Wave 4 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 4. 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**
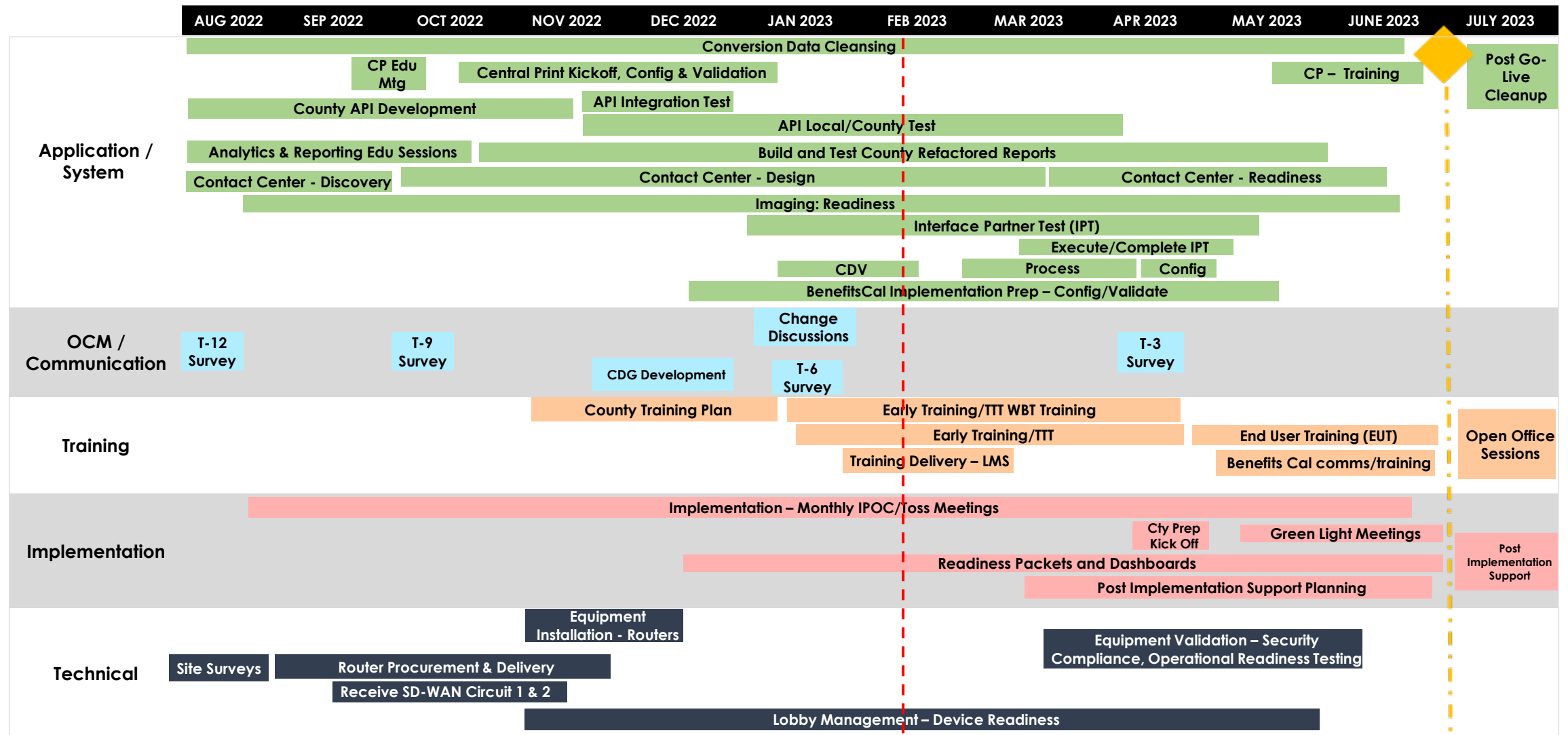
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Wave-4 **Migration Timeline**

Wave 4 Critical Path

San Diego, San Mateo, Santa Cruz, Solano

	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023	JUNE 2023	JULY 2023

Application / System
- Conversion Data Cleansing
- CP Edu Mtg
- Central Print Kickoff, Config & Validation
- CP – Training
- Post Go-Live Cleanup
- County API Development
- API Integration Test
- API Local/County Test
- Analytics & Reporting Edu Sessions
- Build and Test County Refactored Reports
- Contact Center - Discovery
- Contact Center - Design
- Contact Center - Readiness
- Imaging: Readiness
- Interface Partner Test (IPT)
- Execute/Complete IPT
- CDV
- Process
- Config
- BenefitsCal Implementation Prep – Config/Validate

