# Wave 2 Implementation Readiness Dashboard and Packet

## February 10, 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 10, 2023**

THE POWER OF 58

# Readiness Packet

# Application Readiness

## Development / System Test

| Deploy Release 23.01 | January 23, 2023 | Project |
|---|---|---|

| Deploy Release 23.01 Test Execution Results* | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Test Execution Results** | **Total Scripts** | **Not Executed** | **In Progress** | **Pass** | **Fail** | **Blocked** | **Completed** | **Remaining** | **Progress** |
| | 1024 | 0% (0) | 0% (0) | 100% (1024) | 0% (0) | 0% (0) | 1024 | 0 | **100%** |

* Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

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

# Application Readiness: Imaging

## Functionality

| | | | |
|---|---|---|---|
| Severity 1 & 2 Defects Resolved from UAT | UAT Complete | No Sev 1 or 2 defects reported | Project |

## Performance Testing

*Imaging Performance test for Wave 2 was completed as part of the LA County go-Live performance test cycles completed March 2022*

| Hyland Platform Performance Test | Complete | Metric/Completion to Plan | Project |
|---|---|---|---|
| Additional Hyland Platform Performance Test | In Progress | Test completed 1/31/23. Findings addressed for 58+ county load. Retest targeted for 2/10/23. | Project |

## Images Migration

| | | | |
|---|---|---|---|
| County Export of Legacy Images | In Progress | | County |
| Hyland Receive and Upload Images to Production Environment | In Progress | | Project |
| Distribute CIT for Counties to install Webscan Kit and Virtual Printer | Completed | CIT #0110-22 distributed on April 19, 2022 | Project |

## Imaging UAT

| | | |
|---|---|---|
| 7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8/2022) | Completed | 61 of 61 scripts completed and passed. |

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

# Application Readiness: Contact Center

## Contact Center

| | | |
|---|---|---|
| Technical Connectivity | 90% | |
| Update IVR Contact Flows for each County | 3 of 3 Approved | Both |
| Approval of County Contact Center SCRs* | 3 of 3 Approved | County |
| Regression Test of entire Contact Center solution | 100% | Project |
| Model Office Testing – started 2/1/2023 | 45% | Both |

*Contact Center SCRs:
- CA-240158 – Tulare
- CA-240159 – Santa Clara
- CA-240155 – Contra Costa

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

# Application Readiness: Central Print

| | | | |
|---|---|---|---|
| **Kickoff** | | | |
| Kickoff Meeting Completed | Complete | 1 Completed of 1 Planned | Both |
| **Configuration/Validation** | | | |
| Configuration Meetings Complete | Complete | 3 Completed of 3 Planned | Both |
| Validation Meetings Complete | In Progress | 3 Completed of 3 Planned | Both |
| Configuration Load | In Progress | 3 Completed of 3 Planned | Project |
| **Setup and Training** | | | |
| Portal Users Loaded | In Progress | 3 Completed of 3 Planned | Project |
| Inventory Confirmed | Complete | 1 Completed of 1 Planned | Project |
| Postage Received | In Progress | 2 Completed of 3 Planned | Both |
| Training Materials Completed | Complete | 1 Completed of 1 Planned | Project |
| Training Delivery | Scheduled | 2 Completed of 2 Planned | Both |

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

# Application Readiness: BenefitsCal Conversion

**CBO Readiness**

| | | | |
|---|---|---|---|
| Provide sample CBO User information extract to ForgeRock Team for Wave 2 Mock Run | Complete | 12/03/2022 | Project |
| Provide extract of the CBO to the counties | Complete | 11/03/2022 | Project |
| Obtain CBO conversion file from CalWIN counties (Gainwell) - Mock Run 1 | Complete | 11/02/2022 | |
| Obtain CBO conversion file from CalWIN counties (Gainwell) - PRD | Complete | 1/24/2023 | Project |

**CBO User Validation**

| | | | |
|---|---|---|---|
| Validate CBO user load into ForgeRock – Mock Run 1 | Complete | 12/08/2022 | Project |

**Training Delivery**

| | | | |
|---|---|---|---|
| Deliver training for CSC and HelpDesk staff | Complete | 01/17/2023, 01/19/2023 and 01/24/2023 | Project |
| Deliver training for CBOs - Community Based Organizations | Complete | 01/26/2023 | Project |

**Communications**

| | | | |
|---|---|---|---|
| Confirm Communications Plan for BenefitsCal | Complete | Communication plan drafted by 11/18. | Project |
| Begin Execution of BenefitsCal Communications Plan | On Schedule | Execution began 1/24/2023. | Both |

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

# BenefitsCal Implementation Readiness

## System Operations

| | | | |
|---|---|---|---|
| Confirm Post Implementation Support schedule and extended support | Complete | 1/27/2023 | Project |
| Provide Contingency Planning efforts to Consortium (Roll Back Plan) | Complete | 02/06/2023 | Project |

