

# Wave 2 Implementation Readiness Dashboard and Packet

January 06, 2023

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.

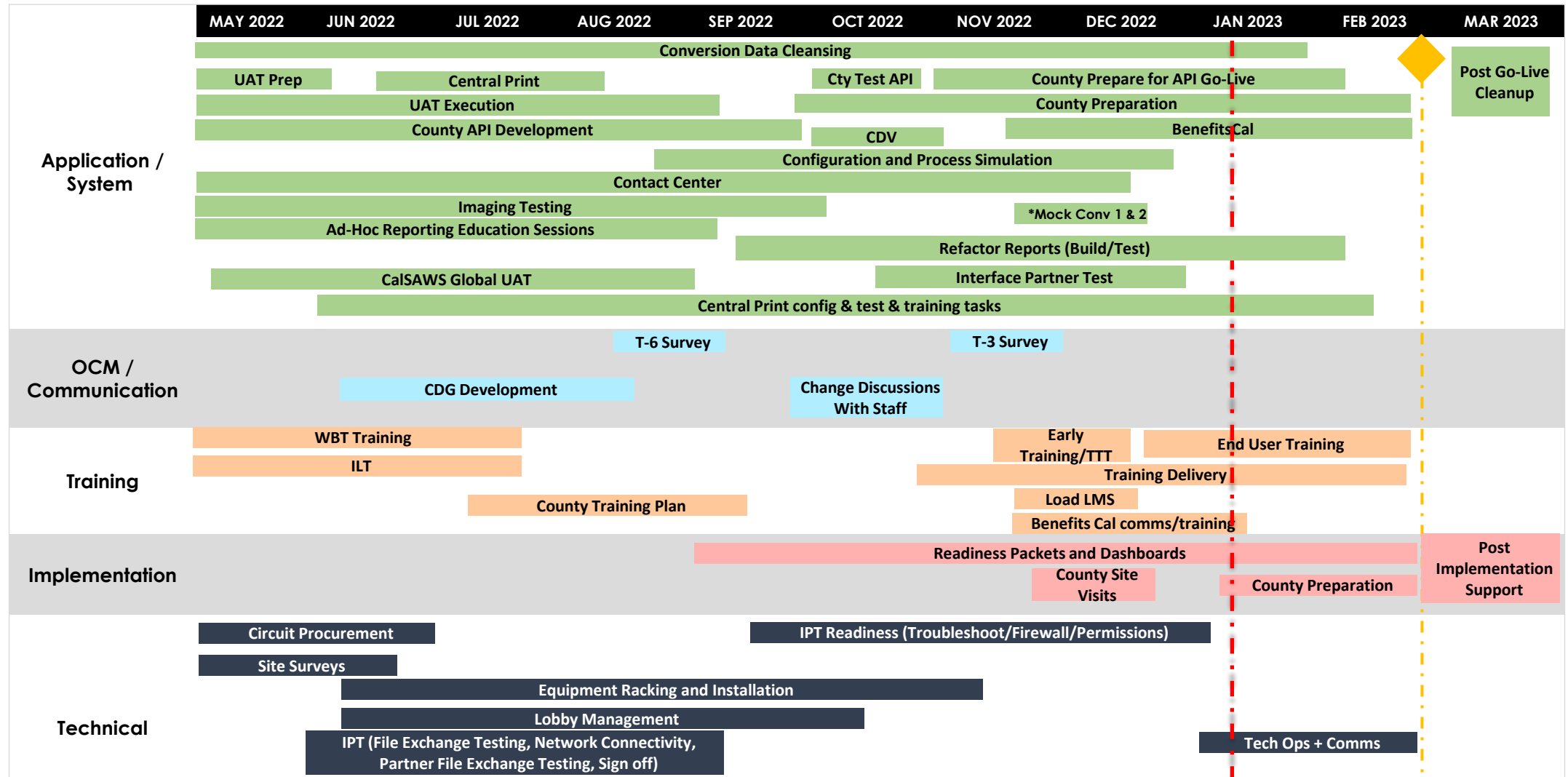
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **January 06, 2023**



