

# Wave 5 Implementation Readiness Dashboard and Packet

February 17, 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 5. 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 17, 2023**.

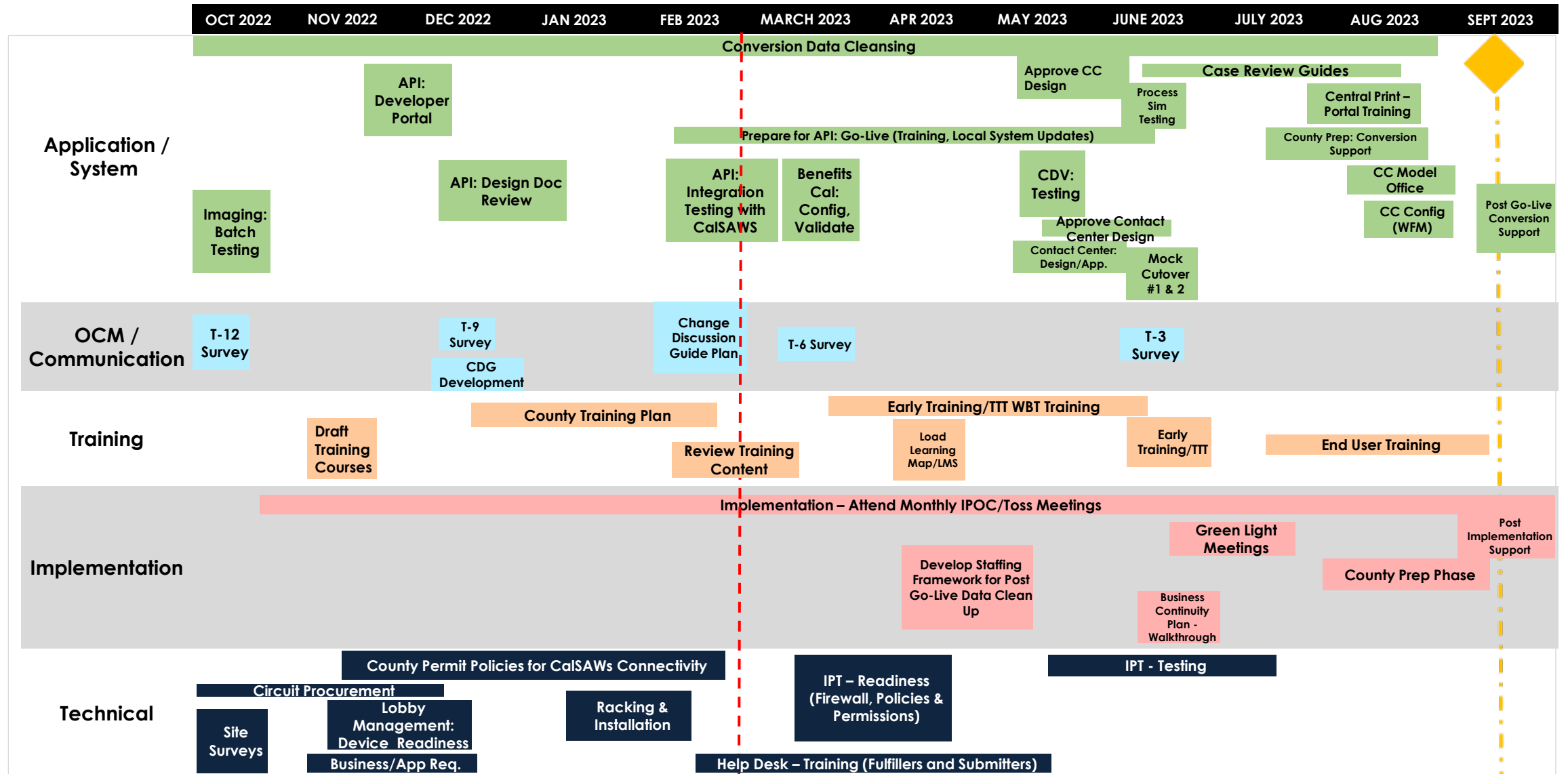


# Wave-5 Migration Timeline



# Wave 5 Critical Path

Alameda, Fresno, and Sonoma



**We are Here**

**Mock Conversion 1 & 2**  
06/14/23 - 06/28/23

**Contact Center**  
Approve CC Design 05/19/23 - 6/2/23  
CC Model Office 08/11/23 - 08/25/23  
CC Config (WFM) 08/11/23 - 08/25/23

