

Wave 3 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 3. 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**

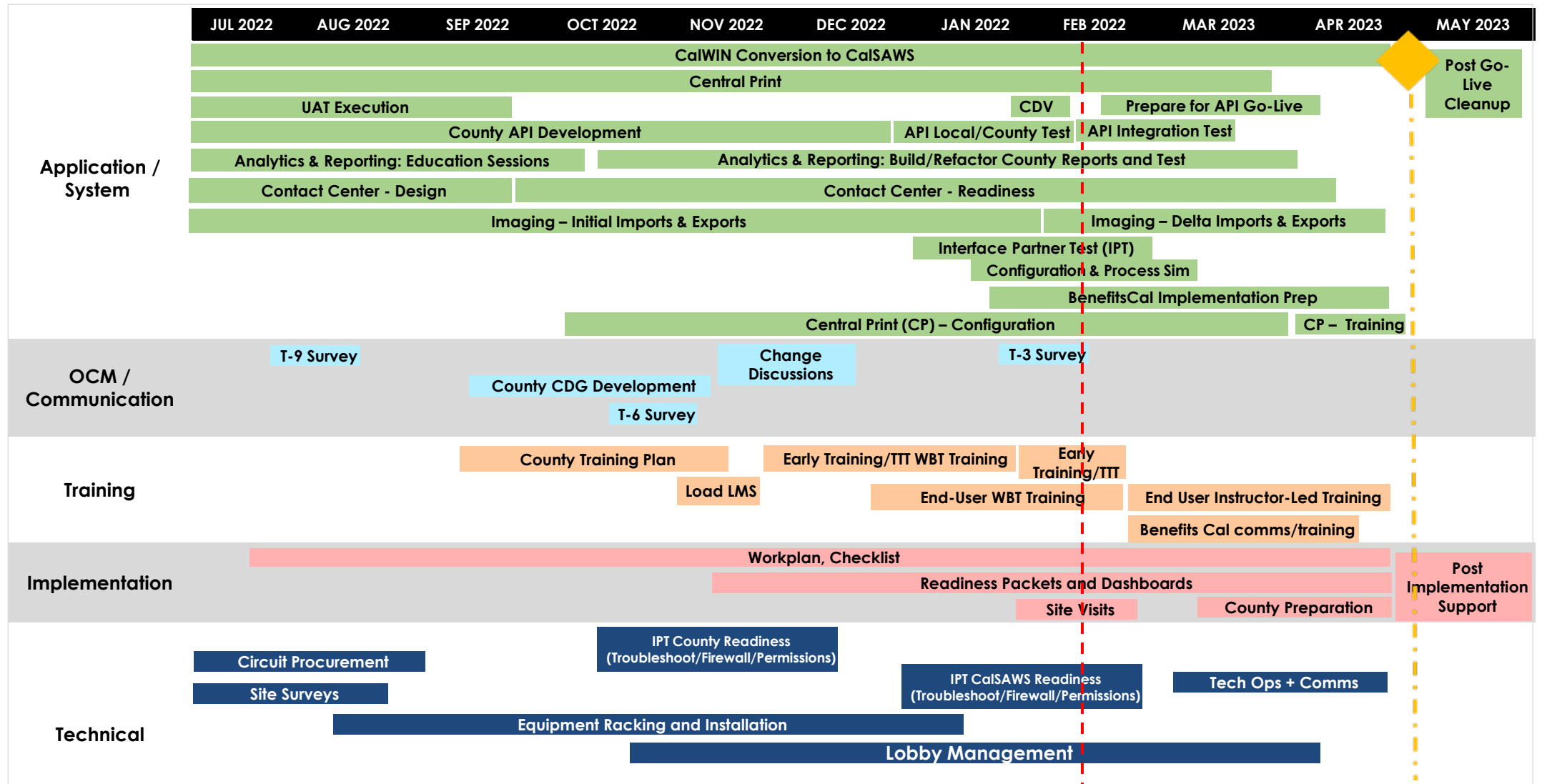


Wave-3 Migration Timeline



Wave 3 Critical Path

Orange, Santa Barbara, Ventura



We are Here

Mock Conversion 1 01/27/23
– 02/08/23

County Data Validation
01/30/23 - 02/10/23

Interface Partner Testing (IPT)
01/04/23 – 03/03/23

Change Discussions
12/5/22 - 01/06/23

Readiness Surveys
T-3 01/23/23 – 02/03/23
T-6 10/24/22 – 11/04/22
T-9 07/15/22 – 08/05/22
T-12 04/22/22 – 05/06/22

