Wave 4 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 4. 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**
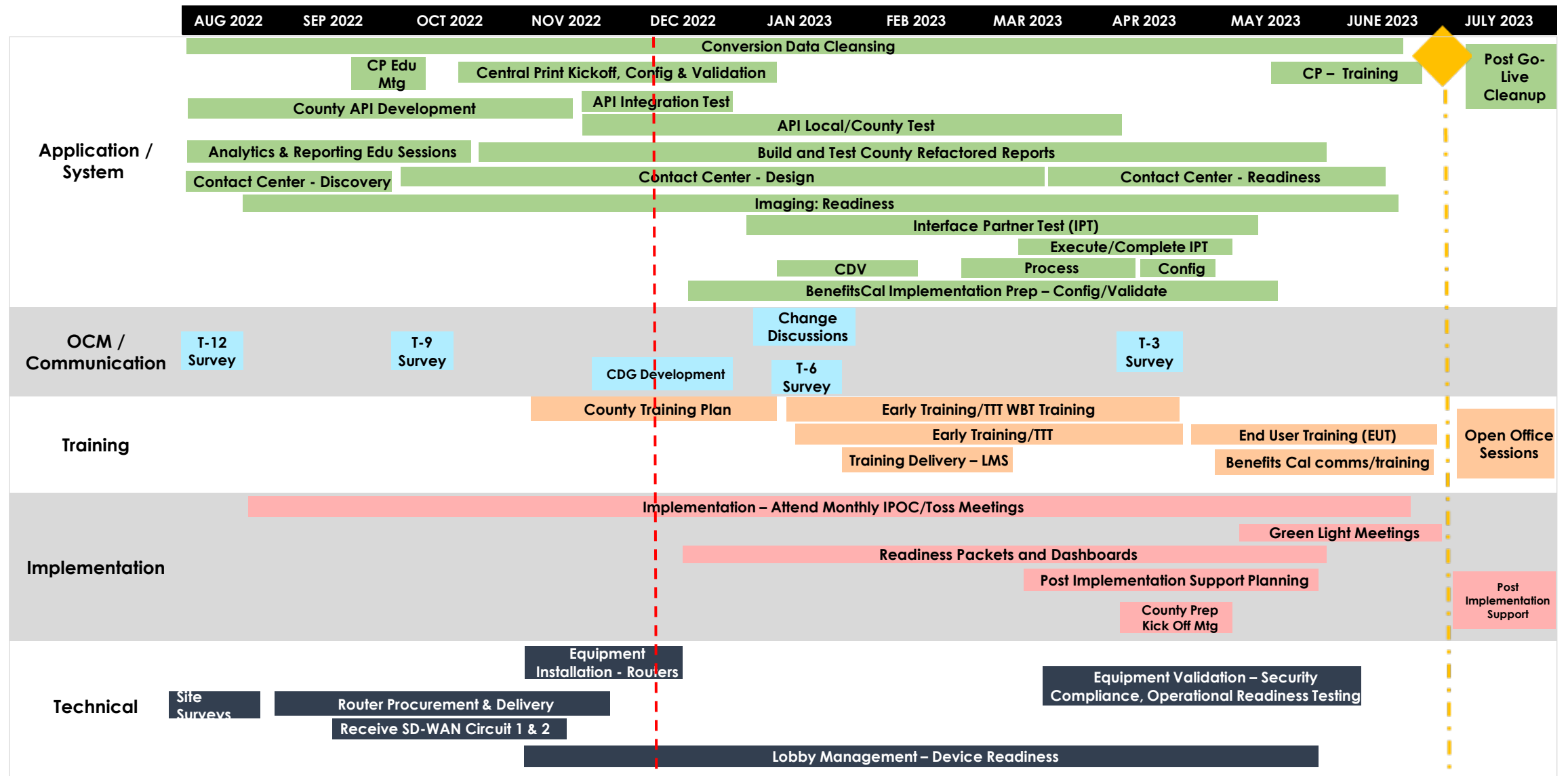
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Wave-4 **Migration Timeline**

