

Wave 2 Implementation Readiness Dashboard and Packet

January 20, 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.

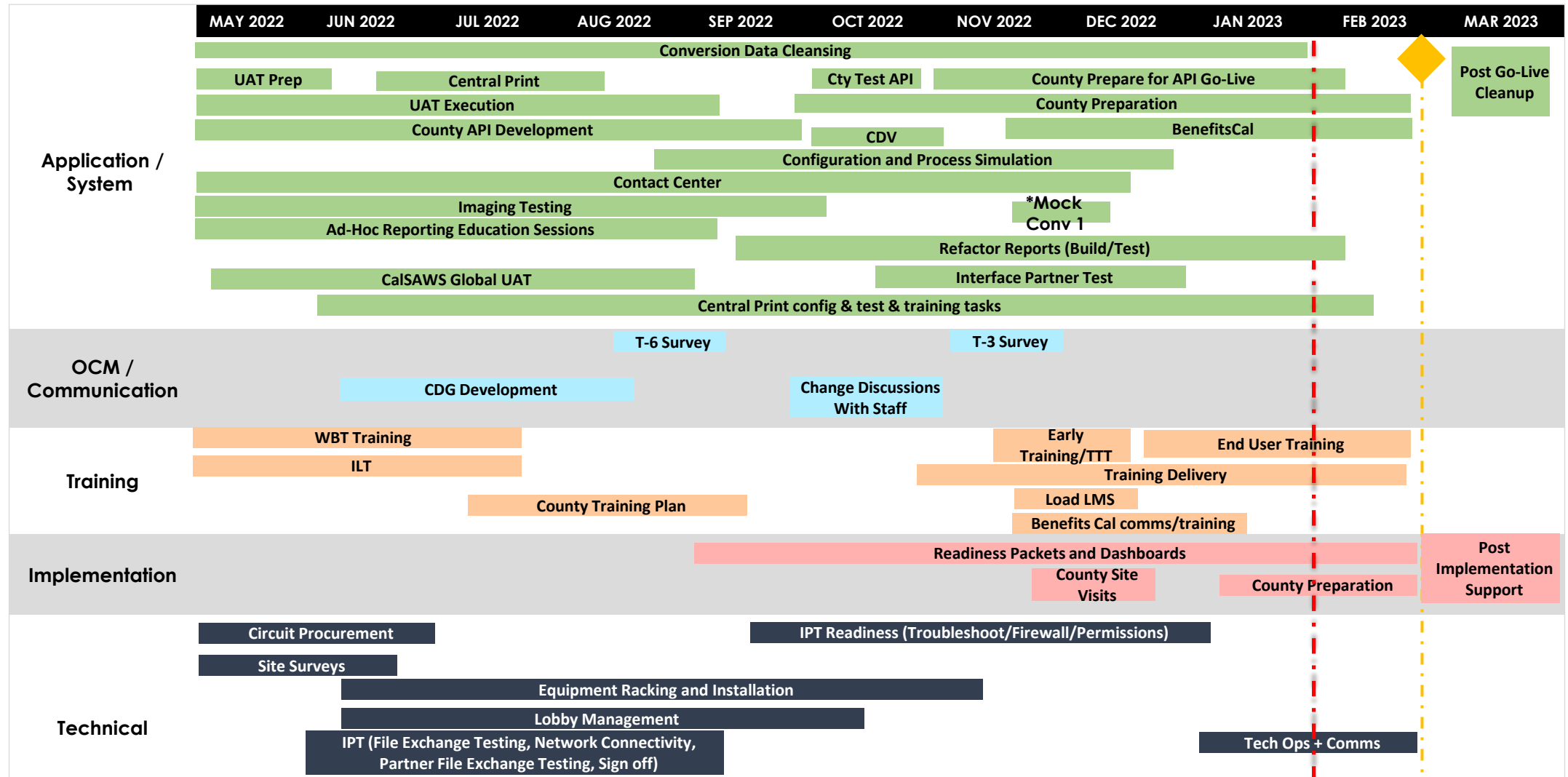
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **January 20, 2023**



