

CalSAWS CalWIN Implementation Support Services (ISS) Weekly Status Report

**Reporting Period: February 20, 2023 to
March 05, 2023**

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1.0 Project Management

1.1 Executive Summary

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Business Process Reengineering (BPR)	<ul style="list-style-type: none"> ▶ Wave 2 <ul style="list-style-type: none"> ○ Provided support to Wave 2 Counties for County Prep Configurations. ○ More support provided to Contra costa for environment access and security roles update for their internal testing activities on UAT2. ▶ Wave 3 <ul style="list-style-type: none"> ○ Orange County completed 100% of process simulation execution. ○ Ventura County completed 60% of Process Simulation execution. ○ Santa Barbara completed 46% of Process Simulation execution. ▶ Wave 4 <ul style="list-style-type: none"> ○ Continued Process Simulation prep with San Diego County, Santa Cruz County, and San Mateo County. ○ Continued planning for Kickoff meetings. ○ Location planning for on-site Configuration Sessions.
Organizational Change Management (OCM)	<ul style="list-style-type: none"> ▶ Wave 4 <ul style="list-style-type: none"> ○ Continued to monitor the change discussions taking place in Wave 4 Group 1 Counties. San Mateo County reported the Change Discussion completion rate at 95% and aims to close out by 03/07/23. Solano County reported the following: Terminology – 82%, Navigation – 79%, and Change Impacts – 51% and aims to close out on 03/10/23. ○ Conducted the PPOC Weekly Touchpoints with Santa Cruz County from 02/16/23 to 03/16/23 and continue to monitor the change discussions. ▶ Wave 5 <ul style="list-style-type: none"> ○ Reviewed the CDG Prep Deck slides with Consortium on 02/28/23. ○ Finalized the CDG Prep Deck by 02/28/23. ○ Scheduled the CDG Prep Rehearsal with Consortium on 03/07/23. ▶ Wave 6 <ul style="list-style-type: none"> ○ Continued to develop the CDGs for the Wave 6 Counties. ○ Sent the CDG Working Session Kickoff emails to Wave 6 Counties. ○ Developed the CDG Working Session Schedule for Wave 6 Counties. ▶ Reviewed the Wave 3 T-3 surveys results with Wave 3 Counties from 02/28/23 to 03/07/23. ▶ Began to develop the Wave 6 T-9 survey results deck and scheduled time to review with Consortia and Regional Managers. ▶ Sent the CIT for Wave 5 T-6 to the CIT Review Group on 02/27/23. ▶ Began to develop the CNC Session decks for Waves 2–6.

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STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Training	<ul style="list-style-type: none">▶ Continued the Wave 3 Counties' Web Based Training for all staff.▶ Completed the Wave 3 Counties' Instructor Led Training for Train the Trainer and Early Training.▶ Started the Wave 3 Counties' Instructor Led Training for all staff.▶ Continued the Wave 4 Counties' Web Based Training for all staff.▶ Started room set-up and connectivity testing for the Wave 4 Counties' Instructor Led Training for Early Training and Train the Trainer.▶ Hosted Training Touchpoints with Fresno, Solano, Ventura, Santa Barbara, Orange, San Francisco, and San Diego Counties.
Implementation	<ul style="list-style-type: none">▶ Wave 2<ul style="list-style-type: none">○ Collected all post conversion discrepancy reports and with Yellow Banner report created the Go-Live Navigator and distributed all reports and navigator on 02/27/23○ Updated Wave-2 GLP with links to Navigator and discrepancy reports and published on 02/28/23▶ Wave 5<ul style="list-style-type: none">○ Conducted the Implementation Points of Contact (IPOC) meeting on 02/22/23.○ Distributed Readiness Dashboards.▶ Completed first week of Wave 2 Post-Implementation support.▶ Distributed 8x Fact Sheets for common user questions relevant to Go Live.▶ Conducted daily business metrics review & standing internal team calls.▶ Managed onsite resource tracker and provided daily resourcing needs.▶ Reviewed Wave 4 County Profile for San Diego County and planned for Wave 3 orientation session sequencing.

Table 1.1-1 – CalSAWS Executive Summary Agenda Topics

1.2 Highlights of the Reporting Period

- ▶ **Staff Onboarding**
 - Continued planning for and onboarding staff resources.
- ▶ **Information Coordination for CalWIN Counties**
 - Continued to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ **County Work Plans**
 - Critical Path Reporting Waves 2–6 – Developed weekly summary report and made available for review to the Consortium Leadership during the week of 03/01/23.
 - Work Plan Updates – Continued to facilitate the Work Plan updates for Wave 2 through Wave 6 with the Consortium project teams to improve Project Plan accuracy, updates, identify milestones, critical path, and cross-team dependencies. Escalations provided for items not on track in the Work Plans.
- ▶ **Deliverables and Work Products – Submitted the following:**
 - FDEL 03.08: Requirements Traceability Matrix (RTM) - Q8 on 03/03/23.

1.3 Activities for the next Reporting Period

- ▶ **Staff Onboarding**
 - Continue planning for and onboarding staff resources.
- ▶ **Information Coordination for CalWIN Counties**
 - Continue to collaborate with other teams to coordinate information for the CalWIN Counties.
- ▶ **County Work Plans**
 - Continue updating Wave 1–6 County Work Plans for the Implementation Readiness Checklist.
- ▶ **Deliverables and Work Products – Submit the following:**
 - FDEL 01.26: Work Plan Monthly Updates - February 2023 on 03/07/23.
 - FDEL 02.26: Monthly Status Report - February 2023 on 03/07/23.
 - FDEL 08.08: Master Training Plan Monthly Update – 08 on 03/07/23.
 - DDEL 09.13: County Training Plan - Wave 5 (Alameda) on 03/06/23.
 - DDEL 09.14: County Training Plan - Wave 5 (Fresno) on 03/06/23.
 - DDEL 09.15: County Training Plan - Wave 5 (Sonoma) on 03/06/23.

