

# Wave 4 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 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 **January 06, 2023**



# Readiness Packet





# Application Readiness

## Development / System Test

Deploy Release 23.05	Start Date: 03/27/2023 End Date: 05/19/2023	Project
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Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: UAT

## User Acceptance Test

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: Imaging

## Functionality

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

*Imaging Performance test for Wave 4 was completed as part of the LA County go-Live performance test cycles completed March 2022*

Hyland Platform Performance Test	Project
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## Images Migration

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

## Imaging UAT

7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8/2022)	Completed	61 of 61 scripts completed and passed.
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Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Application Readiness: Contact Center

## Contact Center

Technical Connectivity	0%	
Update IVR Contact Flows for each County	4 of 4 Approved	Both
Approval of County Contact Center SCRs*	0 of 4	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – tentative start 6/9/2023	0%	Both

\*Contact Center SCRs:  
CA-240164 – Santa Cruz  
CA-240165 - Solano  
CA-240166 – San Diego  
CA-240167 – San Mateo

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: Central Print

## Kickoff

Kickoff Meeting Completed

Both

## Configuration/Validation

Configuration Meetings

In Progress

Both

Validation Meetings

In Progress

Both

Configuration Load

Not Started

0 Completed of 3 Planned

Project

## Setup and Training

Portal Users Loaded

Not Started

0 Completed of 3 Planned

Project

Inventory Confirmed

Not Started

0 Completed of 1 Planned

Project

Training Materials Completed

Complete

Project

Training Delivery

Not Started

0 Completed of 3 Planned

Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Application Readiness: BenefitsCal Conversion



## Conversion Readiness

Provide extract of the CBO to the counties	Not Started	Target 03/03/2023	Project
Extract CBO User information from MyBCW for Wave 4 counties to perform mock run 1	Not Started	Target 03/01/2023	Project
Extract CBO User information from MyBCW Prod for Wave 4 counties	Not Started	Target 06/05/2023	Project

## Converted Data Test

Validate CBO user load into ForgeRock – Mock Run 1	Not Started	Target 04/13/2023	Project
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## Training Delivery

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

## Communications

Confirm Communications Plan for BenefitsCal	Not Started	Communication plan will be initially drafted by 04/14.	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin 05/31.	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete





# BenefitsCal Implementation Readiness



## System Operations

Confirm Command Center schedule and communication schedule	Not Started	06/12/2023 - 06/16/2023	Project
Contingency Planning	Not Started	06/12/2023 - 06/16/2023	Project

## Prod Deployment Plans

Develop Production Cutover Checklist	Not Started	Target – 05/31/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 06/13/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision)	Not Started	06/12/2023 - 06/16/2023	Project
Confirm Wave Cutover to BenefitsCal	Not Started	06/12/2023 - 06/16/2023	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Conversion Readiness

## Conversion Readiness – Wave 4

Conversion defects not resolved prior to Wave Go-Live	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).	Project
Auto Case Review Match Rate	Match Rate as a result of Wave 2 Mock Cutover is 69% (whereas W1 Go-Live was 70%). The Wave 4 Match Rate will be evaluated with the completion of the W4B Mock Cutover .	Project
Complete Wave 4 Mock Cutovers (Risk 258)	<ul style="list-style-type: none"> <li>Mock Cutover – On-Schedule to begin End of March 2023.</li> <li>Business Impact Mitigation Strategies for the W2-W6 Cutover Window and Communications with Stakeholders remains In-Progress</li> </ul>	Project
Deliver Wave 4 Golden Data Set (GDS) for County Data Validation (CDV)	Wave 4 GDS#11 Remains On-Schedule for delivery in April 2023 (for a 4/10/23 W4 CDV Start).	Project
Support Wave 4 County Data Validation - Defect Resolution	Planned for 4/10/23 - 4/21/23	Project
Complete Wave 4A (County Preparation) Cutover	Planned for May 15, 2023	Project
Complete Wave 4B (Go-Live) Cutover	Planned for July 3, 2023	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Integration Readiness

Interface Partner Testing – Begins 03/15/2023

Complete Interface Development – County

Not Started

County

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Integration Readiness

## Interface Partner Testing – 03/15/2023 - 05/05/2023

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

CONSORTIUM PARTNERS INTERFACE TESTING		
CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE
Electronic Inter County Transfer (EICT) - CalWIN	0/3	May 5, 2023