**Prod Deployment Plans**

| | | | |
|---|---|---|---|
| Develop Production Cutover Checklist | Complete | 12/19/2022 - 01/27/2023 | Project |
| Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans | Complete | 02/06/2023 | Project |
| Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) | Not Started | 02/13/2023 - 02/17/2023 | Project |
| Confirm Wave Cutover to BenefitsCal | Not Started | 02/13/2023 - 02/17/2023 | Project |

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

# Conversion Readiness

## Conversion Readiness – Wave 2

| | | |
|---|---|---|
| Conversion defects not resolved | 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. | Project |
| Deliver Wave 2 Golden Data Sets (GDS) | Completed GDS#9 (Wave 2) | Project |
| Auto Case Review Match Rate | Match Rate as a result of Wave 2 Mock Cutover is approx. 70% in aggregate across all programs | Project |
| Complete Wave 2 Mock Cutovers (Issue 258) | • Mock Cutover – Complete.<br>• Business Impact Mitigation Strategies for the W2-6 Cutover Window and Communications with Stakeholders remains In-Progress | Project |
| Deliver Wave 2 Golden Data Set (GDS) #9 for County Data Validation (CDV) | Delivered GDS#9 (Wave 2) | Project |
| Support Wave 2 County Data Validation - Defect Resolution | Supported as planned. W2 CDV Completed on 10/14. | Project |
| Complete Wave 2A (County Preparation) Cutover | Completed on January 16, 2023 | Project |
| Complete Wave 2B (Go-Live) Cutover | Planned for February 27, 2023 | Project |

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

# Integration Readiness

## Interface Partner Testing – Begins 10/17/22

| Complete Interface Development – County | Complete | County |
|---|---|---|

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

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

# Integration Readiness

## Interface Partner Testing – 10/17/2022 to 12/30/2022

| | | | |
|---|---|---|---|
| Execute Interface Testing with CalWIN County Partners | Complete | 100% | Project |
| Execute Interface Testing with State and Consortium Partners | Complete | 100% | Project |

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

| STATE PARTNER INTERFACE TESTING | | |
|---|---|---|
| **STATE PARTNER** | **STATUS** | **TARGET COMPLETION DATE** |
| Case Management Information and Payrolling System (CMIPS) - OSI | 2/2 | October 27, 2022 |
| Electronic Benefits Transfer (EBT) - FIS | 2/2 | December 15, 2022 |
| Medi-Cal Eligibility Data System (MEDS) - DHCS | 2/2 | December 9, 2022 |
| Welfare Data Tracking Implementation Project (WDTIP) - OSI | 2/2 | October 20, 2022 |

| CalWIN WAVE 2 COUNTIES INTERFACE TESTING | | |
|---|---|---|
| **CalWIN Wave 2 COUNTY PARTNER** | **STATUS** | **TARGET COMPLETION DATE** |
| Contra Costa County | 6/6 | November 22, 2022 |
| Santa Clara County | 10/10 | December 30, 2022 |
| Tulare County | 8/8 | December 27, 2022 |

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

# Technical Readiness: Networking

## Networking

| CalWIN WAVE 2 COUNTIES | | | | |
|---|---|---|---|---|
| **NETWORKING READINESS** | **STATUS** | **ACTUAL** | **PLANNED** | **Δ** |
| Overall Network Interconnectivity | Completed | 100.0% | 100.0% | 0.0% |
| Critical Path | Completed | 100.0% | 100.0% | 0.0% |

| **NETWORKING READINESS** | **STATUS** | **ACTUAL** | **PLANNED** | **Δ** |
|---|---|---|---|---|
| 04 Santa Clara | Completed | 100.0% | 100.0% | 0.0% |
| 05 Tulare | Completed | 100.0% | 100.0% | 0.0% |
| 01 Contra Costa | Completed | 100.0% | 100.0% | 0.0% |

| **Milestone** | **Status** | |
|---|---|---|
| Wave 2 County Networking Connectivity Readiness | | • All Wave 2 technical enablement completed.<br>• Compliance validation and Handoff to Network Operations Completed. |

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

# Technical Readiness: Operations

**Contingency Restoration Planning**

| | | | |
|---|---|---|---|
| Migration Rollback Planning Completed | Completed | 100% | Project |

**Disaster Recovery Exercise**

| | | | |
|---|---|---|---|
| Disaster Recovery Test Completed | Completed | 100% | Project |

**Batch Operations**

| | | | |
|---|---|---|---|
| CalWIN Batch Schedules | Completed | 100% | Project |

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

# Technical Readiness: Performance Testing

## Performance Testing – Wave 2

| | | | |
|---|---|---|---|
| CalSAWS Batch Performance (45 County) | In progress | 100% | Project |

### CalWIN Wave 2 Batch Performance Schedule and Results

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

* Ran 2 minutes over due to an already identified analytics batch performance change (CA-252885)
** Due to some analytics server problems, the overall run time included failed batch jobs

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

# Technical Readiness: Performance Testing

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

| Workload Mix (WL) | Start Date | End Date | Status |
|---|---|---|---|
| #1 - CalSAWS Online | 17th Oct 2022 | 18th Nov 2022 | Complete |
| #2 - CalSAWS Online + APIs | 28th Nov 2022 | 10th Feb 2023 | Complete |
| #3 - CalSAWS/CalHEERS Integration test | 12th Dec 2022 | 17th Jan 2023 | Complete |