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 2/1 – 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	Contact Center SCRs: <ul style="list-style-type: none"> Tulare CA-240158: Approved as of 12/2/22 Santa Clara CA-240159: Approved as of 12/2/22 Contra Costa CA-240155: Approved as of 12/7/22 Counties are currently preparing for Model Office efforts, developing and later testing business scenarios with the new functionality available in Contact Center. Completion of Model Office simulations targeted for 2/17/23.
	G	Imaging Readiness	<ul style="list-style-type: none"> County Export of Legacy Images – ongoing Hyland receive and upload images to production environment - ongoing
	G	BenefitsCal Readiness	<ul style="list-style-type: none"> Provided CBO extract to Counties BenefitsCal Webinars with Wave 2 County Help desks conducted week of 1/17/23; CBO Webinar scheduled on 1/26/23
	G	Central Print Readiness	<ul style="list-style-type: none"> Configuration meetings complete for all Wave 2 counties (Santa Clara and Tulare as of 7/22/22, Contra Costa as of 2/28/22) Validation meetings complete for all Wave 2 counties (Santa Clara and Contra Costa as of 11/30/22, Tulare as of 8/26/22) Configuration load is in progress
	C	User Acceptance Testing	UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.
Integration	C	County Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> Contra Costa – 100% passed as of 12/30/22. 6 of 6 interfaces have passed. Santa Clara – 100% passed as of 12/30/22. 10 of 10 interfaces have passed. Tulare – 100% passed as of 12/30/22. 8 of 8 interfaces have passed.
	C	State Interface Partner Test (IPT) Execution	100% complete as of 12/30/22. 11 of 11 State Interfaces have passed partner validations.
Conversion	Y	CDV Defects Resolution	<ul style="list-style-type: none"> CDV completed for Wave 2 on 10/14/22 As of 1/18/23, there are 53 P2 and 54 P3/P4 Open Defects (Risk 280)
	G	EDBC Match – Auto Review Rates	Match Rate as a result of Wave 2 Mock Cutover is 69%, potential for improvement possible
Technical	C	County Network Connectivity	<ul style="list-style-type: none"> 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
	C	Performance Testing	Batch Performance Testing began 10/31/2022 and is now 100% 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