# Wave-2 Migration Timeline



# Wave 2 Critical Path



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	<b>Testing:</b> In Progress, 99% Complete
	G	Contact Center Readiness	IVR Contact Flows for W2 Counties: Approved Contact Center SCRs: <ul style="list-style-type: none"> <li>Tulare CA-240158: Approved</li> <li>Santa Clara CA-240159: Approved</li> <li>Contra Costa CA-240155: Approved</li> </ul>
	G	Imaging Readiness	<ul style="list-style-type: none"> <li>County Export of Legacy Images – ongoing</li> <li>Hyland receive and upload images to production environment - ongoing</li> </ul>
	G	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>Obtained CBO Conversion File – Mock Run 1 Complete</li> <li>Provided CBO extract to Counties</li> </ul>
	G	Central Print Readiness	<ul style="list-style-type: none"> <li>Configuration meetings complete (3 of 3); validation meetings 2 of 3 complete</li> <li>Configuration load is in progress</li> </ul>
	C	UAT Prep	Complete
	C	UAT Execution	<ul style="list-style-type: none"> <li>Group 1 and Group 2 Retest – Complete</li> <li>Metric and completion of UAT Exit Criteria on 09/08/2022</li> </ul>
Integration	C	County Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>Contra Costa – 100% passed. 6 of 6 interfaces have passed.</li> <li>Santa Clara – 100% passed. 10 of 10 interfaces have passed.</li> <li>Tulare – 100% passed. 8 of 8 interfaces have passed.</li> </ul>
	C	State Interface Partner Test (IPT) Execution	100% complete. 11 of 11 State Interfaces have passed partner validations.
Conversion	G	CDV Defects Resolution	<ul style="list-style-type: none"> <li>Delivered Wave 2 GDS #9 for CDV</li> <li>CDV completed for Wave 2 on 10/14/22</li> <li>As of 1/10/22, there are 54 P2 and 79 P3 and P4 Open Converted Data Defects.</li> </ul>
	G	EDBC Match – Auto Review Rates	Match Rate as a result of Wave 2 Mock Cutover is 69%
Technical	C	County Network Connectivity	<ul style="list-style-type: none"> <li>All Wave 2 Circuits delivered and Activated</li> <li>Completed IPT pre-readiness activities for all wave 2 counties</li> <li>Ongoing compliance validation and Handoff process to Network Operations</li> </ul>
	G	Performance Testing	Batch Performance Testing began 10/31/2022 and is 90% complete.