Contact Center
Approve CC Design 1/6/23
CC Model Office 04/10/23 – 4/21/23
CC Config (WFM) 4/10/23 – 4/21/23
Configuration – 01/04/23 - 02/10/23
Process Simulation 02/13/23 – 3/10/23

Early Training & TTT WBT 11/28/22
Early Training & TTT 1/17/23 – 2/17/23
Training Delivery End Users 2/27/23 – 4/21/23

Wave-3 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 23.03	Targeted for 03/20/23.
	G	Contact Center Readiness	IVR Contact Flows for W3 Counties: Approved Contact Center SCRs: <ul style="list-style-type: none"> Orange CA-240160: Approved call flow as of 2/3/23. Santa Barbara CA-240161: Approved call flow as of 2/3/23. Ventura CA-240162: Review in progress, pending revised design document.
	G	Imaging Readiness	County Export of Legacy Images In progress.
	G	BenefitsCal Readiness	Validate CBO user load into ForgeRock – Mock Run 1 Targeted for 02/09/23
	G	Central Print Readiness	Configuration meetings complete for all Wave 3 counties. Validation meetings targeted to complete by 03/24/23 for all Wave 3 counties,
	C	User Acceptance Testing	UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.
Integration	Y	County Interface Partner Test (IPT) Execution	Target Pass Rate: 28% <ul style="list-style-type: none"> Orange – 14% passed. 1 of 7 interfaces have passed. Santa Barbara – 0% passed. 0 of 8 interfaces have passed. Ventura – 50% passed. 2 of 4 interfaces have passed.
	G	State Interface Partner Test (IPT) Execution	Target Pass Rate: 36% Current Pass Rate: 50% <ul style="list-style-type: none"> 5 of 11 Interfaces have passed.
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 70% in aggregate across all programs.
Technical	G	County Network Connectivity	<ul style="list-style-type: none"> Network circuit delivery completed Network changes and integration completed Network IPT and Ad-hoc readiness testing in progress County Compliance and Regression testing scheduled
	NS	Performance Testing	Online performance testing targeted for 3/20/23 - 4/14/23

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-3 Readiness: Executive Summary