2.0 Business Process Reengineering (BPR)

2.1 Highlights of the Reporting Period

- ▶ **Process Simulation**
 - Conducted Process Simulation execution with Santa Barbara County.
 - Continued prep activities for Wave 4 counties.
 - Conducted Process Simulation execution with Ventura County.
- ▶ **Configuration**
 - Provided support to Wave 2 Counties for County Prep Configurations.
 - Continued planning for Wave 4 Kickoff meetings.
 - Confirmed locations for Wave 4 on-site Configuration Sessions.

2.2 Activities for the Next Reporting Period

- ▶ **Process Simulation**
 - Kick off process simulation execution with Santa Cruz County on 03/07/23 and San Diego County on 03/09/23.
 - Complete Process Simulation execution with Santa Barbara and Ventura County by 03/10/23.
 - Schedule the Wave 4 process simulation prep sessions with the Wave 4 Counties.
- ▶ **Configuration**
 - Facilitate Configuration Kickoff Meeting with San Diego County on 03/06/2023.
 - Facilitate Configuration Kickoff Meeting with Solano County on 03/09/2023.
 - Send Configuration Verification and Working Session invites to Wave 4 Counties.
 - Provide continued support to Wave 2 Counties for Go-Live.

3.0 Organizational Change Management (OCM)

3.1 Highlights of the Reporting Period

► Wave 4 Change Discussion Guides

- Continued to monitor the change discussions taking place in Wave 4 Group 1 Counties. San Mateo County reported the Change Discussion completion rate at 95% and aims to close out by 03/07/23. Solano County reported the following: Terminology – 82%, Navigation – 79%, and Change Impacts – 51% and aims to close out on 03/10/23.
- Conducted the PPOC Weekly Touchpoints with Santa Cruz from 02/16/23 to 03/16/23 and continue to monitor the change discussions.

► Wave 5 Change Discussion Guides

- Reviewed the CDG Prep Deck slides with Consortium on 02/28/23.
- Finalized the CDG Prep Deck by 02/28/23.
- Scheduled the CDG Prep Rehearsal with Consortium on 03/07/23.

► Wave 6 Change Discussion Guides

- Continued to develop the CDGs for the Wave 6 Counties.
- Sent the CDG Working Session Kickoff emails to Wave 6 Counties.
- Developed the CDG Working Session Schedule for Wave 6 Counties.

► Change Readiness Surveys

- Reviewed the Wave 3 T-3 surveys results with Wave 3 Counties from 02/28/23 to 03/07/23.
- Began to develop the Wave 6 T-9 survey results deck and scheduled time to review with Consortia and Regional Managers.
- Sent the CIT for Wave 5 T-6 to the CIT Review Group on 02/27/23.

► Change Network Champion (CNC) Meetings

- Began to develop the CNC Session decks for Waves 2–6.

► Infographics

- Began to develop the Infographics outline for March and reviewed the outlines with the Consortium.

► Newsletter

- Began to develop the Newsletter outline for Wave 3 and Wave 6 and review the outlines with the Consortium.

3.2 Activities for the Next Reporting Period

► Wave 4 Change Discussion Guides

- Continue to monitor the change discussions taking place in Wave 4 Group 1 Counties.
- Conduct the PPOC Weekly Touchpoints with Santa Cruz from 02/16/23 to 03/16/23 and continue to monitor the change discussions.

► Wave 5 Change Discussion Guides

- Conduct the Wave 5 CDG Prep Session Rehearsals with Consortium on 03/07/23.

► Wave 6 Change Discussion Guides

- Continue to develop the CDGs for the Wave 6 Counties.
- Send the CDG Working Session Schedule and Dates to Wave 6 Counties.
- Send the Calendar Invite to CDG Working Sessions to Wave 6 Counties by 03/10/23.

- ▶ **Change Readiness Surveys**
 - Review the Wave 6 T-9 surveys results with the Consortium and Regional Managers on the week of 03/06/23.
 - Review the Wave 2 T+6 survey questions with the Consortium on the week of 03/06/23.
 - Send the CIT for Wave 4 T-3 to Consortium on 03/06/23.
 - Send the CIT for Wave 5 T-6 to Wave 5 Counties on 03/06/23.
- ▶ **Change Network Champion (CNC) Meetings**
 - Continue to develop the CNC Session decks for Waves 2–6.
 - Review the Waves 3-6 with Consortium on the week of 03/06/23.
- ▶ **Infographics**
 - Continue to develop the Infographics outline for March and review with the Consortium.
- ▶ **Newsletter**
 - Continue to develop the Newsletter for Wave 3 and Wave 6.
 - Begin to develop the Newsletter Wave 2 Post Go-Live.

4.0 Training

4.1 Highlights of the Reporting Period

- ▶ **Training Advisory Council**
 - Started planning for Training Advisory Council (TAC) meeting on 03/29/23.
- ▶ **Wave 3: Orange, Santa Barbara, and Ventura County Training**
 - Continued WBTs for Early Training and Train the Trainer participants.
 - Continued WBTs of WBTs for all staff.
 - Started ILTs for all staff.
 - Hosted Training Touchpoint with Orange County.
 - Hosted Training Touchpoint with Santa Barbara County.
 - Hosted Training Touchpoint with Ventura County.
- ▶ **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
 - Completed Week 7 of WBTs for Early Training and Train the Trainer participants.
 - Completed Week 4 of WBTs for all staff.
 - Finalized County-specific training materials.
 - Started room set-up and connectivity testing for Early Training and Train the Trainer in Santa Cruz and San Diego Counties.
 - Hosted Training Touchpoint with Solano County.
 - Hosted Training Touchpoint with San Diego County.
- ▶ **Wave 5 – Wave 6 Planning**
 - Continued planning for Wave 5 ILT Walkthroughs.
 - Started WBT curriculum assignments for Wave 5 Early Training and Train the Trainer participants.
 - Hosted Training Touchpoint with Sonoma County.
 - Hosted Training Touchpoint with Fresno County.
 - Hosted Training Touchpoint with San Francisco County.