OCM / Communication
- T-12 Survey
- T-9 Survey
- Change Discussions
- T-3 Survey
- CDG Development
- T-6 Survey

Training
- County Training Plan
- Early Training/TTT WBT Training
- Early Training/TTT
- End User Training (EUT)
- Training Delivery – LMS
- Benefits Cal comms/training
- Open Office Sessions

Implementation
- Implementation – Monthly IPOC/Toss Meetings
- Cty Prep Kick Off
- Green Light Meetings
- Readiness Packets and Dashboards
- Post Implementation Support Planning
- Post Implementation Support

Technical
- Equipment Installation - Routers
- Equipment Validation – Security Compliance, Operational Readiness Testing
- Site Surveys
- Router Procurement & Delivery
- Receive SD-WAN Circuit 1 & 2
- Lobby Management – Device Readiness

We are Here

Mock Conversion 1 03/31/23 – 04/26/23
County Data Validation 04/10/23 – 04/21/23
Interface Partner Testing (IPT) 02/20/23 – 05/15/23

Change Discussions 12/22/22 - 02/03/23
Readiness Surveys
T-3 04/03/23 – 04/14/23
T-6 01/16/22 – 01/27/23
T-9 10/03/22 – 10/28/22
T-12 07/18/22 – 07/30/22

Contact Center
Approve CC Design 03/10 – 03/24
CC Model Office 06/12 – 06/23
CC Config (WFM) 06/12 – 06/23
Configuration – 03/06/23 - 06/30/23
Process Simulation 03/13/23 – 5/19/23

Early Training & TTT WBT 1/16/22
Early Training & TTT 3/27/23 – 4/21/23
Training Delivery End Users 5/1/23 – 6/30/23

Wave-4 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		NS	Deploy CalSAWS Release 23.05	Targeted for 05/19/2023.
		G	Contact Center Readiness	IVR Contact Flows for W4 Counties: Approved • San Diego: approved as of 12/2/22 • San Mateo: approved as of 12/2/22 • Santa Cruz: approved as of 12/14/22 • Solano: approved as of 12/2/22 Counties are providing details specific to their Contact Center solution configuration, which will be used to inform each County's Contact Center Design Document (SCR).
		R	Imaging Readiness	County Export of Legacy Images: In Progress Risk 264.4 for San Diego has been escalated to red: CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates
		NS	BenefitsCal Readiness	Extract CBO User information from MyBCW for Wave 4 counties planned 03/01/2023
		G	Central Print Readiness	• San Diego: in configuration meetings • San Mateo: in validation meetings • Santa Cruz: in validation meetings • Solano: in validation meetings
		C	User Acceptance Testing	UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.
Integration		NS	County Interface Partner Test (IPT) Execution	IPT scheduled to start for all Wave 4 counties on 3/15/23
		NS	State Interface Partner Test (IPT) Execution	IPT scheduled to start with State interface partners on 3/15/23
Conversion		G	Defects Resolution	As of 2/6/23, there are 66 P2 and 44 P3 and P4 Open Converted Data Defects.
		G	EDBC Match – Auto Review Rates	Match Rate as a result of Wave 2 Mock Cutover is approx. 70% in aggregate across all programs
Technical		G	County Network Connectivity	• Circuit Enhancement orders for Solano and Santa Cruz on hold pending CRFI approval • Ongoing delivery of circuits to County sites. • Ongoing County Router install changes • New EDR requirements being collated.
		NS	Performance Testing	Online performance testing targeted for 5/22/23 - 6/23/23