**CalSAWS 45 County Online Performance Test**

| Category | SLA | SLA Met % & Avg. Server Response Time |
|---|---|---|
| **Screen to Screen** | **Peak - 98% [ <=2s ]** | 99.57 % - 0.13 s |
| | **Prime - 99.9% [ <= 10s ]** | 99.98 % - 0.13 s |
| **EDBC** | **Peak - 95% [ <= 3s ]** | 99.64 % - 0.52 s |
| | **Prime - 99.9% [ <= 20s ]** | 100 % - 0.52 s |
| **Search** | **Peak - 95% [ <=6s ]** | 99.34 % - 0.24 s |

**Exit Criteria -**

- Simulate Online transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs – Online (Load and Endurance tests)

# Technical Readiness: Security

**Application Security**

| | | |
|---|---|---|
| CalSAWS Scans/Remediation Completed | Completed | 100% |

**Penetration Testing**

| | | |
|---|---|---|
| Signed with 3rd party to conduct Testing | Completed | 100% |
| Penetration Testing Preparation | Completed | 100% |
| Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022) | Completed | 100% |

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

# Training Readiness

## Training Plan

| | | | |
|---|---|---|---|
| Wave 2 Draft County-Specific Training Plans completed and submitted for County reviews. | Complete | 100% | Both |
| Training Environment/Build Training Data | Complete | 100% | Project |
| Create Training Accounts in Training Environment | Complete | 100% | Project |

## Training Materials

| | | | |
|---|---|---|---|
| Wave 2 County-specific ILT training materials finalized and reviewed – walkthroughs begin 8/22/22 | Complete | 100% | Both |
| Web-based Trainings updated (Accenture/Consortium) | Complete Updates are ongoing | 100% | Project |

## Training Delivery

| | | | |
|---|---|---|---|
| Wave 2 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS | Complete | 100% | Project |
| Wave 2 staff course assignments / registration for Early Training & TTT | Complete | 100% | Project |
| Wave 2 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled) | Complete | 100% | Project |
| Wave 2 Early Training & TTT Started (WBT) | Complete | 100% | Both |
| Wave 2 End User Training (WBT) – start 10/16/22 | In Progress | 64% | Both |
| Wave 2 Early Training & TTT (ILT) | Complete | 63 Completed of 63 Planned | Both |
| Wave 2 End User Training (ILT) - start 01/03/2023 | In Progress | 395 Completed of 470 Planned | Both |

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

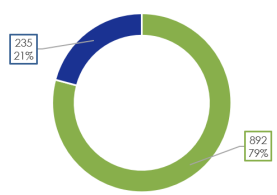
# Training Readiness

## WBT Progress by County

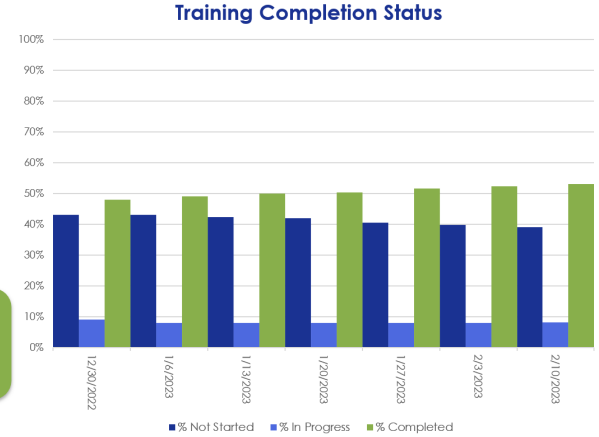
### Weekly Training Report – Executive Summary
**Contra Costa County**

As of 02/10/2023, **892** of **1127** Users have successfully accessed the LMS!

**User Logins**




**Training Completion Status**



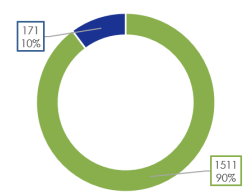

As of **02/10/2023** –
**39%** of Curricula are **Not Started**
**8%** of Curricula are **In Progress**
**53%** of Curricula are **Completed**

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM February 9, 2023.

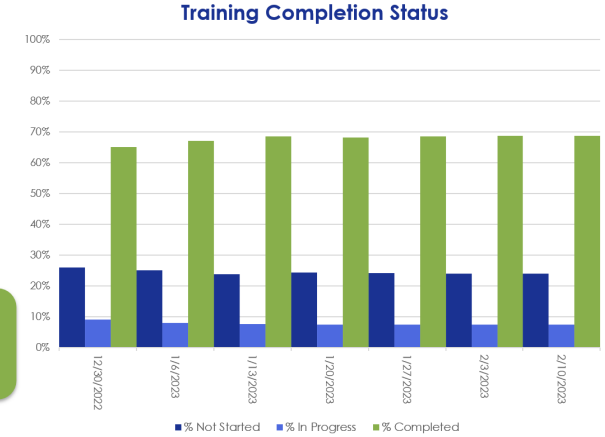
### Weekly Training Report – Executive Summary
**Santa Clara County**

As of 02/10/2023, **1511** of **1682** Users have successfully accessed the LMS!