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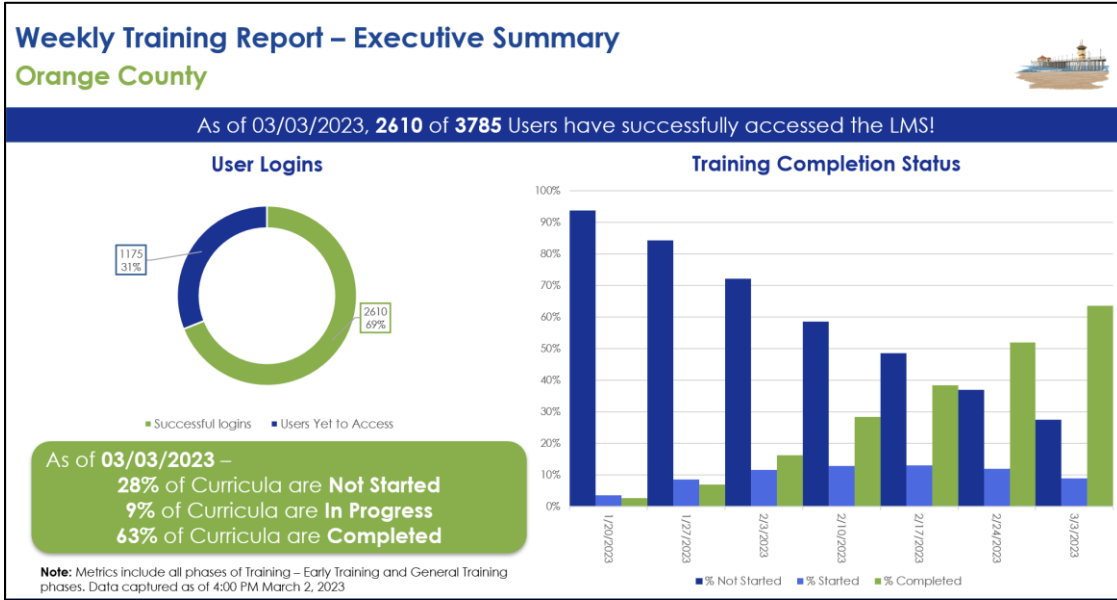


Figure 4.1-1 – Weekly WBT Training Report – Orange County

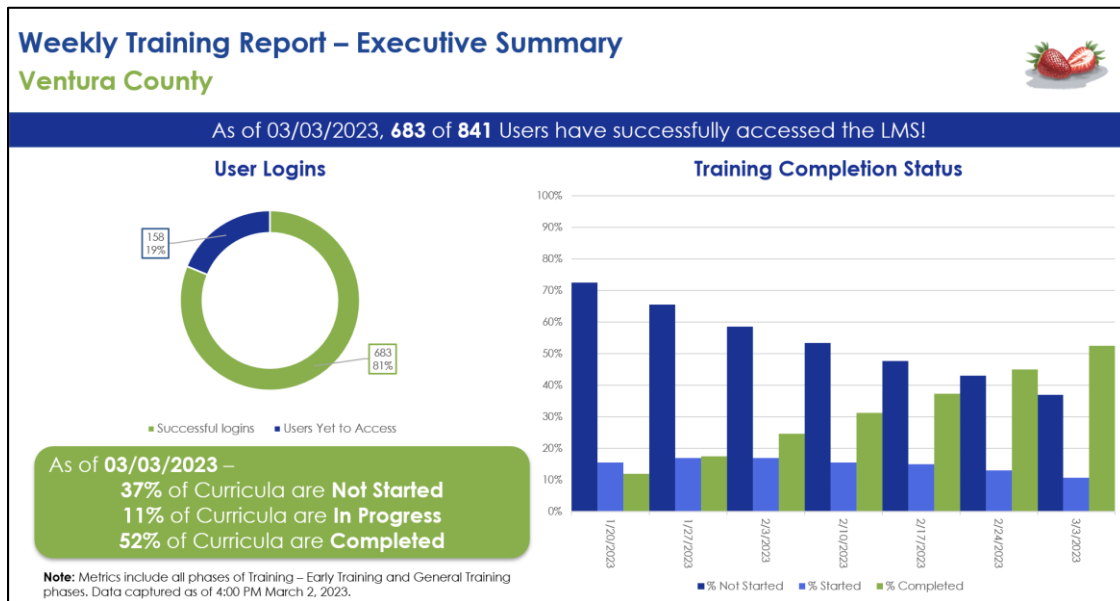


Figure 4.1-2 – Weekly WBT Training Report – Ventura County

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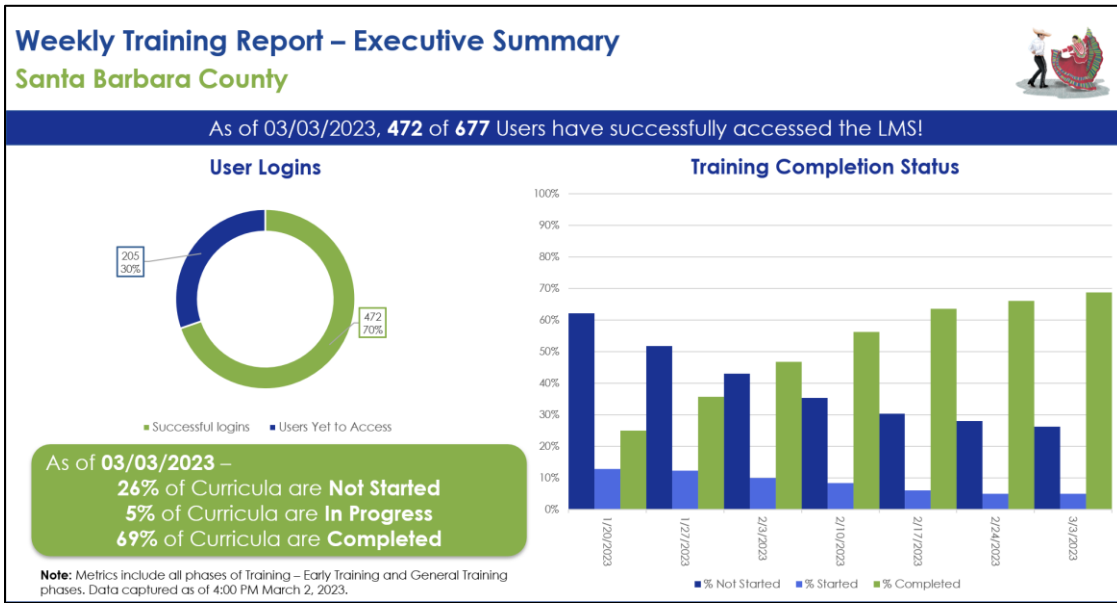


