

Wave 2 Implementation Readiness Dashboard and Packet

December 16, 2022

The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to CalWIN Counties with information related to CalWIN Migration, BenefitsCal, and Central Print. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones for Wave 2. Project Milestones are identified by project team leads and CalSAWS Project leadership.

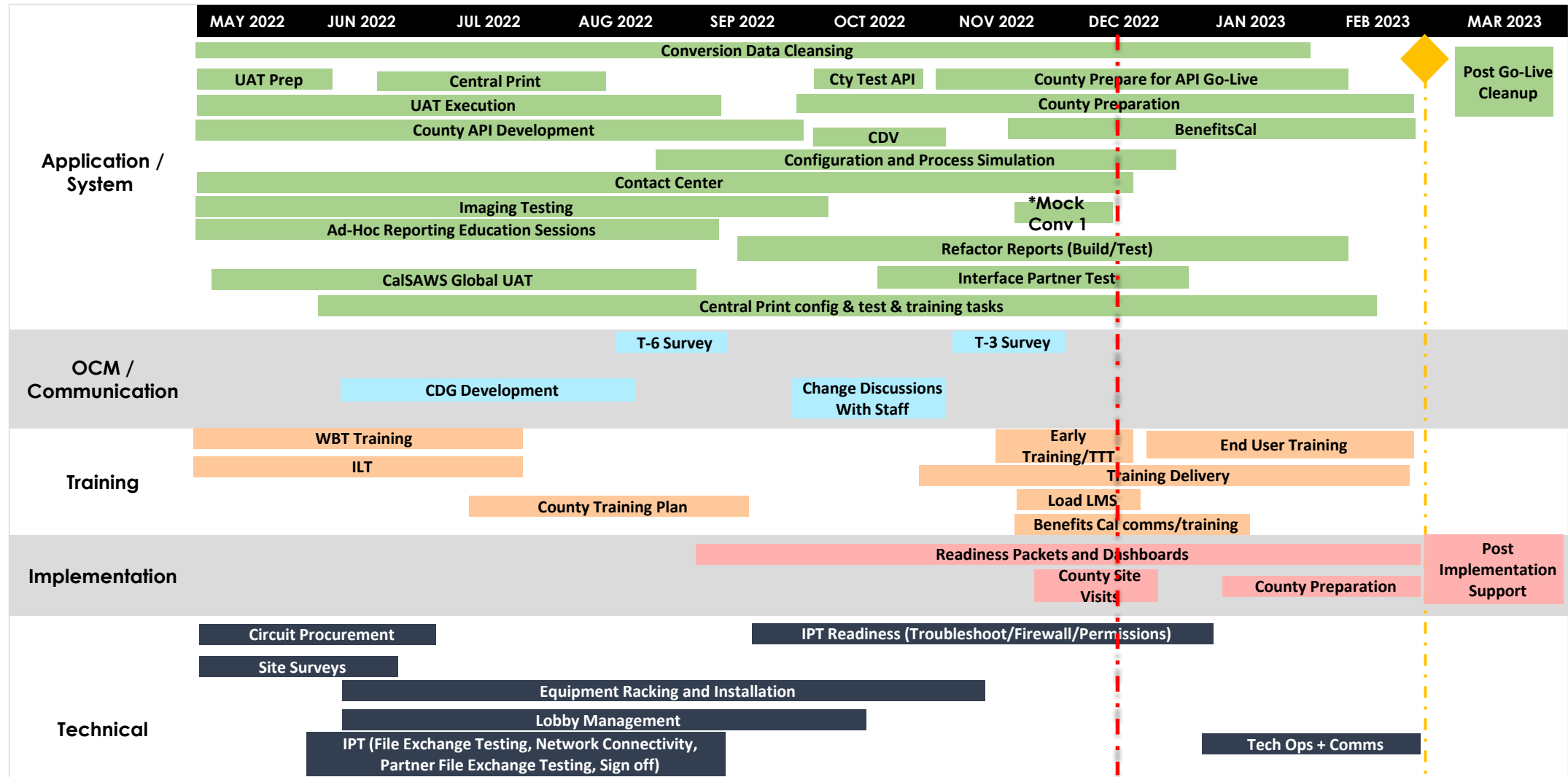
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **December 16, 2022**