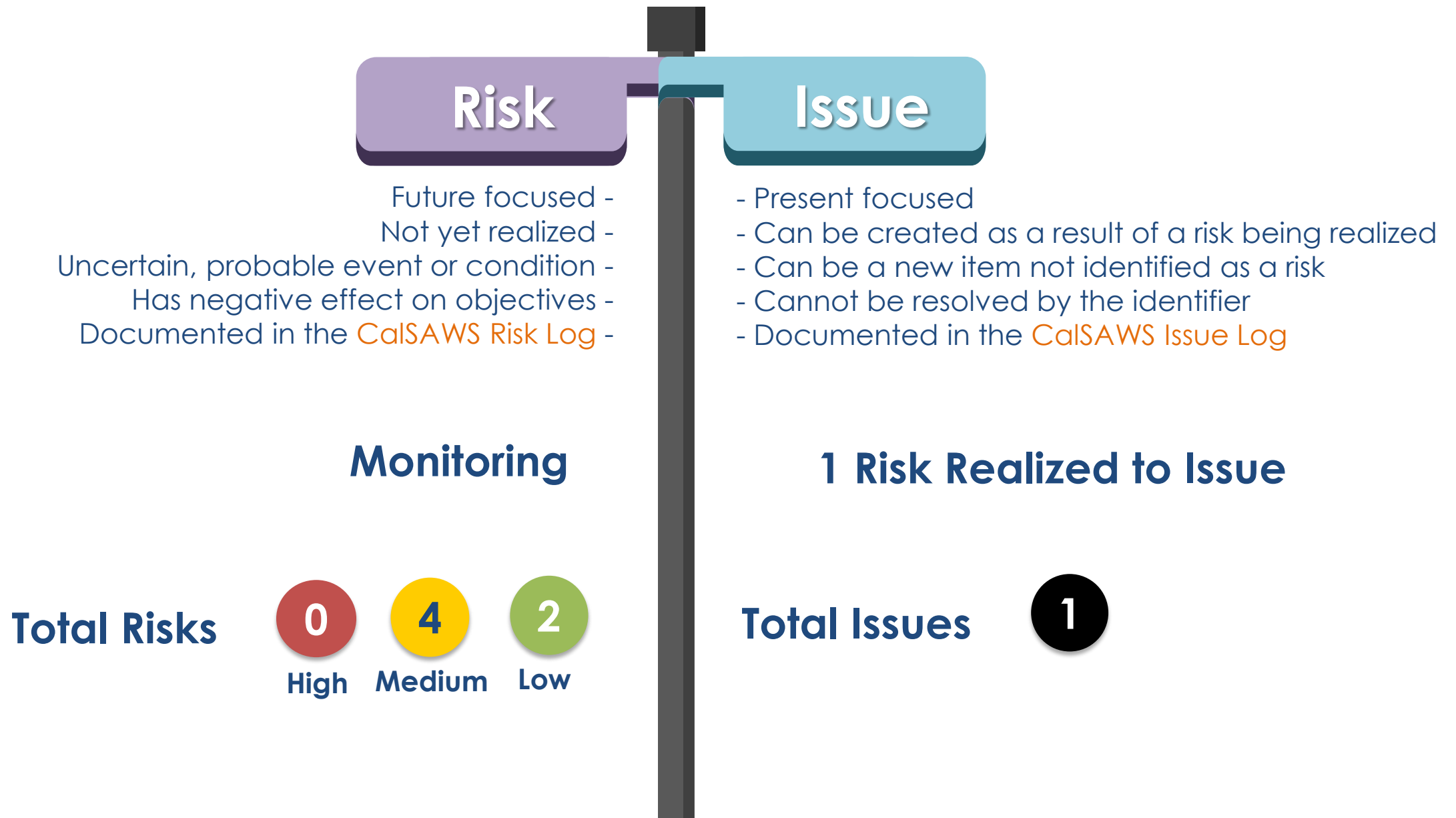
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> Monthly update complete and submitted
	C	ILT Training Curriculum Complete	<ul style="list-style-type: none"> Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August -September. County-specific ILTs completed 09/30/22
	C	Wave 2 County Classroom Set-Up	<ul style="list-style-type: none"> Classrooms identified and confirmed for Wave 2 counties. Connectivity testing complete.
	G	WBT Training Delivery	<ul style="list-style-type: none"> WBTs started 09/26/22 for Wave 2 Early Training & TTT participants WBTs started on 10/16/22 for all staff
	G	ILT Training Delivery	<ul style="list-style-type: none"> Early Training and Train the Trainer complete. All staff training started 01/03/23.
Organization	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> Contra Costa, Santa Clara and Tulare have signed off on CDG Comments. Change Discussions complete.
	C	Communications	<ul style="list-style-type: none"> CalSAWS Scoop #3 delivered on October 28, 2022 Infographics and Newsletter for January in progress.
	C	Business Process Reengineering	<ul style="list-style-type: none"> All To-Be Sessions Complete All Closeout Sessions Complete All Work Products Signed-Off and Deliverables Approved
	C	Configuration	<ul style="list-style-type: none"> Configuration Kick Off and working sessions with Counties are complete. Santa Clara working sessions completed 9/16; Contra Costa working sessions completed 10/21; Tulare working sessions completed 11/17
	C	Process Simulation	<ul style="list-style-type: none"> Process Simulation Execution complete. Santa Clara complete (100%) 10/17-10/28; Contra Costa complete(100%) 11/28-12/9; Tulare Complete (100%) 12/12-12/22
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> Implementation Planning in progress for Wave 2 Updating the Wave 2 Go Live Packet based on CDV defect burndown; ongoing work group meetings with Conversion team
	G	County Prep	<ul style="list-style-type: none"> Received a "GO" for Wave 2 County Prep on 1/11/2023 – County Prep Cutover weekend of 1/13/2023 Tulare County has 3 activities in progress. 12% of users have logged in. Contra Costa has 3 activities in progress and 1 complete. 33% of users have logged in. Santa Clara has 5 activities in progress. 2% of users have logged in.
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> County Prep support (pre-implementation) ongoing through daily County Prep Hours Extended CalSAWS County support CRFI through 1/19/2022; preparation for Post Implementation Support Kick off on 2/01/23.
	G	Help Desk	<ul style="list-style-type: none"> Optional W2 Tier 1 Fulfiller and Delegated Admin ServiceNow Support Line will be hosted daily 1/17 - 1/27 9am – 12 pm
	Y	County Ad Hoc Reports	<ul style="list-style-type: none"> W2 Counties Completed Education Sessions Reviewed 1,343 reports for refactoring. Contra Costa has identified 102 reports to be refactored, with 21 needed by go live and 5 complete. Santa Clara has identified 64 to be refactored, 22 are complete. Contra Costa and Santa Clara are receiving assistance from Gainwell. Tulare does not