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-4 Readiness: Executive Summary
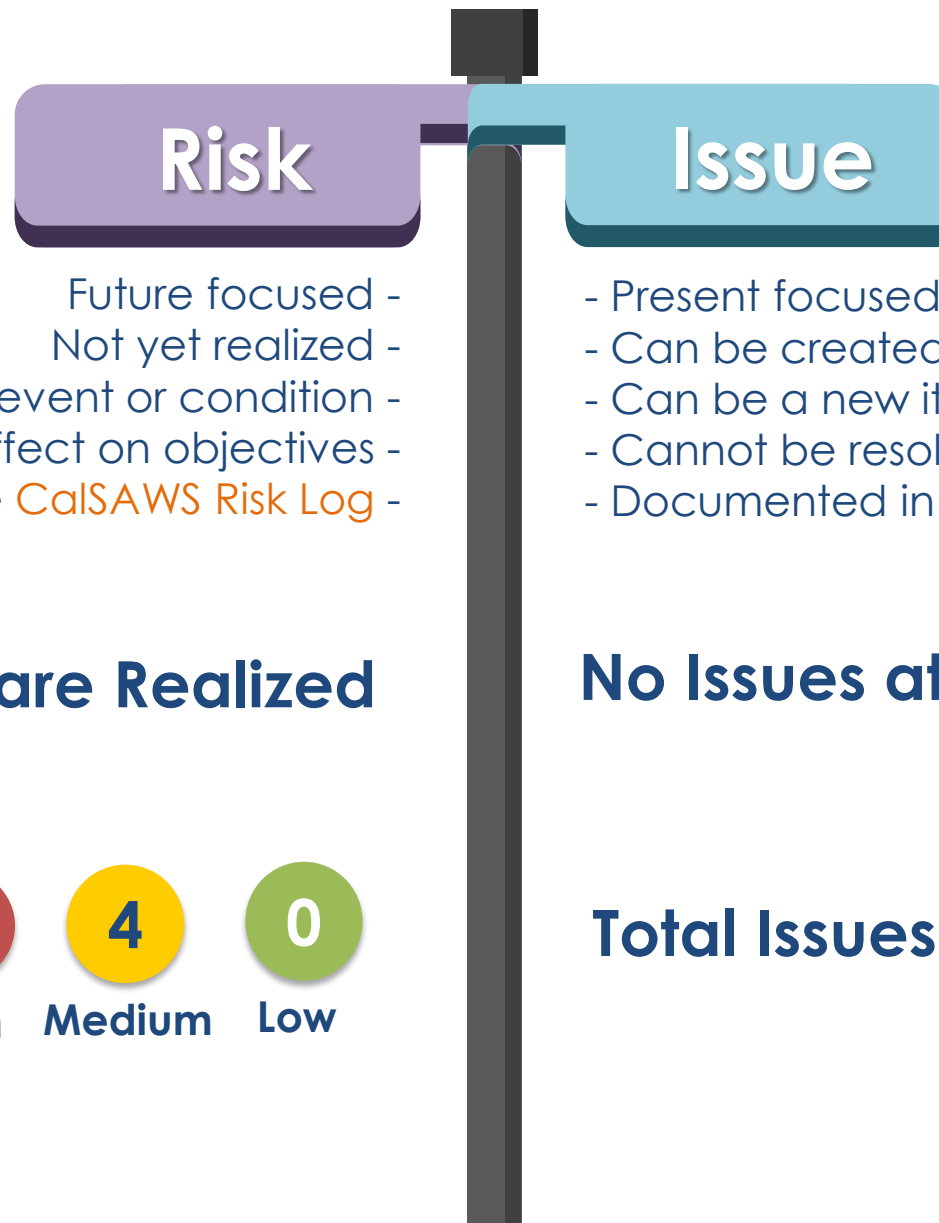## Readiness Areas and Categories