**Process Simulation**  
06/12/23 - 6/23/23  
**Interface Partner Testing (IPT)**  
05/17/23 - 07/07/23

**Training**  
Early Training & TTT WBT 03/20/23 - 06/16/23  
Early Training 06/05/23 - 06/16/23 TTT Grp 1&2 5/15/23 - 6/23/23  
Training Delivery End Users 7/11/23 - 9/1/23

# Wave-5 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 Releases 07.23	<ul style="list-style-type: none"> <li>Release targeted for 07/24/23.</li> </ul>
	G	Contact Center Readiness	<ul style="list-style-type: none"> <li>IVR Contact Flows for W5 counties: Approved by Fresno and Sonoma as of 1/18/23</li> <li>Development and review in progress by Alameda, approval estimated by 2/21/23</li> <li>Counties are providing details specific to their Contact Center solution configuration, which will be used to inform each County's Contact Center Design Document (SCR).</li> </ul>
	G	Imaging Readiness	<ul style="list-style-type: none"> <li>County Export of Legacy Images In progress.</li> </ul>
	NS	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>CBO Extract provided to counties targeted 05/04/2023.</li> </ul>
	G	Central Print Readiness	<ul style="list-style-type: none"> <li>All Wave 5 counties are participating in Configuration meetings.</li> </ul>
	C	User Acceptance Testing	<ul style="list-style-type: none"> <li>UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.</li> </ul>
Integration	NS	County Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>IPT scheduled to start for all Wave 5 counties on 5/17/23</li> </ul>
	NS	State Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>IPT scheduled to start with State interface partners on 5/17/23</li> </ul>
Conversion	G	Defects Resolution	<ul style="list-style-type: none"> <li>Open Defects are being actively addressed for the upcoming Wave with an additional focus on the next and downstream waves.</li> </ul>
	G	EDBC Match – Auto Review Rates	<ul style="list-style-type: none"> <li>EDBC Match for Waves 1 and 2 met the 70% goal. Given the CalWIN data definitions are the same across counties, the same Conversion logic will be applied to upcoming downstream waves.</li> </ul>
Technical	G	County Network Connectivity	<ul style="list-style-type: none"> <li>Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery</li> <li>Track ongoing delivery of secondary circuits to County sites.</li> <li>Meeting scheduled with Alameda, Sonoma to go over technical Integration.</li> </ul>
	NS	Performance Testing	<ul style="list-style-type: none"> <li>Online performance testing targeted for 7/24/23 - 8/25/23</li> </ul>

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-5 Readiness: Executive Summary