Wave 4 Critical Path

San Diego, San Mateo, Santa Cruz, Solano

	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	JULY 2023

Application / System
- Conversion Data Cleansing
- CP Edu Mtg
- Central Print Kickoff, Config & Validation
- CP – Training
- Post Go-Live Cleanup
- County API Development
- API Integration Test
- API Local/County Test
- Analytics & Reporting Edu Sessions
- Build and Test County Refactored Reports
- Contact Center - Discovery
- Contact Center - Design
- Contact Center - Readiness
- Imaging: Readiness
- Interface Partner Test (IPT)
- Execute/Complete IPT
- CDV
- Process
- Config
- BenefitsCal Implementation Prep – Config/Validate

OCM / Communication
- Change Discussions
- T-12 Survey
- T-9 Survey
- T-3 Survey
- CDG Development
- T-6 Survey

Training
- County Training Plan
- Early Training/TTT WBT Training
- Early Training/TTT
- End User Training (EUT)
- Training Delivery – LMS
- Benefits Cal comms/training
- Open Office Sessions

Implementation
- Implementation – Attend Monthly IPOC/Toss Meetings
- Green Light Meetings
- Readiness Packets and Dashboards
- Post Implementation Support Planning
- County Prep Kick Off Mtg
- Post Implementation Support

Technical
- Equipment Installation - Routers
- Equipment Validation – Security Compliance, Operational Readiness Testing
- Site Surveys
- Router Procurement & Delivery
- Receive SD-WAN Circuit 1 & 2
- Lobby Management – Device Readiness

We are Here

Mock Conversion 1 03/31/23 – 04/26/23
County Data Validation 04/10/23 – 04/21/23
Interface Partner Testing (IPT) 02/20/23 – 05/15/23

Change Discussions 12/22/22 - 02/03/23
Readiness Surveys
T-3 04/03/23 – 04/14/23
T-6 01/16/22 – 01/27/23
T-9 10/03/22 – 10/28/22
T-12 07/18/22 – 07/30/22

Contact Center
Approve CC Design 03/10 – 03/24
CC Model Office 06/12 – 06/23
CC Config (WFM) 06/12 – 06/23
Configuration – 03/06/23 - 06/30/23
Process Simulation 03/13/23 – 5/19/23

Early Training & TTT WBT 1/16/22
Early Training & TTT 3/27/23 – 4/21/23
Training Delivery End Users 5/1/23 – 6/30/23