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	Master Training Plan approved. Monthly updates are ongoing. County Training Plans reviewed and approved.
	G	ILT Training Curriculum	County-Specific updates to ILT training materials in progress. Walkthroughs completed for San Diego, San Mateo, Santa Cruz, and Solano.
	NS	Wave 4 County Classroom Set-Up	Classroom set-up and connectivity testing will occur between 2/27 – 3/24/2023 for Early Training/Train the Trainer and 4/17 – 5/5/2023 for End-User Training.
	G	WBT Training Delivery	Started 1/16/2023 for Early Training/Train the Trainer. Starts 2/6/2023 for End-User Training.
	NS	ILT Training Delivery	Starts 3/10/2023 for Santa Cruz ET/TTT; 3/13/2023 for San Diego ET/TTT; 3/27/2023 for San Mateo and Solano ET/TTT. Starts 5/1/2023 for San Diego EUT; 5/8/2023 for EUT in all other W4 counties.
Organization	G	Change Discussion Guides (CDGs)	All Wave 4 completed FWP signoff. FDEL approved by San Mateo and Solano. Targeting Sign off by San Diego and Santa Cruz by 02/27/23.
	G	Communications	Infographics for January (Skip Issuance and WTW Assistance Unit Page) delivered with CIT 0020-23
	C	Business Process Reengineering	BPR Complete
	NS	Configuration	San Diego Working Sessions: 03/20/23 - 03/24/23 San Mateo Working Sessions: 04/17/23 - 04/21/23 Santa Cruz Working Sessions: 04/03/23 - 04/07/23 Solano Working Sessions: 05/01/23 - 05/05/23
	NS	Process Simulation	San Diego Kickoff: 03/14/23; Test Execution: 04/24/23 - 05/05/23 San Mateo Kickoff: 03/15/23; Test Execution: 05/08/23 - 05/19/23 Santa Cruz Kickoff: 03/07/23; Test Execution: 04/24/23 - 05/05/23 Solano Kickoff: 03/16/23; Test Execution: 05/08/23 - 05/19/23
Implementation	G	Implementation Planning	Checklist Review and Readiness Packet Development Ongoing
	NS	County Prep	• Project will begin updating County Preparation materials in March, 2023 • W4 Kick Off meeting: 4/25/2023 for County Prep execution on 4/22/23 – 6/29/23
	G	Pre and Post Implementation Support	Post Implementation Support County Profiles Drafted.
	G	Help Desk	Tier 1 Fulfiller Training hosted week of 1/30 Tier 1 Fulfiller and Delegated Admin Refresher Training targeted for week of 04/17/23
	G	County Ad Hoc Reports	San Diego has 201 reports that need to be refactored, prioritization pending. San Diego has reached out to Gainwell and Accenture for support San Mateo has 152 reports that need to be refactored, prioritization pending. County plans to use Gainwell for assistance. Santa Cruz continues to review and identify reports that need to be refactored. So far, they have 85 reports that are needed, prioritization pending. County plans to use Gainwell for assistance. Solano has 90-100 reports that need to be refactored, prioritization pending. County plans to use Gainwell for assistance.

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 - No Risks are Realized

No Issues at this Time

Total Risks **2** **4** **0**
High Medium Low

Total Issues **0** **0** **0**
High Medium Low

Risk and Issues: Wave 4
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.4	**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.	Conversion (Project)
268.4	**Implementation Readiness for CalWIN Cutover to CalSAWS**	**Batch Performance (Risk #237.4)** – Testing for Waves 4 has not started **Image Scalability and Performance (Risk #256)** – CalSAWS Imaging solution has maintained stability and performance for 58 Counties **County Readiness (Risk #262.4)** – The ISS and TOSS teams are starting to work with the Counties on their County Readiness. IMP Readiness Dashboard/Packet: On track to be provided to the W4 Counties in December. Wave 4 counties are tracking progress on updates to workplan and milestones per Wave 3 details **Production and CDV Defect Resolution (Risk #280)** – Risk tracks resolution of defects from Wave 1-3, and new defects identified in Waves 4-6 Converted Data Validation **County Image Migration Readiness (Risk #264.4)** – San Diego County is currently reviewing its Bulk Export finish date. Risk was changed to Red Status Jan 2023 due to lack of progress in December and updated extract dates pushed out 1 month. Working with County and Peraton vendor to monitor. **Discuss at next RMG if 268.4 should be Red or if the Red status of 264.4 sufficient** **County Report Refactoring and Ancillary System Timelines (Risk #269.4)** – Refactoring needs across Wave 4 counties under development. Team assessing what is required for go live and will track progress in Readiness slides. As of 1/22/23 • San Diego: 201 reports identified, prioritization TBD • San Mateo: 152 reports identified, prioritization TBD • Santa Cruz: 85 reports identified, prioritization TBD • Solano: 90-100 reports identified, prioritization TBD **County Reconciliation and Submission of State Reports (Risk 279.4)** CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports. Wave 4 Report refactoring counts will be updated as Wave 4 scope is finalized	Implementation (Project)

Risk and Issues: Wave 4
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
278.4	**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, require 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 May 16, 2022, but not released until June 6, 2022. On June 15, 2022, 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 July 15, 2022. Based on the deliverable process, the earliest the DEL 10 is likely to be finalized is August 18, 2022. The most immediate impact is to the Wave 1 Counties Risk Trigger Date: May 19, 2023 **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). There is a schedule for W3-W6 conversion defect burndown (conversion strike team for the Go Live Packet) and Post Implementation Support structure for W3-W6, which is on schedule	Applications (Project)