Readiness Areas and Categories

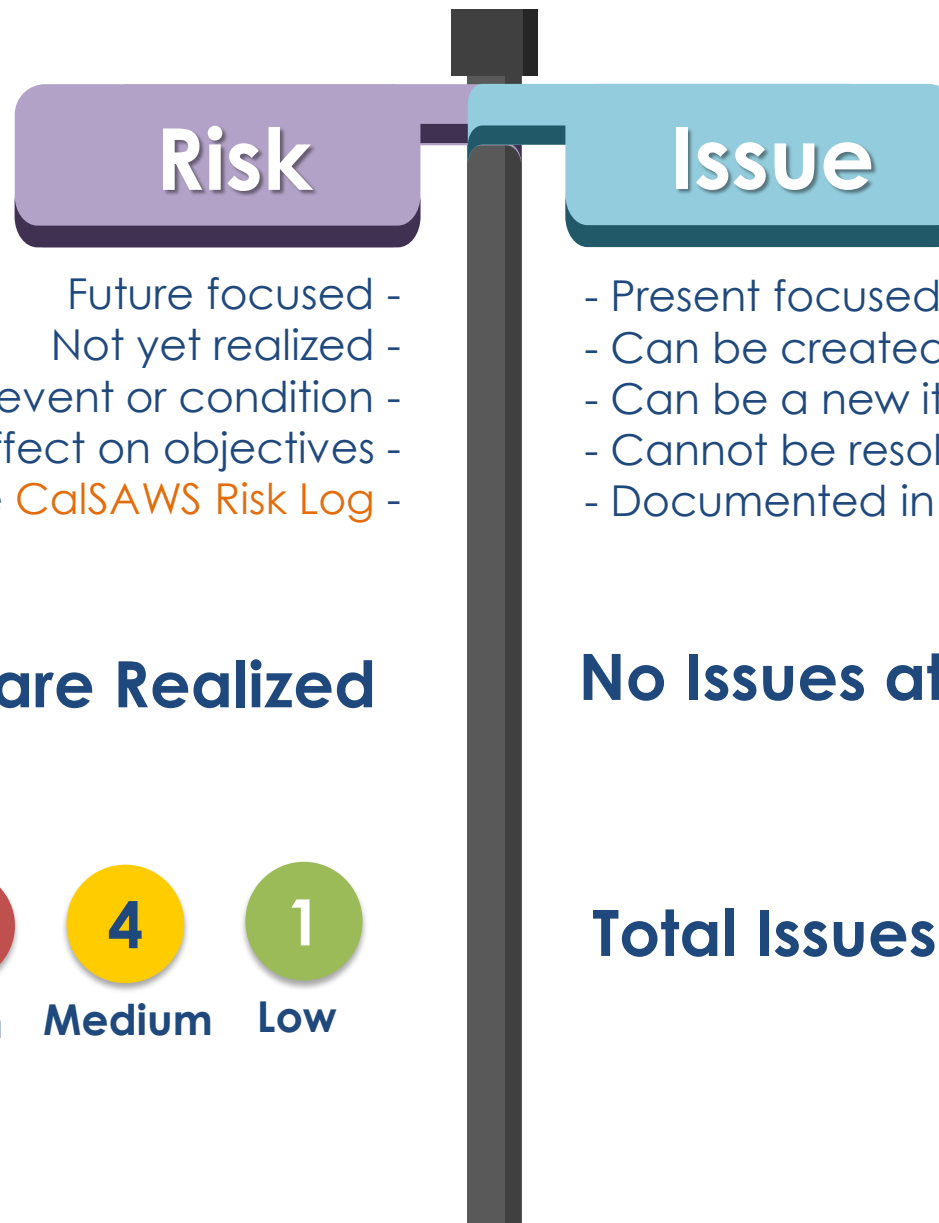
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> Complete.
	C	ILT Training Curriculum Complete	<ul style="list-style-type: none"> Core curriculum complete. County-specific ILT curriculum walkthroughs occurred October - November. County-specific ILTs completed 12/09/23.
	G	Wave 3 County Classroom Set-Up	<ul style="list-style-type: none"> Classrooms identified and confirmed for Wave 3 counties. Connectivity testing complete for ET/TTT. Room set-up and connectivity testing for End User Training planned for 2/13 – 2/24/2023.
	G	WBT Training Delivery	<ul style="list-style-type: none"> Early Training WBTs started 11/28/22. End User WBTs started 12/19.
	G	ILT Training Delivery	<ul style="list-style-type: none"> ET/TTT started 1/17/23 for Orange and Santa Barbara and 1/24/23 for Ventura End-User Training starts 02/27/23.
Organization	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> Orange, Ventura & Santa Barbara signed off, Prep Sessions complete.
	G	Communications	<ul style="list-style-type: none"> Infographics for January (Skipped Issuance and WTW AU) complete
	C	Business Process Reengineering	<ul style="list-style-type: none"> BPR Complete
	G	Configuration	<ul style="list-style-type: none"> Configuration Kickoffs complete Orange County Configuration sessions completed (1/4/23 – 1/13/23), Ventura Configuration complete (1/18/23 – 1/27/23) and Santa Barbara scheduled (1/23 – 2/10/23)
	G	Process Simulation	<ul style="list-style-type: none"> County Participant identification Confirmation in Progress Process Simulation Execution scheduled for Wave 3 Counties (Orange 2/13/23 – 2/24/23, Ventura 2/27/23 – 3/10/23, and Santa Barbara 2/27/23 – 3/10/23)
Implementation	NS	Implementation Planning	<ul style="list-style-type: none"> Post-Implementation Planning will begin at T-4 for Wave 3
	NS	County Prep	<ul style="list-style-type: none"> County Prep Phase for Wave 3 will begin at T-6 weeks.
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> Implementation team is drafting County Profiles (for discussion with W3 Counties in February 2023)
	G	Help Desk	<ul style="list-style-type: none"> Wave 3 Helpdesk Kickoff conducted 9/27 Delegated Admin Training conducted 10/26 County Tier 1 Fulfiller Training – Completed weeks of 12/5 and 12/12 Tier 1 and Delegated Admin Refresher Training scheduled for 2/23
	Y	County Ad Hoc Reports	<ul style="list-style-type: none"> Orange County has identified 112 Ad Hoc reports that need to be refactored before go-live. Orange County is receiving assistance from Gainwell to complete the refactoring effort. Santa Barbara has identified 15 reports that need to be refactored within 30 days of go-live. Santa Barbara has requested assistance from Gainwell to complete the refactoring effort. Ventura is In-Progress with Identifying reports in need of refactoring. So far 1 is identified as needed for go-live.