## Readiness Areas and Categories

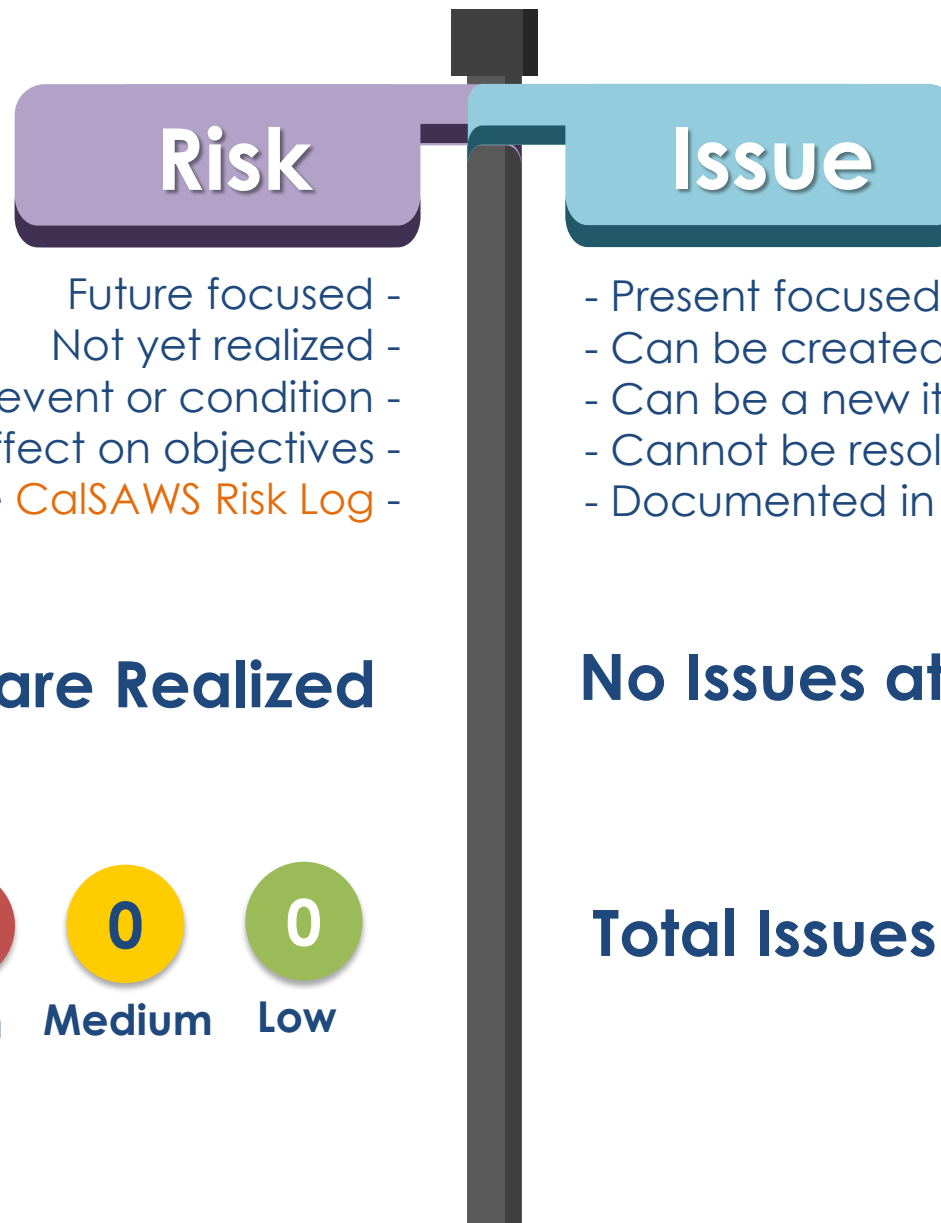
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> <li>Monthly update complete and submitted</li> <li>County Training Plans in progress.</li> </ul>
	G	ILT Training Curriculum Complete	<ul style="list-style-type: none"> <li>Core curriculum complete. County-specific ILT curriculum walkthroughs occur 3/13-31/23.</li> </ul>
	NS	Wave 5 County Classroom Set-Up	<ul style="list-style-type: none"> <li>Classroom set-up and connectivity testing planned for 5/8 – 5/26/2023 for ET/TTT and 6/12 – 6/30/2023 for End-User Training</li> </ul>
	NS	WBT Training Delivery	<ul style="list-style-type: none"> <li>WBTs start 3/13/23 for Wave 5 Early Training &amp; TTT participants</li> <li>WBTs start 4/3/23 for all staff</li> </ul>
	NS	ILT Training Delivery	<ul style="list-style-type: none"> <li>ILTs start 5/30/23 for Wave 5 Early Training &amp; TTT participants</li> <li>ILTs start 7/3/23 for all staff</li> </ul>
Organization	NS	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Targeting DWP signoff by 03/13/2023</li> </ul>
	NS	Communications	<ul style="list-style-type: none"> <li>Infographics for February (Imaging #1 and E-Applications) on schedule.</li> </ul>
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>BPR Complete</li> </ul>
	G	Configuration	<ul style="list-style-type: none"> <li>Guide and Worksheet documentation complete. Working sessions targeted to begin in May 2023.</li> </ul>
	NS	Proces Simulation	<ul style="list-style-type: none"> <li>Process Simulation execution scheduled to begin in June and July 2023.</li> </ul>
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>Workplans and Readiness Packets ongoing.</li> </ul>
	NS	County Prep	<ul style="list-style-type: none"> <li>County Prep kickoff targeted for 06/23/23.</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>County Profile drafts targeted complete 02/24/2023.</li> </ul>
	G	Help Desk	Helpdesk Kickoff hosted on 1/24; Delegated Admin Training hosted on 2/15
	G	County Ad Hoc Reports	<p>Alameda has an estimated 90 reports that need to be refactored. Alameda had reached out to Gainwell for assistance.</p> <p>Fresno has an estimated 151 reports that need to be refactored.</p> <p>Sonoma has an estimated 53 reports that need to be refactored.</p>