Risk and Issues: Wave 4
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). **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).	Applications (Project)

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**

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 4
Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.4	**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)
264.4	**CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates**	**Wave 4 Status:** As a result of San Diego's County most recent activity on 1/10/23, 199 CSV files of metadata have been transferred along with 20M of images transfer. The Early impact and Trigger dates has been revised. The County will be required to submit the remaining data; 45 million documents and their metadata by the new risk dates. Risk owners would like to change the status to trending upwards Current Steps for San Diego County (Peraton) update: Upon clarifying the steps above, Peraton identified that they were unable to access County's drivers in order to initiate their next production uploads The validation results identified several missing files that Peraton need to locate and re submit Next steps: Peraton need to action the county driver issue and locate the missing files **January 27, 2023: Increased probability to 90%, setting current risk level at high** The CSV file validation resulted in 20K+ missing image files that need to be located and uploaded. CalSAWS has asked Peraton to address the missing files in parallel with restarting bulk exports. Peraton has stated that bulk uploads will not be resumed until the investigation of CSV files has been completed by 1/31/23. The original date to provide all CSV files was 1/06/23. Further, Peraton agreed to begin uploading images nightly, 5 days a week at a minimum rate of 1.5 million images per night following the validation of CSV files in mid-January. Peraton is now stating that they will not resume bulk uploads until 02/10/23. Original date was mid-January. The risk will be marked as red as production uploads will not be resumed by the trigger date, which is 1/31/23, but rather on 2/10/23	Implementation (County)

Risks and Issues: Wave 4
Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
269.4	**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-4: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Complete	12/05/22	03/10/23	**100%**
Wave 4 County Data Validation	Not Started	04/10/23	04/21/23	0%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	**100%**
User Acceptance Test (UAT): Group 2	Complete	07/25/22	08/19/22	**100%**
Process Simulation Execution with Counties	Not Started	03/14/23	05/19/23	0%
State Interface Testing	Not Started	3/15/2023	5/5/2023	0%
CalWIN County Interface Testing	Not Started	3/15/2023	5/5/2023	0%
T-12 Readiness Survey Distribution	Complete	07/18/22	07/30/22	**100%**
T-9 Readiness Survey Distribution	Complete	10/03/22	10/28/22	**100%**
T-6 Readiness Survey Distribution	Complete	1/16/22	1/27/22	**100%**
T-3 Readiness Survey Distribution	Not Started	04/03/23	04/14/23	0%
Application Development and System Test 23.05	Not Started	03/27/23	05/19/23	0%
County Preparation Phase Kick Off	Not Started	04/25/23	04/25/23	0%
County Preparation Phase	Not Started	05/22/23	06/30/23	0%
County Networking Connectivity	In Progress	08/01/22	03/31/23	**48%**
Contact Center Model Office Simulation	Not Started	06/12/23	06/23/23	0%
End-User Training	Not Started	05/01/23	06/30/23	0%
Pre and Post Deployment Support	Not Started	06/05/23	09/01/23	0%
Wave 4 CalSAWS Go-Live	Not Started	07/03/23	07/03/23	0%