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

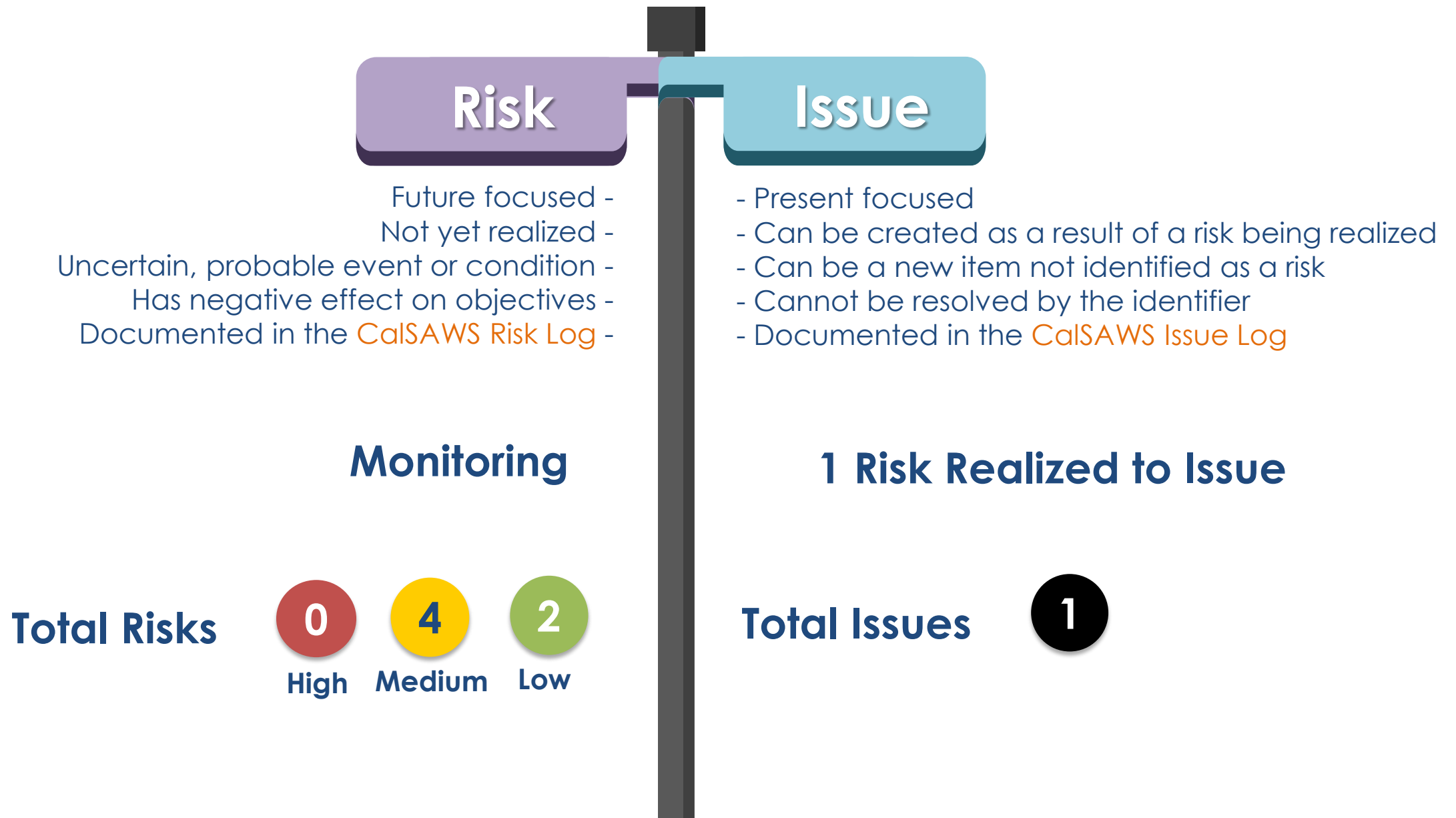
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> <li>Monthly update complete and submitted</li> </ul>
	C	ILT Training Curriculum Complete	<ul style="list-style-type: none"> <li>Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August -September. County-specific ILTs completed 09/30/22</li> </ul>
	C	Wave 2 County Classroom Set-Up	<ul style="list-style-type: none"> <li>Classrooms identified and confirmed for Wave 2 counties. Connectivity testing complete.</li> </ul>
	G	WBT Training Delivery	<ul style="list-style-type: none"> <li>WBTs started 09/26/22 for Wave 2 Early Training &amp; TTT participants</li> <li>WBTs started on 10/16/22 for all staff</li> </ul>
	G	ILT Training Delivery	<ul style="list-style-type: none"> <li>Early Training and Train the Trainer complete. All staff training started 01/03/23.</li> </ul>
Organization	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Contra Costa, Santa Clara and Tulare have signed off on CDG Comments.</li> <li>Change Discussions complete.</li> </ul>
	G	Communications	<ul style="list-style-type: none"> <li>CalSAWS Scoop #3 delivered on October 28, 2022</li> <li>Infographics and Newsletter for January in progress.</li> </ul>
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>All To-Be Sessions Complete</li> <li>All Closeout Sessions Complete</li> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>
	C	Configuration	<ul style="list-style-type: none"> <li>Configuration Kick Off <ul style="list-style-type: none"> <li>Santa Clara working sessions completed 9/16</li> <li>Contra Costa working sessions completed 10/21</li> <li>Tulare working sessions completed 11/9-11/17</li> </ul> </li> </ul>
