Wave 2 Implementation Readiness Dashboard and Packet

February 3, 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.
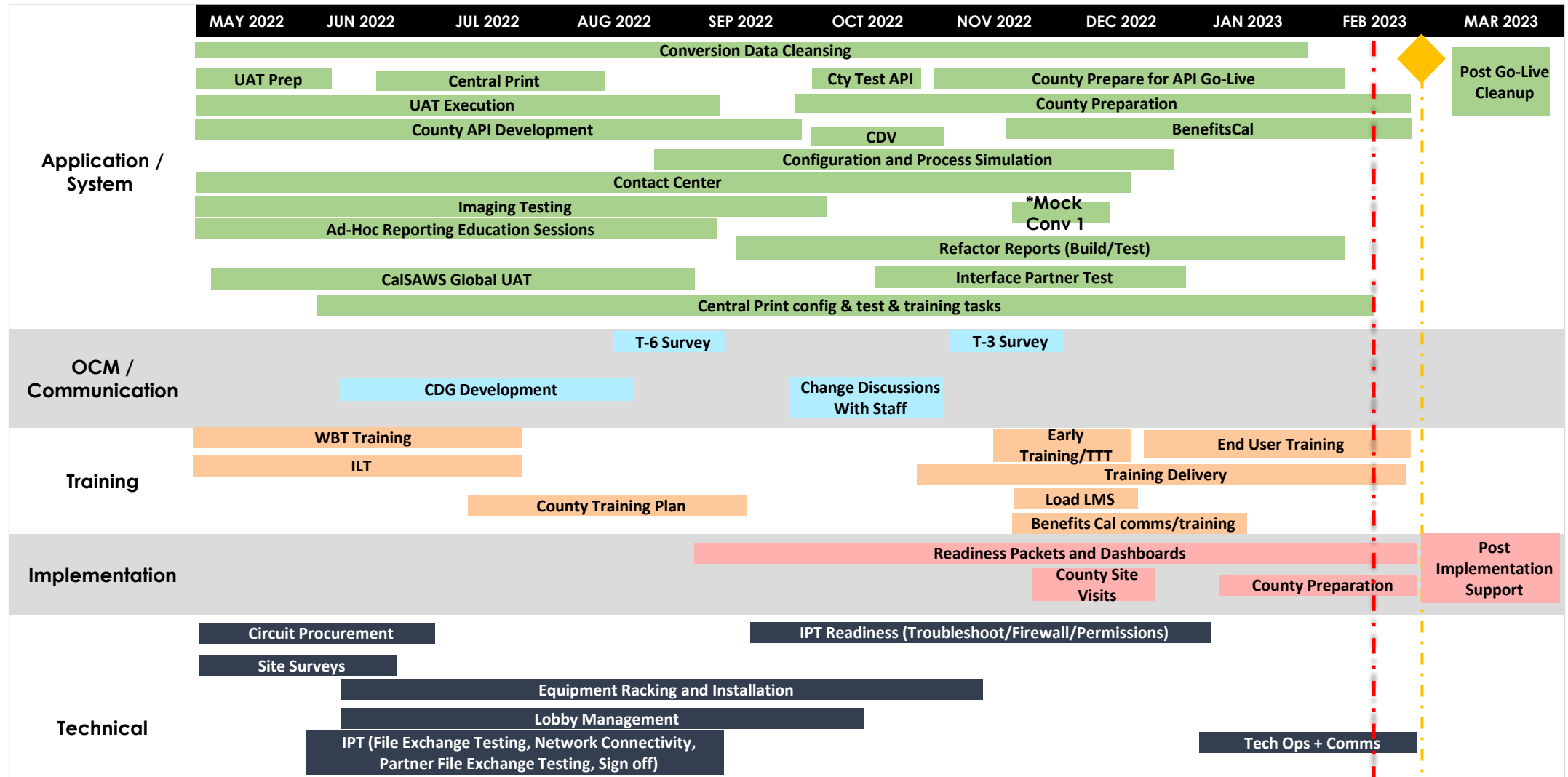
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **February 3, 2023**