Figure 4.1-3 – Weekly WBT Training Report – Santa Barbara County

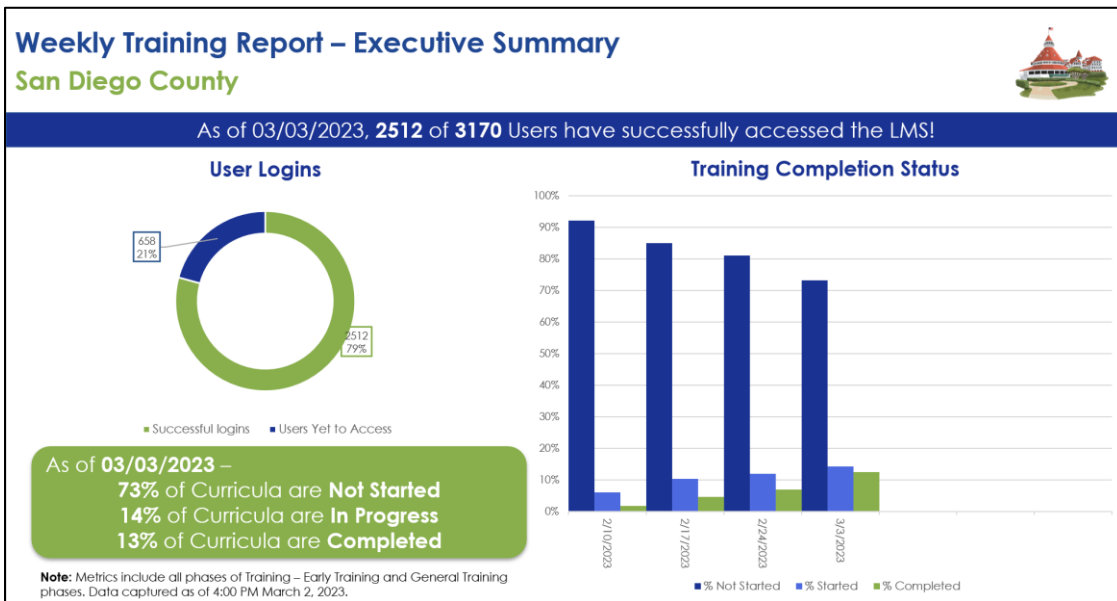


Figure 4.1-4 – Weekly WBT Training Report – San Diego County

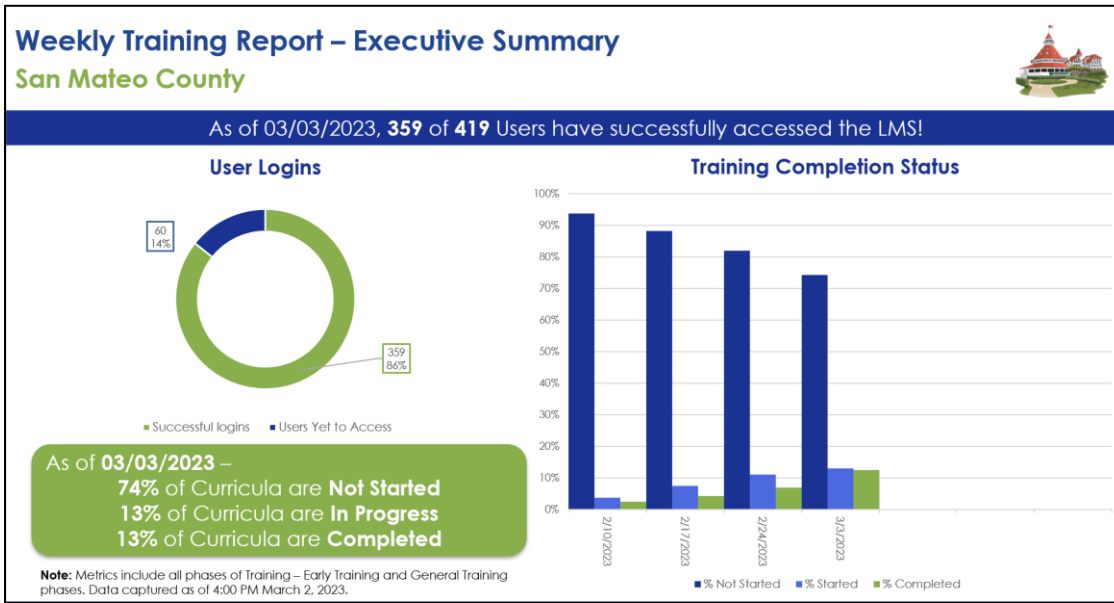


Figure 4.1-5 – Weekly WBT Training Report – San Mateo County

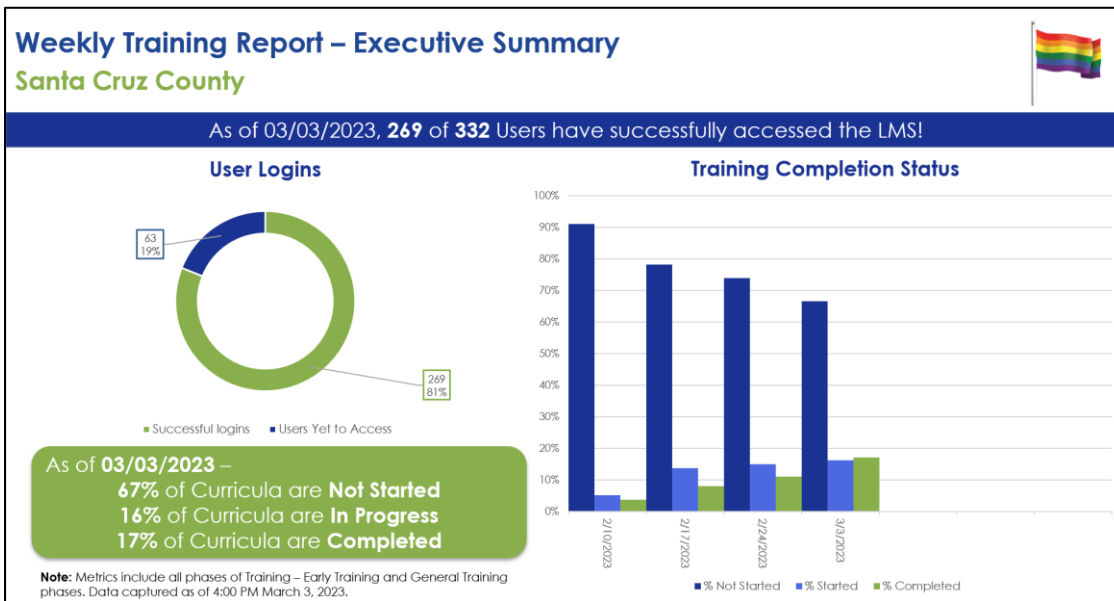


Figure 4.1-6 – Weekly WBT Training Report – Santa Clara County

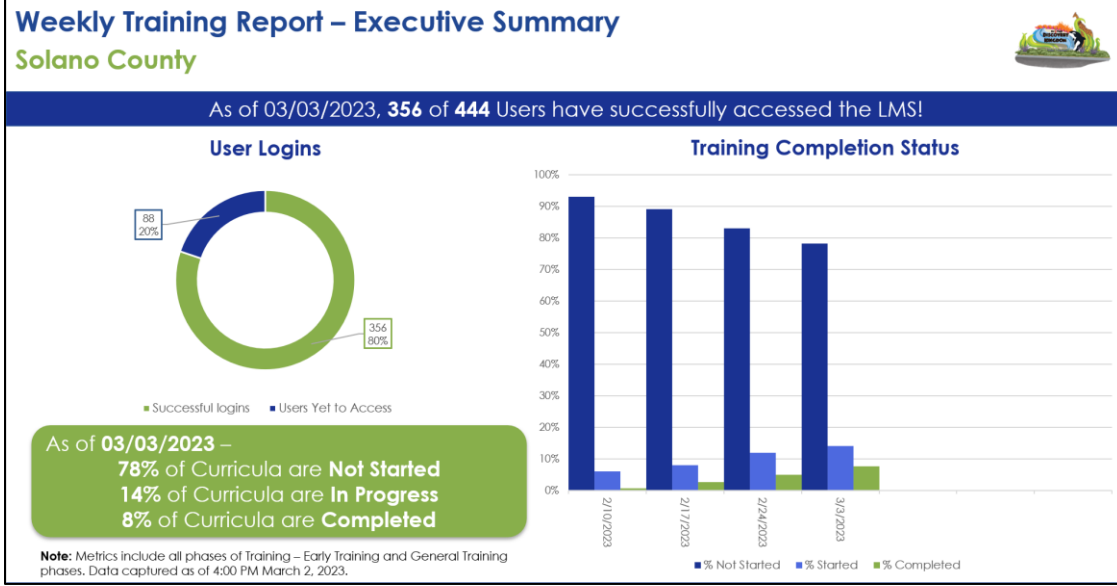


Figure 4.1-7 – Weekly WBT Training Report – Solano County

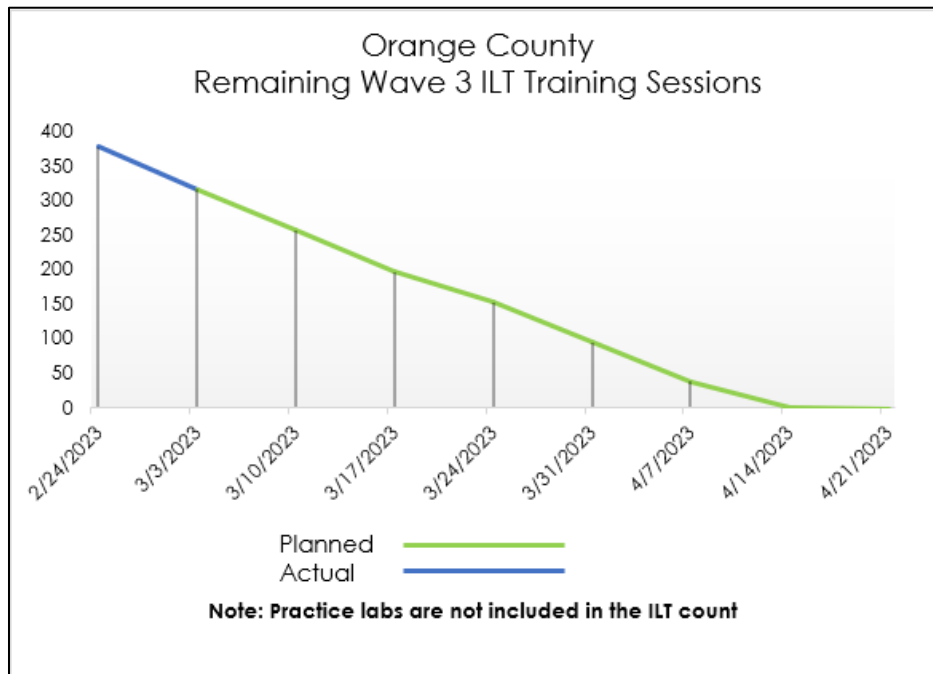


Figure 4.1-8 – Weekly ILT Training Report – Orange County

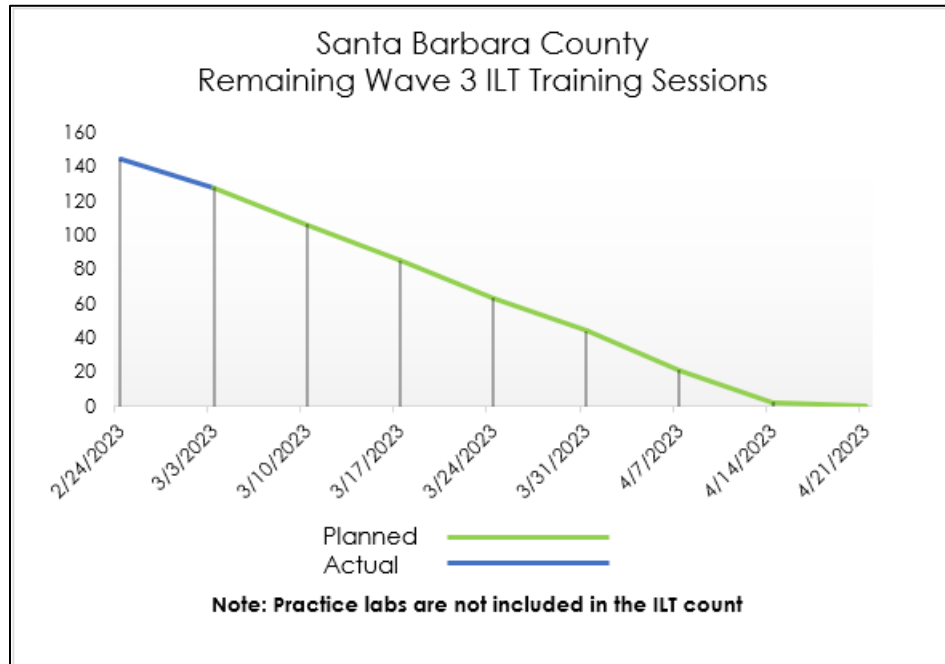


Figure 4.1-9 – Weekly ILT Training Report – Santa Clara County

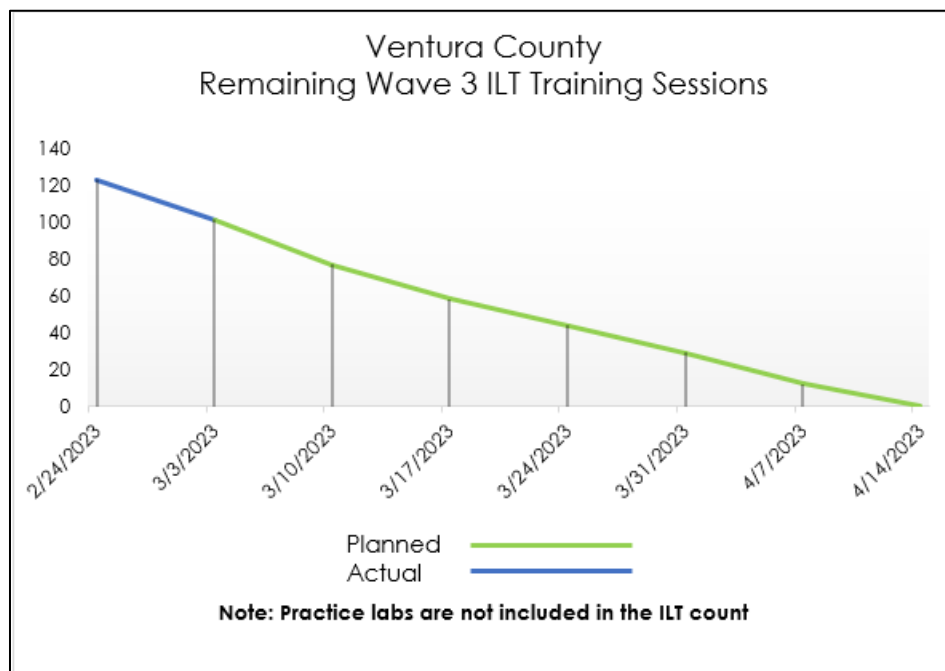


Figure 4.1-0 – Weekly ILT Training Report – Ventura County

4.2 Activities for the Next Reporting Period

► Training Advisory Council

- Continue planning for Training Advisory Council (TAC) meeting on 03/29/23.