# Readiness Dashboard



# Risks and Issues



## Monitoring - No Risks are Realized

**Total Risks**



## No Issues at this Time

**Total Issues**



# Risk and Issues: Wave 5

## Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.5	<b>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</b>	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window. The Wave 5 Cutover Plan is dependent on the Wave 5 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours cutover window.	Conversion (Project)
268.5	<b>Implementation Readiness for CalWIN Cutover to CalSAWS</b>	<p>If implementation readiness (project and county) is not on track to meet their respective exit criteria by May 2023 and June 2023, respectively, then the CalWIN Waves 5 and 6 cutovers 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 Waves 5 and 6 cutovers to CalSAWS on September 4, 2023 and October 30, 2023, respectively. This risk serves as an overarching risk for the overall readiness of the project and CalWIN Counties to cutover to CalSAWS</p> <p><b>Batch Performance (Risks #237.5 and #237.6)</b> – Testing for Waves 5-6 has not started</p> <p><b>Image Scalability and Performance (Risk #256)</b> – CalSAWS Imaging solution has maintained stability and performance for 58 Counties</p> <p><b>County Readiness (Risks #262.5 and #262.6)</b> – The ISS and TOSS teams are starting to work with the Counties on their County Readiness</p> <p><b>Production and CDV Defect Resolution (Risk #280)</b> – Risk tracks resolution of defects from Wave 1-4, and new defects identified in Waves 5-6</p> <p>Converted Data Validation</p> <p><b>County Image Migration Readiness (Risks #264.5 and #264.6)</b> – The Counties are meeting, and all due dates are on track to complete scheduled milestones by deadlines</p> <p><b>County Report Refactoring and Ancillary System Timelines (Risks #269.5 and #269.6)</b> – Risk level is currently at medium. Inventory of reports to refactor will be updated as review with counties complete. Ad Hoc Refactoring planned to begin in April 2023 for Wave 5 and May 2023 for Wave 6</p> <p><b>County Reconciliation and Submission of State Reports (Risk 279.5 and 279.6)</b> CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports</p>	Implementation (Project)



# Risk and Issues: Wave 5

## 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 County Case Worker business Post Go-Live	<p><b>February 10, 2023:</b> Updated statistics as of 2/14/23 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><b>Open Wave 1 CalWIN Production Defects</b> 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 – 21, 2023</td><td>0</td><td>16</td><td>15</td><td>1</td><td>32</td></tr><tr><td>Total Open Defects</td><td>0</td><td>16</td><td>15</td><td>1</td><td>32</td></tr></table> <p><b>Open Converted Data Defects by Status</b> 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). The below do not include “Test Complete” or “In Production” as these are already planned for Cutover 2B or Post Cutover.</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>28</td><td>11</td><td>1</td><td>40</td></tr><tr><td>Post Cutover 2B Day 1 – 10</td><td>0</td><td>26</td><td>0</td><td>0</td><td>26</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>15</td><td>3</td><td>18</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>54</td><td>26</td><td>4</td><td>84</td></tr></table>	Resolution by Delivery Date	P1	P2	P3	P4	Total	Between February 1 – 21, 2023	0	16	15	1	32	Total Open Defects	0	16	15	1	32	Wave	P1	2 - Normal/ Medium	3 - Normal/Low	4 - Cosmetic	Grand Total	Cutover 2B	0	28	11	1	40	Post Cutover 2B Day 1 – 10	0	26	0	0	26	Cutover 3A	0	0	0	0	0	Cutover 3B	0	0	15	3	18	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	54	26	4	84	Applications (Project)
		Resolution by Delivery Date	P1	P2	P3	P4	Total																																																																																						
Between February 1 – 21, 2023	0	16	15	1	32																																																																																								
Total Open Defects	0	16	15	1	32																																																																																								
Wave	P1	2 - Normal/ Medium	3 - Normal/Low	4 - Cosmetic	Grand Total																																																																																								
Cutover 2B	0	28	11	1	40																																																																																								
Post Cutover 2B Day 1 – 10	0	26	0	0	26																																																																																								
Cutover 3A	0	0	0	0	0																																																																																								
Cutover 3B	0	0	15	3	18																																																																																								
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	54	26	4	84																																																																																								