THE POWER OF 58

Wave-2 **Migration Timeline**

Wave 2 Critical Path

	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023

Application / System
- Conversion Data Cleansing
- UAT Prep
- Central Print
- Cty Test API
- County Prepare for API Go-Live
- UAT Execution
- County Preparation
- County API Development
- CDV
- BenefitsCal
- Configuration and Process Simulation
- Contact Center
- Imaging Testing
- *Mock Conv 1
- Ad-Hoc Reporting Education Sessions
- Refactor Reports (Build/Test)
- CalSAWS Global UAT
- Interface Partner Test
- Central Print config & test & training tasks
- Post Go-Live Cleanup

OCM / Communication
- T-6 Survey
- T-3 Survey
- CDG Development
- Change Discussions With Staff

Training
- WBT Training
- Early Training/TTT
- End User Training
- ILT
- Training Delivery
- County Training Plan
- Load LMS
- Benefits Cal comms/training

Implementation
- Readiness Packets and Dashboards
- County Site Visits
- County Preparation
- Post Implementation Support

Technical
- Circuit Procurement
- IPT Readiness (Troubleshoot/Firewall/Permissions)
- Site Surveys
- Equipment Racking and Installation
- Lobby Management
- IPT (File Exchange Testing, Network Connectivity, Partner File Exchange Testing, Sign off)
- Tech Ops + Comms

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	• 100% complete
	G	Contact Center Readiness	• 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 • Counties are currently completing their Model Office efforts, in which counties are testing business scenarios with the new functionality available in Contact Center. Completion of Model Office simulations targeted for 2/17/23.
	G	Imaging Readiness	• County Export of Legacy Images – ongoing • Hyland receive and upload images to production environment - ongoing
	G	BenefitsCal Readiness	• BenefitsCal Webinars with Wave 2 County Help desks conducted week of 1/17/23; CBO Webinar conducted on 1/26/23. • Communications plan execution began 1/24/23.
	G	Central Print Readiness	• Configuration and validation meetings complete for all Wave 2 counties. • Configuration load complete. • Portal Users load in progress.
	C	User Acceptance Testing	• UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.
Integration	C	County Interface Partner Test (IPT) Execution	• Contra Costa – 100% passed as of 12/30/22. 6 of 6 interfaces have passed. • Santa Clara – 100% passed as of 12/30/22. 10 of 10 interfaces have passed. • Tulare – 100% passed as of 12/30/22. 8 of 8 interfaces have passed.
	C	State Interface Partner Test (IPT) Execution	• 100% complete as of 12/30/22. 11 of 11 State Interfaces passed partner validations.
Conversion	Y	Defects Resolution	• CDV completed for Wave 2 on 10/14/22 • As of 2/6/23, there are 66 P2 and 44 P3/P4 Open Defects (Risk 280)
	G	EDBC Match – Auto Review Rates	• Match Rate as a result of Wave 2 Mock Cutover is 70+%
Technical	C	County Network Connectivity	• All Wave 2 Circuits delivered and Activated • Ongoing compliance validation and Handoff process to Network Operations
	G	Performance Testing	• Batch Performance Testing began 10/31/2022 and is now 100% complete. • 45 County Online Performance Testing In Progress.