Readiness Dashboard



Risks and Issues



Monitoring - No Risks are Realized

Total Risks



No Issues at this Time

Total Issues



Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.3	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	<p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window.</p> <p>January 6, 2023: CalWIN has raised logistical questions around Batch given Wave 3 Cutover B is schedule before the end of the month Thursday 4/20/2023 – 4/24/2023. CalSAWS Batch schedule shows 10-day cutoff Tuesday 4/18. Then Main payroll scheduled for Cutover weekend along with MED Recon, which given the Cutover activity cannot happened that weekend</p> <p>February 3, 2023: Mock Cutover 3B is currently in-progress with the plan to complete by Wed., 2/8.</p>	Conversion (Project)

Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
268.3	Implementation Readiness for CalWIN Cutover to CalSAWS	<p>These 3 risks are Low (Green) :</p> <p>Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance. Second performance test planned for April 2023 for 58 county workload</p> <p>County Readiness (Risk #262.3) – Risk was updated to Green at 1/22/23 RMG as County readiness materials for Waves 1 and 2 were finalized and templates/lessons learned applied to future waves. Will continue to track county feedback</p> <p>County Image Migration Readiness (Risk #264.3) – The W3 Counties are on track to complete scheduled milestones as reported in the Weekly DD&I Status Report</p> <p>These 4 risks are Medium (Amber) and cause parent Risk 268 to be Medium:</p> <p>Batch Performance (Risk #237.3) – Tracking ongoing tuning and testing for batch cycle in support of Wave 3. 58 County data testing executes by 2/6/23 for 10-day discontinuance cycle, then end of month and main payroll to follow as next priority</p> <p>County Report Refactoring and Ancillary System Timelines (Risk #269.3) - Reports identified by W3 counties for refactoring, Burndown charts in the Weekly DD&I Status Report to track development and acceptance progress as of 1/22/23:</p> <ul style="list-style-type: none"> • Orange: 117 of 261 reports needed for go live, 0 complete • Santa Barbara: 15 of 43 reports needed for go live, 0 complete • Ventura: 0 of 21 reports needed for go live, review in process for adds <p>County Reconciliation and Submission of State Reports (Risk 279.3)- 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</p> <p>Production and CDV Defect Resolution (Risk #280) - Risk tracks resolution of defects from Wave 1 and 2, 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)</p>	Implementation (Project)

Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
278.3	CalWIN OCM Implementation Support Plan Deliverable	<p>W3 preparation associated with pre, and post implementation support is on track</p> <ul style="list-style-type: none">• Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where• Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model• Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs• Conduct County Prep Kickoff <p>Retrospectives will be conducted for W2 post-implementation in early April 2023 that will further information post-implementation support refinements for W3</p> <p>Workload impact calculation to be defined starting at T-2 for Go Live Packet related items</p> <p>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</p>	Applications (Project)

Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk #280

Risk Description & Mitigation Plan

Risk Status

Open Converted Data Test (CDT), County Data Validation (CDV, User Acceptance Test (UAT), and post Wave 1 Go-Live defects need to be resolved prior to the, respective, Wave Go-Live. Unresolved defects could impact in the projects Green Lighting the Wave for Go-Live and/or County experience in production

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).