**User Logins**




**Training Completion Status**



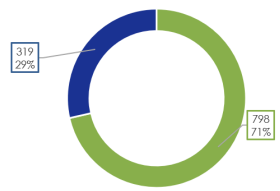

As of **02/10/2023** –
**24%** of Curricula are **Not Started**
**7%** of Curricula are **In Progress**
**69%** of Curricula are **Completed**

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM February 9, 2023.

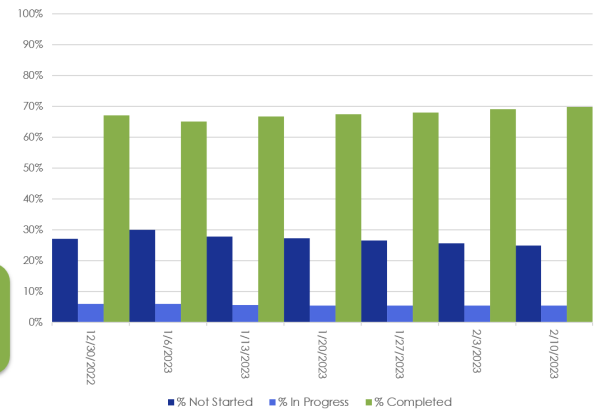
### Weekly Training Report – Executive Summary
**Tulare County**

As of 02/10/2023, **798** of **1117** Users have successfully accessed the LMS!

**User Logins**




**Training Completion Status**




As of **02/10/2023** –
**25%** of Curricula are **Not Started**
**5%** of Curricula are **In Progress**
**70%** of Curricula are **Completed**

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM February 9, 2023

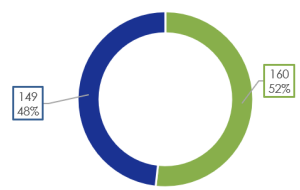
# Training Readiness

## Imaging WBT Progress by County

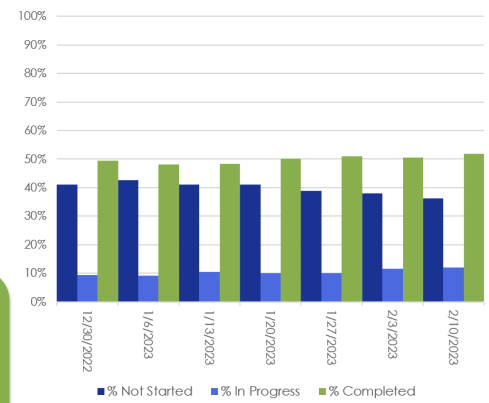
### Imaging Web-Based Training Status
Contra Costa County

As of 02/10/2023, **160** of **309** Users have completed their Imaging Web-Based Training!

**Staff Trained**




**Training Completion Status**




As of **02/10/2023** –
**36%** of Users have **Not Started** their training
**12%** of Users are **In Progress** with their Training
**52%** of Users have **Completed** their training

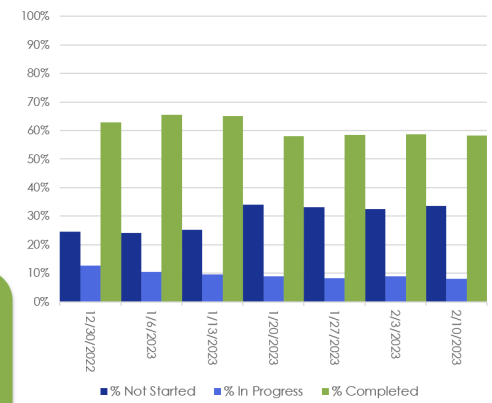
**Note:** Metrics include all phases of Training – Early Training and February 9, 2023

### Imaging Web-Based Training Status
Santa Clara County

As of 02/10/2023, **261** of **448** Users have completed their Imaging Web-Based Training!

**Staff Trained**

**Training Completion Status**



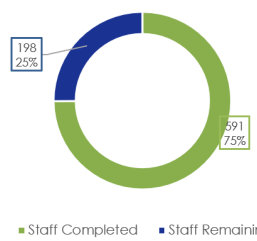

As of **02/10/2023** –
**34%** of Users have **Not Started** their training
**8%** of Users are **In Progress** with their Training
**58%** of Users have **Completed** their training

**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on February 9, 2023

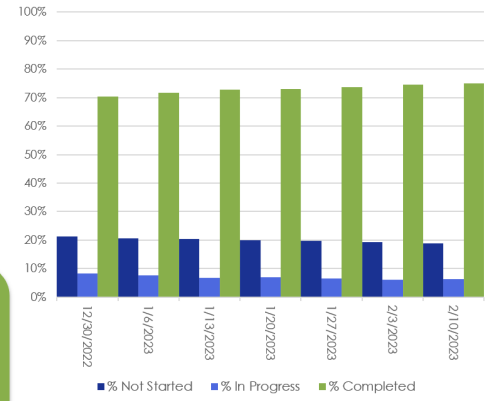
### Imaging Web-Based Training Status
Tulare County

As of 02/03/2023, **591** of **789** Users have completed their Imaging Web-Based Training!