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
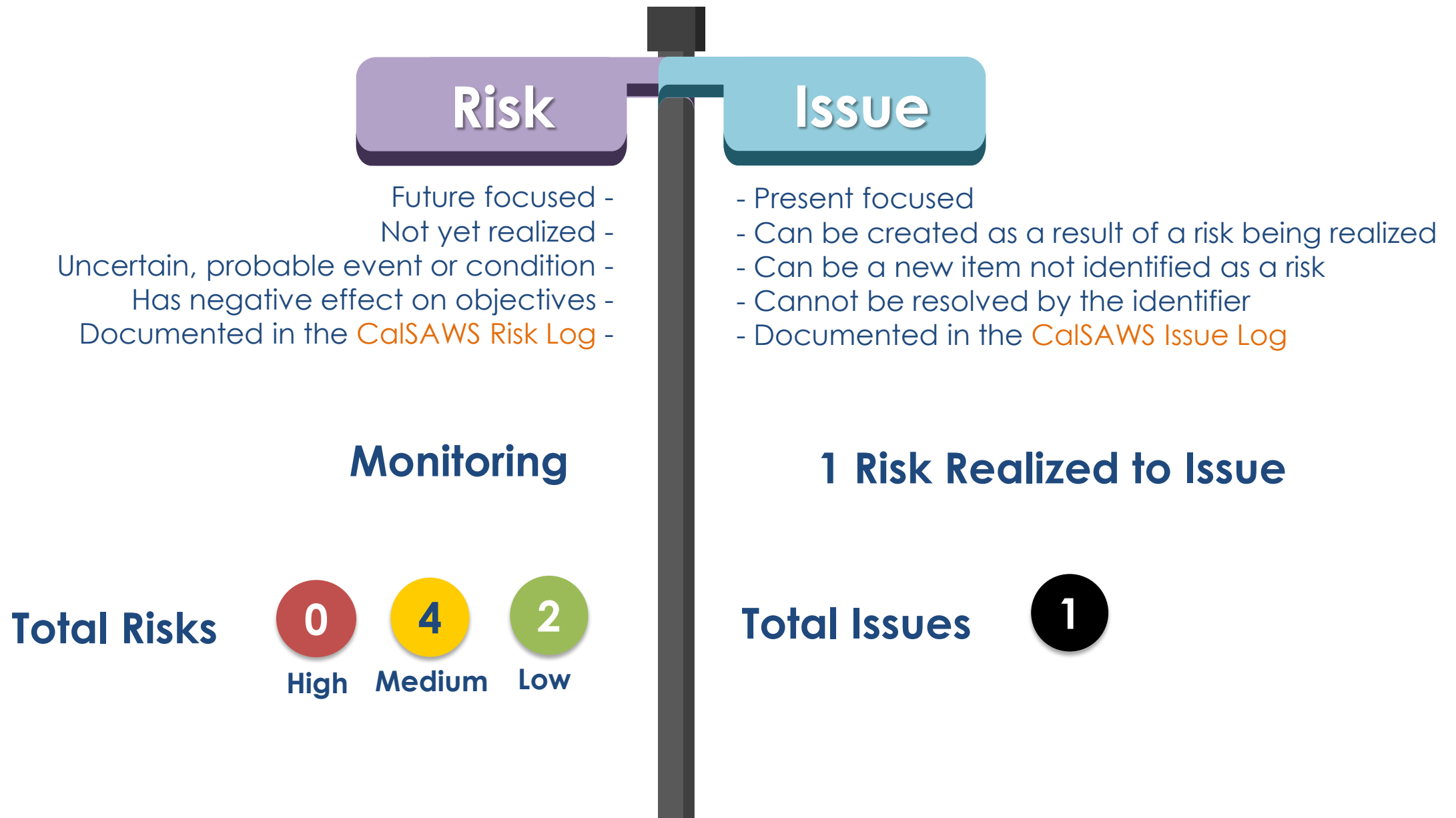
Readiness Areas and Categories