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



Risk and Issues: Wave 3

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	<p>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</p> <p>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).</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>Between February 1 – 17, 2023</td><td>0</td><td>15</td><td>10</td><td>1</td><td>26</td></tr><tr><td>Total Open Defects</td><td>0</td><td>10</td><td>1</td><td>0</td><td>26</td></tr></table> <p>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).</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>10</td><td>0</td><td>52</td></tr><tr><td>Post Cutover 2B Day 1 - 7</td><td>0</td><td>24</td><td>0</td><td>0</td><td>24</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>29</td><td>5</td><td>34</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>66</td><td>39</td><td>5</td><td>110</td></tr></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	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	Applications (Project)
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Risks and Issues: Wave 3

Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.3	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)
264.3	CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates	<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>Wave 3 Status: The Counties are meeting, and all due dates and are on track to complete scheduled milestones by deadlines as reported in the Weekly DD&I Status Report</p> <p>January 13, 2023: Supplemental Delta 1 Completion Dates:</p> <ul style="list-style-type: none"> • Ventura – 09/30/22 • Orange – 10/31/22 • Santa Barbara- 02/10/23 	Implementation (County)
269.3	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-3: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – LMS: Load Users, Build and Load Courses, Test Reports	Complete	11/14/22	12/16/22	100%
Wave 3 County Data Validation	In Progress	1/30/23	02/10/23	63%
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	02/13/23	03/17/23	0%
CalWIN County Interface Testing	In Progress	01/04/23	03/09/23	16%
State Interface Testing	In Progress	01/04/23	03/09/23	45%
T-12 Readiness Survey Distribution	Complete	04/22/22	05/06/22	100%
T-9 Readiness Survey Distribution	Complete	07/15/22	08/05/22	100%
T-6 Readiness Survey Distribution	Complete	10/24/22	11/04/22	100%
T-3 Readiness Survey Distribution	Complete	01/23/23	02/03/23	100%
Application Development and System Test 23.03	In Progress	01/30/23	03/17/23	32%
County Preparation Phase Kick Off	Not Started	02/14/23	02/14/23	0%
County Preparation Phase	Not Started	03/13/23	04/20/23	0%
County Networking Connectivity	In Progress	07/01/22	2/20/23	96.6%
Contact Center Model Office Simulation	Not Started	04/10/23	04/21/23	0%
End-User Training	Not Started	02/27/23	04/21/23	0%
Pre and Post Deployment Support	Not Started	02/24/23	06/23/23	0%
Wave 3 CalSAWS Go-Live	Not Started	04/21/23	04/24/23	0%

Wave 3 – County Readiness Summary

Readiness Area	Status*	Orange	Status*	Santa Barbara	Status*	Ventura
Application	G	Contact Center SCR: CA-240160	G	Contact Center SCR: CA-240161	G	Contact Center SCR: CA-240162
Integration	Y	1 of 7 Interfaces passed IPT	Y	0 of 8 Interfaces passed IPT	G	2 of 4 Interfaces passed IPT.
Conversion	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023	G	Mock Cutover scheduled for January 2023
Technical	G		G		G	
Training	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22	G	Wave 3 Early Training & TTT Started (WBT) 11/28/22
Implementation	G	258 Ad Hoc reports to refactor	G	84 Ad Hoc reports to refactor.	G	62 Ad Hoc reports to refactor (estimated).
Organizational	G	T-6 Survey completed.	G	T-6 Survey completed.	G	T-6 Survey completed.

*Information included is as of February 3, 2023

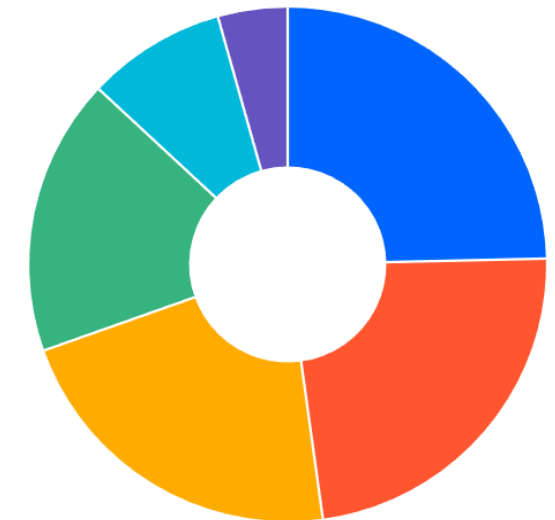
NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Wave 3 County Readiness Checklist Activities by Status (as of 02/03/2023)

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T:
COMPLETED	11	456	419	408	52	1346
NOT STARTED	2	119	125	117	117	480
IN PROGRESS	0	91	83	95	31	300
Total Unique Issues:	13	666	627	620	200	2126

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 3 Counties tasks include tasks that apply to Orange, Santa Barbara and Ventura (e.g., selective conversion tasks)

