

## 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** 



## **Readiness Packet**



#### **Development / System Test**

Deploy Release 23.01 – Testing In Progress

January 23, 2022

Project

Deploy Release 23.01 Test Execution Results*									
Test Execution Results  Total Scripts Executed		In Progress	Pass	Fail	Blocked	Completed	Remaining	Progress	
	1108	35.2% (390)	7.22% (80)	38.18% (423)	11.19% (124)	8.21% (91)	638	470	57.58%

<sup>\*</sup> Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

### **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
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### **Functionality**

Severity 1 & 2 Defects Resolved from UAT	UAT Complete	No Sev 1 or 2 defects reported	Project
Performance Testing Imaging Performance tes	t for Wave 2 was completed o	as part of the LA County go-Live performance test cycles comple	eted March 2022
Hyland Platform Performance Test	Complete	Metric/Completion to Plan	Project
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.



#### **Contact Center**

Technical Connectivity	50%	
Update IVR Contact Flows for each County	3 of 3 Approved	Both
Approval of County Contact Center SCRs*	3 of 3 Approved	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – tentative start 2/6/2023	0%	Both

\*Contact Center SCRs:

- Tulare CA-240158
- Santa Clara CA-240159
- Contra Costa CA-240155

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

## Application Readiness: Central Print

#### **Kickoff**

Kickoff Meeting Completed	Complete	1 Completed of 1 Planned	Both
Configuration/Validation			
Configuration Meetings Complete	Complete	3 Completed of 3 Planned	Both
Validation Meetings Complete	In Progress	1 Completed of 3 Planned	Both
Configuration Load	In Progress	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	1 Completed of 1 Planned	Project
Training Delivery	Not Started	0 Completed of 2 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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#### **Conversion Readiness**

Provide sample CBO User information extract to ForgeRock Team for Wave 2 Mock Run	Complete	12/03/2022	Project
Provide extract of the CBO to the counties	Complete	11/03/2022	Project
Obtain CBO conversion file from CalWIN counties (Gainwell) - Mock Run 1	Complete	11/02/2022	
Obtain CBO conversion file from CalWIN counties (Gainwell) - PRD	Not Started	Target 1/24/2023	Project
Converted Data Test			
Validate CBO user load into ForgeRock – Mock Run 1	In Progress	Began 12/08/2022	Project
Training Delivery			
Deliver training for CSC and HelpDesk staff	Not Started	Target - 01/17/2023, 01/19/2023 and 01/24/2023	Project
Deliver training for CBOs - Community Based Organizations	Not Started	Target - 01/26/2023	Project
Communications			
Confirm Communications Plan for BenefitsCal	Complete	Communication plan drafted by 11/18.	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin late January.	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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## BenefitsCal Implementation Readiness



### **System Operations**

Confirm Command Center schedule and communication schedule	Not Started	02/13/2023 - 02/17/2023	Project
Contingency Planning	Not Started	02/13/2023 - 02/17/2023	Project
Prod Deployment Plans			
Develop Production Cutover Checklist (Target → MM/DD/YY)	Not Started	12/19/2022 - 01/27/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 02/10/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) (Target → MM/DD/YY)	Not Started	02/13/2023 - 02/17/2023	Project
Confirm Wave Cutover to BenefitsCal (Target → MM/DD/YY)	Not Started	02/13/2023 - 02/17/2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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## **Conversion Readiness – Wave 2**

Conversion defects not resolved prior to Wave 1 Go-Live	As of 12/21/22 there are zero unresolved P1/P2 Defects and 45 unresolved P3/P4 Defects (from CDV and CDT identified prior to Wave 1 Go-Live. There are 28 Wave 1 Production defects being assessed for Wave 2 Go-Live readiness and/or support.	Project
Deliver Wave 2 Golden Data Sets (GDS)	Completed GDS#9 (Wave 2) On-Schedule.	Project
Auto Case Review Match Rate	7% of Converted Active Programs will Need Worker Review (metric are from Wave 1)	Project
Complete Wave 2 Mock Cutovers (Risk 258)	<ul> <li>Mock Cutover – In-Progress and planned to Complete mid-December.</li> <li>Business Impact Mitigation Strategies for the W2- 6 Cutover Window and Communications with Stakeholders remain In-Progress</li> </ul>	Project
Deliver Wave 2 Golden Data Set (GDS) #9 for County Data Validation (CDV)	Delivered GDS#9 (Wave 2) On-Schedule.	Project
Support Wave 2 County Data Validation - Defect Resolution	Supported as planned. W2 CDV Completed on 10/14.	Project
Complete Wave 2A (County Preparation) Cutover	On-Schedule as planned January 16, 2023	Project
Complete Wave 2B (Go-Live) Cutover	On-Schedule as planned February 27, 2023	Project