Wave-4 Readiness: Executive Summary
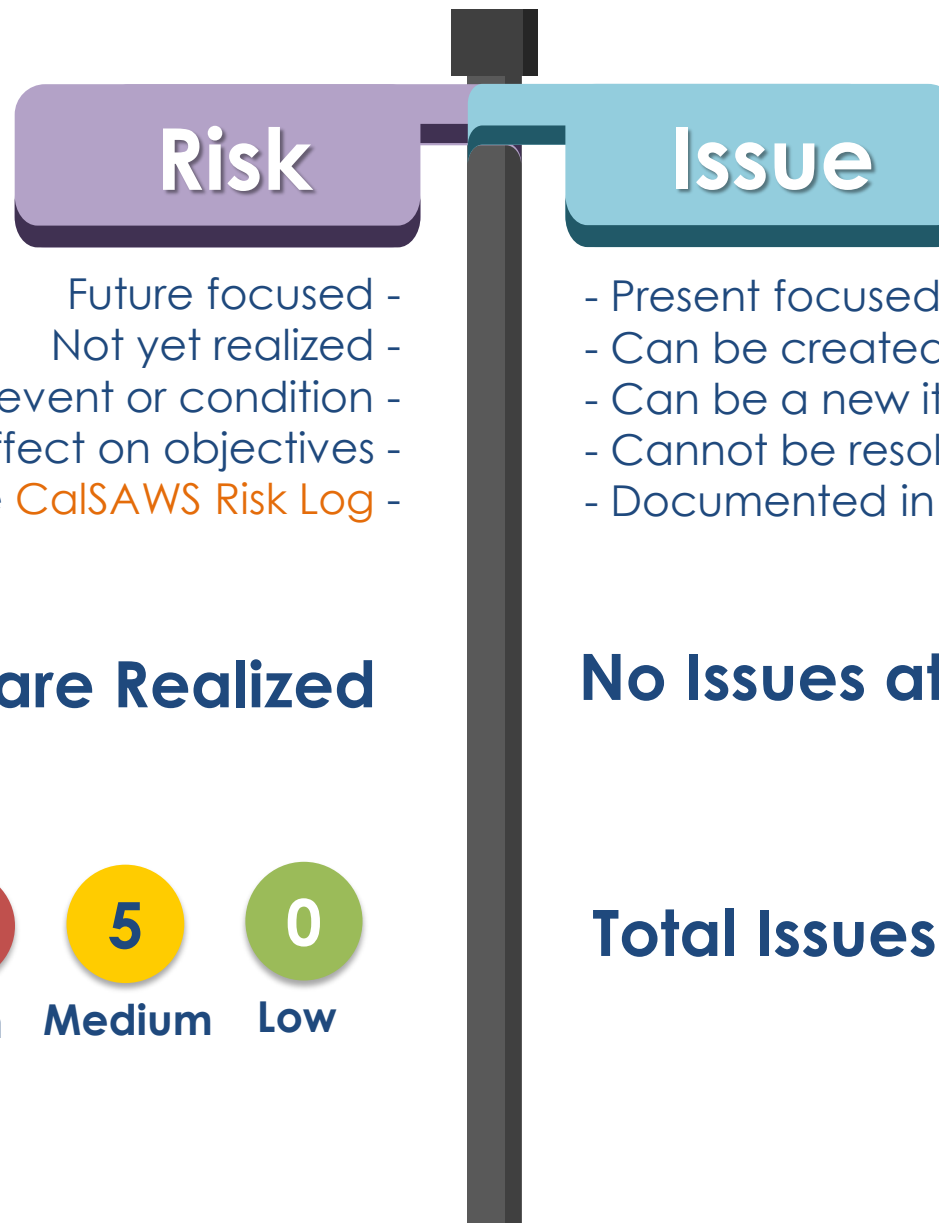## Readiness Areas and Categories

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 23.05	Targeted for 05/19/2023.
	G	Contact Center Readiness	3 of 3 IVR Contact flows approved
	G	Imaging Readiness	County Export of Legacy Images: In Progress
	NS	BenefitsCal Readiness	
	G	Central Print Readiness	Validation Meetings Started
	C	UAT Prep	UAT began 06/27/22.
	C	UAT Execution	UAT concluded 08/19/22.
Integration	NS	County Interface Partner Test (IPT)Execution	
	NS	State Interface Partner Test (IPT) Execution	
Conversion	G	CDT Defects Resolution	As of 12/02/22 there are 63 unresolved Defects from Wave 1 CDV
	G	EDBC Match – Auto Review Rates	Estimated 7% of converted programs will require worker review.
Technical	G	County Network Connectivity	•Circuit Enhancement orders for Solano and Santa Cruz on hold pending CRFI approval •Ongoing delivery of circuits to County sites. •Ongoing County Router install changes •New EDR requirements being collated.
	NS	Performance Testing	

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-4 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	Complete.
	G	ILT Training Curriculum Complete	County-Specific ILT training materials – Walkthroughs begin 01/09/2023
	NS	Wave 4 County Classroom Set-Up	
	NS	WBT Training Delivery	
	NS	ILT Training Delivery	
Organization	G	Change Discussion Guides (CDGs)	Wave 4 Group 1 complete FWP by 12/07/22.
	G	Communications	On Schedule.
	C	Business Process Reengineering	BPR Complete
	NS	Process Simulation	
	NS	Configuration	
Implementation	G	Implementation Planning	Checklist Review and Readiness Packet Development Ongoing
	NS	County Prep	
	NS	Pre and Post Implementation Support	
	G	Help Desk	County Site Plan Working Sessions in progress
	NS	County Ad Hoc Reports	