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)
 258.2	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window.</p> <ul style="list-style-type: none"> • Status: • 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"> • Technical Lower Risk Options – Business Discussion Required <ul style="list-style-type: none"> • Continue performance tuning conversion ODI code • Move EDBC Match same time as Smoke Test/County Click thru • Reduce CalSAWS batch schedule • Upgrade the EC2 Oracle Database in Prod just for Cutover • Technical Higher Risk Options – Business Discussion Required <ul style="list-style-type: none"> • Closed cases > 2 years: Identify no changes and convert early • More conversion ODI transformation boxes to convert each county at the same time • Additional Non-Technical Options – Business Discussion Required <ul style="list-style-type: none"> • Bring CalSAWS down earlier on Friday (6PM) & Gainwell performance tuning B extraction • Expand 84-hour window • Cutover C has been drafted to show 57 hours in a combined 3A/2C Cutover plan <ul style="list-style-type: none"> • Technical Lower Risk Options – Business Discussion Required <ul style="list-style-type: none"> • Continue performance tuning conversion ODI code • Reduce CalSAWS batch schedule • Upgrade the EC2 Oracle Database in Prod just for Cutover • Technical Higher Risk Options – Business Discussion Required <ul style="list-style-type: none"> • Pull 2C into a different Sunday outage window • Additional Non-Technical Options – Business Discussion Required <ul style="list-style-type: none"> • Expand 36 -hour window • January 13, 2023: Team is working on contingency plan which includes consideration of county business processes on whether to extend 2B plan into Friday and/or Monday. Team is drafting a support deck with consideration to both wave 2 counties and the existing 42 counties as to the business impact. Target date 1/26/2023 	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>January 13, 2023: Updated slide to show sub risks by status as of current RMG:</p> <p>These 4 risks are Low (Green) :</p> <p>Batch Performance (Risk #237.2) –Wave 2 with 45 County data started 10/17/22 and runs through 12/30/22. Risk was updated to Green for Wave 2 1/11/23 RMG based on progress to meet batch window. Tuning of programs will continue expanding to a 58 County data set for Waves 3-6</p> <p>Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</p> <p>County Readiness (Risk #262.2) – 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>County Image Migration Readiness (Risk #264.2) – 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</p> <p>These 3 risks are Medium (Amber) and cause parent Risk 268 to be Medium:</p> <p>County Report Refactoring and Ancillary System Timelines (Risk #269.2) - Reports identified by Wave 2 counties for refactoring as of 1/11/23 RMG : Contra Costa 0 of 21 complete, Santa Clara 22 of 64 complete. Tulare has no reports to refactor. Burndown charts to be added to track progress to complete prior to Wave 2</p> <p>County Reconciliation and Submission of State Reports (Risk 279.2)- CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports, sharing lessons learned from Wave 1 on reconciliation out of 2 systems during month 1 of go live , Santa Clara seeking to understand some concerns raised by Placer</p> <p>Production and CDV Defect Resolution (Risk #280) - Risk tracks resolution of defects from Wave 1, Converted Data Validation, and Production - approximately 50+ P2 defects to resolve prior to go live as of 1/11/23 RM</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	CalWIN OCM Implementation Support Plan Deliverable	<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>Status:</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</p> <p>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"> • Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where • Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model • Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs • Conduct County Prep Kickoff <p>January 13, 2023: Continue to monitor</p>	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	<p>January 13, 2023: Updated statistics as of 1/16/23 Weekly Status Report below. Any P2s listed as Post Cutover are targeted for the week after cutover. Any P2s listed as TBD are new and are being triaged to determine if they are a pre-cutover, or post-cutover item.