# Risk and Issues: Wave 5

## Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
285.5	<b>Preparing CalWIN counties to operationalize CalSAWS after their Go-Live</b>	<p>If CalWIN counties are not prepared to operationalize CalSAWS after their Go-Live, timely and effective delivery of services could be impacted. During the 60-calendar day Post Implementation support period, migrating CalWIN counties must have available resources and volunteers appropriately allocated for post implementation support, and plan for a gradual transition to self-sufficiency.</p> <p>To mitigate this risk, the following key actions will be taken:</p> <ul style="list-style-type: none"><li>• Develop County Profiles</li><li>• Calculate Resources Needed</li><li>• Finalize Post Implementation Needs/Structure with County</li><li>• Finalize Post Implementation Needs/Structure with County</li><li>• Investigate other options for implementation support</li></ul>	Applications (Project)

# Risks and Issues: Wave 5

## Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.5	<b>The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information</b>	<p>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.</p> <p><b>February 3, 2023:</b> Collected input from Counties in Waves 3 – Wave 6 on observations, concerns, and challenges with the timeliness of information, including the work plans and readiness checklists. ISS team is remediating the feedback and meeting with the Counties to address challenges and discuss risk criticality and probability</p>	Implementation (Project)
264.5	<b>CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates</b>	<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><b>February 3, 2023:</b> The risk level for Wave 5 -6 counties remains low. The Counties are meeting, and all due dates are on track to complete scheduled milestones by deadlines as reported in the Weekly DD&amp;I Status Report</p>	Implementation (County)

# Risks and Issues: Wave 5

## Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
269.5	<b>CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live</b>	<p>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</p> <p><b>CalWIN County Education Sessions (i.e., Planned Curriculum) for Wave 5:</b></p> <ul style="list-style-type: none"> <li>Wave 5: CalSAWS has facilitated 100% (or 11 of the 11) planned Ad Hoc Support Curriculum to the Wave 5 Counties</li> </ul> <p><b>CalWIN County Ad Hoc Reports Refactoring for Wave 5:</b></p> <ul style="list-style-type: none"> <li>Wave 5: Ad Hoc Refactoring planned to begin in Apr 2023 at T-6 (to Go-Live)</li> <li>Counties have identified 294 Reports to Refactor. Confirmation of counts still pending county validation</li> </ul>	Implementation (County)
283.5	<b>Circuit delivery delays to Wave 5 - Fresno County</b>	<p>Fresno County Tech enablement at risk due to carrier delays in Circuit delivery.</p> <p>2 circuits were ordered for Fresno county to provide WAN connectivity to CalSAWS</p> <ul style="list-style-type: none"> <li>AT&amp;T Broadband – 1000x1000</li> <li>Lumen – 200x200</li> </ul> <p>Lumen had provided a delivery date of early March which has now changed to late April citing carrier delay.</p> <p>AT&amp;T has not provided any FOC / delivery date.</p> <p>Unless 1 of 2 circuits gets delivered by March 10, 2023, technical enablement and integration with county will be delayed resulting in further downstream delays.</p> <p><b>Workaround:</b></p> <p>Deploy a temporary 4G connection to allow for technical integration with the county while waiting on the Circuits to be delivered.</p> <p><b>RISK LEVEL:</b> Probability (30%) * Impact (4) = 1.2</p> <p><b>EARLY IMPACT:</b> 3/17/2023 : Impact Start of Technical Enablement and Integration</p> <p><b>TRIGGER:</b> 5/17/2023 – Impact start of IPT readiness activities over County network.</p> <p><b>February 17, 2023:</b></p> <ul style="list-style-type: none"> <li>Fresno county received 1 of 2 circuits (AT&amp;T 1000x1000) with this the risk rating probability reduces to 10%</li> <li>Risk can be retired as soon as the circuit gets installed (Target - 3/3)</li> </ul>	Technical (County)

# Wave-5: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Complete	11/14/22	12/16/22	100%
Wave 5 County Data Validation	Not Started	06/19/23	06/30/23	0%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	08/19/22	100%
Process Simulation Execution with Counties	Not Started	06/26/23	07/21/23	0%
State and CalWIN County Interface Testing	Not Started	05/17/23	07/07/23	0%
T-12 Readiness Survey Distribution	Complete	09/19/22	10/01/22	100%
T-9 Readiness Survey Distribution	Complete	01/09/23	01/23/23	100%
T-6 Readiness Survey Distribution	Not Started	03/20/23	03/31/23	0%
T-3 Readiness Survey Distribution	Not Started	06/05/23	06/16/23	0%
Application Development and System Test 23.07	Not Started	05/29/23	07/24/23	0%
County Preparation Phase Kick Off	Not Started	06/23/23	06/23/23	0%
County Preparation Phase	Not Started	07/24/23	08/31/23	0%
County Networking Connectivity	In Progress	01/30/23	04/24/23	44%
Contact Center Model Office Simulation	Not Started	08/11/23	08/25/23	0%
End-User Training	Not Started	07/03/23	09/01/23	0%
Pre and Post Deployment Support	Not Started	07/24/23	11/03/23	0%
Wave 5 CalSAWS Go-Live	Not Started	09/04/23	09/04/23	0%