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	• Monthly update complete and submitted
	C	ILT Training Curriculum Complete	• Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August -September. County-specific ILTs completed 09/30/22
	C	Wave 2 County Classroom Set-Up	• Classrooms identified and confirmed for Wave 2 counties. Connectivity testing complete.
	G	WBT Training Delivery	• 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	• Early Training and Train the Trainer complete. End user training began 01/03/23.
Organization	C	Change Discussion Guides (CDGs)	• Contra Costa, Santa Clara and Tulare have signed off on CDG Comments. • Change Discussions complete.
	C	Communications	• CalSAWS Scoop #3 delivered on October 28, 2022 • Infographics for February (Add vs. Edit income, Tips for Takeoff, & Support Structure) in progress.
	C	Business Process Reengineering	• All Work Products Signed-Off and Deliverables Approved
	C	Configuration	• Configuration activities complete. Santa Clara working sessions completed 9/16; added Conta Costa working sessions completed 10/21; Tulare working sessions completed 11/17
	C	Process Simulation	• Process Simulation Execution complete. Santa Clara complete (100%) 10/17-10/28; Contra Costa complete(100%) 11/28-12/9; Tulare Complete (100%) 12/12-12/22
Implementation	G	Implementation Planning	• Wave 2 Go Live Packet updates completed, distributed 02/03/23 • Workplans and monthly implementation packets ongoing
	G	County Prep	• Tulare County has 20% of activities in progress and 57% are complete. 46% of users have logged in as of 02/02/23 of an expected total of 85%. • Contra Costa has 57% of activities in progress and 27% are complete. 54% of users have logged in as of 02/02/23. • Santa Clara has 29% of activities in progress and 34% are complete. 38% of users have logged in as of 02/02/23.
	G	Pre and Post Implementation Support	• Post Implementation Support Kick off occurred 02/01/23.
	C	Help Desk	• Complete: Conducted Optional W2 Tier 1 Fulfiller and Delegated Admin ServiceNow Support Line hosted daily 1/17 - 1/27 9am – 12 pm
	Y	County Ad Hoc Reports	• 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.

Readiness Dashboard

Risks and Issues

Risk

Future focused -
Not yet realized -
Uncertain, probable event or condition -
Has negative effect on objectives -
Documented in the CalSAWS Risk Log -

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the CalSAWS Issue Log

Monitoring

1 Risk Realized to Issue

Total Risks   0 High   4 Medium   2 Low

Total Issues   1

Issue Number	Risk Name	Issue Description	Readiness Area (Owner)