County Readiness – Wave 4

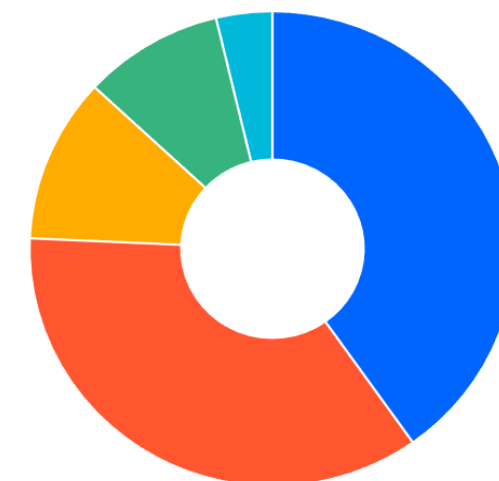| Readiness Area	Status*	San Diego	Status*	San Mateo	Status*	Santa Cruz	Status*	Solano
Application	R	Risk 264.4 escalated to high Contact Center SCR CA-240166	G	Contact Center SCR CA-240167	G	Contact Center SCR CA-240164	G	Contact Center SCR CA-240165
Integration	NS	Interface development in Progress. IPT scheduled to begin 03/15/23.	NS	Interface development in Progress. IPT scheduled to begin 03/15/23.	NS	Interface development in Progress. IPT scheduled to begin 03/15/23.	NS	Interface development in Progress. IPT scheduled to begin 03/15/23.
Conversion	NS	CDV Planned for 4/10/23 - 4/21/23	NS	CDV Planned for 4/10/23 - 4/21/23	NS	CDV Planned for 4/10/23 - 4/21/23	NS	CDV Planned for 4/10/23 - 4/21/23
Technical	G	Disaster Recovery exercise completed on 10/2/2022	G	Disaster Recovery exercise completed on 10/2/2022	G	Disaster Recovery exercise completed on 10/2/2022	G	Disaster Recovery exercise completed on 10/2/2022
Training	G	Early Training & TTT Started (WBT) – start 01/16/23	G	Early Training & TTT Started (WBT) – start 01/16/23	G	Early Training & TTT Started (WBT) – start 01/16/23	G	Early Training & TTT Started (WBT) – start 01/16/23
Implementation	G	TOSS Meetings ongoing.	G	TOSS Meetings ongoing.	G	TOSS Meetings ongoing.	G	TOSS Meetings ongoing.
Organizational	G	CDG Signoff targeted by 02/27	G	CDG Signoff complete	G	CDG Signoff targeted by 02/27	G	CDG Signoff complete

Information included is as of February 3, 2023

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

Wave 4 County Readiness Checklist Activities by Status (as of 02/03/2023)

Status	00 All Counties	09 San Diego	10 San Mateo	11 Santa Cruz	12 Solano	Wave 4 Counties	T:
IN PROGRESS	3	95	105	113	114	7	437
NOT STARTED	1	187	193	190	194	140	905
COMPLETED	27	273	283	281	286	15	1165
Total Unique Issues:	31	555	581	584	594	162	2507

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 4 Counties tasks include tasks that apply to San Diego, San Mateo, Santa Cruz, Solano (e.g., selective conversion tasks)

Wave 4 All Tasks Due Next 30 Days by Readiness Category

Implementation Readiness Category
Total Issues: 107

■	Technical Readiness	43
■	Application Readiness	38
■	Implementation Readiness	12
■	Change Readiness	10
■	Training Readiness	4

County Readiness – San Diego

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	7	13	3	23
Change Readiness	1	8	21	30
Conversion Readiness	14	6	1	21
Implementation Readiness	8	38	48	94
Technical Readiness	10	12	16	38
Training Readiness	1	9	27	37
Total Unique Issues:	**41**	**86**	**116**	**243**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1			
2			

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

Activity Owner	Implementation Readiness	Technical Readiness	Training Readiness	T:
IPOC	1	0	0	1
TPOC	0	4	0	4
Training Team - County	0	0	1	1
Total Unique Issues:	**1**	**4**	**1**	**6**

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. Implementation Readiness:
- Helpdesk: Training - Attend Training for County Fulfillers on CalSAWS ServiceNow
- Technical: Changes to Circuit Ordering (Contingency)
3. Training Readiness:
- Training: Delivery - Open and Communicate WBT to Staff

County Readiness – San Mateo

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	11	18	4	33
Change Readiness	1	18	35	54
Conversion Readiness	16	5	1	22
Implementation Readiness	8	40	42	90
Technical Readiness	8	7	13	28
Training Readiness	1	6	27	34
Total Unique Issues:	**45**	**94**	**122**	**261**

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

Activity Owner	Implementation Readiness	Technical Readiness	Training Readiness	T:
IPOC	1	0	0	1
TPOC	0	1	0	1
Training Team - County	0	0	1	1
Total Unique Issues:	**1**	**1**	**1**	**3**

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.