	C	Process Simulation	<ul style="list-style-type: none"> <li>Process Simulation Execution <ul style="list-style-type: none"> <li>Santa Clara complete (100%) 10/17-10/28</li> <li>Contra Costa complete(100%) 11/28-12/9</li> <li>Tulare Complete (100%) 12/12-12/22</li> </ul> </li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>CRFI 22-129 distributed on 12/22/22 and responses due on 01/13/23</li> <li>County Profiles completed</li> <li>Go Live Packet updates to be made in January for Wave 2</li> </ul>
	G	County Prep	<ul style="list-style-type: none"> <li>County Prep Kickoff completed 12/20/22, County Prep Phase begins 01/17/23.</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>Planning efforts for Wave 2 pre and post implementation support – in progress</li> </ul>
	G	Help Desk	<ul style="list-style-type: none"> <li>County ServiceNow Fulfiller Training conducted week of 10/3</li> <li>Tier 1 Fulfiller and Delegated Admin Refresher Training conducted 12/20</li> <li>Optional Tier 1 Fulfiller and Delegated Admin Q&amp;A Session scheduled for 1/10</li> </ul>
	Y	County Ad Hoc Reports	<ul style="list-style-type: none"> <li>W2 Counties Completed Education Sessions</li> <li>Reviewed 1,343 reports for refactoring. Contra Costa has identified 102 reports to be refactored, with 21 needed by go live. Santa Clara has identified 64 to be refactored, 22 are complete. Contra Costa and Santa Clara are receiving assistance from Gainwell. Tulare does not have any reports to refactor.</li> </ul>