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   **0** Low

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

Risk and Issues: Wave 4

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.4	**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)
268.4	**Implementation Readiness for CalWIN Cutover to CalSAWS**	If implementation readiness (project and county) is not on track to meet their respective exit criteria by May 15, 2023, then the CalWIN Wave 4 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 4 cutover to CalSAWS on July 3, 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 4

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
278.4	**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, require 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 May 16, 2022, but not released until June 6, 2022. On June 15, 2022, 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 July 15, 2022. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is August 18, 2022. The most immediate impact is to the Wave 1 Counties Risk Trigger Date: May 19, 2023	Applications (Project)

Risks and Issues: Wave 4

Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.4	**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)
264.4	**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)
269.4	**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-4: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Not Started	12/05/22	03/10/23	0%
Wave 4 County Data Validation	Not Started	04/10/23	04/21/23	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	03/13/23	05/19/23	0%
State Interface Testing	Not Started	3/15/2023	5/5/2023	0%
CalWIN County Interface Testing	Not Started	3/15/2023	5/5/2023	0%
T-12 Readiness Survey Distribution	Complete	07/18/22	07/30/22	100%
T-9 Readiness Survey Distribution	Complete	10/03/22	10/28/22	100%
T-6 Readiness Survey Distribution	Not Started	1/16/22	1/27/22	0%
T-3 Readiness Survey Distribution	Not Started	04/03/23	04/14/23	0%
Application Development and System Test 23.05	Not Started	03/27/23	05/19/23	0%
County Preparation Phase Kick Off	Not Started	04/10/23	04/22/23	0%
County Preparation Phase	Not Started	05/22/23	06/30/23	0%
County Networking Connectivity	In Progress	08/01/22	03/31/23	48%
Contact Center Model Office Simulation	Not Started	06/12/23	06/23/23	0%
End-User Training	Not Started	05/01/23	06/30/23	0%
Pre and Post Deployment Support	Not Started	06/05/23	09/01/23	0%
Wave 4 CalSAWS Go-Live	Not Started	07/03/23	07/03/23	0%

County Readiness – Wave 4

Readiness Area	Status*	San Diego	Status*	San Mateo	Status*	Santa Cruz	Status*	Solano
Application	G		G		G		G	
Integration	NS		NS		NS		NS	
Conversion	NS		NS		NS		NS	
Technical	G	Disaster Recovery exercise completed on 10/2/2022	G	Disaster Recovery exercise completed on 10/2/2022	G	Disaster Recovery exercise completed on 10/2/2022	G	Disaster Recovery exercise completed on 10/2/2022
Training	G		G		G		G	
Implementation	G		G		G		G	
Organizational	G	Consortium comments addressed to get to county FWP signoff by 01/19/23	G	Consortium comments addressed to get to county FWP signoff by 12/07/23	G	Consortium comments addressed to get to county FWP signoff by 01/19/23	G	Consortium comments addressed to get to county FWP signoff by 12/01/23

Information included is as of December 2, 2022

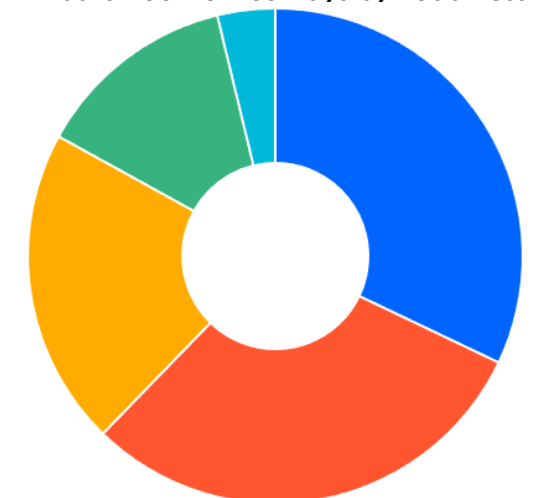| NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late

Wave 4 County Readiness Checklist Activities by Status (as of 12/02/2022)

Status	00 All Counties	09 San Diego	10 San Mateo	11 Santa Cruz	12 Solano	Wave 4 Counties	T:
IN PROGRESS	1	81	89	99	102	4	376
NOT STARTED	15	246	255	274	258	162	1210
COMPLETED	23	219	234	218	235	4	933
Total Unique Issues:	39	546	578	591	595	170	2519