► Wave 3: Orange, Santa Barbara, and Ventura County Training

- Continue WBTs for all staff.
- Continue ILTs for all staff.
- Host Training Touchpoint with Ventura County.

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- Host Training Touchpoint with Santa Barbara County.
- Host Training Touchpoint with Orange County.
- ▶ **Wave 4: San Diego, San Mateo, Santa Cruz, and Solano County Training**
 - Continue WBTs for all staff.
 - Complete room set-up and connectivity testing for Early Training and Train the Trainer in Santa Cruz and San Diego Counties.
 - Host Training Touchpoint with San Mateo County.
 - Host Training Touchpoint with San Diego County.
- ▶ **Waves 5–6 Planning**
 - Continue planning for Wave 5 ILT walkthroughs.
 - Host Training Touchpoint with Alameda County.
 - Host Training Touchpoint with Sacramento County.

5.0 Implementation

5.1 Highlights of the Reporting Period

- ▶ **Readiness Dashboard and Packet**
 - Distributed Readiness Dashboard and Packet for Wave 2 and Wave 3.
 - Continued updates to Wave 3, Wave 4, and Wave 5 Readiness Packets and Dashboards.
- ▶ **Lead TOSS/IPOC Meetings**
 - Conducted TOSS/IPOC checklist review for Santa Cruz County (02/28/23), Sonoma County (02/28/23), Santa Barbara County (02/28/23), Orange County (03/01/23), and Ventura County (03/01/23).
- ▶ **County Prep Phase**
 - Prepared support materials for Wave 3 County Prep Phase.
- ▶ **Go-Live Packet (GLP)**
 - Completed 4 Strike Team meetings to assess and document changes for Wave 2 GLP.
 - Updated and distributed Wave 2 GLP for reviews.
- ▶ **Post-Implementation Support**
 - Completed first week of Wave 2 Post-Implementation support.
 - Distributed 8x Fact Sheets for common user questions/issues relevant for Go Live.
 - Reviewed Wave 4 County Profile for San Diego County.
 - Conducted daily business metrics review and standing implementation team calls.
 - Managed onsite resource tracker and provided daily review of resource needs.