# Readiness Dashboard




# Risks and Issues



# Risk and Issues: Wave 2

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

Issue Level	Issue Name	Issue Description	Readiness Area (Owner)
 <b>258.2</b>	<b>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</b>	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window.</p> <p><b>January 6, 2023: This risk has been realized as an issue</b></p> <ul style="list-style-type: none"> <li>• Cutover B has been baselined to 112 hours; this was presented to Section Directors on 12/20. The following Risk Mitigation Options are been vetted with the technical SMEs <ul style="list-style-type: none"> <li>• Technical Lower Risk Options – Business Discussion Required <ul style="list-style-type: none"> <li>• Continue performance tuning conversion ODI code</li> <li>• Move EDBC Match same time as Smoke Test/County Click thru</li> <li>• Reduce CalSAWS batch schedule</li> <li>• Upgrade the EC2 Oracle Database in Prod just for Cutover</li> </ul> </li> <li>• Technical Higher Risk Options – Business Discussion Required <ul style="list-style-type: none"> <li>• Closed cases &gt; 2 years: Identify no changes and convert early</li> <li>• More conversion ODI transformation boxes to convert each county at the same time</li> </ul> </li> <li>• Additional Non-Technical Options – Business Discussion Required <ul style="list-style-type: none"> <li>• Bring CalSAWS down earlier on Friday (6PM) &amp; Gainwell performance tuning B extraction</li> <li>• Expand 84-hour window</li> </ul> </li> </ul> <li>• Cutover C has been drafted to show 57 hours in a combined 3A/2C Cutover plan <ul style="list-style-type: none"> <li>• Technical Lower Risk Options – Business Discussion Required <ul style="list-style-type: none"> <li>• Continue performance tuning conversion ODI code</li> <li>• Reduce CalSAWS batch schedule</li> <li>• Upgrade the EC2 Oracle Database in Prod just for Cutover</li> </ul> </li> <li>• Technical Higher Risk Options – Business Discussion Required <ul style="list-style-type: none"> <li>• Pull 2C into a different Sunday outage window</li> </ul> </li> <li>• Additional Non-Technical Options – Business Discussion Required <ul style="list-style-type: none"> <li>• Expand 36 -hour window</li> </ul> </li> </ul> <p>More mitigation strategies are required and underway.</p> </li></li></ul>	Conversion (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)
268.2	Implementation Readiness for CalWIN Cutover to CalSAWS	<p><b>Batch Performance (Risk #237.2)</b> – Risk level remains medium as team works to address higher data volumes in Waves 2-6. Testing for Wave 2 with 45 County data started 10/17 and runs through 12/30/22. Tuning of programs in process.</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 #262.2)</b> – Risk was updated to Green at 11/9/22 RMG as County readiness materials for Wave 1 were finalized and templates/lessons learned applied to future waves. Will continue to track county feedback</p> <p><b>Production and CDV Defect Resolution (Risk #280)</b> – Risk tracks resolution of defects from Wave 1, Waves 2-6 Converted Data Validation, and Production Defects from Wave 1.</p> <p><b>County Image Migration Readiness (Risk #264.2)</b> – The Counties are meeting all due dates and on track to complete scheduled milestones by deadlines as reported in the Weekly DD&amp;I Status Report</p> <p><b>County Report Refactoring and Ancillary System Timelines (Risk #269.2)</b> – Risk level is currently at medium. Reports identified by Wave 2 counties for refactoring: Contra Cost 60+, Santa Clara 110+, Tulare 0. Team assessing what is required for go live and will track progress in Readiness slides</p> <p><b>County Reconciliation and Submission of State Reports (Risk #279.2)</b> CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports</p>	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	<b>CalWIN OCM Implementation Support Plan Deliverable</b>	<p>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</p> <p>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.</p> <p>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 Workload impact calculation to be defined starting at T-2 for Go Live Packet related items</p> <p>Recruitment of other County support is anticipated to start no later than 2 months prior to W2 go live</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>	Applications (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)																																																																	
280	Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-Live could impact County Case Worker business Post Go-Live	<b>January 6, 2023:</b> Updates have been provided below (in the tables).																																																																		
		<b>Open Wave 1 CalWIN Issues</b> Open Wave 1 CalWIN Issues below represents Wave 1 Conversion Defects identified by the Counties Post Go-Live. Defects are Triaged, Assessed, and Resolved as quickly as they via Data Change Requests (DCR)																																																																		
		Open Defects by Phase		P 1	P 2	P 3/P 4	Total	Wave 1 Post Go-Live DCR's	0	18	9	27	Total Open Defects	0	18	9	27																																																			
		Open Defects by Phase		P 1	P 2	P 3/P 4	Total																																																													
		Wave 1 Post Go-Live DCR's		0	18	9	27																																																													
		Total Open Defects		0	18	9	27																																																													
		<b>Open Wave 2 Conversion Defects</b> Open Wave 2 CalWIN Issues below represents all defects no matter what test phase they were found in, including Wave 1 defects “clone” to track the fix for wave 2. As of 1/8/2022.																																																																		
		Open Defects by Status		P1	P2	P3	P4	Total	New	0	13	31	5	49	In Development	0	9	12	0	21	Development Complete	0	0	0	0	0	In Assembly Test	0	0	3	0	3	System test	0	1	2	0	3	Test Complete	0	2	12	1	15	ReOpened	0	0	1	0	1	Pending Rejection	0	0	1	0	1	Assigned	0	29	7	4	40	Total Open Defects	0	54	69	10	133
		Open Defects by Status		P1	P2	P3	P4	Total																																																												
		New		0	13	31	5	49																																																												
In Development	0	9	12	0	21																																																															
Development Complete	0	0	0	0	0																																																															
In Assembly Test	0	0	3	0	3																																																															
System test	0	1	2	0	3																																																															
Test Complete	0	2	12	1	15																																																															
ReOpened	0	0	1	0	1																																																															
Pending Rejection	0	0	1	0	1																																																															
Assigned	0	29	7	4	40																																																															
Total Open Defects	0	54	69	10	133																																																															
Defect Priority	Cutover 2A	Cutover 2B	Post Cutover 2B	TBD	Total	P1	0	0	0	0	0	P2	0	32	18	4	54	P3	1	28	11	29	69	P4	0	1	4	5	10	Total Open Defects	1	61	33	38	133																																	
Defect Priority	Cutover 2A	Cutover 2B	Post Cutover 2B	TBD	Total																																																															
P1	0	0	0	0	0																																																															
P2	0	32	18	4	54																																																															
P3	1	28	11	29	69																																																															
P4	0	1	4	5	10																																																															
Total Open Defects	1	61	33	38	133																																																															