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	Testing: In Progress. 58% complete.
	G	Contact Center Readiness	IVR Contact Flows for W2 Counties: Approved Contact Center SCRs: <ul style="list-style-type: none"> Tulare CA-240158: Approved Santa Clara CA-240159: Approved Contra Costa CA-240155: Approved
	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"> Obtained CBO Conversion File – Mock Run 1 Complete CBO User load into ForgeRock validation in progress.
	G	Central Print Readiness	<ul style="list-style-type: none"> Configuration meetings complete (3 of 3); validation meetings 1 of 3 complete Configuration load is in progress
	C	UAT Prep	Complete
	C	UAT Execution	<ul style="list-style-type: none"> Group 1 and Group 2 Retest – Complete Metric and completion of UAT Exit Criteria on 09/08/2022
Integration	Y	County Interface Partner Test (IPT) Execution	Target % Pass Rate: 80% <ul style="list-style-type: none"> Contra Costa – 100% passed. 6 of 6 interfaces have passed. Santa Clara – 60% passed. 6 of 10 interfaces have passed. Tulare – 87% passed. 7 of 8 interfaces have passed.
	G	State Interface Partner Test (IPT) Execution	Target % Pass Rate: 80% <ul style="list-style-type: none"> 90% complete. 10 of 11 State Interfaces have passed partner validations.
Conversion	G	CDV Defects Resolution	<ul style="list-style-type: none"> As of 12/21 there are 45 unresolved P3/P4 defects. There are 28 Wave 1 production defects being assessed for Wave 2 Go-Live readiness and support. Mock Cutover in progress and planned to complete mid-December Business Impact Mitigation Strategies for W2-6 Cutover in progress
	G	EDBC Match – Auto Review Rates	
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
	G	Performance Testing	<ul style="list-style-type: none"> Batch Performance Testing began 10/31/2022 and is 60% 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

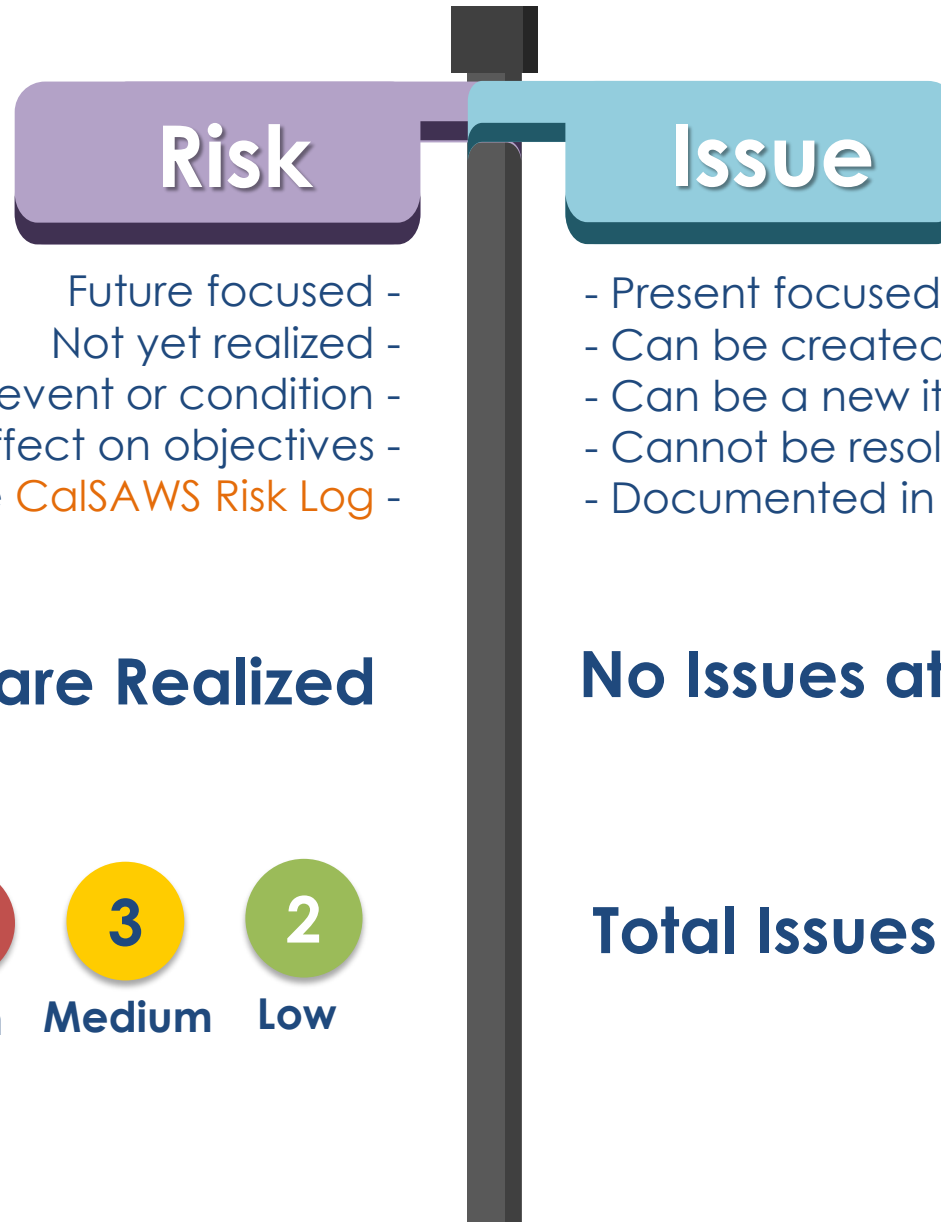
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

