

# Wave 2 Implementation Readiness Dashboard and Packet

January 27, 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.

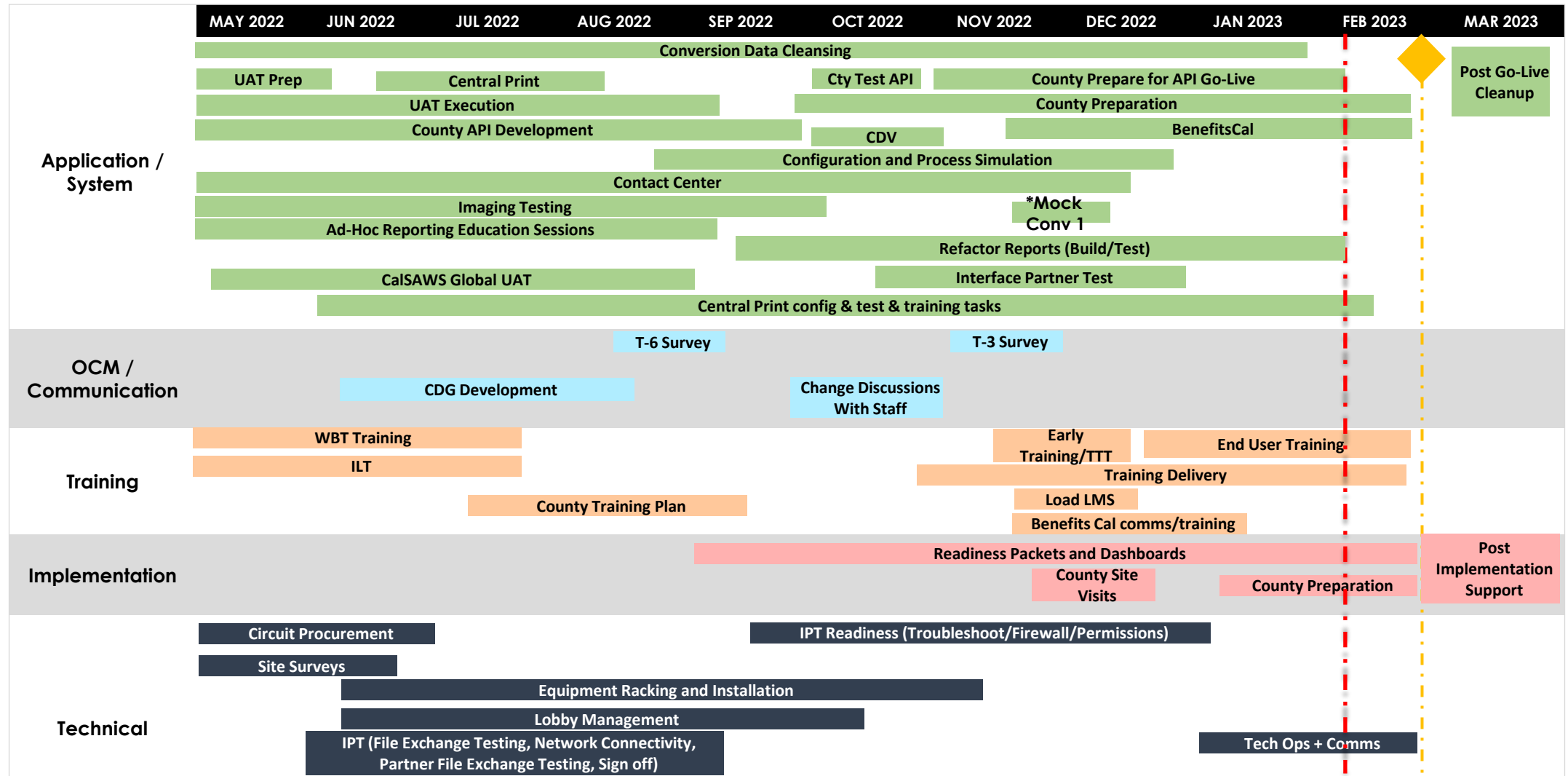
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **January 27, 2023**