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 4 Counties tasks include tasks that apply to San Diego, San Mateo, Santa Cruz, Solano (e.g., selective conversion tasks)

Wave 4 All Tasks Due Next 30 Days by Readiness Category

Implementation Readiness Category
Total Issues: 53

●	Implementation Readiness	17
●	Training Readiness	16
●	Technical Readiness	11
●	Change Readiness	7
●	Application Readiness	2

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	5	22	3	30
Change Readiness	0	12	17	29
Conversion Readiness	14	6	1	21
Implementation Readiness	7	46	44	97
Technical Readiness	1	17	16	34
Training Readiness	1	18	18	37
Total Unique Issues:	**28**	**121**	**99**	**248**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1			
2			

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

San Diego: 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 past due tasks for San Diego as of December 2, 2022

San Mateo County Readiness Summary

County Readiness – San Mateo

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	10	24	3	37
Change Readiness	0	22	31	53
Conversion Readiness	16	5	1	22
Implementation Readiness	9	47	37	93
Technical Readiness	1	17	14	32
Training Readiness	1	15	18	34
Total Unique Issues:	**37**	**130**	**104**	**271**

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan

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

Activity Owner	Technical Readiness	T:
NetSec	1	1
Total Unique Issues:	**1**	**1**

Past Due Activity Highlights:
Technical: Changes to Circuit Ordering

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 Cruz

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	8	27	3	38
Change Readiness	0	26	27	53
Conversion Readiness	14	6	0	20
Implementation Readiness	12	46	37	95
Technical Readiness	1	26	14	41
Training Readiness	1	15	18	34
Total Unique Issues:	**36**	**146**	**99**	**281**

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

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

Santa Cruz: 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 past due tasks for Santa Cruz as of December 2, 2022

County Readiness – Solano

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	9	26	2	37
Change Readiness	1	21	31	53
Conversion Readiness	15	6	1	22
Implementation Readiness	13	47	37	97
Technical Readiness	3	23	14	40
Training Readiness	1	15	18	34
Total Unique Issues:	**42**	**138**	**103**	**283**

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

Solano: 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.

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

Past Due Activity Highlights:
There are no past due tasks as of December 2, 2022

Project Readiness

Application Readiness: System

System Test: 23.05	Not Started

Start Date: 03/27/2023   End Date: 05/19/2023

Application Readiness: Imaging

Images Migration	In Progress

County Export of Legacy Images: In Progress

Hyland Receive and Upload Images to Production Environment: In Progress

Hyland Performance Test: Complete

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	In Progress

Start Date: 03/10/23   End Date: 06/23/23

- 3 of 3 IVR Contact flows approved
- Approval of County Contact Center SCRs: Not Started
- Regression Testing: Not Started
- Model Office Testing scheduled for 6/9/2023

Application Readiness: Central Print

Central Print Kick-Off	Complete

Configuration/Validation	In Progress

Start Date: 10/11/2022   End Date: 12/30/2022

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

Setup and Training	In Progress

Start Date: 04/01/23   End Date: 06/30/2023

- Training materials: completed
- Portal Users load: not started
- Inventory confirmed: not started
- Training delivery: 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 May 2023
- BenefitsCal Comms Plan draft: April 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

Project Readiness

Conversion Readiness

Conversion Readiness	On Schedule

Key Dates:

Golden Data Set #11 Ready: On Schedule for April 2023

Cutover 4A: 05/15/2023

Cutover 4B: 07/03/2023

Mock Cutover – On-Schedule to begin April 2023.

CDV	Not Started

Start Date: 04/10/2023   End Date: 04/21/2023

- Converted Data Testing: complete for all waves.
- Wave 4 County Data Validation targeted to begin 04/10/2023.
- As of 12/02/2023 there are 63 unresolved Defects from Wave 1 CDV.

Integration Readiness

Interface Partner Test	Not Started

Start Date: 03/15/2023   End Date: 05/05/2023

- San Diego County: 8 Interfaces
- San Mateo County: 8 Interfaces
- Santa Cruz County: 9 Interfaces
- Solano County: 8 Interface
- State/Consortium Partners: 11 Interfaces

Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 03/15/2023 .