**Staff Trained**




**Training Completion Status**

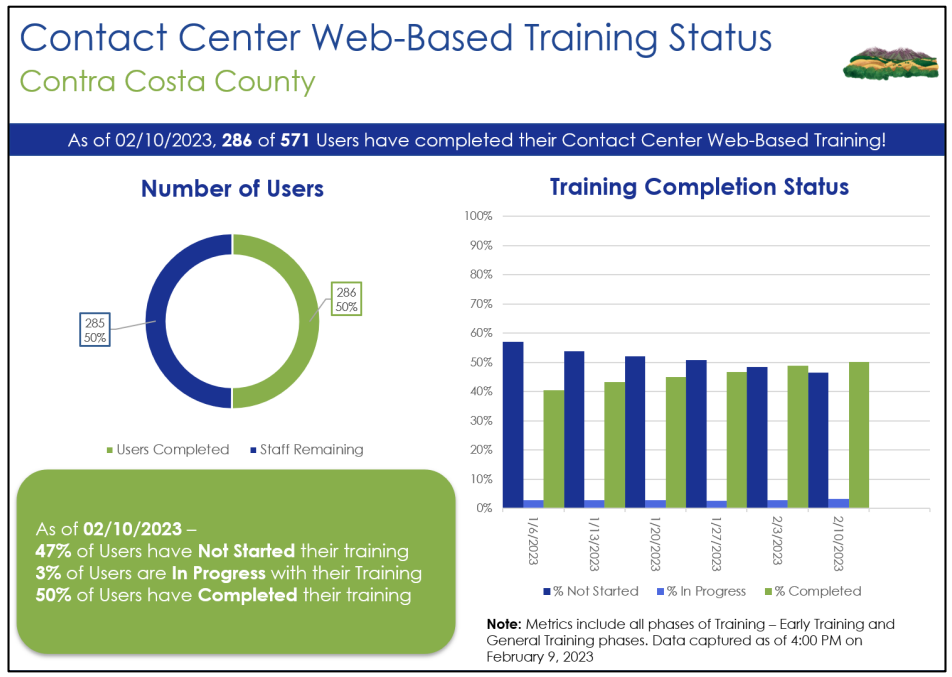


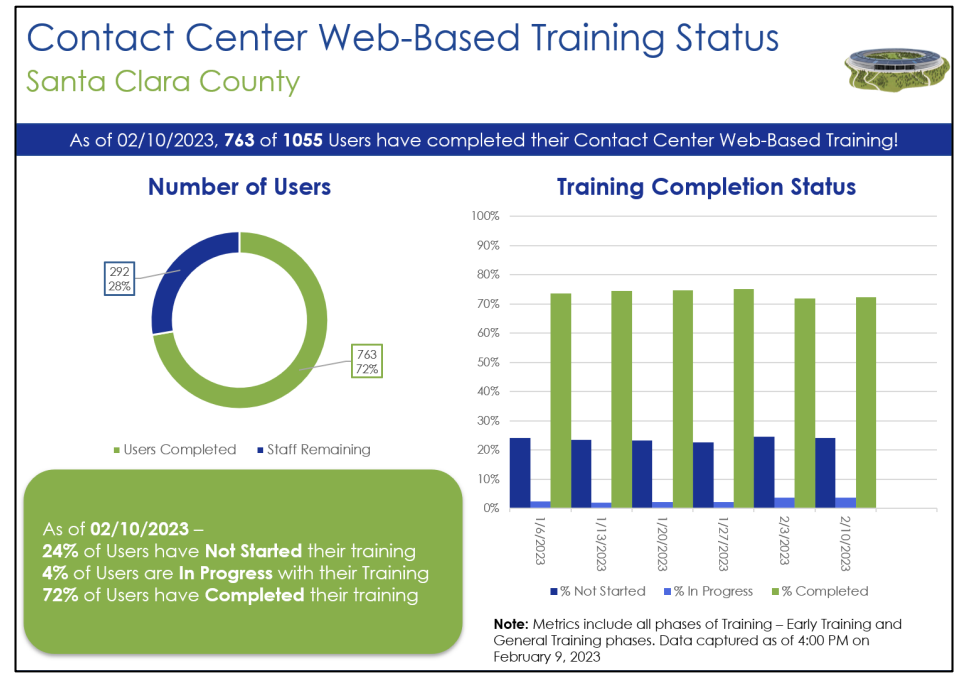

As of **02/10/2023** –
**19%** of Users have **Not Started** their training
**6%** of Users are **In Progress** with their Training
**75%** of Users have **Completed** their training