# 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	C	Deploy CalSAWS Release 23.01	<ul style="list-style-type: none"> <li>100% complete</li> </ul>
	G	Contact Center Readiness	<ul style="list-style-type: none"> <li>Contact Center SCRs: Tulare CA-240158 approved 12/2/22; Santa Clara CA-240159 approved 12/2/22; Contra Costa CA-240155 approved 12/7/22</li> <li>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.</li> </ul>
	G	Imaging Readiness	<ul style="list-style-type: none"> <li>County Export of Legacy Images – ongoing</li> <li>Hyland receive and upload images to production environment - ongoing</li> </ul>
	G	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>BenefitsCal Webinars with Wave 2 County Help desks conducted week of 1/17/23; CBO Webinar conducted on 1/26/23.</li> <li>Communications plan execution began 1/24/23.</li> </ul>
	G	Central Print Readiness	<ul style="list-style-type: none"> <li>Configuration and validation meetings complete for all Wave 2 counties.</li> <li>Configuration load is in progress.</li> <li>Postage funds received from Tulare County.</li> </ul>
	C	User Acceptance Testing	<ul style="list-style-type: none"> <li>UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.</li> </ul>
Integration	C	County Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>Contra Costa – 100% passed as of 12/30/22. 6 of 6 interfaces have passed.</li> <li>Santa Clara – 100% passed as of 12/30/22. 10 of 10 interfaces have passed.</li> <li>Tulare – 100% passed as of 12/30/22. 8 of 8 interfaces have passed.</li> </ul>
	C	State Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>100% complete as of 12/30/22. 11 of 11 State Interfaces passed partner validations.</li> </ul>
Conversion	Y	Defects Resolution	<ul style="list-style-type: none"> <li>CDV completed for Wave 2 on 10/14/22</li> <li>As of 1/29/23, there are 58 P2 and 49 P3/P4 Open Defects (Risk 280)</li> </ul>
	G	EDBC Match – Auto Review Rates	<ul style="list-style-type: none"> <li>Match Rate as a result of Wave 2 Mock Cutover is 70+%</li> </ul>
Technical	C	County Network Connectivity	<ul style="list-style-type: none"> <li>All Wave 2 Circuits delivered and Activated</li> <li>Ongoing compliance validation and Handoff process to Network Operations</li> </ul>
	G	Performance Testing	<ul style="list-style-type: none"> <li>Batch Performance Testing began 10/31/2022 and is now 100% complete.</li> <li>45 County Online Performance Testing In Progress.</li> </ul>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

\*The status should be reflective of the readiness category trending at the time of reporting period.