⚠ 258.2	**The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window**	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window
		Business Impact Mitigation Options:
		• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date
		• Convert Open and Closed Cases within 2 years in Cutover B
		• Delay the Conversion of:
		  • Closed Purged/Shell Cases
		  • Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)
		On January 6, 2023: This risk has been realized as an issue
		Status:
		• 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
		  • **Technical Lower Risk Options – Business Discussion Required**
		    • Performance tuning conversion ODI code ← **Continue to Progress**
		    • Upgrade the EC2 Oracle Database in Prod just for Cutover ← **Complete**
		  • Technical Higher Risk Options – Business Discussion Required
		    • Closed cases > 2 years: Identify no changes and convert early ← **Team is assessing feasibility for downstream (i.e., post Wave 2) Waves**
		    • More conversion ODI transformation boxes to convert each county at the same time ← **Team is assessing technical throughput and feasibility for downstream (i.e., post Wave 2) Waves**
		  • Additional Non-Technical Options – **Business Discussion with the Counties Required and In-Progress**
		    • Bring CalSAWS down earlier on Friday (6PM) & Gainwell performance tuning B extraction
		    • Expand 84-hour window
		• Cutover C has been drafted to show 57 hours in a combined 2C/3A Cutover plan
		  • Technical Lower Risk Options – Business Discussion Required
		    • Continue performance tuning conversion ODI code
		    • Reduce CalSAWS batch schedule
		    • Upgrade the EC2 Oracle Database in Prod just for Cutover
		  • Technical Higher Risk Options – Business Discussion Required
		    • Pull 2C into a different Sunday outage window
		  • Additional Non-Technical Options – Business Discussion Required
		    • Expand 36 -hour window
		February 3, 2023:
		• 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 have been reviewed with the Consortium, Regional Manager, and Production and Migrating CalWIN counties. Consortium and QA met with the Regional Manager on aligning CalSAWS production and migrating CalWIN Counties on the Wave 2 Cutover Window options
		• Migration Planning began reviewed the Wave 2C/3A Cutover timings and will plan to present the results during the Tuesday, 2/7 Section Directors meeting.
		• Issue Resolution Due Date: 2/10/23 with the Approvals from WCDS Directors meeting, and then 2/27/2023 which is the Wave 2B Cutover
			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**	**These 4 risks are Low (Green) :** **Batch Performance (Risk #237.2)** –Wave 2 with 45 County data 10/17 - 12/30/22. Risk was updated to Green for Wave 2 1/11/23 RMG based on progress. **Image Scalability and Performance (Risk #256)** – CalSAWS Imaging solution has maintained stability and performance for 58 Counties **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 **County Image Migration Readiness (Risk #264.2)** – The Counties are on track to complete scheduled milestones as reported in the Weekly DD&I Status Report. Addressing revised load schedule for subset of Tulare Foster Care images **These 3 risks are Medium (Amber) and cause parent Risk 268 to be Medium:** **County Report Refactoring and Ancillary System Timelines (Risk #269.2)** - Reports identified by Wave 2 counties for refactoring, Burndown charts updated in the Weekly DD&I Status Report to track development and acceptance progress as of 1/22/23: • Contra Costa: 21 of 102 reports needed for go live, 0 complete • Santa Clara: 64 reports needed: 4 developed, 0 county acceptance complete • Tulare: 0 reports needed for go live **County Reconciliation and Submission of State Reports (Risk 279.2)**- CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports, sharing lessons learned from Wave 1 on reconciliation out of 2 systems during initial go live. Biweekly State & Fiscal Reports support meeting every other Thursday eff 2/3/2022 - 5/26/2023. Santa Clara seeking to understand some concerns raised by Placer **Production and CDV Defect Resolution (Risk #280)** - Risk tracks resolution of defects from Wave 1, Converted Data Validation, and Production. Weekly DD&I Status Report as of 1/29/23 - 58 P2s (42 by 2B cutover, 16 7 days post cutover), 44 P3, 4 P4 (include in go live packet if needed for alt procedure) approximately 50+ P2 defects to resolve prior to go live as of 1/11/23 RM	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**	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 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. **February 3, 2023:** Recommending that Risk 278 be retired as this risk was initially regarding the ISS Del-10 Post Implementation Support Plan (DEL-10 was approved in September 2022). The Go Live Packet for subsequent waves have a schedule and ongoing conversion strike teams to remediate outstanding Priority 3 and Priority 4. The Post Implementation Support model for Wave 2 was updated in December 2022, and communicated with Wave 2 Counties in January 2023. The CalSAWS County Support for Wave 2 is completed and efforts for Waves 3 are ongoing (schedule for W3 – W6 is established and on schedule)	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 Coutny Case Worker business Post Go-Live**	**February 3, 2023:** Updated statistics as of 2/6/23 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. **Open Wave 1 CalWIN Production Defects** 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).	Applications (Project)

Open Wave 1 CalWIN Production Defects table:

Resolution by Delivery Date	P1	P2	P3	P4	Total
Between February 1 – 17, 2023	0	15	10	1	26
Total Open Defects	**0**	**10**	**1**	**0**	**26**

Open Converted Data Defects by Status
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).

Wave	P1	2 - Normal/Medium	3 - Normal/Low	4 - Cosmetic	Grand Total
Cutover 2B	0	42	10	0	52
Post Cutover 2B Day 1 - 7	0	24	0	0	24
Cutover 3A	0	0	0	0	0
Cutover 3B	0	0	29	5	34
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**	**66**	**39**	**5**	**110**

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. **Wave 2 Status:** The Counties are meeting all due dates and on track to complete scheduled milestones by deadlines as reported in the Weekly DD&I Status Report **January 13, 2023:** Supplemental Delta 1 Completion Dates: • Tulare – 05/31/22 • Contra Costa – 1/31/23 • Santa Clara – 02/06/23	Implementation (County)
269.2	**CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live**	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk	Implementation (County)