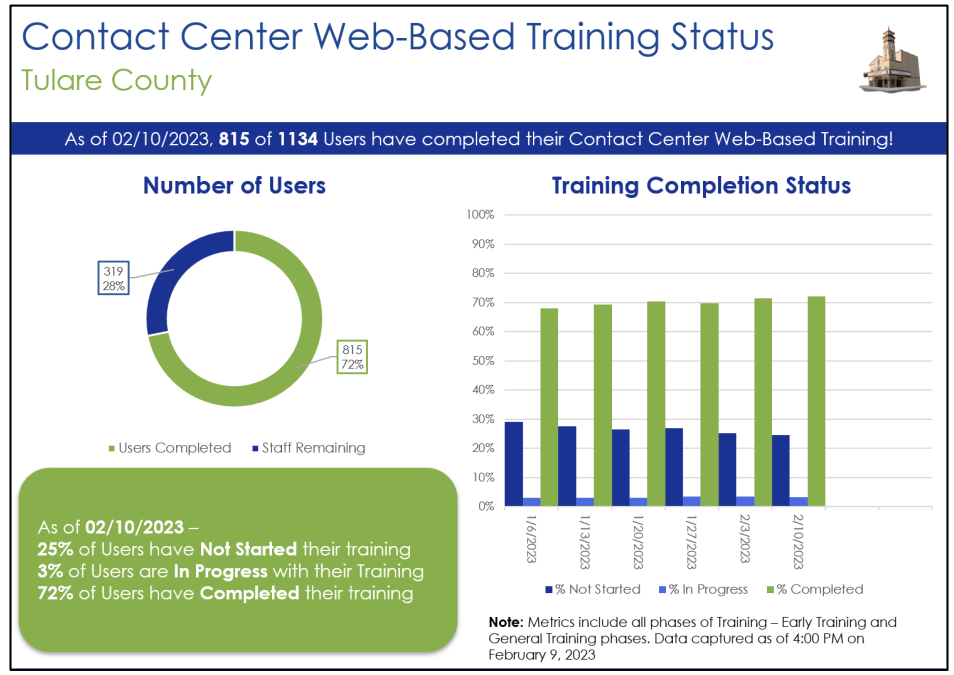
**Note:** Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on February 9, 2023