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
	G	Wave 2 County Classroom Set-Up <ul style="list-style-type: none"> Classrooms identified and confirmed for Wave 2 counties. Final connectivity testing to be completed week of 12/19.
	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 started 11/28/22. All staff training starts 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 ongoing
	G	Communications <ul style="list-style-type: none"> CalSAWS Scoop #3 delivered on October 28, 2022 CNC Meeting for December – Scheduled 12/20/2022
	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 <ul style="list-style-type: none"> Santa Clara working sessions completed 9/16 Contra Costa working sessions completed 10/21 Tulare working sessions completed 11/9-11/17
	G	Process Simulation <ul style="list-style-type: none"> Process Simulation Execution <ul style="list-style-type: none"> Santa Clara complete (100%) 10/17-10/28 Contra Costa complete(100%) 11/28-12/9 Tulare planned (0%) 12/12-12/23
Implementation	G	Implementation Planning <ul style="list-style-type: none"> Go Live Packet updates in progress.
	G	County Prep <ul style="list-style-type: none"> County Prep Kickoff Scheduled for 12/20/22
	G	Pre and Post Implementation Support <ul style="list-style-type: none"> Planning efforts for Wave 2 pre and post implementation support – in progress
	G	Help Desk <ul style="list-style-type: none"> County ServiceNow Fulfiller Training conducted week of 10/3 Tier 1 Fulfiller and Delegated Admin Refresher Training scheduled for 12/20
	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 73 reports to be refactored. Santa Clara has identified 64 to be refactored. Contra Costa and Santa Clara are receiving assistance from Gainwell. Tulare does not have any reports to refactor.

Readiness Dashboard



Risks and Issues



Monitoring - No Risks are Realized

Total Risks



No Issues at this Time

Total Issues



Risk and Issues: Wave 2

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.2	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window.</p> <p>December 9, 2022: Targeting to update this to medium risk toward the end of December when mock testing is completed</p>	Conversion (Project)
268.2	Implementation Readiness for CalWIN Cutover to CalSAWS	<p>Batch Performance (Risk #237.2) – 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>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>Production and CDV Defect Resolution (Risk #280) – Risk tracks resolution of defects from Wave 1, Waves 2-6 Converted Data Validation, and Production Defects from Wave 1.</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>County Report Refactoring and Ancillary System Timelines (Risk #269.2) – 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>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</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>	Applications (Project)

Risks and Issues: Wave 2

Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.2	The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Implementation (Project)
264.2	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	Delays in CalWIN counties predecessor activities (such as securing external legacy vendors for export support, mapping document types for each county, using Snowball as data transfer method, and completing the test batch phase on time) may delay cutover dates within each county. Further, counties must complete their predecessor activities by the deadline if they want to start exporting/importing on time. As a result of early pitfalls associated with predecessor tasks, Wave 1 counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk.	Implementation (County)
269.2	CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk	Implementation (County)