Not Started On Schedule <14 Days Late >=14 Days Late Complete	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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## Interface Partner Testing – Begins 10/17/22

Complete Interface Development – County

Complete

County

Interface Names	Contra Costa	Ready for IPT?	Tulare	Ready for IPT?	Santa Clara	Ready for IPT?
1099 File Writer job	YES	YES	YES	YES	YES	YES
Paid Warrant Reader job	YES	YES	YES	YES	YES	YES
Outbound Collections	NO	N/A	NO	N/A	YES	YES
Inbound Collections	NO	N/A	NO	N/A	YES	YES
Warrant Print Writer	YES	YES	YES	YES	YES	YES
Warrant Print Reader	NO	N/A	NO	N/A	NO	N/A
Auditor Controller Writer	YES	YES	YES	YES	YES	YES
Positive Pay file	NO	N/A	YES	YES	YES	YES
Direct Deposit Writer	YES	YES	YES	YES	YES	YES
Direct Deposit Reader	NO	N/A	YES	YES	YES	YES
School Lunch	YES	YES	YES	YES	YES	YES



## Interface Partner Testing – 10/17/2022 to 12/31/2022

Execute Interface Testing with CalWIN County Partners	Behind Schedule	79%	Project
Execute Interface Testing with State and Consortium Partners	On Schedule	90%	Project

CONSORTIUM PARTNERS INTERFACE TESTING					
CONSORTIUM PARTNER STATUS TARGET COMPLETION DATE					
Electronic Inter County Transfer (EICT) - CalWIN	3/3	November 7, 2022			

STATE PARTNER INTERFACE TESTING						
STATE PARTNER	STATUS	TARGET COMPLETION DATE				
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	October 27, 2022				
Electronic Benefits Transfer (EBT) - FIS	1/2	December 31, 2022				
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	December 9, 2022				
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	October 20, 2022				

CalWIN WAVE 2 COUNTIES INTERFACE TESTING					
CalWIN Wave 2 COUNTY PARTNER STATUS TARGET CO					
Contra Costa County	6/6	December 31, 2022			
Santa Clara County	6/10	December 31, 2022			
Tulare County	7/8	December 31, 2022			

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

# Technical Readiness: Networking

## **Networking**

County Networking Connectivity Connectivity: 40 of 64 Actual, 6 behind target (46 of 64)

Both

CalWIN WAVE 2 COUNTIES							
NETWORKING READINESS STATUS ACTUAL PLANNED Δ							
Overall Network Interconnectivity	Completed	100.0%	90.6%	9.4%			
Critical Path	Completed	100.0%	98.2%	1.8%			

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
04 Santa Clara	On Track			
		94.3%	90.6%	3.8%
05 Tulare	On Track			
		94.3%	88.7%	5.7%
01 Contra Costa	On Track			
		93.8%	92.2%	1.6%

Milestone	Stat	US
Wave 2 County Networking Connectivity Readiness		<ul> <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>



## **Contingency Restoration Planning**

Migration Rollback Planning Completed	Completed	100%	Project
Disaster Recovery Exercise			
Disaster Recovery Test Completed	Completed	100%	Project
Batch Operations			
CalWIN Batch Schedules	Completed	100%	Project





### Performance Testing – Wave 2

CalSAWS Batch Performance (45 County)

In progress

60%

Project

#### **CalWIN Wave 2 Batch Performance Schedule and Results**

Performance Cycle	Start Date	End Date	Run Time
End of Month	October 17, 2022	October 28, 2022	(Run 1) 12 hours 58 minutes (Run 2) 8 hours 53 minutes
First day of the Month	November 14, 2022	November 25, 2022	(Run 1) 9 hours 40 minutes
10-day cutoff	November 28, 2022	December 9, 2022	(Run 1) 10 hours 19 minutes (Run 2) 10 hours 2 minutes*
High volume forms process	December 12, 2022	December 23, 2022	(Run 1) 9 hours 50 minutes** (Run 2) week of 12/19
Interface Outbound files	December 12, 2022	December 23, 2022	TBD
Main Payroll	December 26, 2022	January 6, 2023	TBD
Contingency for re-runs	December 26, 2022	January 6, 2023	TBD

<sup>\*</sup> Ran 2 minutes over due to an already identified analytics batch performance change (CA-252885)

<sup>\*\*</sup> Due to some analytics server problems, the overall run time is still in question.