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
Case Management Information and Payrolling System (CMIPS) - OSI	0/2	May 5, 2023
Electronic Benefits Transfer (EBT) - FIS	0/2	May 5, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	0/2	May 5, 2023
Welfare Data Tracking Implementation Project (WDTIP) - OSI	0/2	May 5, 2023

CalWIN Wave 4 COUNTIES INTERFACE TESTING		
CalWIN Wave 4 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
San Diego County	0/8	May 5, 2023
San Mateo County	0/8	May 5, 2023
Santa Cruz County	0/9	May 5, 2023
Solano County	0/8	May 5, 2023

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Networking

## Networking

County Networking Connectivity

Both

CalWIN Wave 4 COUNTIES				
NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Overall Network Interconnectivity	On Track	28.0%	11.3%	16.7%
Critical Path	On Track	15.8%	10.5%	5.3%

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
San Diego	On Track	49.1%	34.5%	14.5%
San Mateo	On Track	49.1%	49.1%	0.0%
Santa Cruz	On Track	45.5%	29.1%	16.4%
Solano	On Track	49.1%	32.7%	16.4%

Milestone	Status
Wave 4 County Networking Connectivity Readiness	<ul style="list-style-type: none"> <li>•Circuit Enhancement orders for Solano and Santa Cruz on hold pending CRFI approval.</li> <li>•Ongoing delivery of circuits to County sites.</li> <li>•Ongoing County Router install changes</li> <li>•New EDR requirements being collated.</li> </ul>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Technical Readiness: Operations

## Contingency Restoration Planning

Migration Rollback Planning Completed	Completed	100%	Project
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## Disaster Recovery Exercise

Disaster Recovery Test Completed	Completed	100%	Project
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## Batch Operations

CalWIN Batch Schedules	Not Started	0%	Project
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Disaster Recovery exercise completed on 10/2/2022

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Technical Readiness: Performance Testing

## Performance Testing – Wave 4-6

CalSAWS Batch Performance (58 County)	Not Started	0%	Project
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### CalWIN Wave 4-6 Batch Performance Schedule and Results

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Performance Testing

## CalSAWS 52 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	TBD	TBD	Not Started
#2 - CalSAWS Online + APIs	TBD	TBD	Not Started

## CalSAWS 52 County Online Performance Test

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

### Online Performance Test Findings –

#### Exit Criteria -

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



# Technical Readiness: Security

## Application Security

CalSAWS Scans/Remediation Completed	Completed	100%
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## Penetration Testing

Signed with 3 <sup>rd</sup> party to conduct Testing	Completed	100%
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Penetration Testing Preparation	Completed	100%
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Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022)	Completed	100%
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Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Training Readiness

## Training Plan

Wave 4 Draft County-Specific Training Plans completed.	Complete	100%	Both
Create Training Accounts in Training Environment	Complete	100%	Project

## Training Materials

Wave 4 County-specific ILT training materials finalized and reviewed – walkthroughs begin 01/09/2023	In Progress	90%	Both
Web-based Trainings updated (Accenture/Consortium) – updates are ongoing per regular training release schedule	Complete	100%	Project
Training Environment/Build Training Data	Not Started		Project

## Training Delivery

Wave 4 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	In Progress	50%	Project	
Wave 4 staff course assignments / registration for Early Training & TTT	Not Started	0%	Project	
Wave 4 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Not Started	0%	Project	
Wave 4 Early Training & TTT Started (WBT) – start 01/16/2023	Not Started	0%	Both	
Wave 4 End-User Training Started (WBT) – start 02/06/2023	Not Started	0%		
Wave 4 Early Training & TTT Started (ILT) – start 03/13/2023 for San Diego County; 03/27/2023 for all other Wave 4 counties	Not Started	0%		
Wave 4 End User Training (EUT) - start 05/01/2023 for San Diego County; 05/08/2023 for all other Wave 4 counties	Not Started	# Completed of # Planned	Both	
Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

# ↔ Organizational Readiness: OCM

## Communications & Change Discussion Guides

San Mateo (11/23) and Solano (11/22) DWP signoff	Completed	2 Completed of 2 Planned	Both
San Mateo and Solano CDG county and Consortium comments to get to FDEL signoff by 01/11	On Schedule	0 Completed of 1 Planned	Both
San Diego and Santa Cruz CDG county and Consortium comments to get to FDEL signoff by 02/27	Not Started	0 Completed of 1 Planned	Both
San Mateo(12/8) and Solano(12/1)Consortium comments addressed to get to county FWP signoff by dates listed	Completed	2 Completed of 2 Planned	Both
San Diego and Santa Cruz Consortium comments addressed to get to county FWP signoff by 1/19	On Schedule	0 Completed of 1 Planned	Both
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Not Started	0 Completed of 2 Planned	Both