# Wave-2 Readiness: Executive Summary

## Readiness Areas and Categories

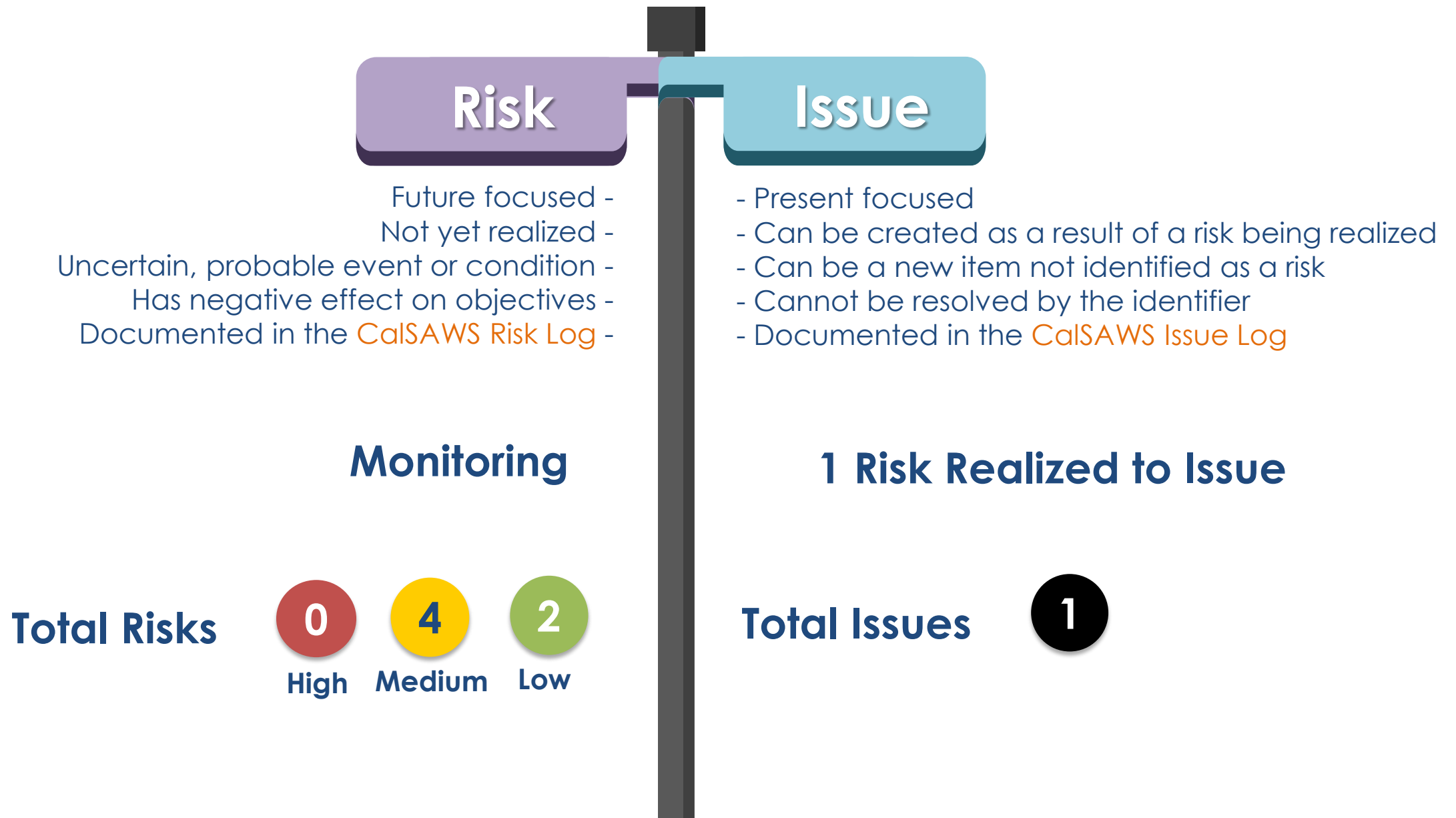
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*	Readiness Category		Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> <li>Monthly update complete and submitted</li> </ul>
	C	ILT Training Curriculum Complete	<ul style="list-style-type: none"> <li>Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August -September. County-specific ILTs completed 09/30/22</li> </ul>
	C	Wave 2 County Classroom Set-Up	<ul style="list-style-type: none"> <li>Classrooms identified and confirmed for Wave 2 counties. Connectivity testing complete.</li> </ul>
	G	WBT Training Delivery	<ul style="list-style-type: none"> <li>WBTs started 09/26/22 for Wave 2 Early Training &amp; TTT participants</li> <li>WBTs started on 10/16/22 for all staff</li> </ul>
	G	ILT Training Delivery	<ul style="list-style-type: none"> <li>Early Training and Train the Trainer complete. End user training began 01/03/23.</li> </ul>
Organization	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Contra Costa, Santa Clara and Tulare have signed off on CDG Comments.</li> <li>Change Discussions complete.</li> </ul>
	C	Communications	<ul style="list-style-type: none"> <li>Infographics for February (Add vs. Edit income, Tips for Takeoff, &amp; Support Structure) in progress.</li> <li>CNC meeting scheduled for 02/07/23.</li> </ul>
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>All Work Products Signed-Off and Deliverables Approved</li> </ul>
	C	Configuration	<ul style="list-style-type: none"> <li>Configuration activities complete. Santa Clara working sessions completed 9/16; Contra Costa working sessions completed 10/21; Tulare working sessions completed 11/17</li> </ul>
	C	Process Simulation	<ul style="list-style-type: none"> <li>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</li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>Wave 2 Go Live Packet revisions in review, targeted distribution 02/03/23</li> </ul>
	G	County Prep	<ul style="list-style-type: none"> <li>Tulare County has 20% of activities in progress and 14% are complete as of 01/26/23. 41% of users have logged in as of 01/27/23 of an expected total of 85%.</li> <li>Contra Costa has 41% of activities in progress and 15% are complete as of 01/26/23. 53% of users have logged in as of 01/27/23.</li> <li>Santa Clara has 22% of activities in progress and 3% are complete as of 01/26/23. 5% of users have logged in as of 01/27/23.</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>County Prep support (pre-implementation) ongoing through daily County Prep Office Hours</li> <li>Post Implementation Support Kick off scheduled for 2/01/23; resource allocation in progress.</li> </ul>
	C	Help Desk	<ul style="list-style-type: none"> <li>Complete: Conducted Optional W2 Tier 1 Fulfiller and Delegated Admin ServiceNow Support Line hosted daily 1/17 - 1/27 9am – 12 pm</li> </ul>
	Y	County Ad Hoc Reports	<ul style="list-style-type: none"> <li>Reviewed 1,343 reports for refactoring. Contra Costa has identified 102 reports to be refactored, with 21 needed by go live and 7 complete. Santa Clara has identified 64 to be refactored, 29 are complete. Contra Costa and Santa Clara are receiving assistance from Gainwell. Tulare does not have any reports to refactor.</li> </ul>