Wave 3 All Tasks Due Next 30 Days by Readiness Category



Implementation Readiness Category

Total Issues: 69

Implementation Readiness	17
Training Readiness	16
Application Readiness	15
Change Readiness	12
Technical Readiness	6
Conversion Readiness	3

Orange County Readiness Summary

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	6	19	43	68
Change Readiness	1	8	56	65
Conversion Readiness	6	0	10	16
Implementation Readiness	7	21	46	74
Technical Readiness	4	2	35	41
Training Readiness	4	5	36	45
Total Unique Issues:	28	55	226	309

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

Activity Owner	Application Readiness	Implementation Readiness	T:
PIC	1	0	1
TPOC	0	1	1
Total Unique Issues:	1	1	2

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	Remediation Plan
1			
2			

Past Due Activity Highlights:

1. Application Readiness:

- Imaging Migration: Validate Images in production

Santa Barbara County Readiness Summary

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	7	18	38	63
Change Readiness	1	8	57	66
Conversion Readiness	14	1	1	16
Implementation Readiness	2	26	42	70
Technical Readiness	1	2	25	28
Training Readiness	3	4	34	41
Total Unique Issues:	28	59	197	284

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

Activity Owner	Implementation Readiness	T:
PPOC	1	1
TPOC	1	1
Total Unique Issues:	2	2

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:
- Implementation Readiness:**
 - Implementation: Business Continuity Plan - Update Business Continuity Plan (if needed)

Ventura County Readiness Summary

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	9	23	38	70
Change Readiness	1	8	56	65
Application Readiness	7	20	35	62
Training Readiness	3	3	34	40
Technical Readiness	1	2	21	24
Conversion Readiness	14	1	2	17
Total Unique Issues:	35	57	186	278

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

Activity Owner	Implementation Readiness	Training Readiness	T:
IPOC	3	0	3
PPOC	2	0	2
TPOC	1	0	1
Training Team - County	0	1	1
Total Unique Issues:	6	1	7

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
1				
2				

Past Due Activity Highlights:

1. Implementation Readiness:

- Contact Center: Design - Approve Contact Center Design Document (SCR CA-240162)
- Analytics & Reporting: Validate County Needs -Prioritize Reports that must be refactored for Go-Live
- Analytics & Reporting: Validate County Needs - Identify Total Number of County Refactoring Report Needs
- Implementation: Business Continuity Plan - Update Business Continuity Plan (if needed)
- Implementation: Business Continuity Plan - Assess whether Business Continuity Plan requires updates

Application Readiness: System

System Test: 23.03 Not Started

Start Date: 01/30/2023 End Date: 03/17/2023

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: 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: Not Started

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: 01/06/2023 End Date: 04/21/2023

- 3 of 3 IVR Contact Flows Approved
- Approval of Wave 3 County SCRs: 2 of 3
 - Orange – CA-240160 - Approved
 - Santa Barbara – CA-240161 - Approved
 - Ventura – CA-240162 - Pending
- Regression Test: Not Started
- Contact Center Model Office Testing (tentative 04/10/2023)

Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation In Progress

Start Date: 07/06/2022 End Date: 2/28/2023

- Configuration meetings complete
- Validation meetings started
- Configuration load: not started

Setup and Training In Progress

Start Date: 11/21/22 End Date: 04/17/23

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

Application Readiness: BenefitsCal

Conversion Readiness In Progress

Training & Communications Not Started

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

Conversion Readiness

Conversion Readiness In Progress

Key Dates:

Golden Data Set #10 Delivered

Cutover 3A: 03/13/2023 – 04/20/2023

Cutover 3B: 04/21/2023 – 04/24/2023

Mock Cutover – On-Schedule to begin end of January 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 In Progress

Start Date: 01/30/23 End Date: 02/10/23

- Converted Data Testing: complete for all waves.
- Wave 3 County Data Validation started 1/30/23.

Integration Readiness

Interface Partner Test In Progress

Start Date: 1/4/2023 End Date: 3/9/2023

- Orange County: 7 Interfaces
- Santa Barbara County: 8 Interfaces
- Ventura County: 4 Interfaces
- State/Consortium Partners: 11 Interfaces

Technical Readiness

County Networking Connectivity In Progress

Start Date: 07/01/2022

End Date: 2/20/23

- Network circuit delivery completed
- Network devices deployed across all county sites
- Network changes and integration completed
- Network IPT and Ad-hoc readiness testing in progress
- County compliance and regression testing scheduled

Technical Readiness: Operations

Contingency Restoration Planning Complete

Disaster Recovery Exercise Complete

Batch Operations In Progress

- CalWIN batch schedules in progress: 95% complete.