# Wave 5 – County Readiness Summary

Readiness Area	Status *	Alameda	Status*	Fresno	Status*	Sonoma
Application	G	Contact Center IVR Contact Flow approval estimated by 2/21/23.	G	IVR Contact flow approved for Contact Center.	G	IVR Contact flow approved for Contact Center.
Integration	G	IPT scheduled to start on 5/17/23. Interface development in progress.	G	IPT scheduled to start on 5/17/23. Interface development in progress.	G	IPT scheduled to start on 5/17/23. Interface development in progress.
Conversion	NS	CDV targeted start 06/19/23.	NS	CDV targeted start 06/19/23.	NS	CDV targeted start 06/19/23.
Technical	G	Networking Readiness On Schedule.	G	Networking Readiness On Schedule.	G	Networking Readiness On Schedule.
Training	NS	Early Training and TTT WBTs start 03/13/23.	NS	Early Training and TTT WBTs start 03/13/23.	NS	Early Training and TTT WBTs start 03/13/23.
Implementation	G	TOSS meetings ongoing.	G	TOSS meetings ongoing.	G	TOSS meetings ongoing.
Organizational	G	T-6 Readiness Survey starts 3/20/23.	G	T-6 Readiness Survey starts 3/20/23.	G	T-6 Readiness Survey starts 3/20/23.

\*Information included is as of February 17, 2023

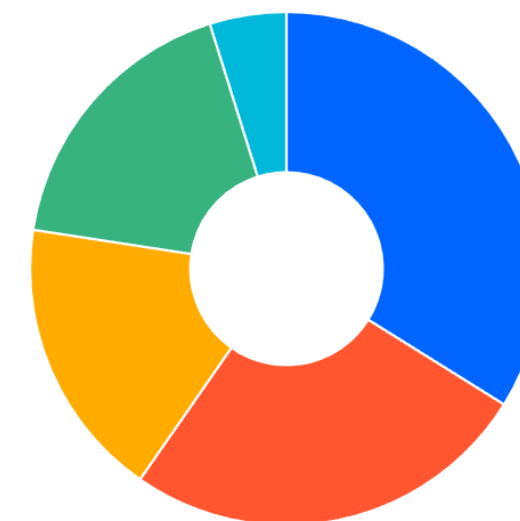
NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
----	-------------	---	-------------	---	---------------	---	----------------

## Wave 5 County Readiness Checklist Activities by Status (as of 02/17/2023)

Status	00 All Counties	13 Alameda	14 Fresno	15 Sonoma	Wave 5 Counties	None	T:
IN PROGRESS	2	102	96	89	7	0	296
NOT STARTED	1	257	256	248	150	2	914
COMPLETED	8	285	274	287	8	0	862
<b>Total Unique Issues:</b>	<b>11</b>	<b>644</b>	<b>626</b>	<b>624</b>	<b>165</b>	<b>2</b>	<b>2072</b>

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 5 Counties tasks include tasks that apply to Alameda, Fresno and Sonoma Counties (e.g., selective conversion tasks)

## Wave 5 All Tasks Due Next 30 Days by Readiness Category



### Implementation Readiness Category

Total Issues: 62

Change Readiness	21
Technical Readiness	16
Implementation Readiness	11
Training Readiness	11
Application Readiness	3



## Wave 5 County Readiness Summary

## Alameda: County Tasks Counts by Category and Status (as of 02/17/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	9	21	20	50
Change Readiness	1	25	24	50
Conversion Readiness	14	8	0	22
Implementation Readiness	11	43	42	96
Technical Readiness	6	24	11	41
Training Readiness	0	11	27	38
<b>Total Unique Issues:</b>	<b>41</b>	<b>132</b>	<b>124</b>	<b>297</b>

## County Readiness Watch Items

#	Summary	Level	Remediation Plan
1			
2			

## Alameda: Past Due by Readiness Category and Activity Owner (as of 02/17/2023)

Activity Owner	Implementation Readiness	Technical Readiness	T:
Conversion Lead - County	0	1	1
IPOC	3	0	3
TPOC	0	1	1
<b>Total Unique Issues:</b>	<b>3</b>	<b>2</b>	<b>5</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of February 17, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