# Readiness Dashboard




# Risks and Issues



# Risk and Issues: Wave 2

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

Issue Number	Risk Name	Issue Description	Readiness Area (Owner)
  258.2	<b>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</b>	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</p> <p><b>Business Impact Mitigation Options:</b></p> <ul style="list-style-type: none"> <li>• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date</li> <li>• Convert Open and Closed Cases within 2 years in Cutover B</li> <li>• Delay the Conversion of:             <ul style="list-style-type: none"> <li>• Closed Purged/Shell Cases</li> <li>• Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)</li> </ul> </li> </ul> <p><b>On January 6, 2023: This risk has been realized as an issue</b></p> <p><b>Status:</b></p> <ul style="list-style-type: none"> <li>• Cutover 2B was baselined to 112 hours as presented to Section Directors on 12/20/2022. The following Risk Mitigation Options have been vetted with Tech, Consortium and QA             <ul style="list-style-type: none"> <li>• <b>Technical Lower Risk Options – Business Discussion Required</b> <ul style="list-style-type: none"> <li>• Performance tuning conversion ODI code ← <b>Continue to Progress</b></li> <li>• Move EDBC Match same time as Smoke Test/County Click thru ← <b>Cutover Plan has been Updated</b></li> <li>• Reduce CalSAWS batch schedule ← <b>n/a currently for Cutover 2B</b></li> <li>• Upgrade the EC2 Oracle Database in Prod just for Cutover ← <b>In-Progress</b></li> </ul> </li> <li>• <b>Technical Higher Risk Options – Business Discussion Required</b> <ul style="list-style-type: none"> <li>• Closed cases &gt; 2 years: Identify no changes and convert early ← <b>Team is assessing feasibility for downstream (i.e., post Wave 2) Waves</b></li> <li>• More conversion ODI transformation boxes to convert each county at the same time ← <b>Team is assessing technical throughput and feasibility for downstream (i.e., post Wave 2) Waves</b></li> </ul> </li> <li>• <b>Additional Non-Technical Options – Business Discussion with the Counties Required and In-Progress</b> <ul style="list-style-type: none"> <li>• Bring CalSAWS down earlier on Friday (6PM) &amp; Gainwell performance tuning B extraction</li> <li>• Expand 84-hour window</li> </ul> </li> </ul> </li> <li>• Cutover C has been drafted to show <b>56</b> hours in a combined <b>2C/3A</b> Cutover plan             <ul style="list-style-type: none"> <li>• <b>Technical Lower Risk Options – Business Discussion Required</b> <ul style="list-style-type: none"> <li>• Continue performance tuning conversion ODI code</li> <li>• Reduce CalSAWS batch schedule</li> <li>• Upgrade the EC2 Oracle Database in Prod just for Cutover</li> </ul> </li> <li>• <b>Technical Higher Risk Options – Business Discussion Required</b> <ul style="list-style-type: none"> <li>• Pull 2C into a different Sunday outage window</li> </ul> </li> <li>• <b>Additional Non-Technical Options – Business Discussion Required</b> <ul style="list-style-type: none"> <li>• Expand 36 -hour window</li> </ul> </li> </ul> </li> </ul> <p><b>January 30, 2023:</b></p> <ul style="list-style-type: none"> <li>• Based on current updates (i.e., tuning, parallelism, and schedule updates) Wave 2B cutover is projected to take an additional 4.5 hours over the 84 hours. Three Options are being reviewed</li> <li>• Consortium and QA met with the Regional Manager on aligning CalSAWS production and migrating CalWIN Counties on the Wave 2 Cutover Window options</li> <li>• Migration Planning began reviewing the Wave <b>2C/3A</b> Cutover timings and will continue to review after the Wave <b>2C/3A</b> Mock Cutover planned to be complete on 1/30/2023</li> </ul>	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)