## Technical Readiness: Performance Testing

### **CalSAWS 45 County Online Performance Test – Schedule**

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	17 <sup>th</sup> Oct 2022	18 <sup>th</sup> Nov 2022	Complete
#2 - CalSAWS Online + APIs	28 <sup>th</sup> Nov 2022	10th Feb 2023	In Progress
#3 - CalSAWS/CalHEERS Integration test	12 <sup>th</sup> Dec 2022	17 <sup>th</sup> Jan 2023	Not Started

### **CalSAWS 45 County Online Performance Test**

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



## **Application Security**

CalSAWS Scans/Remediation Completed	Completed	100%
Penetration Testing		
Signed with 3 <sup>rd</sup> party to conduct Testing	Completed	100%
Penetration Testing Preparation	Completed	100%
Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022)	Completed	100%



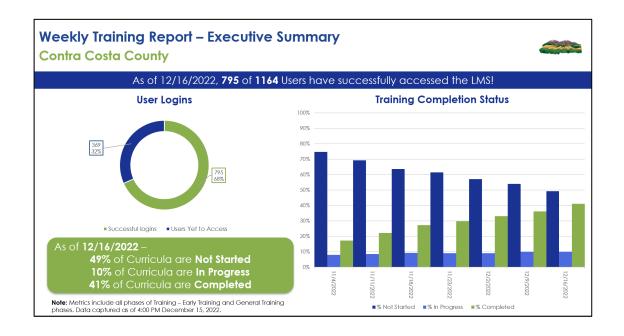
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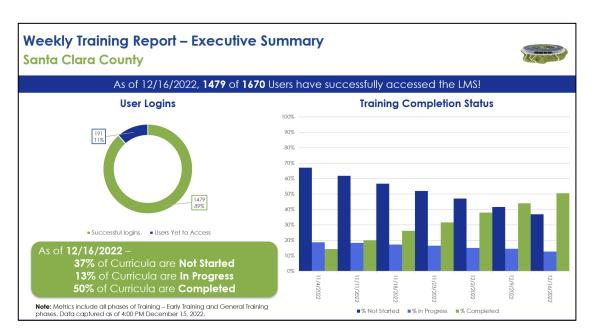


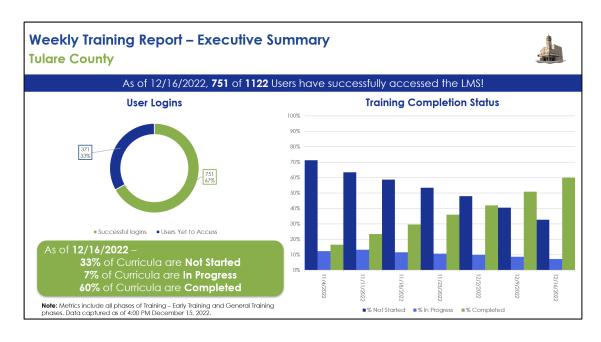
## **Training Plan**

iraining Plan				
Wave 2 Draft County-Sp and submitted for Cour	pecific Training Plans comp nty reviews.	leted Complete	100%	Both
Training Environment/Bu	uild Training Data	Complete	100%	Project
Create Training Accour	nts in Training Environment	Complete	100%	Project
Training Materia	ls			
Wave 2 County-specific and reviewed – walkthr	c ILT training materials finaliz oughs begin 8/22/22	ced Complete	100%	Both
Web-based Trainings บุ	odated (Accenture/Consor	rtium) Complete Updates are ongoing	100%	Project
Training Delivery	/			
Wave 2 Early Training & assigned curriculum in t	TTT Trainees loaded and he CalSAWS LMS	Complete	100%	Project
Wave 2 staff course ass Training & TTT	ignments / registration for E	arly Complete	100%	Project
	TTT Instructor-led Training Reconnectivity, Participants	eady Complete	100%	Project
Wave 2 Early Training &	TTT Started (WBT)	Complete	100%	Both
Wave 2 End User Trainir	g (WBT) – start 10/16/22	In Progress	50%	Both
Wave 2 Early Training &	TTT (ILT)	Complete	63 Completed of 6 Planned	3 Both
Wave 2 End User Trainir	ig (ILT) - start 01/03/2023	Not Started	# Completed of #	Planned Both
Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

