Wave 2 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 2. Project Milestones are identified by project team leads and CalSAWS Project leadership.
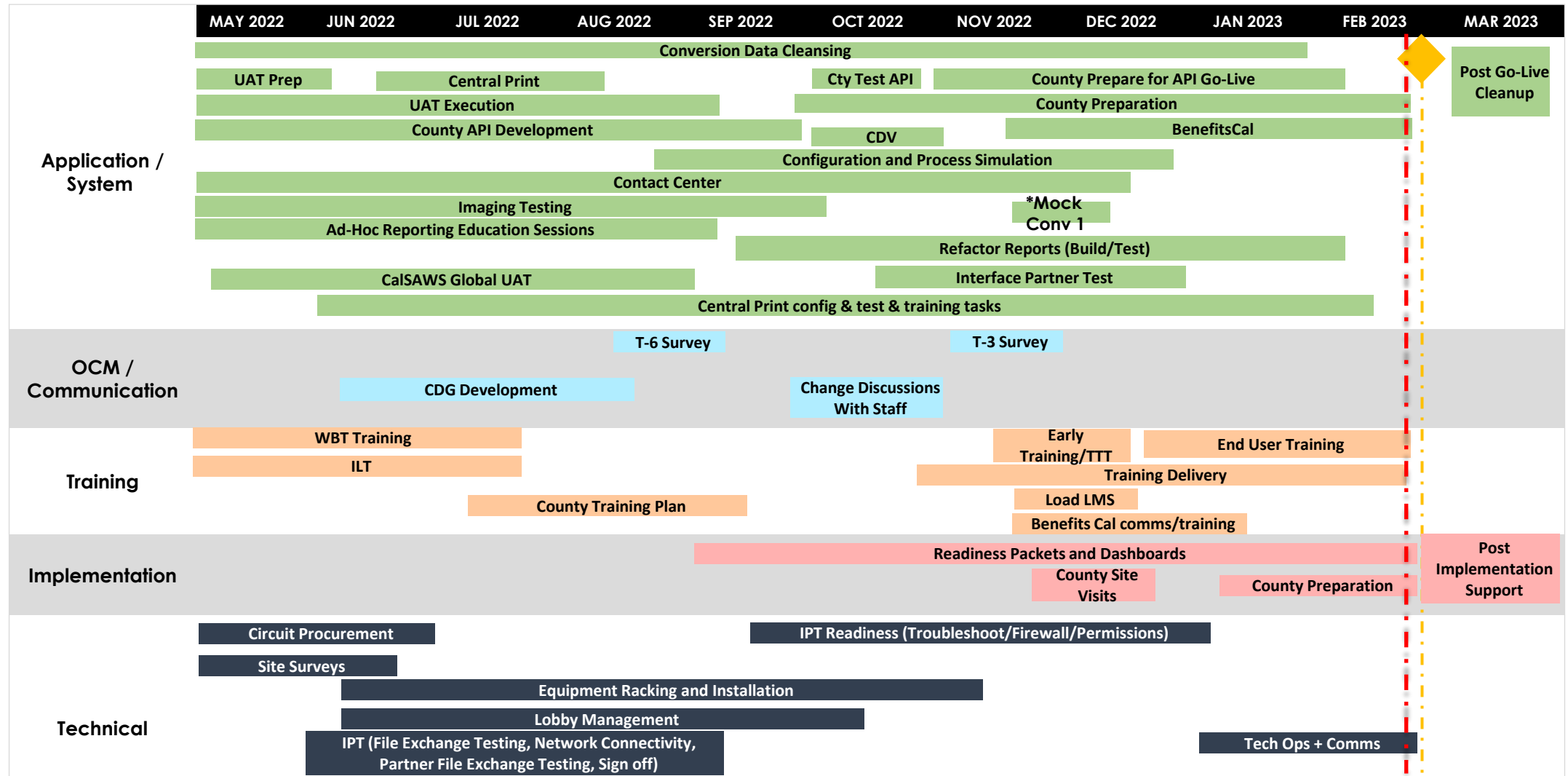
The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **February 17, 2023**

THE POWER OF 58

Wave-2 **Migration Timeline**

Wave 2 Critical Path

	MAY 2022	JUN 2022	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023

Application / System
- Conversion Data Cleansing
- UAT Prep
- Central Print
- Cty Test API
- County Prepare for API Go-Live
- Post Go-Live Cleanup
- UAT Execution
- County Preparation
- County API Development
- CDV
- BenefitsCal
- Configuration and Process Simulation
- Contact Center
- Imaging Testing
- *Mock Conv 1
- Ad-Hoc Reporting Education Sessions
- Refactor Reports (Build/Test)
- CalSAWS Global UAT
- Interface Partner Test
- Central Print config & test & training tasks