268.2	Implementation Readiness for CalWIN Cutover to CalSAWS	<p><b>These 4 risks are Low (Green) :</b></p> <p><b>Batch Performance (Risk #237.2)</b> –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><b>Image Scalability and Performance (Risk #256)</b> – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</p> <p><b>County Readiness (Risk #262.2)</b> – Risk was updated to Green at 11/9/22 RMG as County readiness materials for Wave 1 were finalized and templates/lessons learned applied to future waves. Will continue to track county feedback</p> <p><b>County Image Migration Readiness (Risk #264.2)</b> – The Counties are meeting all due dates and on track to complete scheduled milestones by deadlines as reported in the Weekly DD&amp;I Status Report</p> <p><b>These 3 risks are Medium (Amber) and cause parent Risk 268 to be Medium:</b></p> <p><b>County Report Refactoring and Ancillary System Timelines (Risk #269.2)</b> - 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><b>County Reconciliation and Submission of State Reports (Risk 279.2)-</b> CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports, 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><b>Production and CDV Defect Resolution (Risk #280)</b> - 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><b>Status:</b></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"> <li>• Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where</li> <li>• Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model</li> <li>• Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs</li> <li>• Conduct County Prep Kickoff</li> </ul> <p><b>January 27, 2023:</b> 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><b>January 30, 2023:</b> Updated statistics as of 1/29/23 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><b>Open Wave 1 CalWIN Production Defects</b> Open Wave 1 CalWIN Production Defects below represents Wave 1 Conversion Defects identified by the Counties Post Go-Live. Defects are triaged, assessed, and resolved as quickly as they via Data Change Requests (DCR).</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>On or before January 31, 2023</td><td>0</td><td>7</td><td>8</td><td>1</td><td>16</td></tr><tr><td>Between February 1 – 17, 2023</td><td>0</td><td>9</td><td>14</td><td>0</td><td>23</td></tr><tr><td>Total Open Defects</td><td>0</td><td>16</td><td>22</td><td>1</td><td>39</td></tr></table> <p><b>Open Converted Data Defects by Status</b> Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), Interface Partner Testing (IPT), System Test, Assembly Testing, and Wave 1 Post Go-Live Defects below represents Conversion Defects identified via testing effort prior to the respective Wave Go-Live. Defects prioritized for a Target Release after Cutover 2B will be assessed for inclusion into the Wave 2 Go Live Packet (GLP).</p> <table><tr><th>Wave</th><th>P1</th><th>2 - Normal/ Medium</th><th>3 - Normal/Low</th><th>4 - Cosmetic</th><th>Grand Total</th></tr><tr><td>Cutover 2B</td><td>0</td><td>42</td><td>11</td><td>0</td><td>53</td></tr><tr><td>Post Cutover 2B Day 1 - 7</td><td>0</td><td>16</td><td>0</td><td>0</td><td>16</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>33</td><td>5</td><td>38</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>Grand Total</td><td>0</td><td>58</td><td>44</td><td>5</td><td>107</td></tr></table>	Resolution by Delivery Date	P1	P2	P3	P4	Total	On or before January 31, 2023	0	7	8	1	16	Between February 1 – 17, 2023	0	9	14	0	23	Total Open Defects	0	16	22	1	39	Wave	P1	2 - Normal/ Medium	3 - Normal/Low	4 - Cosmetic	Grand Total	Cutover 2B	0	42	11	0	53	Post Cutover 2B Day 1 - 7	0	16	0	0	16	Cutover 3A	0	0	0	0	0	Cutover 3B	0	0	33	5	38	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	Grand Total	0	58	44	5	107	Conversion (Project)
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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	<b>The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information</b>	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Implementation (Project)
264.2	<b>CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates</b>	<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><b>Wave 2 Status:</b> The Counties are meeting all due dates and on track to complete scheduled milestones by deadlines as reported in the Weekly DD&amp;I Status Report</p> <p><b>January 13, 2023:</b> Supplemental Delta 1 Completion Dates:</p> <ul style="list-style-type: none"> <li>• Tulare – 05/31/22</li> <li>• Contra Costa – 1/31/23</li> <li>• Santa Clara – 02/06/23</li> </ul>	Implementation (County)
269.2	<b>CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live</b>	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk	Implementation (County)