5.2 Activities for the Next Reporting Period

- ▶ **Post-Implementation Support**
 - Continue Onsite, Virtual Support to Wave 2 counties for Post-Implementation.
 - Track interactions and ServiceNow ticket reporting metrics for daily sync meetings.
 - Observe and document Post-Implementation trends and issues resolutions.
 - Conduct Virtual Site Visits with Ventura County offices for Wave 3 planning.
 - Review CRFI responses for Wave 3 Post-Implementation CalSAWS volunteer support.
- ▶ **Readiness Dashboard and Packet**
 - Distribute Readiness Dashboard and Packet for Wave 3 and Wave 4.

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DEL #	Deliverable Name	Status	Next Deadline
09.14	County Training Plan - Wave 5 (Fresno)	On Track	DDEL submission on 03/06/23 FDEL submission on 03/27/23 FDEL approval on 04/06/23
09.15	County Training Plan - Wave 5 (Sonoma)	On Track	DDEL submission on 03/06/23 FDEL submission on 03/27/23 FDEL approval on 04/06/23

Table 6.1-2 – Upcoming Deliverable Deadlines

<div>Complete</div> <div>Coming Soon</div> <div>County Sign-Off Pending</div>				
ID	Work Product Name	DWP	FWP	Final Approval
07.09	County Change Guide – Wave 4, Group 2 (San Diego)	12/19/22	01/11/23	01/19/23
07.11	County Change Guide – Wave 4, Group 2 (San Cruz)	12/19/22	01/11/23	01/19/23
07.13	County Change Guide – Wave 5 (Alameda)	02/20/23	03/13/23	03/30/23
07.14	County Change Guide – Wave 5 (Fresno)	02/20/23	03/13/23	03/30/23
07.15	County Change Guide – Wave 5 (Sonoma)	02/20/23	03/13/23	03/30/23
09.09	County-Specific Training Plans – Wave 4 (San Diego)	11/18/22	12/19/22	12/27/22
09.10	County-Specific Training Plans – Wave 4 (San Mateo)	11/18/22	12/13/22	12/20/22
09.11	County-Specific Training Plans – Wave 4 (Santa Cruz)	11/18/22	12/13/22	12/20/22
09.12	County-Specific Training Plans – Wave 4 (Solano)	11/18/22	12/21/22	12/29/22
09	County-Specific Training Plans – Wave 5 (Alameda, Fresno, and Sonoma)	01/27/23	02/17/23	02/24/23

Figure 6.1-3 – Work Product Status by Submission

Upcoming Work Product Deadlines

WP #	Work Product Name	Status	Next Deadline
	No Scheduled Submissions.		

Table 6.1-4 – Upcoming Work Product Deadlines

6.2 Appendix B – Risks and Issues Summary

Project Risks and Issues

ID	Title	Details	Status	Impact	Risk Level	Date Logged
240	The scaling of CalSAWS Production Operations, including Batch Operations, to provide 40 and 58 County support, without considering the multi-County and multi-vendor CalSAWS ecosystem may impact business operations	As we expand to 58 Counties and with continual activities to support policy, the consequences of a misstep in executing the CalSAWS M&O batch schedule magnifies the potential impact to business operations	Open	4	Medium	03/03/21

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		and benefits to the participants.				
258	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.	Wave 1-2: Closed Wave 3-6: Open	5	Wave 1: Low Wave 2-6: High	11/03/21
262	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.	Wave 1: Closed Wave 2-6: Open	Wave 1: 4 Wave 2-4: 3 Wave 5-6: 2	Wave 1: Low Wave 2: Medium Wave 3: Low Wave 4-6: Medium	12/13/21
268	Implementation Readiness for CalWIN Cutover to CalSAWS	If implementation readiness (project and County) is not on track to meet their respective exit criteria by 04/29/2022, then the CalWIN Wave 1 cutover to CalSAWS could either be delayed or require significantly greater support to help Counties through outstanding issues. Individual risks have been opened related to the ability to be fully ready in time for a successful CalWIN	Wave 1: Closed Wave 2-6: Open	Wave 1-3: 4 Wave 4-6: 3	Medium	01/13/22

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		Wave 1 cutover to CalSAWS on October 27, 2022, and subsequent waves. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS.				
269	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.	Wave 1: Closed Wave 2–6: Open	3	Wave 1: Low Wave 2–6: Medium	01/12/22
278	CalWIN OCM Implementation Support Plan	Deloitte Deliverable 10, CalWIN OCM Implementation Support Plan, is late, continues to 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	Closed	4	Wave 1: Low Wave 2–6: Medium	06/28/22

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ID	Title	Details	Status	Impact	Risk Level	Date Logged
		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. 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				
279	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS	As CalWIN migrates to CalSAWS, Counties may need assistance (from the project) on how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)	Wave 1: Closed Wave 2–6: Open	Wave 1: 3 Wave 2–6: 4	Medium	09/14/22

Table 6.2-1 – Project Risks and Issues

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CRFI/CIT/CalSAWS Communications Information

The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period.