# Training Readiness

## Contact Center WBT Progress by County

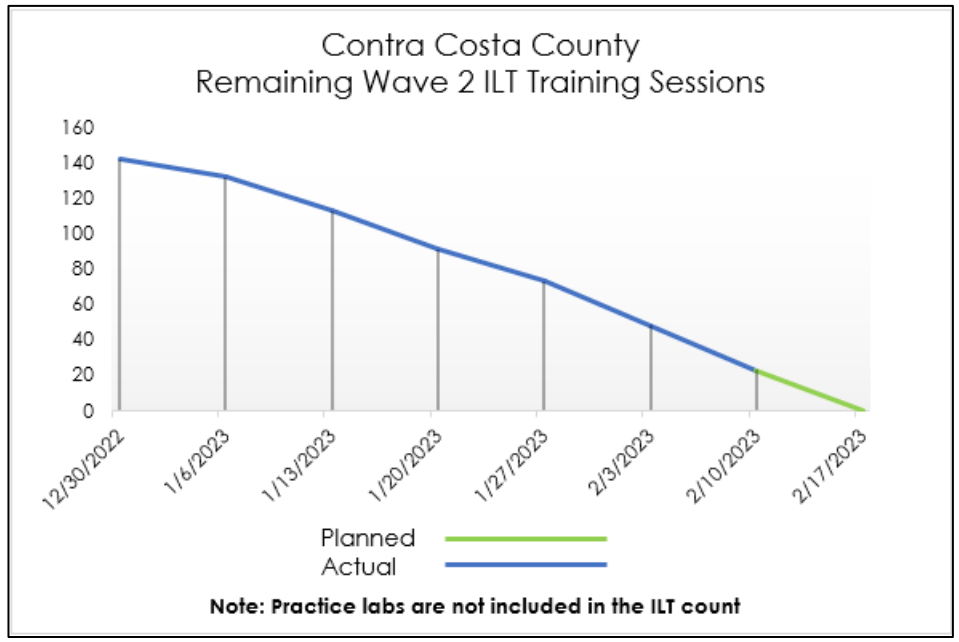


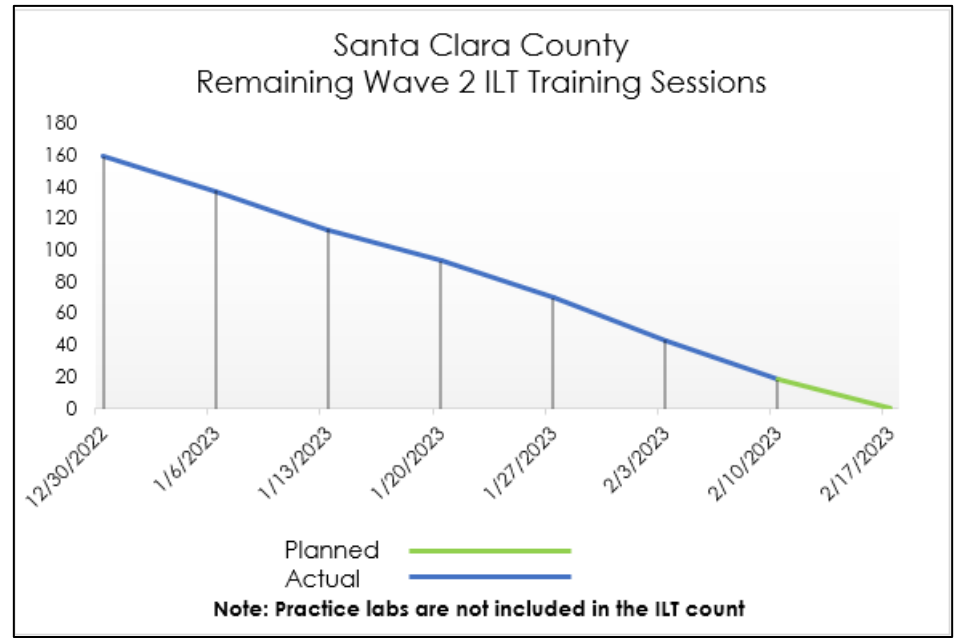



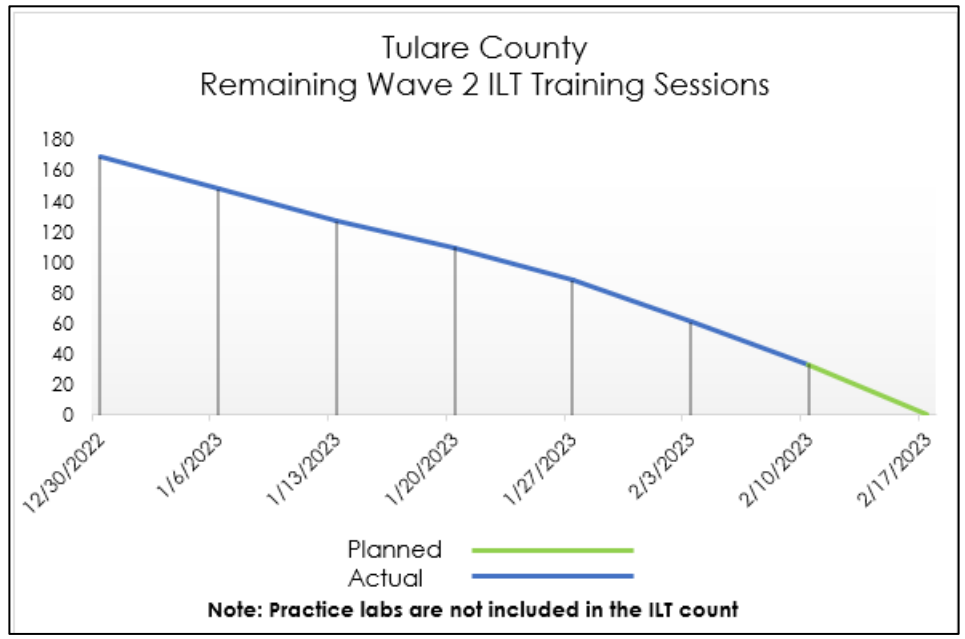



# Training Readiness

## ILT Progress by County



# ⇆ Organizational Readiness: OCM

**Communications & Change Discussion Guides**

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

**Readiness Surveys**

| | | | |
|---|---|---|---|
| Wave 2 Readiness Surveys T-6 | Complete | 3 Completed of 3 Planned | Both |
| Wave 2 Readiness Surveys T-3 | Complete | 3 Completed of 3 Planned | Both |
| Wave 2 Readiness Surveys T+6 | Not Started | 0 Completed of 3 Planned | Both |

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

# ⇆ Organizational Readiness: OCM (continued)

**Infographics/Newsletters**

| | | | |
|---|---|---|---|
| Infographic for September (NOAS in CalSAWS and Caseloads) (CIT 0269-22) | Complete | 2 Completed of 2 Planned for September 28, 2022 | Project |
| Infographics for November (Skip Issuance and WTW Resource page) (CIT 0344-22) | Complete | 2 Completed of 2 Planned for November 28, 2022 | Project |
| Infographics for December (Rescind/Reapply and Rush Warrant) (CIT 0375-22) | Complete | 2 Completed of 2 Planned for December 23, 2022 | Project |
| CalSAWS Scoop #3 (CIT 0317-22) | Complete | 1 In Completed of 1 Planned for October 28, 2022 | Project |
| Infographics for January (CIT 0029-23 ) | Complete | 2 Completed of 2 Planned | Project |
| Newsletter – January (CIT 0025-23) | Complete | 1 Completed of 1 Planned | Project |
| Infographics for February (CIT) (Add vs. Edit income, and Packing for GoLive) | On Schedule | 0 Completed of 2 Planned | Project |

**Change Network Champion Meetings**

| | | | |
|---|---|---|---|
| CNC Meeting for December | Complete | 1 Completed of 1 Planned | Both |
| CNC Meeting for January | Complete | 1 Completed of 1 Planned | Both |
| CNC Meeting for February | Complete | 1 Completed of 1 Planned | Both |
| CNC Meeting for March | Not Started | 0 Completed of 1 Planned | Both |