# Wave-2: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete	07/25/22	09/09/22	100%
Training – Install LMS, Load Courses, Test Reports	Complete	09/26/22	11/04/22	100%
Wave 2 County Data Validation	Complete	09/27/22	10/14/22	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
Application Development and System Test 22.07	Complete	05/30/22	07/25/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	09/02/22	100%
Process Simulation Execution with Counties	Complete	10/17/22	12/23/22	100%
State Interface Testing	Complete	10/17/22	01/09/23	100%
CalWIN County Interface Testing	Complete	10/17/22	12/30/22	100%
T-3 Readiness Survey Distribution	Complete	11/07/22	11/07/22	100%
Application Development and System Test 23.01	Complete	12/02/22	01/21/23	100%
County Preparation Phase Kick Off	Complete	12/20/22	12/20/22	100%
County Preparation Phase	In Progress	01/16/23	02/23/23	15%
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	57%
Pre and Post Deployment Support	In Progress	01/17/23	04/28/23	15%
Wave 2 CalWIN Go-Live	Not Started	02/27/23	02/27/23	0%



## Wave 2 – County Readiness Summary

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
<b>Application</b>	<b>G</b>	Contact Center SCR: CA-240155 Approved	<b>G</b>	Contact Center SCR: CA-240159 Approved	<b>G</b>	Contact Center SCR: CA-240158 Approved
<b>Integration</b>	<b>C</b>	6 of 6 interfaces have passed IPT	<b>C</b>	10 of 10 interfaces have passed IPT	<b>C</b>	8 of 8 interfaces have passed IPT
<b>Conversion</b>	<b>G</b>	CDG Data Clean up in progress.	<b>G</b>	CDG Data Clean up in progress.	<b>G</b>	CDG Data Clean up in progress.
<b>Technical</b>	<b>G</b>	Validation and Handoff process to Network Operations Complete	<b>G</b>	Validation and Handoff process to Network Operations Complete	<b>G</b>	Validation and Handoff process to Network Operations Complete
<b>Training</b>	<b>G</b>	All staff training started 01/04/23.	<b>G</b>	All staff training started 01/03/23.	<b>G</b>	All staff training started 01/04/23.
<b>Implementation</b>	<b>Y</b>	Contra Costa has 21 reports to refactor by go live and is working with Gainwell. 7 are complete.	<b>Y</b>	Santa Clara has 64 reports to refactor and is working with Gainwell. 29 are complete.	<b>G</b>	Tulare does not have any reports identified to refactor
<b>Organizational</b>	<b>G</b>	CNC meeting on 02/07/23.	<b>G</b>	CNC meeting on 02/07/23.	<b>G</b>	CNC meeting on 02/07/23.