Technical Readiness

County Networking Connectivity	In Progress

Start Date: 08/01/2022   End Date: 03/01/2023

- Circuit Enhancement orders for Solano and Santa Cruz on hold pending CRFI approval.
- Ongoing delivery of circuits to County sites.
- Ongoing County Router install changes
- New EDR requirements being collated.

Technical Readiness: Operations

Contingency Restoration Planning	Complete

Disaster Recovery Exercise	Complete

Disaster Recovery exercise completed on 10/2/2022

Batch Operations	Not Started

Technical Readiness: Performance Testing

Performance Test	Not Started

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 — In Progress

Start Date: 11/14/2022   End Date: 12/21/2022

- County-Specific Training Plans – Completed and submitted for review
- Training Environment/Build Training Data – Not Started
- Create Training Accounts in Training Environment - Complete

Training Materials — In Progress

Start Date: 12/05/2022   End Date: 03/10/2023

- County-Specific ILT training materials – Walkthroughs begin 01/09/2023
- WBTs – Updates ongoing

Training Delivery — Not Started

Start Date: 03/27/2023   End Date: 06/30/2023

- Wave 4 Early Training & TTT - Not Started
- Wave 4 staff curriculum assignment – Not Started
- Wave 4 Classroom set-up starts 02/2023
- Wave 4 early learning and TTT ILTs start 03/27/2023
- Wave 4 End User ILT Training begins 05/2023

Organizational Readiness: OCM

Change Discussions with Staff — In Progress

Start Date: 12/22/2023   End Date: 02/23/2023

- Wave 4 Group 1 complete FWP by 12/1-12/7
- Confirm the Wave 4 Group 1 Kickoff and Prep Session dates with the Consortium and County.
- Send CRFI for Wave 4 Group 2 Kickoff and Prep Session dates.

Readiness Surveys — In Progress

Start Date: 06/27/2022   End Date: 03/15/2023

- T-12 & T-9 surveys and presentations completed.
- T-6 surveys are on schedule for January 2023

Infographics/ Newsletter — In Progress

Start Date: 07/20/22   End Date: 07/24/23

- December Infographics are on schedule

Change Network Champions — Completed

Start Date: 07/21/2022   End Date: 08/17/2023

- Conduct Wave 4 CNC Meeting on 12/15/22

Organizational Readiness: Business Process Reengineering

W4 BPR Plans Approved — Complete

Process Change Inventory Close Out — Complete

Automated Actions Enablement — Complete

Process Simulation

W4 Process Simulation Planning — Not Started

Start Date: 03/13/2023   End Date: 05/05/2023

Process Simulation Execution — Not Started

Start Date: 04/24/2023   End Date: 05/26/2023

Configuration

Configuration Materials — Not Started

End Date: 01/13/2023

W4 Configuration Documentation & Validation — Not Started

Start Date: 03/06/2023   End Date: 05/03/2023

Project Readiness

Implementation Readiness

Implementation Planning	In Progress

- DEL 10 Implementation Support Plan submitted and accepted.
- Readiness Packets and Dashboards: Ongoing

County Prep	Not Started

Start Date: 05/22/2023   End Date: 06/30/2023

- 44 county prep activities instructions complete – to be updated for Wave 4 if applicable.
- Kick Off Meeting targeted for April 2023

Post-Deployment Support	Not Started

Start Date: 07/03/2023   End Date: 09/01/2023

- 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	In Progress

Start Date: 11/7/2022   End Date: 5/26/2023
- County Site Plan Working Sessions in Progress

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	In Progress

Start Date: 05/2022   End Date: 06/2023

CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 4 Counties.
Reviewed 809 reports for refactoring. 226 need to be refactored for Wave 4 counties"
- San Diego has an estimated 72 reports that need to be refactored
- San Mateo has an estimated 25 reports that need to be refactored
- Santa Cruz has an estimated 50 reports that need to be refactored
- Solano has an estimated 79 reports that need to be refactored

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