# 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	<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)
264.2	<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. <b>Wave 2 Status:</b> 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	<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)

# 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	Complete	10/17/22	12/23/22	100%
State Interface Testing	Complete	10/17/22	01/09/23	100%
CalWIN County Interface Testing	Complete	10/17/22	12/30/22	100%
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	99%
County Preparation Phase Kick Off	Complete	12/20/22	12/20/22	100%
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	02/06/23	02/17/23	0%
End-User Training	In Progress	01/03/23	02/27/23	2%
Pre and Post Deployment Support	Not Started	02/27/23	04/14/23	0%
Wave 2 CalWIN Go-Live	Not Started	02/27/23	02/27/23	0%

## Wave 2 – County Readiness Summary

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
<b>Application</b>	<b>G</b>	Contact Center SCR: CA-240155 Approved	<b>G</b>	Contact Center SCR: CA-240159 Approved	<b>G</b>	Contact Center SCR: CA-240158 Approved
<b>Integration</b>	<b>C</b>	6 of 6 interfaces have passed IPT	<b>C</b>	10 of 10 interfaces have passed IPT	<b>C</b>	8 of 8 interfaces have passed
<b>Conversion</b>	<b>G</b>		<b>G</b>		<b>G</b>	
<b>Technical</b>	<b>G</b>	Ongoing compliance validation and Handoff process to Network Operations	<b>G</b>	Ongoing compliance validation and Handoff process to Network Operations	<b>G</b>	Ongoing compliance validation and Handoff process to Network Operations
<b>Training</b>	<b>G</b>	All staff training started 01/04/23.	<b>G</b>	All staff training started 01/03/23.	<b>G</b>	All staff training started 01/04/23.
<b>Implementation</b>	<b>Y</b>	Contra Costa has 22 reports to refactor by go live and is working with Gainwell. 0 are complete.	<b>Y</b>	Santa Clara has 64 reports to refactor and is working with Gainwell. 22 are complete.	<b>G</b>	Tulare does not have any reports identified to refactor
<b>Organizational</b>	<b>G</b>	Ongoing CNC and Communications; Process Sim and Config working sessions Complete	<b>G</b>	Ongoing CNC and Communications; Process Sim and Config working sessions Complete	<b>G</b>	Ongoing CNC and Communications; Process Sim and Config working sessions Complete

\*Information included is as of January 06, 2023

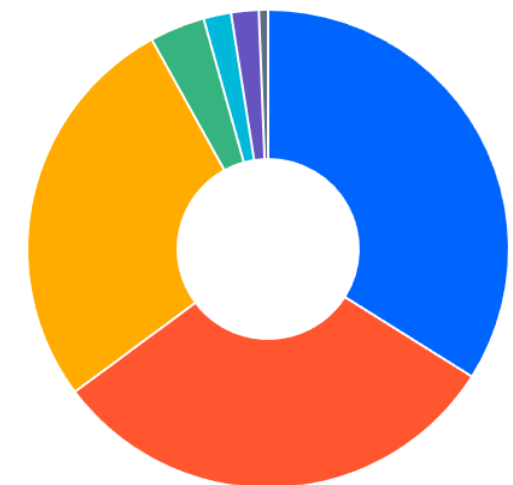
NS	Not Started	<b>G</b>	On Schedule	<b>Y</b>	<14 Days Late	<b>R</b>	>=14 Days Late
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### Wave 2 County Readiness Checklist Activities by Status (as of 01/06/2023)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
<b>COMPLETED</b>	56	690	533	489	71	<b>1839</b>
<b>NOT STARTED</b>	0	217	102	90	86	<b>495</b>
<b>IN PROGRESS</b>	1	281	82	90	27	<b>481</b>
<b>Total Unique Issues:</b>	<b>57</b>	<b>1188</b>	<b>717</b>	<b>669</b>	<b>184</b>	<b>2815</b>

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: 162

Implementation Readiness	55
Application Readiness	50
Conversion Readiness	44
Technical Readiness	6
Change Readiness	3
Training Readiness	3
BenefitsCal	1



## Contra Costa County Readiness Summary

## Contra Costa: County Tasks Counts by Category and Status (as of 01/06/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	38	87	107	232
BenefitsCal	4	6	1	11
Change Readiness	111	5	93	209
Conversion Readiness	13	2	6	21
Implementation Readiness	37	59	105	201
Technical Readiness	7	1	47	55
Training Readiness	2	2	36	40
None	0	0	3	3
<b>Total Unique Issues:</b>	<b>212</b>	<b>162</b>	<b>398</b>	<b>772</b>

## Contra Costa: Past Due by Readiness Category and Activity Owner (as of 01/06/2023)

Activity Owner	Application Readiness	Change Readiness	Implementation Readiness	T:
IPOC	3	2	5	10
TPOC	0	0	2	2
<b>Total Unique Issues:</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>12</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 6, 2023). 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	Remediation Plan
1	Analytics & Reporting	Med	Contra Costa has identified 22 reports needed to refactor by go live.

## Past Due Activity Highlights:

1. Central Print: Respond to CRFI 22-122 to Identify Central Print Portal Users.
2. There are 11 county requested addition tasks that are currently overdue.