## Past Due Activity Highlights:

## 1. Implementation Readiness:

- Analytics & Reporting: Validate County Needs - Identify Total Number of County Refactoring Report Needs

## 2. Technical Readiness:

- Conversion: Pre-Conversion User Clean Up: Update active users' email addresses per CIT 0278-22
- API: Conduct Integration Testing with CalSAWS

## Wave 5 County Readiness Summary

## Fresno : County Tasks Counts by Category and Status (as of 02/17/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	10	20	19	49
Change Readiness	1	25	24	50
Conversion Readiness	15	9	0	24
Implementation Readiness	10	41	42	93
Technical Readiness	0	24	8	32
Training Readiness	0	11	27	38
<b>Total Unique Issues:</b>	<b>36</b>	<b>130</b>	<b>120</b>	<b>286</b>

## Fresno : Past Due by Readiness Category and Activity Owner (as of 02/17/2023)

Activity Owner	Implementation Readiness	T:
IPOC	2	2
<b>Total Unique Issues:</b>	<b>2</b>	<b>2</b>

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of February 17, 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:

*No relevant activities for this reporting period*

# Wave 5 County Readiness Summary

## Sonoma : County Tasks Counts by Category and Status (as of 02/17/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	7	19	22	48
Change Readiness	1	25	25	51
Conversion Readiness	14	8	0	22
Implementation Readiness	10	45	39	94
Technical Readiness	0	22	10	32
Training Readiness	0	12	27	39
<b>Total Unique Issues:</b>	<b>32</b>	<b>131</b>	<b>123</b>	<b>286</b>

## Sonoma : Past Due by Readiness Category and Activity Owner (as of 02/17/2023)

Activity Owner	Implementation Readiness	T:
IPOC	4	4
<b>Total Unique Issues:</b>	<b>4</b>	<b>4</b>

## County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

## Past Due Activity Highlights:

### 1. Implementation Readiness:

- Analytics & Reporting: County Confirm Access to County Data for Test
- Analytics & Reporting: Validate County Needs - Identify Total Number of County Refactoring Report Needs

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of February 17, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

## Application Readiness: System

System Test: 23.07 Not Started

Start Date: 05/29/2023 End Date: 07/21/2023

## 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

IVR Contact Flows In Progress

Start Date: 02/2023 End Date: 08/25/2023

2 of 3 IVR Contact Flows Approved  
Contact Center Model Office Testing (tentative 08/11/2023)

Technical Connectivity Not Started

Start Date: 05/19/2023 End Date: 08/25/2023

Approval of Wave 3 County SCRs: 0 of 3

- CA-240168 – Alameda
- CA-240169 – Sonoma
- CA240170 – Fresno

Regression Test: Not Started

## Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation In Progress

Start Date: 12/13/2022 End Date: 05/03/2023

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

Setup and Training In Progress

Start Date: 02/2023 End Date: 08/25/2023

- 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 Not Started

Training &amp; Communications Not Started

- Training delivery for public facing support, train the trainer and CBOs will occur in July 2023
- BenefitsCal Comms Plan draft: 07/07/2023

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 On Schedule

### Key Dates:

Golden Data Set #12 Ready: June 2023

Cutover 5A: 07/15/2023 – 07/17/2023

Cutover 5B: 09/01/2023 – 09/04/2023

Mock Cutover – On-Schedule to begin June 2023.

Risk 258: The Wave 5 Cutover Plan is dependent on the Wave 5 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours cutover window.

CDV Not Started

Start Date: 06/19/2023 End Date: 06/30/2023

- Converted Data Testing: complete for all waves.

## Integration Readiness

Interface Partner Test Not Started

Start Date: 05/17/2023 End Date: 07/07/2023

- Alameda County: 9 Interfaces
- Fresno County: 8 Interfaces
- Sonoma County: 7 Interfaces
- State/Consortium Partners: 11 Interfaces

*Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 05/17/2023.*

## Technical Readiness

County Networking Connectivity In Progress

Start Date: 11/01/2022

End Date:  
05/01/2023

Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery  
Track ongoing delivery of secondary circuits to County sites.  
Meeting scheduled with Alameda, Sonoma to go over technical Integration.