</p> <p>Open Wave 1 CalWIN Issues Open Wave 1 CalWIN Issues below represents Wave 1 Conversion Defects identified by the Counties Post Go-Live. Defects are Triage, Assessed, and Resolved as quickly as they via Data Change Requests (DCR)</p> <table><tr><th>Resolution by Delivery Date</th><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>Total</th></tr><tr><td>Before January 21, 2023</td><td>0</td><td>1</td><td>2</td><td>1</td><td>4</td></tr><tr><td>January 23- Jan 31, 2023</td><td>0</td><td>17</td><td>25</td><td>0</td><td>42</td></tr><tr><td>February 1 - February 17, 2023</td><td>0</td><td>4</td><td>2</td><td>1</td><td>7</td></tr><tr><td>Wave 2B</td><td>0</td><td>0</td><td>1</td><td>0</td><td>1</td></tr><tr><td>Total Open Defects</td><td>0</td><td>22</td><td>30</td><td>2</td><td>54</td></tr></table> <p>Open Wave 2 Conversion Defects 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.</p> <table><tr><th>Wave</th><th>P1</th><th>P2</th><th>P3</th><th>P4</th><th>Total</th></tr><tr><td>Cutover 2A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 2B</td><td>0</td><td>34</td><td>9</td><td>0</td><td>43</td></tr><tr><td>Post Cutover 2B Day 1 - 7</td><td>0</td><td>19</td><td>0</td><td>0</td><td>19</td></tr><tr><td>Cutover 3A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 3B</td><td>0</td><td>0</td><td>39</td><td>6</td><td>45</td></tr><tr><td>Cutover 4A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 4B</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 5A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 5B</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 6A</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Cutover 6B</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Total Open Defects</td><td>0</td><td>53</td><td>48</td><td>6</td><td>107</td></tr></table>	Resolution by Delivery Date	P1	P2	P3	P4	Total	Before January 21, 2023	0	1	2	1	4	January 23- Jan 31, 2023	0	17	25	0	42	February 1 - February 17, 2023	0	4	2	1	7	Wave 2B	0	0	1	0	1	Total Open Defects	0	22	30	2	54	Wave	P1	P2	P3	P4	Total	Cutover 2A	0	0	0	0	0	Cutover 2B	0	34	9	0	43	Post Cutover 2B Day 1 - 7	0	19	0	0	19	Cutover 3A	0	0	0	0	0	Cutover 3B	0	0	39	6	45	Cutover 4A	0	0	0	0	0	Cutover 4B	0	0	0	0	0	Cutover 5A	0	0	0	0	0	Cutover 5B	0	0	0	0	0	Cutover 6A	0	0	0	0	0	Cutover 6B	0	0	0	0	0	Total Open Defects	0	53	48	6	107	
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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.	Implementation (Project)
264.2	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	<p>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.</p> <p>Wave 2 Status: 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</p> <p>January 13, 2023: Supplemental Delta 1 Completion Dates:</p> <ul style="list-style-type: none"> • Tulare – 05/31/22 • Contra Costa – 1/31/23 • Santa Clara – 02/06/23 	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	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	In Progress	01/16/23	02/23/23	5%
County Networking Connectivity	Complete	03/01/22	10/17/22	100%
Contact Center Model Office Simulation	Not Started	02/01/23	02/17/23	0%
End-User Training	In Progress	01/03/23	02/27/23	37%
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
Application	G	Contact Center SCR: CA-240155 Approved	G	Contact Center SCR: CA-240159 Approved	G	Contact Center SCR: CA-240158 Approved
Integration	C	6 of 6 interfaces have passed IPT	C	10 of 10 interfaces have passed IPT	C	8 of 8 interfaces have passed
Conversion	G		G		G	
Technical	G	Validation and Handoff process to Network Operations Complete	G	Validation and Handoff process to Network Operations Complete	G	Validation and Handoff process to Network Operations Complete
Training	G	All staff training started 01/04/23.	G	All staff training started 01/03/23.	G	All staff training started 01/04/23.
Implementation	Y	Contra Costa has 21 reports to refactor by go live and is working with Gainwell. 5 are complete.	Y	Santa Clara has 64 reports to refactor and is working with Gainwell. 22 are complete.	G	Tulare does not have any reports identified to refactor
Organizational	G	Ongoing CNC and Communications; Process Sim and Config complete.	G	Ongoing CNC and Communications; Process Sim and Config Complete	G	Ongoing CNC and Communications; Process Sim and Config complete

