick Off Meeting scheduled for 12/20/22

Pre and Post Implementation Support	In Progress

Start Date: 11/07/2022   End Date: 12/30/2022

- Pre & Post implementation support model – in progress
- Conduct W2 County Site Visits (virtual or in person) – not started

Implementation Readiness: Help Desk and System Operations

Help Desk	Complete

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

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: Complete

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: In Progress

Implementation Readiness: County Ad-Hoc Reporting

County Ad Hoc Reporting	Behind 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 identified 34 reports to refactor and continue to review others. 0 are complete.
- Santa Clara: has 64 reports to refactor. 0 are complete.
- Tulare: has 0 reports to refactor.

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