Wave-2: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete	07/25/22	09/09/22	100%
Training – Install LMS, Load Courses, Test Reports	Complete	09/26/22	11/04/22	100%
Wave 2 County Data Validation	Complete	09/27/22	10/14/22	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
Application Development and System Test 22.07	Complete	05/30/22	07/25/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	09/02/22	100%
Process Simulation Execution with Counties	In Progress	10/17/22	12/23/22	50%
State Interface Testing	On Schedule	10/17/22	01/09/23	90%
CalWIN County Interface Testing	Behind Schedule	10/17/22	12/31/22	79%
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	58%
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	Not Started	01/03/23	02/27/23	0%
Pre and Post Deployment Support	Not Started	02/27/23	04/14/23	0%
Wave 2 CalWIN Go-Live	Not Started	02/27/23	02/27/23	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	Y	6 of 10 interfaces have passed IPT	G	7 of 8 interfaces have passed
Conversion	G		G		G	
Technical	G	Ongoing compliance validation and Handoff process to Network Operations	G	Ongoing compliance validation and Handoff process to Network Operations	G	Ongoing compliance validation and Handoff process to Network Operations
Training	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22	G	Early Training & TTT WBTs began 9/26/2; ET & TTT ILTs began 11/28/22.
Implementation	Y	Contra Costa has 73 reports to refactor and is working with Gainwell	Y	Santa Clara has 64 reports to refactor and is working with Gainwell. 4 are complete.	G	Tulare does not have any reports identified to refactor
Organizational	G	Ongoing CNC and Communications; Process Sim and Config continues	G	Ongoing CNC and Communications; Process Sim and Config Complete	G	Ongoing CNC and Communications; Process Sim and Config continues

*Information included is as of December 16, 2022

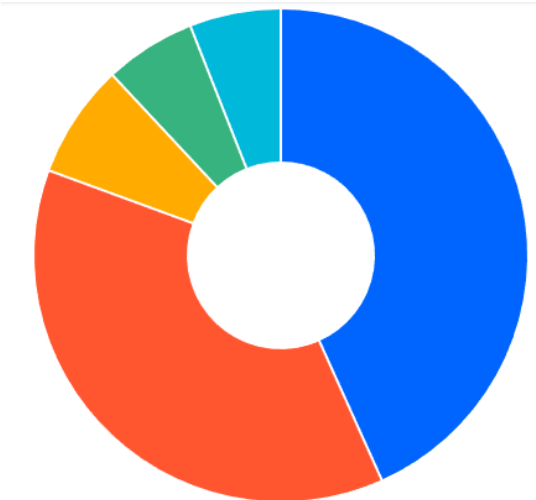
Wave 2 All Tasks Due Next 30 Days by Readiness Category

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 12/16/2022)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	56	657	510	475	53	1751
NOT STARTED	0	236	129	106	101	572
IN PROGRESS	1	299	78	88	30	496
Total Unique Issues:	57	1192	717	669	184	2819

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: 67

Implementation Readiness	29
Application Readiness	25
Change Readiness	5
Conversion Readiness	4
Technical Readiness	4

Contra Costa County Readiness Summary

Contra Costa: County Tasks Counts by Category and Status (as of 12/16/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	37	92	104	233
BenefitsCal	4	6	1	11
Change Readiness	121	6	83	210
Conversion Readiness	14	3	5	22
Implementation Readiness	40	65	99	204
Technical Readiness	9	1	45	55
Training Readiness	1	3	36	40
None	0	0	3	3
Total Unique Issues:	226	176	376	778

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting	Med	Contra Costa has identified 73 reports to refactor.

Contra Costa: Past Due by Readiness Category and Activity Owner (as of 12/16/2022)

Activity Owner	Technical Readiness	T:
TPOC	1	1
Total Unique Issues:	1	1

Past Due Activity Highlights:

1. Technical: Respond to CRFI 22-113 Requesting County Security and Compliance Adherence

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of December 16, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Santa Clara County Readiness Summary

Santa Clara: County Tasks Counts by Category and Status (as of 12/16/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	7	34	57	98
Change Readiness	1	5	66	72
Application Readiness	1	16	40	57
Technical Readiness	1	5	42	48
Training Readiness	1	3	35	39
Conversion Readiness	14	3	2	19
Total Unique Issues:	25	66	242	333

Santa Clara: Past Due by Readiness Category and Activity Owner (as of 12/16/2022)

Activity Owner	Implementation Readiness	T:
IPOC	1	1
IPOC/PPOC	2	2
Total Unique Issues:	3	3

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of December 16, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting	Med	Santa Clara has 60 remaining reports to refactor
2	Integration Readiness	Med	Santa Clara IPT in process – 6 of 10 interfaces have passed

Past Due Activity Highlights:

1. Technical: Respond to CRFI 22-113 Requesting County Security and Compliance Adherence
2. Implementation: Helpdesk: Processes - Determine/update changes to County escalation procedures and
3. Understand how County help desk aligns to project help desk for post go-live support

Tulare County Readiness Summary

Tulare: County Tasks Counts by Category and Status (as of 12/16/2022)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	14	23	58	95
Change Readiness	1	5	64	70
Application Readiness	5	14	35	54
Training Readiness	1	3	35	39
Technical Readiness	1	1	28	30
Conversion Readiness	14	3	4	21
Total Unique Issues:	36	49	224	309

County Readiness Watch Items

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

Tulare: Past Due by Readiness Category and Activity Owner (as of 12/16/2022)

Tulare: Past Due by Category and Owner

No matching issues found.