OCM / Communication
- T-6 Survey
- T-3 Survey
- CDG Development
- Change Discussions With Staff

Training
- WBT Training
- Early Training/TTT
- End User Training
- ILT
- Training Delivery
- County Training Plan
- Load LMS
- Benefits Cal comms/training

Implementation
- Readiness Packets and Dashboards
- Post Implementation Support
- County Site Visits
- County Preparation

Technical
- Circuit Procurement
- IPT Readiness (Troubleshoot/Firewall/Permissions)
- Site Surveys
- Equipment Racking and Installation
- Lobby Management
- IPT (File Exchange Testing, Network Connectivity, Partner File Exchange Testing, Sign off)
- Tech Ops + Comms

We are Here

Wave 2 Ancillary Data Extracts
Aug 8, Nov 26, Feb 23
February 23-27 (final cutover)

***Mock Conversion 1** 11/26 – 11/30
***Mock Conversion 2** 12/3 – 12/8

County Data Validation (CDV) : 10/3 – 10/14
Process Simulation Nov 14 – Dec 13
Interface Partner Testing (IPT) Oct 17 – Dec 30
County Prep Phase: Jan 16 – Feb 23

Contact Center
Approve Contact Center Design 11/4/22
Contact Center Model Office 2/1 – 2/17/23
Contact Center Config 2/6 – 2/17/23

Training
Early Training & TTT WBT 09/26/22
Early Training 11/28/22 – 12/09/22
TTT 11/28/22 – 12/15/22
End User Training WBT 10/17/22
Training Delivery End Users 1/3/23 – 2/24/23

Wave-2 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	C	Deploy CalSAWS Release 23.01	• 100% complete
	G	Contact Center Readiness	• Contact Center SCRs: Tulare CA-240158 approved 12/2/22; Santa Clara CA-240159 approved 12/2/22; Contra Costa CA-240155 approved 12/7/22 • Counties are currently completing their Model Office efforts, in which counties are testing business scenarios with the new functionality available in Contact Center. Model Office activities completed with Wave 2 counties as of 2/17/23.
	G	Imaging Readiness	• County Export of Legacy Images – ongoing • Hyland receive and upload images to production environment - ongoing
	G	BenefitsCal Readiness	• BenefitsCal Webinars with Wave 2 County Help desks conducted week of 1/17/23; CBO Webinar conducted on 1/26/23. • Communications plan execution ongoing since 1/24/23.
	G	Central Print Readiness	• Configuration and portal user load complete. • Contra Costa postage deposit remains outstanding.
	C	User Acceptance Testing	• UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.
Integration	C	County Interface Partner Test (IPT) Execution	• Contra Costa – 100% passed as of 12/30/22. 6 of 6 interfaces have passed. • Santa Clara – 100% passed as of 12/30/22. 10 of 10 interfaces have passed. • Tulare – 100% passed as of 12/30/22. 8 of 8 interfaces have passed.
	C	State Interface Partner Test (IPT) Execution	• 100% complete as of 12/30/22. 11 of 11 State Interfaces passed partner validations.
Conversion	Y	Defects Resolution	• As of 2/20/23, 56 P2 and 25 P3/P4 Open Defects have been addressed, but 29 P2 defects remain (Risk 280)
	G	EDBC Match – Auto Review Rates	• Match Rate as a result of Wave 2 Mock Cutover is 70+%
Technical	C	County Network Connectivity	• All Wave 2 technical enablement completed. • Compliance validation and Handoff to Network Operations Completed.
	C	Performance Testing	• Batch Performance Testing began 10/31/2022 and is now 100% complete. • 45 County Online Performance Testing complete