Wave-2: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete	07/25/22	09/09/22	100%
Training – Install LMS, Load Courses, Test Reports	Complete	09/26/22	11/04/22	100%
Wave 2 County Data Validation	Complete	09/27/22	10/14/22	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
Application Development and System Test 22.07	Complete	05/30/22	07/25/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	09/02/22	100%
Process Simulation Execution with Counties	Complete	10/17/22	12/23/22	100%
State Interface Testing	Complete	10/17/22	01/09/23	100%
CalWIN County Interface Testing	Complete	10/17/22	12/30/22	100%
T-3 Readiness Survey Distribution	Complete	11/07/22	11/07/22	100%
Application Development and System Test 23.01	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	39%
County Networking Connectivity	Complete	03/01/22	10/17/22	100%
Contact Center Model Office Simulation	In Progress	02/01/23	02/17/23	20%
End-User Training	In Progress	01/03/23	02/27/23	63%
Pre and Post Deployment Support	In Progress	01/17/23	04/28/23	22%
Wave 2 CalWIN Go-Live	Not Started	02/27/23	02/27/23	0%

County Readiness – Wave 2

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

Information included is as of February 3, 2023

NS		Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late

Wave 2 County Readiness Checklist Activities by Status (as of 02/03/2023)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	56	758	582	550	100	2046
IN PROGRESS	1	290	66	62	42	461
NOT STARTED	0	126	57	51	43	277
Total Unique Issues:	57	1174	705	663	185	2784

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
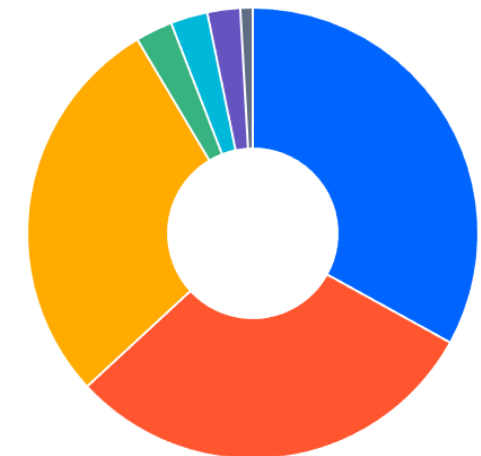
Implementation Readiness Category
Total Issues: **339**

	Category	
■	Application Readiness	112
■	Change Readiness	102
■	Implementation Readiness	96
■	Conversion Readiness	9
■	Training Readiness	9
■	BenefitsCal	8
■	Technical Readiness	3

County Readiness – Contra Costa

Contra Costa: County Tasks Counts by Category and Status (as of 02/03/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	49	54	120	223
BenefitsCal	5	4	1	10
Change Readiness	104	4	101	209
Conversion Readiness	8	0	12	20
Implementation Readiness	46	20	128	194
Technical Readiness	5	0	47	52
Training Readiness	2	1	37	40
None	0	0	3	3
Total Unique Issues:	**219**	**83**	**449**	**751**

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.

Contra Costa: Past Due by Readiness Category and Activity Owner (as of 02/03/2023)

Activity Owner	Application Readiness	BenefitsCal	Change Readiness	Implementation Readiness	Technical Readiness	T:
BenefitsCal Lead	0	1	0	0	0	1
IPOC	1	0	2	8	0	11
PPOC	4	0	0	0	0	4
Reporting & Analytics Lead	0	0	0	1	0	1
TPOC	0	0	0	1	1	2
TPOC/PPOC	1	0	0	0	0	1
Total Unique Issues:	**6**	**1**	**2**	**10**	**1**	**20**

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of February 3, 2023). 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:
1. Application Readiness: Imaging Readiness: Incorporate Imaging Form Numbers onto County Forms (Optional)
2. Contact Center: Readiness - Confirm Completion of Contact Center Related WBTs
3. Analytics & Reporting: Validate County Needs - Communicate reports/reporting processes to County reporting team/end-users
4. Central Print: Configure - Complete Postage Deposit

Note: 16 tasks indicated as past due were county-requested additions to the workplan.

County Readiness – Santa Clara

Santa Clara: County Tasks Counts by Category and Status (as of 02/03/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	15	11	69	95
Change Readiness	1	3	68	72
Application Readiness	6	3	41	50
Technical Readiness	0	1	45	46
Training Readiness	2	1	36	39
Total Unique Issues:	**24**	**19**	**277**	**320**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting: Santa Clara has 35 remaining reports to refactor	Med	Santa Clara is working with Gainwell and refactoring is complete for 29 reports.