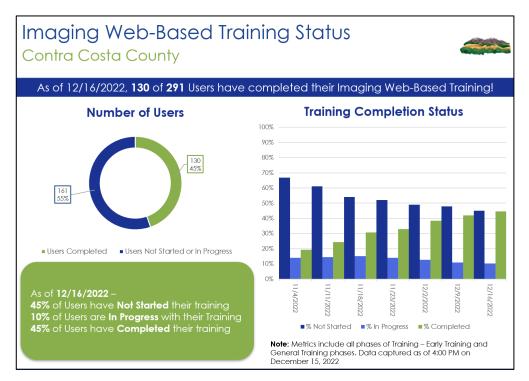
#### **WBT Progress by County**

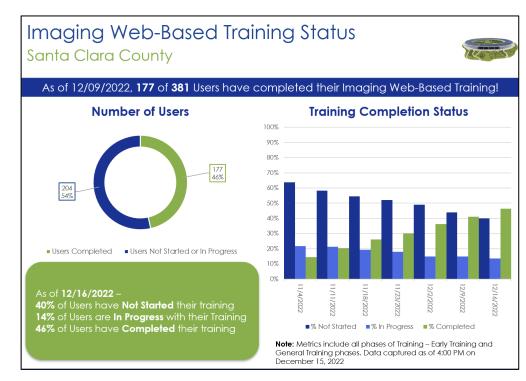


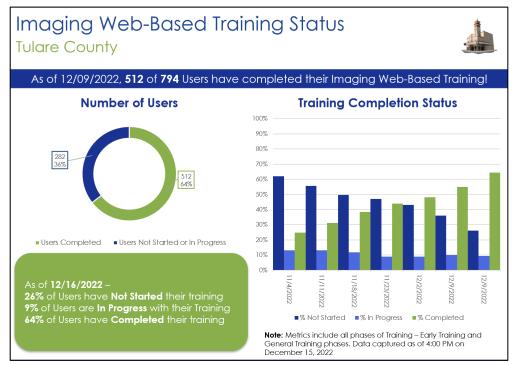




#### **Imaging WBT Progress by County**







#### **Communications & Change Discussion Guides**

OCM Plan approved and finalized	Complete	1 Completed of 1 Planned	Project
Communications Plan approved and finalized	Complete	1 Completed of 1 Planned	Project
Tulare CDG county and Consortium comments to get to FDEL signoff by 8/26/22	Complete	1 Completed of 1 Planned	Both
Santa Clara county and Consortium comments addressed to get to county FWP signoff	Complete	1 Completed of 1 Planned	Both
Santa Clara FWP signoff by 9/9/22	Complete	1 Completed of 1 Planned	County
Contra Costa county and Consortium comments addressed to get to county FWP signoff	Complete	1 Completed of 1 Planned	Both
Working sessions the week of 8/29 with Contra Costa to review comment resolution	Complete	4 Completed of 4 Planned	Both
Contra Costa FWP signoff by 9/9/22	Complete	1 Completed of 1 Planned	County
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Complete	2 Completed of 2 Planned	Both

#### **Readiness Surveys**

Wave 2 Readiness Surveys T-12	Complete	3 Completed of 3 Planned	Both
Wave 2 Readiness Surveys T-9	Complete	3 Completed of 3 Planned	Both
Wave 2 Readiness Surveys T-6	Complete	3 Completed of 3 Planned	Both
Wave 2 Readiness Surveys T-3	Complete	0 Completed of 3 Planned	Both