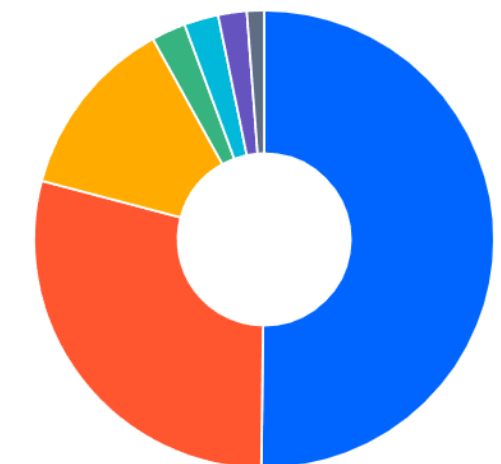
*Information included is as of January 20, 2023
Wave 2 All Tasks Due Next 30 Days by Readiness Category

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Wave 2 County Readiness Checklist Activities by Status (as of 01/20/2023)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	56	695	554	490	73	1868
IN PROGRESS	1	284	73	94	28	480
NOT STARTED	0	209	90	85	84	468
Total Unique Issues:	57	1188	717	669	185	2816

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)



Implementation Readiness Category

Total Issues: 249

Application Readiness	125
Implementation Readiness	72
Conversion Readiness	32
Technical Readiness	6
Training Readiness	6
Change Readiness	5
BenefitsCal	3

Contra Costa County Readiness Summary

Contra Costa: County Tasks Counts by Category and Status (as of 01/20/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	38	85	109	232
BenefitsCal	4	6	1	11
Change Readiness	111	5	93	209
Conversion Readiness	13	2	6	21
Implementation Readiness	39	55	107	201
Technical Readiness	7	1	47	55
Training Readiness	2	2	36	40
None	0	0	3	3
Total Unique Issues:	214	156	402	772

Contra Costa: Past Due by Readiness Category and Activity Owner (as of 01/20/2023)

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
IPOC	0	9	0	9
PPOC	2	0	0	2
Reporting & Analytics Lead	0	1	0	1
TPOC	0	2	0	2
TPOC/PPOC	1	0	0	1
None	0	0	1	1
Total Unique Issues:	3	12	1	16

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 20, 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: Contra Costa has identified 21 reports to refactor by go live.	Med	Contra Costa is working with Gainwell and refactoring is complete for 5 reports.

Past Due Activity Highlights:

1. Application: Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep
2. Imaging Installation: PROD – Validate Response to CRFI 20-039 - Validate Imaging Offices
3. Contact Center: Readiness - Provide list of active named agents and role
4. Central Print: Configure - Respond to CRFI 22-122 to Identify Central Print Portal Users

Note: 12 tasks indicated as past due were county-requested additions to the workplan.

Santa Clara County Readiness Summary

Santa Clara: County Tasks Counts by Category and Status (as of 01/20/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	15	15	68	98
Change Readiness	1	4	67	72
Application Readiness	3	13	41	57
Technical Readiness	2	3	43	48
Training Readiness	2	2	35	39
Conversion Readiness	0	1	18	19
Total Unique Issues:	23	38	272	333

Santa Clara: Past Due by Readiness Category and Activity Owner (as of 01/20/2023)

Activity Owner	Implementation Readiness	Technical Readiness	T:
IPOC	1	0	1
PPOC	1	0	1
TPOC	0	1	1
Total Unique Issues:	2	1	3

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 20, 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: Santa Clara has 42 remaining reports to refactor	Med	Santa Clara is working with Gainwell and refactoring is complete for 22 reports.