## Readiness Surveys

Wave 4 Readiness Surveys T-12	Completed	4 Completed of 4 Planned	Both
Wave 4 Readiness Surveys T-9	Completed	4 Completed of 4 Planned	Both
Wave 4 Readiness Surveys T-6	Not Started	0 Completed of 4 Planned	Both
Wave 4 Readiness Surveys T-3	Not Started	0 Completed of 4 Planned	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ↔ Organizational Readiness: OCM (continued)

## Infographics/Newsletters

Infographics for November	Completed	2 Completed of 2 Planned	Project
Infographics for December	Completed	2 Completed of 2 Planned	Project
Newsletter for November	Completed	1 Completed of 1 Planned	Project
Infographics for January	On Schedule	0 Completed of 2 Planned	Project
Infographics for February	Not Started	0 Completed of 2 Planned	Project
Infographics for March	Not Started	0 Completed of 2 Planned	Project
Newsletter for February	Not Started	0 Completed of 1 Planned	Project

## Change Network Champion Meetings

CNC Meeting for November	Completed	1 Completed of 1 Planned	Both
CNC Meeting for December	Completed	1 Completed of 1 Planned	Both
CNC Meeting for January	On Schedule	0 Completed of 1 Planned	Both
CNC Meeting for February	Not Started	0 Completed of 1 Planned	Both
CNC Meeting for March	Not Started	0 Completed of 1 Planned	Both
CNC Meeting for April	Not Started	0 Completed of 1 Planned	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ⇌ Organizational Readiness: BPR

## Business Process Reengineering

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# ↔ Organizational Readiness: Configuration

## Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-4 Counties	Not Started		Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Not Started		Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Not Started		Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Not Started		Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Not Started		Both
Load Configuration into PROD environment during County Prep	Not Started		Project
Configuration Complete	Not Started		Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Organizational Readiness: Process Simulation

## Process Simulation

Wave 4 Participants Confirmed	Not Started	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Not Started	Project
Complete W4 Process Simulation Scenario Development	Not Started	Project
Complete data staging and JIRA prep	Not Started	Project
Complete configuration setup	Not Started	Both
Complete Process Simulation Orientation	Not Started	Project
Complete Process Simulation Execution	Not Started	Both
Evaluate and confirm Exit criteria	Not Started	Project
Process Simulation Complete	Not Started	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness

## Planning

Wave 4 Workplans, Readiness Checklists and ongoing TOSS Meetings	In Progress	Ongoing	Both
Path to Greenlight Communicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)	Project
Go Live Packet Finalized/Updated	Not Started	Will revise, if applicable, May 2022	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project

## County Prep

County Prep Materials Finalized	Not Started	Will revise, if applicable, April 2022	Project
County Prep Kick Off	Not Started	Not scheduled, targeted for T-2	Both

## Post-Implementation Support

Pre- and Post- Go Live Support Structure Established	Not Started	Planning begins at T-3	Project
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Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: Help Desk

## Help Desk

County Delegated Admin Training	Completed	Conducted 1/5/2023	Both
County Tier 1 Fulfiller Training	Not Started	Targeted for week of 1/30/2023	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	Not Started	Targeted for week of 4/17/2023	Both

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: System Operations

## Systems Operations

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: County Ad Hoc Reporting

## Ad-Hoc Reporting Functionality

CalWIN County Education Sessions (i.e., Planned Curriculum)	<ul style="list-style-type: none"><li><b>Wave 4:</b> CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 4 Counties.</li></ul>	Both
CalWIN County Ad Hoc Reports Refactoring	<ul style="list-style-type: none"><li><b>Wave 4:</b> Reviewed 809 reports for refactoring. Approximately 533 need to be refactored for Wave 4 Counties<ul style="list-style-type: none"><li><b>San Diego</b> has identified 201 reports that need to be refactored and have not begun prioritizing. San Diego has reached out to Gainwell and Accenture for support</li><li><b>San Mateo</b> has identified 152 reports that need to be refactored and have not begun prioritizing. San Mateo has reached out to Gainwell for assistance.</li><li><b>Santa Cruz</b> continues to review and identify reports that need to be refactored. So far, they have identified 85 reports that are needed and have not begun prioritizing.</li><li><b>Solano</b> has identified 90-100 reports that need to be refactored and have not begun prioritizing. Solano has reached out to Gainwell for support.</li></ul></li></ul>	County

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

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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