\*Information included is as of January 27, 2023

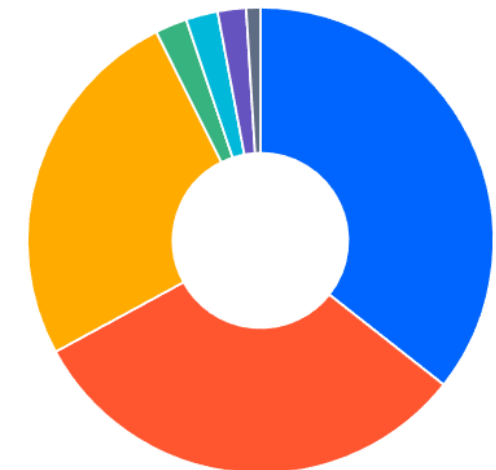
NS	Not Started	<b>G</b>	On Schedule	<b>Y</b>	<14 Days Late	<b>R</b>	>=14 Days Late
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### Wave 2 County Readiness Checklist Activities by Status (as of 01/27/2023)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
<b>COMPLETED</b>	56	732	572	513	96	<b>1969</b>
<b>IN PROGRESS</b>	1	286	71	89	29	<b>476</b>
<b>NOT STARTED</b>	0	163	68	61	61	<b>353</b>
<b>Total Unique Issues:</b>	<b>57</b>	<b>1181</b>	<b>711</b>	<b>663</b>	<b>186</b>	<b>2798</b>

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 2 Counties tasks include tasks that apply to Contra Costa, Santa Clara and Tulare (e.g., selective conversion tasks)

### Wave 2 All Tasks Due Next 30 Days by Readiness Category



**Implementation Readiness Category**  
Total Issues: 407

Application Readiness	145
Implementation Readiness	128
Change Readiness	104
BenefitsCal	9
Training Readiness	9
Technical Readiness	8
Conversion Readiness	4

## Contra Costa County Readiness Summary

## Contra Costa: County Tasks Counts by Category and Status (as of 01/27/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	40	80	112	232
BenefitsCal	5	5	1	11
Change Readiness	104	4	101	209
Conversion Readiness	12	2	6	20
Implementation Readiness	47	29	122	198
Technical Readiness	6	1	48	55
Training Readiness	2	1	37	40
None	0	0	3	3
<b>Total Unique Issues:</b>	<b>216</b>	<b>122</b>	<b>430</b>	<b>768</b>

## Contra Costa: Past Due by Readiness Category and Activity Owner (as of 01/27/2023)

Activity Owner	Application Readiness	BenefitsCal	Conversion Readiness	Implementation Readiness	Technical Readiness	T:
BenefitsCal Lead	0	1	0	0	0	1
Conversion Lead - County	0	0	13	0	1	14
IPOC	0	0	0	3	0	3
PPOC	1	0	0	0	0	1
Reporting & Analytics Lead	0	0	0	1	0	1
<b>Total Unique Issues:</b>	<b>1</b>	<b>1</b>	<b>13</b>	<b>4</b>	<b>1</b>	<b>20</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 27, 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 7 reports.

## Past Due Activity Highlights:

1. Implementation: Analytics & Reporting: Validate County Needs - Communicate reports/reporting processes to County reporting team/end-users
2. Conversion: Data Cleansing for all Case Review Guides, expected complete 1/27/23.

Note: 4 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 01/27/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	16	13	69	98
Change Readiness	1	3	68	72
Application Readiness	5	11	41	57
Technical Readiness	1	3	44	48
Training Readiness	2	1	36	39
Conversion Readiness	0	1	18	19
<b>Total Unique Issues:</b>	<b>25</b>	<b>32</b>	<b>276</b>	<b>333</b>

## Santa Clara: Past Due by Readiness Category and Activity Owner (as of 01/27/2023)

Activity Owner	Conversion Readiness	Implementation Readiness	T:
Conversion Lead - County	1	0	1
IPOC	0	1	1
PPOC	0	1	1
<b>Total Unique Issues:</b>	<b>1</b>	<b>2</b>	<b>3</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 27, 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 29 reports.