Santa Clara: Past Due by Readiness Category and Activity Owner (as of 02/03/2023)

Activity Owner	Implementation Readiness	T:
IPOC	2	2
TPOC	1	1
TPOC/PPOC	5	5
Total Unique Issues:	**8**	**8**

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of February 3, 2023). 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:
1. Imaging Readiness:
- Create Indexing Guide to Assist Staff with Document Naming (Optional)
- Incorporate Imaging Form Numbers onto County Forms (Optional)
2. Imaging Installation:
- Deploy and test the Hyland Virtual Printer (CIT 0110-22)
- Deploy and test the Hyland Webscan Toolkit (CIT 0110-22)
- Allow-list the Hyland URL
3. Contact Center:
- Readiness - Develop Model Office Scripts
- Readiness - Confirm Completion of Contact Center Related WBTs
4. Central Print: Configure - Complete Postage Deposit

County Readiness – Tulare

Tulare: County Tasks Counts by Category and Status (as of 02/03/2023)

Activity Owner	Application Readiness	Implementation Readiness	Training Readiness	T:
IPOC	2	8	0	10
PIC	0	3	0	3
PPOC	4	2	0	6
TPOC	2	1	0	3
TPOC/PPOC	0	2	0	2
Training Team - County	0	0	3	3
Total Unique Issues:	**8**	**16**	**3**	**27**

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 02/03/2023)

Activity Owner	Implementation Readiness	T:
TPOC/PPOC	2	2
Total Unique Issues:	**2**	**2**

Past Due Activity Highlights:

1. Implementation: Imaging:
- Create Indexing Guide to Assist Staff with Document Naming (Optional)
- Incorporate Imaging Form Numbers onto County Forms (Optional)

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of February 3, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Project Readiness

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 & Upload Images to Production Environment: In progress

Imaging UAT	Complete

Start Date: End Date:
07/11/2022   08/05/2022

61 of 61 scripts completed

Severity 1 and 2 defects resolved: no defects reported.

Performance Testing

Hyland Platform Performance Testing: Complete

Application Readiness: User Acceptance Testing

UAT	Complete

Key Dates:

UAT Users Loaded to ForgeRock/UAT Environments and Application: Complete

UAT Application Training Group 1: 05/02/22 – 06/21/22

UAT Application Training Group 2: 06/13/22 – 07/21/22

UAT Execution Group 1: 06/27/2022 – 07/22/2022

UAT Execution Group 2: 07/25/2022 – 08/19/2022

Application Readiness: Contact Center

Technical Connectivity	In Progress

Start Date: 10/24/2021   End Date: 02/06/2023

- 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 20% complete

Application Readiness: Central Print

Central Print Kick-Off	Complete

Configuration/Validation	Complete

Start Date: 06/06/2022   End Date: 1/30/2023

- Configuration meetings complete
- Validation meetings complete
- Configuration load complete

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 & 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

- Command Center schedule - Complete
- Contingency Planning - Complete

Production Deployment	In Progress

- Dev Production Cutover Checklist – Complete
- Consortium approves cutover/rollback plan - Complete

Project Readiness

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
- As of 2/6/23, there are 66 P2 and 44 P3/P4 Open Defects . 52 of the overall defects are planned to be resolved by Cutover 2B, 24 are planned Post Cutover 2B as a Data Change Request (DCR), and the remaining are planned Post Cutover 2 (in general).

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

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

Project Readiness

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
- Special Edition 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 & 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 updated and distributed.
- 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 has 20% of activities in progress and 57% are complete. 46% of users have logged in of an expected total of 85%
- Contra Costa has 57% of activities in progress and 27% are complete. 54% of users have logged in.
- Santa Clara has 29% of activities in progress and 34% are complete. 38% of users have logged in.

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 Kickoff occurred 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&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: Complete

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.

Project Readiness

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