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan

Past Due Activity Highlights:
1. **Implementation Readiness:**
- Helpdesk: Training - Attend Training for County Fulfillers on CalSAWS ServiceNow
2. **Technical Readiness:**
- Technical: EDR : Circuit Upgrade Completed
3. **Training Readiness:**
- Training: Delivery - Open and Communicate WBT to Staff

County Readiness – Santa Cruz

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	11	19	4	34
Change Readiness	1	18	34	53
Conversion Readiness	14	6	0	20
Implementation Readiness	10	36	47	93
Technical Readiness	9	5	14	28
Training Readiness	1	6	27	34
Total Unique Issues:	**46**	**90**	**126**	**262**

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

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

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

Past Due Activity Highlights:
1. Implementation Readiness:
- Helpdesk: Training - Attend Training for County Fulfillers on CalSAWS ServiceNow
2. Technical Readiness:
- Technical: EDR : Circuit Upgrade Completed
- Technical: Changes to Circuit Ordering (Contingency) - (Pending budget approval)

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.

County Readiness – Solano

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	10	19	4	33
Change Readiness	1	18	35	54
Conversion Readiness	14	6	1	21
Implementation Readiness	8	39	47	94
Technical Readiness	14	6	13	33
Training Readiness	1	6	27	34
Total Unique Issues:	**48**	**94**	**127**	**269**

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

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

Activity Owner	Implementation Readiness	Technical Readiness	Training Readiness	T:
IPOC	1	0	0	1
TPOC	0	2	0	2
Training Team - County	0	0	1	1
Total Unique Issues:	**1**	**2**	**1**	**4**

Past Due Activity Highlights:
1. Implementation Readiness:
- Helpdesk: Training - Attend Training for County Fulfillers on CalSAWS ServiceNow
2. Technical Readiness:
- Technical: EDR : Circuit Upgrade Completed
- Technical: Changes to Circuit Ordering (Contingency) - (Pending budget approval)
3. Training Readiness:
- Training: Delivery - Open and Communicate WBT to Staff

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: 23.05	Not Started

Start Date: 03/27/2023   End Date: 05/19/2023

Application Readiness: Imaging

Images Migration	In Progress

County Export of Legacy Images: In Progress

Hyland Receive and Upload Images to Production Environment: In Progress

Hyland Performance Test: Complete

Risk 264.4 escalated to red: CalWIN County waves/ San Diego may not complete their Imaging migration readiness activities by their designated wave go-live dates

Imaging UAT	Complete

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

61 of 61 scripts completed

Severity 1 and 2 defects resolved: Complete - no defects reported.

Performance Testing

Hyland Platform Performance Testing: Complete Additional testing completed 1/31/23. Findings addressed for 58+ county load. Retest targeted for 2/10/23.

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: 03/10/23   End Date: 06/23/23

- 4 of 4 IVR Contact flows approved
- Approval of County Contact Center SCRs: Not Started
- Regression Testing: Not Started
- Model Office Testing scheduled for 6/9/2023

Application Readiness: Central Print

Central Print Kick-Off	Complete

Configuration/Validation	In Progress

Start Date: 08/01/2023   End Date: 05/30/2023

- Configuration meetings in progress
- Validation meetings started
- Configuration load: not started

Setup and Training	In Progress

Start Date: 04/01/23   End Date: 06/30/2023

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

Application Readiness: BenefitsCal

Conversion Readiness	Not Started

Training & Communications	Not Started

- Training delivery for public facing support, train the trainer and CBOs will occur in May 2023
- BenefitsCal Comms Plan draft: April 2023

System Operations	Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment	Not Started

- Develop Production Cutover Checklist
- Decision to proceed with BenefitsCal Production Cutover

Project Readiness

Conversion Readiness

Conversion Readiness	On Schedule

Key Dates:

Golden Data Set #11 Ready: On Schedule for April 2023

Cutover 4A: 05/15/2023

Cutover 4B: 07/03/2023

Mock Cutover – On-Schedule to begin April 2023.

As of 2/6/23, there are 66 P2 and 44 P3 and P4 Open Converted Data 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.

CDV	Not Started

Start Date: 04/10/2023   End Date: 04/21/2023

- Converted Data Testing: complete for all waves.
- Wave 4 County Data Validation targeted to begin 04/10/2023.

Integration Readiness

Interface Partner Test	Not Started

Start Date: 03/15/2023   End Date: 05/05/2023

- San Diego County: 7 Interfaces
- San Mateo County: 8 Interfaces
- Santa Cruz County: 9 Interfaces
- Solano County: 8 Interfaces
- State/Consortium Partners: 11 Interfaces

Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 03/15/2023 .