## Past Due Activity Highlights:

1. Implementation: Business Continuity Plan - Update Business Continuity Plan (if needed)
2. Conversion: Data Cleansing for Case Review Guides milestone, expected complete 1/27/23.

## Tulare County Readiness Summary

## Tulare: County Tasks Counts by Category and Status (as of 01/27/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	17	12	66	95
Change Readiness	1	3	66	70
Application Readiness	6	9	39	54
Training Readiness	2	1	36	39
Technical Readiness	0	1	29	30
Conversion Readiness	15	1	4	20
<b>Total Unique Issues:</b>	<b>41</b>	<b>27</b>	<b>240</b>	<b>308</b>

## Tulare: Past Due by Readiness Category and Activity Owner (as of 01/27/2023)

Activity Owner	Conversion Readiness	Implementation Readiness	T:
Conversion Lead - County	15	0	15
IPOC	0	1	1
IPOC/PPOC	0	2	2
PPOC	0	1	1
<b>Total Unique Issues:</b>	<b>15</b>	<b>4</b>	<b>19</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of January 27, 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. 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
2. Implementation: Business Continuity Plan - Update Business Continuity Plan (if needed)
3. Conversion: Data Cleansing for all Case Review Guides, expected complete 1/27/23.

## Application Readiness: System

System Test: 23.01 Complete

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

## Test Execution Results

Total Scripts :	1024
Not Executed:	0% (0)
In Progress:	0% (0)
Pass:	100% (1024)
Fail:	0% (0)
Blocked:	0% (0)
Completed:	1024
Remaining:	0
Progress:	100%

23.01 release deployed on 01/23/2023

## 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 &amp; 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: 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

- Configuration meetings complete
- Validation meetings complete
- Configuration load 2 of 3 completed

Setup and Training In Progress

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

- 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 Complete

Obtain CBO conversion file from CalWIN counties completed 01/24/2023

Training &amp; Communications In Progress

- Training for CSC and HelpDesk Staff – completed 01/24/2023
- Training for CBOs – completed 01/26/23
- Communications Plan execution began 1/24/23

System Operations Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment In Progress

- Develop Production Cutover Checklist On Schedule



## Conversion Readiness

Conversion Readiness In Progress

### Key Dates:

Golden Data Set #9 :Complete

Cutover 2A: 01/16/2023: Complete

Cutover 2B: 02/27/2023

Mock Cutover – Complete  
Business Impact Mitigation Strategies for the W2-6 Cutover Window and Communications with Stakeholders remains In-Progress

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 1/29/23, there are 58 P2 and 49 P3/P4 Open Defects . 54 of the overall defects are planned to be resolved by Cutover 2B, 19 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 February 10, 2023.
- Batch performance testing is complete
- Online performance testing is 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 & Newsletter – Completed
- February Infographics & Newsletter – On Schedule
- March Infographics & Newsletter – On Schedule

## Change Network Champions On Schedule

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

- CNC January Meeting – Completed
- February Meeting – On Schedule
- March Meeting – On Schedule

## Organizational Readiness: Business Process Reengineering

## W2 BPR Plans Approved Complete

## Process Change Inventory Close Out Complete

## Automated Actions Enablement Complete

## Configuration

## Configuration Materials Complete

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

## W2 Configuration Documentation &amp; Validation Complete

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

## 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

## Implementation Readiness

## Implementation Planning In Progress

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

- Go Live Packet updates – In review for finalization.
- 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 20% of activities in progress and 14% are complete. 41% of users have logged in of an expected total of 85%.
- Contra Costa has 41% of activities in progress and 15% are complete. 53% of users have logged in.
- Santa Clara has 22% of activities in progress and 3% are complete. 5%

## Pre and Post Implementation Support In Progress

Start Date: 11/07/2022 End Date: 04/28/2023

- Pre-Implementation Support ongoing with County Prep Office Hours.
- Post Implementation Support Plan complete.
- Post Implementation Support Kickoff scheduled for 02/01/23

## 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&amp;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: 02/23/2023

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. 7 reports have been refactored.
- Santa Clara has 64 reports to refactor and is working with Gainwell to complete. 29 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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