## Technical Readiness: Operations

Contingency Restoration Planning In Progress

Migration Rollback Planning: 75% Complete

Disaster Recovery Exercise Not Started

Batch Operations In Progress

CalWIN Batch Schedules: 75% Complete

## Technical Readiness: Performance Testing

Performance Test Not Started

- Online performance testing: 07/24/2023 – 08/25/2023

## 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 In Progress

Start Date: 01/16/2023 End Date: 02/24/2023

- Wave 5 County specific training plans in progress – County comments addressed; FWP submitted 2/17/2023
- Training environment and training data build complete
- Generic training accounts for training environment complete

## Training Materials In Progress

Start Date: 03/29/2022 End Date: 04/07/2023

- Draft ILT courses complete
- County-specific tailoring begins 2/20/2023
- ILT walkthroughs 3/13 – 3/31/2023
- Web-Based Training Development complete

## Training Delivery Not Started

Start Date: 02/27/2023 End Date: 08/25/2023

- Wave 5 Early Training & TTT WBTs start 03/13/2023
- Wave 5 End User WBTs start 4/3/2023
- Wave 5 staff curriculum assignment starts 02/27/2023
- Wave 5 Classrooms set-up and certified starts 04/2023
- Wave 5 early learning and TTT ILTs start 05/30/2023
- Wave 5 End User ILT Training begins 07/03/2023

## Organizational Readiness: OCM

## Change Discussions with Staff On Schedule

End Date: 04/27/23

- Wave 5 Working session occurred 1/30 to 2/17 for all Wave 5 Counties.
- Wave 5 DWP signoff by 03/13/23
- Wave 5 FWP signoff on 3/20/23
- Wave 5 Prep Sessions CIT and CRFIs sent out on 1/27/23

## Readiness Surveys On Schedule

Start Date: 09/26/2022 End Date: 10/27/23

- T-6 Survey opens on March 20 to 31.

## Infographics/ Newsletters On Schedule

Start Date: 11/17/2022 End Date: 09/29/23

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

## Change Network Champions On Schedule

Start Date: 11/08/22 End Date: 11/14/23

- January CNC Meeting – Complete
- February CNC Meeting – Complete
- March CNC Meeting – On Schedule

## Organizational Readiness: Business Process Reengineering

W5 BPR Plans Approved Complete

Process Change Inventory Close Out Complete

Automated Actions Enablement Complete

## Configuration

Configuration Materials On Schedule

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

W5 Configuration Documentation & Validation Not Started

Start Date: 05/17/2023 End Date: 07/17/2023

- Working Sessions: 05/17/2023 – 06/23/2023

## Process Simulation

W5 Process Simulation Planning Not Started

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

Process Simulation Execution Not Started

Start Date: 06/26/2023 End Date: 07/21/23



## Implementation Readiness

## Implementation Planning On Schedule

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

## County Prep Phase Not Started

Start Date: 07/24/2023 End Date: 08/31/2023

- 42 county prep activities instructions complete – to be updated for Wave 5 if applicable.
- Kick Off Meeting targeted for June 23, 2023

## Post-Deployment Support Planning In Progress

Start Date: 02/15/2023 End Date: 11/03/2023

- County Profile drafts targeted for completion 02/24/23.

## Implementation Readiness: Help Desk and System Operations

## Help Desk On Schedule

Start Date: 1/24/2023 End Date: 7/28/2023

- Helpdesk Kickoff hosted on 1/24
- Delegated Admin training scheduled for 2/15

## 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 On Schedule

Start Date: 02/01/2023 End Date: 08/25/2023

CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 5 Counties.

Project teams reviewed 687 reports for refactoring. Approximately 294 need to be refactored for Wave 5 Counties

Alameda has an estimated 90 reports that need to be refactored. Alameda had reached out to Gainwell for assistance. Fresno has an estimated 151 reports that need to be refactored. Sonoma has an estimated 53 reports that need to be refactored.

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

CalWIN Migration and BenefitsCal  
Implementation Contact:  
[Implementation@CalSAWS.org](mailto:Implementation@CalSAWS.org)

**RANCHO CORDOVA OFFICE**  
11290 Pyrites Way, Suite 150  
Gold River, CA 95670  
(916) 851-3201

**ROSEVILLE OFFICE**  
620 Roseville Parkway  
Roseville, CA 95747  
(916) 846-7331

**NORWALK OFFICE**  
12440 Imperial Highway, Suite 300  
Norwalk, CA 90650  
(562) 484-7914