Technical Readiness: Performance Testing

Performance Test Not Started

- Online performance testing: 2/6/2023 – 4/6/2023

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: 09/06/2022 End Date: 11/07/2022

- Wave 3 County specific training plans – Completed and Approved

Training Materials Complete

Start Date: 10/24/2022 End Date: 12/09/2022

- Wave 3 County specific instructor led training materials – Walkthroughs complete; County-specific ILT materials complete
- Web-Based trainings updated – Complete

Training Delivery In Progress

Start Date: 11/28/2022 End Date: 04/21/2023

- Early Training WBTs started 11/28/22. End User WBTs started 12/19. ET/TTT started 1/17/23 for Orange and Santa Barbara and 1/24/23 for Ventura. End-User Training starts 02/27/23.

Organizational Readiness: OCM

Change Discussions with Staff Complete

End Date: 1/30/2022

- Wave 3 PPOC Weekly conducted through 1/30/23.
- FDEL signed off on 12/16/22.

Readiness Surveys Complete

Start Date: 03/28/2022 End Date: 04/14/2023

- Monitor the Wave 3 T-3 surveys responses and closed the survey on 02/03/23.

Infographics/ Newsletters On Schedule

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

- January Infographics & Newsletter – Completed
- February Infographics & Newsletter – On Schedule
- March Infographics & Newsletter – On Schedule

Change Network Champions On Schedule

Start Date: 07/20/2022 End Date: 04/05/2023

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

Organizational Readiness: Business Process Reengineering

W3 BPR Plans Approved Complete

Process Change Inventory Close Out Complete

Automated Actions Enablement Complete

Process Simulation

W3 Process Simulation Planning In Progress

Start Date: 12/05/2022 End Date: 02/13/2023

- Wave 3 Participants Identification: Complete

Process Simulation Execution Not Started

Start Date: 02/13/2023 End Date: 03/10/2023

- Orange: 02/13/2023 - 02/24/2023
- Santa Barbara: 02/27/2023 - 03/10/2023
- Ventura: 02/27/2023 - 03/10/2023

Configuration

Configuration Materials Complete

Start Date: 09/09/2022 End Date: 03/10/2023

W3 Configuration Documentation & Validation In Progress

Start Date: 12/05/2022 End Date: 02/10/2023

- Orange: 01/04/2023 - 01/13/2023
- Ventura: 01/18/2023 - 01/27/2023
- Santa Barbara: 02/01/2023 - 02/10/2023

Implementation Readiness

Implementation Planning In Progress

- DEL 10 Implementation Support Plan submitted 08/05/2022 and has been accepted.
- Readiness Packets and Dashboards: Ongoing

County Prep Not Started

Start Date: 03/13/2023 End Date: 04/20/2023

- 42 county prep activities instructions complete – to be updated for Wave 3 if applicable.
- Kick Off Meeting Targeted for February 2023

Post-Deployment Support Not Started

Start Date: 04/24/2023 End Date: 06/23/2023

- Pre and Post deployment support structure planning to begin at T-4.
- Command Center structure planning - Complete

Implementation Readiness: Help Desk and System Operations

Help Desk In Progress

Start Date: 09/27/2022 End Date: 03/24/2023

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: Not started.

ServiceNow Training for County Help Desks:
Delegated Admin Training conducted 10/26.
County Tier 1 Fulfiller Training – Completed weeks of 12/5 and 12/12
Tier 1 and Delegated Admin Refresher Training scheduled for 2/23

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: 04/04/2022 End Date: 04/21/2023

County Education Sessions:

- Wave 3 - Complete

County Report Refactoring
Wave 3 identified 381 reports in need of refactoring.

- Orange: has 112 reports to refactor. 0 are complete.
- Santa Barbara: has 15 reports to refactor. 0 are complete. Santa Barbara has requested assistance from Gainwell.
- Ventura: has an estimated 1 reports to refactor. 0 are complete.

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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