Technical Readiness

County Networking Connectivity	In Progress

Start Date: 08/01/2022   End Date: 03/01/2023

- Circuit Enhancement orders for Solano and Santa Cruz on hold pending CRFI approval.
- Ongoing delivery of circuits to County sites.
- Ongoing County Router install changes
- New EDR requirements being collated.

Technical Readiness: Operations

Contingency Restoration Planning	Complete

Disaster Recovery Exercise	Complete

Batch Operations	In Progress

CalWIN Batch Schedules 75% complete.

Technical Readiness: Performance Testing

Performance Test	Not Started

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: 11/14/2022   End Date: 12/21/2022

- County-Specific Training Plans – Complete

Training Materials	In Progress

Start Date: 12/05/2022   End Date: 03/10/2023

- County-Specific updates to ILT materials in progress – Walkthroughs complete.
- WBTs – Updates ongoing

Training Delivery	In Progress

Start Date: 01/16/2023   End Date: 06/30/2023

Wave 4 Early Training & TTT staff curriculum assignment – Complete
Wave 4 Early End User staff curriculum assignment – Complete
Wave 4 Early Training & TTT WBTs started 01/16/2023
- Wave 4 WBTs start 2/6/2023
- Wave 4 Classroom set-up starts 02/2023
- Wave 4 Early Training and TTT ILTs start 03/2023
- Wave 4 End User ILTs start 05/2023
- Training Environment/Build Training Data – Complete
- Create Training Accounts in Training Environment - Complete

Organizational Readiness: OCM

Change Discussions with Staff	On Schedule

Start Date: 12/22/2023   End Date: 02/23/2023
- Wave 4 Group 2 FDEL will be complete on 2/23
- Prep Session for Santa Cruz taking place on 2/2 and 2/7
- Wave 4 Group 1 Office hours began on 1/23-2/16
- Wave 4 Group 1 PPOC Weekly Touchpoint 1/19-2/16

Readiness Surveys	On Schedule

Start Date: 06/27/2022   End Date: 03/15/2023

- Analyze the Wave 4 T-6 surveys results and began developing the presentation decks.

Infographics/ Newsletter	On Schedule

Start Date: 07/20/22   End Date: 07/24/23

- January Infographics – Completed
- February Infographics - On Schedule
- March Infographics - On Schedule
- Newsletter "The CalSAWS Scoop" #3 in February

Change Network Champions	On Schedule

Start Date: 07/21/2022   End Date: 08/17/2023

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

Organizational Readiness: Business Process Reengineering

W4 BPR Plans Approved	Complete

Process Change Inventory Close Out	Complete

Automated Actions Enablement	Complete

Configuration

Configuration Materials	In Progress

End Date: 01/13/2023

W4 Configuration Documentation & Validation	Not Started

Start Date: 03/06/2023   End Date: 05/03/2023

Process Simulation

W4 Process Simulation Planning	Not Started

Start Date: 03/13/2023   End Date: 05/05/2023

Process Simulation Execution	Not Started

Start Date: 04/24/2023   End Date: 05/26/2023

Implementation Readiness

Implementation Planning	In Progress

- DEL 10 Implementation Support Plan submitted and accepted.
- Readiness Packets and Dashboards: Ongoing

County Prep	Not Started

Start Date: 05/22/2023   End Date: 06/30/2023

- 42 county prep activities instructions complete – to be updated for Wave 4 if applicable.
- Kick Off Meeting targeted for April 25th, 2023

Post-Deployment Support	Not Started

Start Date: 07/03/2023   End Date: 09/01/2023

- Pre and Post deployment support structure planning to begin at T-3.

Implementation Readiness: Help Desk and System Operations

Help Desk	In Progress

Start Date: 11/7/2022   End Date: 5/26/2023

- County Site Plan Working Sessions completed
- Delegated Admin Training conducted 1/5
- Tier 1 Fulfiller Training hosted week of 1/30
- Tier 1 Fulfiller and Delegated Admin Refresher Training targeted for week of 04/17/23

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	In Progress

Start Date: 05/2022   End Date: 06/2023

CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 4 Counties.
Reviewed 809 reports for refactoring.
533 need to be refactored for Wave 4 counties. All wave 4 counties have elected to receive assistance from Gainwell.

- San Diego has an estimated 201 reports that need to be refactored
- San Mateo has an estimated 152 reports that need to be refactored
- Santa Cruz has an estimated 85 reports that need to be refactored
- Solano has an estimated 90-100 reports that need to be refactored

Project Readiness

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