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of December 16, 2022). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Past Due Activity Highlights:

There are no overdue tasks for Tulare as of December 16, 2022.

Application Readiness: System

System Test: 23.01 In Progress

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

638 of 1108 scripts completed
 Test execution 57.58% complete

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: 11/30/2022

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

Setup and Training In Progress

Start Date: 11/21/22 End Date: 02/17/23

- Training materials completed
- Portal Users load not started
- Inventory confirmed not started
- Training delivery not started
- Postage funding not started

Application Readiness: BenefitsCal

Conversion Readiness In Progress

- Obtain CBO Conversion file from Wave 2 Counties – Target 1/24/2023

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 12/21/22 there are 45 unresolved Defects from Wave 1 CDV.

GDS Delivery #9 Complete

September 2022

Integration Readiness

Interface Partner Test Behind Schedule

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

- Contra Costa County: 6/6 Interfaces
- Santa Clara County: 6/10 Interfaces
- Tulare County: 7/8 Interfaces
- State/Consortium Partners: 10/11 Interfaces

Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 10/17/2022.

Technical Readiness

County Networking Connectivity Complete

Start Date: 01/02/2022

End Date: 12/02/2022

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

Technical Readiness: Operations

Contingency Restoration Planning Complete

- **Migration Rollback Planning:** Complete

Disaster Recovery Exercise Complete

- **Disaster Recovery Test:** Complete

Batch Operations Complete

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

Technical Readiness: Performance Testing

Performance Test In Progress

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

Technical Readiness: Security

Security Test Complete

Start Date: 11/05/2019 End Date: 09/24/2021

Application Security: CalSAWS Scan/Remediation Complete

Penetration Testing: Complete

Training Readiness

Training Plan Complete

Start Date: 07/21/2022 End Date: 09/26/2022

- Wave 2 County specific training plans approved
- Training environment and training data build complete
- Generic training accounts for training environment – complete

Training Materials Complete

Start Date: 08/1/2022 End Date: 09/30/22

- Wave 2 County specific instructor led training materials - Complete
- Web-Based training - Complete

Training Delivery In Progress

Start Date: 09/26/2022 End Date: 02/24/2023

- Wave 2 Early Training & TTT started 09/26/22
- Wave 2 staff curriculum assignment in LMS complete
- Wave 2 Classrooms set-up complete
- Wave 2 early learning and TTT ILTs – Complete
- Classrooms identified and confirmed for Wave 2 counties. Final connectivity testing to be completed week of 12/19.
- Wave 2 End User training (WBT) in progress, began 10/16/22.
- Wave 2 End User ILT Training begins 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 Complete

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

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

Infographics/ Newsletters Complete

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

- December Infographics complete.

Change Network Champions In Progress

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

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

Organizational Readiness: Business Process Reengineering

W2 BPR Plans Approved Complete

Process Change Inventory Close Out Complete

Automated Actions Enablement Complete

Process Simulation

W2 Process Simulation Planning In Progress

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

Process Simulation Execution In Progress

Start Date: 10/17/2022 End Date: 12/23/2022

- Santa Clara: 10/17/2022 – 10/28/2022
- Contra Costa: 11/28/2022 – 12/09/2022
- Tulare: 12/12/2022 – 12/23/2022

Configuration

Configuration Materials In Progress

Start Date: 05/16/2022 End Date: 06/03/2022

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

W2 Configuration Documentation & Validation 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 – began Mid-December
- Workplans and monthly implementation packets ongoing

County Prep In Progress

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

- County Prep Packet and CIT distributed 12/08/22.
- County Prep Kick Off Meeting scheduled for 12/20/22

Pre and Post Implementation Support In Progress

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

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

Implementation Readiness: Help Desk and System Operations

Help Desk In Progress

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 scheduled for 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 137 reports in need of refactoring.

- Contra Costa: has identified 73 reports to refactor. 0 are complete.
- Santa Clara: has 64 reports to refactor. 4 are complete.
- Tulare: has 0 reports to refactor.

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.

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