# Santa Clara County Readiness Summary

Santa Clara: County Tasks Counts by Category and Status (as of 01/06/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	11	22	65	98
Change Readiness	1	4	67	72
Application Readiness	1	15	41	57
Technical Readiness	2	3	43	48
Training Readiness	2	2	35	39
Conversion Readiness	14	2	3	19
<b>Total Unique Issues:</b>	<b>31</b>	<b>48</b>	<b>254</b>	<b>333</b>

Santa Clara: Past Due by Readiness Category and Activity Owner (as of 01/06/2023)

Activity Owner	Implementation Readiness	T:
PPOC	1	1
<b>Total Unique Issues:</b>	<b>1</b>	<b>1</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 06, 2023). 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	Remediation Plan
1	Analytics & Reporting	Med	Santa Clara has 42 remaining reports to refactor

### Past Due Activity Highlights:

1. Implementation: Business Continuity Plan: Update if needed.

# Tulare County Readiness Summary

Tulare: County Tasks Counts by Category and Status (as of 01/06/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	17	17	61	95
Change Readiness	1	4	65	70
Application Readiness	3	13	38	54
Training Readiness	2	2	35	39
Technical Readiness	1	1	28	30
Conversion Readiness	14	2	4	20
<b>Total Unique Issues:</b>	<b>38</b>	<b>39</b>	<b>231</b>	<b>308</b>

Tulare: Past Due by Readiness Category and Activity Owner (as of 01/06/2023)

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 January 06, 2023). 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	N/A			
2				

### Past Due Activity Highlights:

There are no overdue tasks for Tulare as of January 06, 2023.

## Application Readiness: System

System Test: 23.01 In Progress

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

1032 of 1043 scripts completed

89.55% Pass rate

## 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: 3 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: 1/30/2023

- Configuration meetings complete
- Validation meetings 2 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

- Provide sample CBO user file extract to Forge Rock for mock run – 01/24/2023

Training &amp; 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

## 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 – Complete

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 1/10/22, there are 54 P2 and 79 P3 and P4 Open Converted Data Defects. 62 of the overall defects are planned to be resolved by Cutover 2B, 33 are planned Post Cutover 2B as a Data Change Request (DCR), and the remaining 38 are planned Post Cutover 2 (in general).

GDS Delivery #9 Complete

September 2022

## Integration Readiness

Interface Partner Test Complete

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

- Contra Costa County: 6/6 Interfaces
- Santa Clara County: 10/10 Interfaces
- Tulare County: 8/8 Interfaces
- State/Consortium Partners: 11/11 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 17, 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 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 WBTs started 09/26/22
- Wave 2 End User WBTs started 10/16/22
- Wave 2 Classrooms set-up – Complete
- Wave 2 Early Training & TTT ILTs – Complete
- Wave 2 End User ILTs started 01/03/23

## Organizational Readiness: OCM

## Change Discussions with Staff Complete

End Date: 11/4/2022

- Initial round of Change Discussions are complete.

## Readiness Surveys On Schedule

Start Date: 11/7/22 End Date: 5/15/2023

- T+6 Survey opens on April 10, 2023

## Infographics/ Newsletters On Schedule

Start Date: 02/28/2022 End Date: 1/30/2023

- January Infographics are on schedule
- January Newsletter is on schedule

## Change Network Champions On Schedule

Start Date: 01/31/2022 End Date: 3/31/2023

- CNC January Meeting is scheduled to take place on 1/24/23

## 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 Complete

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

## Process Simulation Execution Complete

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: 02/24/2023

- Santa Clara has reviewed findings and updated worksheets
- Contra Costa and Tulare in progress

## W2 Configuration Documentation &amp; Validation Complete

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 ongoing – began Mid-December
- Workplans and monthly implementation packets ongoing

## County Prep In Progress

Start Date: 11/14/2022 End Date: 02/23/2022

- County Prep Packet and CIT distributed 12/08/22.
- County Prep Kick Off Meeting completed 12/20/22
- County Prep Phase begins 01/17/2023.

## Pre and Post Implementation Support In Progress

Start Date: 11/07/2022 End Date: 01/27/2023

- 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  
Tier 1 Fulfiller and Delegated Admin Refresher Training conducted 12/20

## 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: 02/03/2023

County Education Sessions:

- Wave 2 completed 10 of 10 sessions

County Report Refactoring

Wave 2 identified 86 reports in need of refactoring.

- Contra Costa: has identified 102 reports to refactor. 21 are needed for go live and 0 are complete.
- Santa Clara: has 64 reports to refactor. 22 are complete.
- Tulare: has 0 reports to refactor.

# 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.

CalSAWS

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