Past Due Activity Highlights:

1. Technical: Technical: CRFI-22-116 County responds back to the CRFI around Regression Testing
2. Implementation: Business Continuity Plan - Update Business Continuity Plan (if needed)
3. Contact Center: Readiness - Provide list of active named agents and role

Tulare County Readiness Summary

Tulare: County Tasks Counts by Category and Status (as of 01/20/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	18	16	61	95
Change Readiness	1	4	65	70
Application Readiness	5	11	38	54
Training Readiness	2	2	35	39
Technical Readiness	1	1	28	30
Conversion Readiness	14	2	4	20
Total Unique Issues:	41	36	231	308

Tulare: Past Due by Readiness Category and Activity Owner (as of 01/20/2023)

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
IPOC	0	1	0	1
IPOC/PPOC	0	2	0	2
PPOC	2	1	0	3
TPOC	0	0	1	1
TPOC/PPOC	0	1	0	1
Total Unique Issues:	2	5	1	8

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 20, 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:

1. Application: Lobby Mgmt. Device: Readiness - Sign/Approve County Purchase for Lobby Devices
2. Application: Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep
3. Implementation: Helpdesk: Processes - Determine/update changes to County escalation procedures; Understand how County help desk aligns to project help desk for post go-live support
4. Contact Center: Readiness - Provide list of active named agents and role
5. Imaging Installation: PROD – Validate Response to CRFI 20-039 - Validate Imaging Offices
6. Implementation: Business Continuity Plan - Update Business Continuity Plan (if needed)
7. Technical: CRFI-22-116 County responds back to the CRFI around Regression Testing

Application Readiness: System

System Test: 23.01 In Progress

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

Test Execution Results

Total Scripts :	1043
Not Executed:	0% (0)
In Progress:	1.15% (12)
Pass:	90.41% (943)
Fail:	7% (73)
Blocked:	1.44% (15)
Completed:	1031
Remaining:	12
Progress:	98.85%

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:	End Date:
07/11/2022	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
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- 3 of 3 IVR Contact Flows Approved
- Approval of Wave 2 County SCRs: 3 of 3 approved
- Regression Test: 90% Complete
- Contact Center Model Office Testing (starts 02/01/2023)

Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation In Progress

Start Date: 06/06/2022	End Date: 1/30/2023
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- Configuration meetings complete
- Validation meetings 2 of 3 completed
- Configuration load 2 of 3 completed

Setup and Training In Progress

Start Date: 11/21/22	End Date: 02/17/23
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- Training materials completed
- Portal Users load in progress
- Inventory confirmed completed
- Training delivery scheduled (2/7 or 2/8)
- Postage funding in progress

Application Readiness: BenefitsCal

Conversion Readiness In Progress

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

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

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 1/18/22, there are 53 P2 and 54 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 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 10.
- Batch performance testing is complete
- Online performance testing are in progress

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

- Wave 2 Change Discussions are complete.

Readiness Surveys Complete

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

- All pre-implementation Readiness Surveys complete.
- 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 in review
- January Newsletter are in review

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 Complete

Start Date: 05/16/2022 End Date: 01/13/2023

W2 Configuration Documentation & Validation Complete

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

Implementation Readiness

Implementation Planning In Progress

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

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

County Prep In Progress

Start Date: 11/14/2022 End Date: 02/23/2023

- County Prep Packet and CIT distributed 12/08/22.
- County Prep Kick Off Meeting occurred on 12/20/22
- County Prep Phase began on 1/17/23
- Tulare County has 3 activities in progress. 12% of users have logged in.
- Contra Costa has 3 activities in progress and 1 complete. 33% of users have logged in.
- Santa Clara has 5 activities in progress. 2% of users have logged in.

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

Optional Tier 1 and Delegated Admin Q&A hosted 1/10

Optional W2 Tier 1 Fulfiller and Delegated Admin ServiceNow Support Line hosted daily 1/17 - 1/27 9am – 12 pm

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 be refactored and is working with Gainwell to complete. 21 are needed for Go Live. 5 reports have been refactored.
- Santa Clara has 64 reports to refactor and is working with Gainwell to complete. 22 reports have been refactored.
- 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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