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

# ⇆ Organizational Readiness: BPR

**Business Process Reengineering**

| | | | |
|---|---|---|---|
| BPR Plans reviewed and signed-off | Complete | 3 Completed of 3 Planned | Both |
| To Be BPR Flows reviewed and signed-off | Complete | 3 Completed of 3 Planned | Both |
| Close-out of pending decisions as documented in the Process Change Inventory | Complete | 3 Completed of 3 Planned | Project |
| Automated Actions enablement decisions finalized | Complete | Initial Decisions to be finalized in advance of Process Simulation, loaded for Process Sim in the UAT Environment, validated during Process Sim and updated in advance of County Prep, ready for PROD/Go-Live. | Both |

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

# ⇆ Organizational Readiness: Configuration

**Configuration**

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

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

# Organizational Readiness: Process Simulation

**Process Simulation**

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

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

# Implementation Readiness

## Planning

| | | | |
|---|---|---|---|
| Wave 2 Workplans, Readiness Checklists and ongoing TOSS Meetings | In Progress | Ongoing | Both |
| Path to Greenlight Communicated | Complete | Socialized/completed with PSC, JPA, and OPAC (May 2022) | Project |
| Go Live Packet Finalized/Updated | In Progress | GLP draft reviewed and distributed on 02/03/23, updated ongoing. | Project |
| Distribute Monthly Implementation Packets | In Progress | Ongoing | Project |

## County Prep

| | | | |
|---|---|---|---|
| County Prep Materials Finalized | Complete | CIT 355-22 sent on 12/08/22 | Project |
| County Prep Kick Off | Complete | Completed on schedule on 12/20/22 | Both |
| County Prep Phase | In Progress | **Tulare** has 23% of activities in progress and 65% are complete. 58% of users have logged in of an expected total of 85% as of 02/10/23.<br>**Contra Costa** has 62% of activities in progress and 30% are complete. 75% of users have logged in of an expected total of 95% as of 02/10/23.<br>**Santa Clara** has 29% of activities in progress and 65% are complete. 75% of users have logged in of an expected total of 96% as of 02/10/23. | Both |

## Post-Implementation Support

| | | | |
|---|---|---|---|
| Pre- and Post- Go Live Support Structure Established | In Progress | Post Implementation Support Kickoff occurred 02/01/23. | Project |

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

# Implementation Readiness: Help Desk

**Help Desk**

| | | | |
|---|---|---|---|
| County Delegated Admin Training | Complete | Completed on 9/14/22 | Both |
| County Tier 1 Fulfiller Training | Complete | Completed week of 10/3 | Both |
| Tier 1 Fulfiller and Delegated Admin Refresher Training | Complete | Completed on 12/20/22 | Both |
| Tier 1 Fulfiller and Delegated Admin Q&A Session (Optional) | Complete | Completed on 1/10/23 | Both |
| Optional Tier 1 Fulfiller and Delegated Admin ServiceNow Support Line | Complete | Daily 1/17 - 1/27 9 am – 12 pm | Both |

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

# Implementation Readiness: System Operations

**Systems Operations**

| | | | |
|---|---|---|---|
| CalWIN Counties Access to the Sandbox Environment | Completed | Generic user accounts provided | Both |
| Engage the Counties on Staff Profile/Security Administration updates | Completed | Pre-UAT exercise | Both |

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

# Implementation Readiness: County Ad Hoc Reporting

## Ad-Hoc Reporting Functionality

| | | |
|---|---|---|
| CalWIN County Education Sessions (i.e., Planned Curriculum) | • **Wave 2:** CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 2 Counties. | Both |
| CalWIN County Ad Hoc Reports Refactoring | • **Wave 2:** Reviewed 1,343 reports for refactoring. Approximately 86 need to be refactored for Wave 2 Counties<br>  • Contra Costa has identified 102 reports to be refactored and is working with Gainwell to complete. 19 are needed for Go Live. 9 reports have been refactored.<br>  • Santa Clara has 64 reports to refactor and is working with Gainwell to complete. 33 reports have been refactored.<br>  • Tulare has 0 reports to refactor. | County |

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

# Application Readiness: UAT

**User Acceptance Test**

| | | |
|---|---|---|
| CalSAWS UAT Plan Approved | Completed | Project |
| Select and Confirm CalSAWS UAT Participants for UAT | Completed | Both |
| UAT Users Loaded to ForgeRock/UAT Environments & Applications | Completed | Project |
| Complete UAT Test Script Development | Completed | Project |
| Complete UAT Environment setup | Completed | Project |
| Complete UAT Application Training | May 2 – June 21, 2022 – Group 1<br>June 13 – July 21, 2022– Group 2 | County |
| Conduct UAT Execution Kick-Off | June 21 and 22, 2022 – Group 1<br>July 20 and 21, 2022– Group 2 | Both |
| Complete UAT Test Execution | June 27- July 22, 2022 – Group 1<br>July 25 – August 19, 2022– Group 2 | Both |
| Complete UAT Retest | August 22 – Sept 2,2022 | Both |
| Evaluate and confirm Exit criteria | Metric/Completion to Plan<br>September 8, 2022 | Project |

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

# Contact Information

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