### Infographics/Newsletters

Infographic for July (Supervisor Authorization and Resource Databank)	Complete	2 Completed of 2 Planned	Project
Infographic for August (Money Management and Imaging #2)	Complete	2 Completed of 2 Planned for August 28, 2022	Project
Infographic for September (NOAS in CalSAWS and Caseloads)	Complete	2 Completed of 2 Planned for September 28, 2022	Project
Infographics for November (Skip Issuance and WTW Resource page)	Complete	2 Completed of 2 Planned for November 28, 2022	Project
Infographics for December (Rescind/Reapply and Rush Warrant)	Complete	2 Completed of 2 Planned for December 23, 2022	Project
CalSAWS Scoop #3	Complete	1 In Progress of 1 Planned for October 28, 2022	Project

### **Change Network Champion Meetings**

CNC Meeting for September	Complete	1 Completed of 1 Planned	Both
CNC Meeting for October	Complete	1 Completed of 1 Planned	Both
CNC Meeting for November	Complete	1 Completed of 1 Planned	Both
CNC Meeting for December	On Schedule	0 Completed of 1 Planned	Both
CNC Meeting for January	Not Started	0 Completed of 1 Planned	Both

### **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



23

## Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-2 Counties	Complete	Complete for Santa Clara, Contra Costa and Tulare.	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Complete	Complete for Santa Clara, Contra Costa and Tulare.	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Complete	Complete for Santa Clara, Contra Costa and Tulare.	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	In-Progress	Complete for Santa Clara. Pending for Contra Costa and Tulare.	Both
Update Configuration Worksheets with Findings from Process Simulation in advance of County Prep	In-Progress	In-Progress for Santa Clara. Pending for Contra Costa and Tulare.	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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#### **Process Simulation**

Wave 2 Participants Confirmed	Complete	CRFI-22-058 due 8/1, gathering responses.	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Complete	Complete for Santa Clara, Contra Costa and Tulare.	Project
Complete W2 Process Simulation Scenario Development	Complete	Complete for Santa Clara, Contra Costa and Tulare.	Project
Complete data staging and JIRA prep	Complete	Complete for Santa Clara, Contra Costa and Tulare.	Project
Complete configuration setup	Complete	Santa Clara, Contra Costa and Tulare Complete.	Both
Complete Process Simulation Orientation	Complete	Santa Clara, Contra Costa and Tulare Complete.	Project
Complete Process Simulation Execution	In-Progress	Santa Clara and Contra Costa Complete. Tulare Pending.	Both
Evaluate and confirm Exit criteria	In-Progress	Santa Clara and Contra Costa Complete. Tulare Pending.	Project
Process Simulation Complete	In-Progress	Santa Clara and Contra Costa Complete. Tulare Pending.	Project

Not Started On Schedule <14 Days Late	>=14 Days Late	Complete
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## Implementation Readiness

### **Planning**

Wave 2 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	In Progress	Ongoing revision began December 2022	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project

### **County Prep**

County Prep Materials Finalized	Complete	CIT 355-22 sent on 12/08/22	Project
County Prep Kick Off	On Schedule	Scheduled for 12/20/22	Both

## **Post-Implementation Support**

Pre- and Post- Go Live Support  Structure Established	Progress Planning in progress based on lessons learned from Wave 1.	Project
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## Implementation Readiness: Help Desk

### Help Desk

County Delegated Admin Training	Complete	Completed on 9/14/22	Both
County Tier 1 Fulfiller Training	Complete	Completed week of 10/3	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	On Schedule	Scheduled for 12/20	Both



27



## 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



## | Implementation Readiness: County Ad Hoc Reporting

## **Ad-Hoc Reporting Functionality**

CalWIN County Education Sessions (i.e., Planned Curriculum)	<ul> <li>Wave 2: CalSAWS has facilitated 100% plann Ad Hoc Support Curriculum to the Wave 2 Counties.</li> </ul>	ed Both
CalWIN County Ad Hoc Reports Refactoring	<ul> <li>Wave 2: Reviewed 1,343 reports for refactoring. Approximately 137 need to be refactored for Wave 2 Counties</li> <li>Contra Costa has identified 73 reports be refactored and is working with Gainwell to complete. 0 reports have been refactored.</li> <li>Santa Clara has 64 reports to refactor and is working with Gainwell to complete. 4 reports have been refactored.</li> <li>Tulare has 0 reports to refactor.</li> </ul>	County

**Not Started** On Schedule <14 Days Late Complete >=14 Days Late

## Contact Information



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