CIT ID	To	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0069-23	PPOCs (Contra Costa, Santa Clara, Tulare); Regional Managers (R1, R4); Section Directors	Wave 2 CalSAWS Infographics #10	CalWIN Migration	02/27/23	Helen Cruz	Araceli Gallardo
0070-23	PPOCs (Contra Costa, Santa Clara, Tulare); IPOCs (Wave 2); TPOCs (Wave 2)	CalWIN Wave 2 Readiness Dashboard and Packet 4th Weekly February 2023	CalSAWS M&E CalWIN Migration	02/27/23	Jennifer Carpenter	Mara Jennings
0072-23	PPOCs (Orange, Santa Barbara, Ventura); Regional Managers; IPOCs (Wave 3); TPOCs (Wave 3)	CalWIN Wave 3 Readiness Dashboard and Packet – 2nd Biweekly February 2023	CalSAWS M&E CalWIN Migration	02/28/23	Jennifer Carpenter	Mara Jennings
0075-23	PPOCs (Orange, Santa Barbara, Ventura, 45); Regional Managers, Self Service Portal Committee	BenefitsCal Community Based Organization Awareness Training – Wave 3	CalWIN Migration	03/02/23	Marasale Eramya	Carrie White
0076-23	PPOCs (Contra Costa, Santa Clara, Tulare); Regional Managers (R1, R4) Section Directors	Wave 2 Instructor-Led Training FAQs Infographic	CalWIN Migration	03/02/23	Helen Cruz	Araceli Gallardo
0077-23	PPOCs (45); Regional Managers; Help Desk	CalSAWS Reports, Enhanced Data Reporting (EDR) and Dashboards Availability Post Wave 2C Cutover Go-Live	CalSAWS M&E CalWIN Migration	03/02/23	Claudia Pinto	Cathryn van Namen
0078-23	PPOCs (Orange, Santa Barbara, Ventura); IPOCs (R5); Regional Managers	CalWIN Cutover and OCAT Interviews	CalSAWS M&E CalWIN Migration	03/03/23	Jennifer Carpenter	N/A
0079-23	PPOCs (Orange, Santa Barbara, Ventura, 45); Help Desk; Regional Managers	Wave 2C-3A Cutover Weekend Calendar Infographic	CalWIN Migration	03/03/23	Anand Kulkarni	Cathryn van Namen

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Table 6.2-2 – CITs

The following table outlines CalSAWS Requests for Information (CRFIs) sent for the reporting period.

CRFI ID	To	Subject	Distribution Date	Status	Response Due Date	Primary Contact	Backup Contact
23-033	PPOCs (Alameda, Fresno, Sonoma); Regional Managers (R1, R4); Technical Help Desk	Wave 5 CalWIN Counties CalSAWS ServiceNow Tier 1 Fulfillers	02/21/23	Closed	03/03/23	Yogesh Patel	Kristina Carter

Table 6.2-3 – CRFIs

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6.3 Appendix C – Project Work Plan Reports

Project Timeline

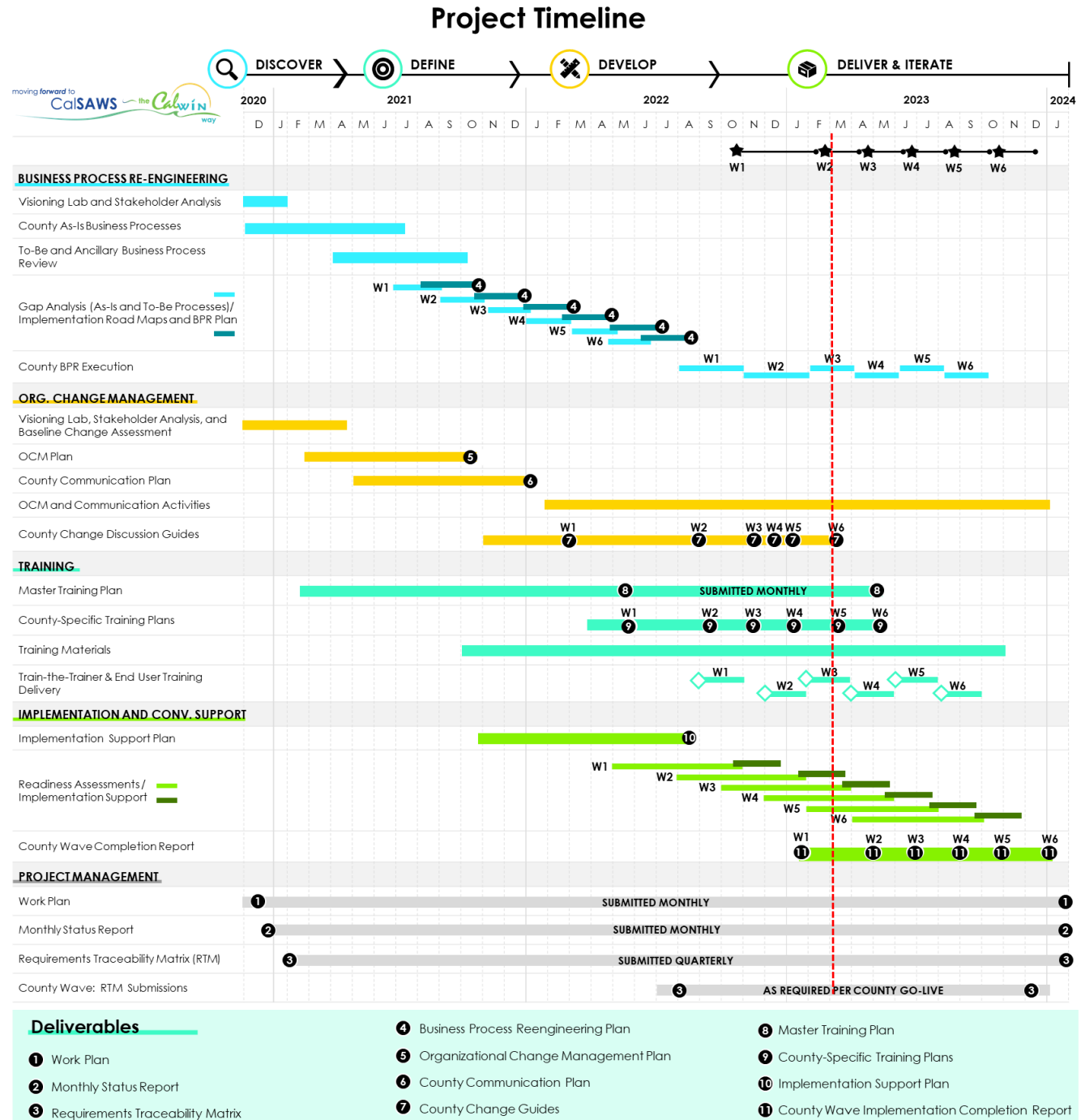


Figure 6.3-1 – Project Timeline

CalSAWS – CalWIN ISS Weekly Status Report

Weekly Status Report, March 9, 2023

Period: February 20, 2023 to March 05, 2023

Project Action Items – Overdue

This table lists overdue action items, including the owner and due date.

ID	Description	Owner	Due Date
None.			

Table 6.3-1 – Overdue Action Items