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-2 Readiness: Executive Summary
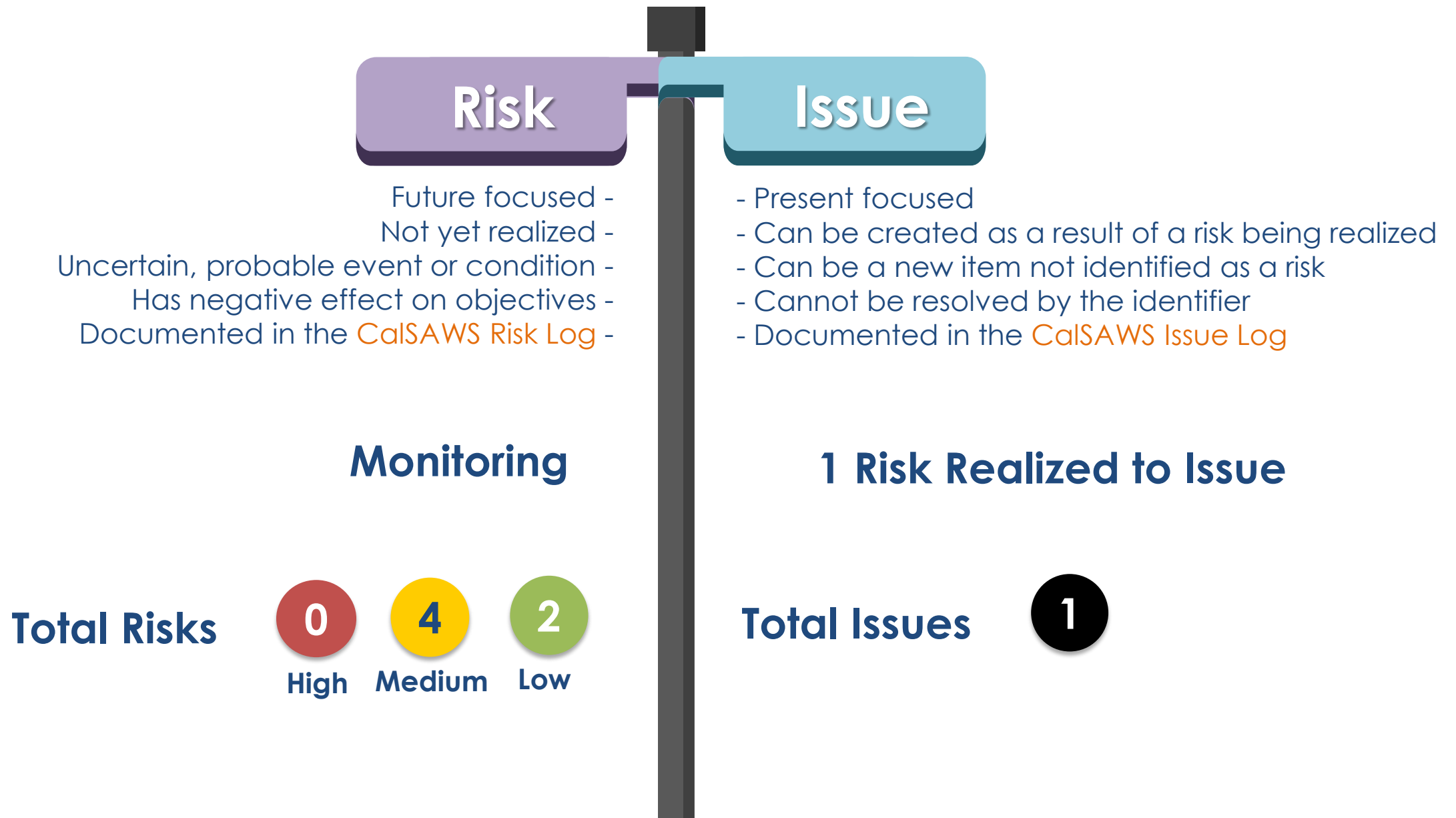
Readiness Areas and Categories

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	• Monthly update complete and submitted
	C	ILT Training Curriculum Complete	• Core curriculum complete. County-specific ILT curriculum walkthroughs occurred August -September. County-specific ILTs completed 09/30/22
	C	Wave 2 County Classroom Set-Up	• Classrooms identified and confirmed for Wave 2 counties. Connectivity testing complete.
	G	WBT Training Delivery	• WBTs started 09/26/22 for Wave 2 Early Training & TTT participants • WBTs started on 10/16/22 for all staff.
	G	ILT Training Delivery	• Early Training and Train the Trainer complete. End user training began 01/03/23.
Organization	C	Change Discussion Guides (CDGs)	• Contra Costa, Santa Clara and Tulare have signed off on CDG Comments. • Change Discussions complete.
	C	Communications	• CalSAWS Scoop #3 delivered on October 28, 2022 • Infographics for February (Add vs. Edit income, Tips for Takeoff, & Support Structure) in progress.
	C	Business Process Reengineering	• All Work Products Signed-Off and Deliverables Approved
	C	Configuration	• Configuration activities complete. Santa Clara working sessions completed 9/16; added Conta Costa working sessions completed 10/21; Tulare working sessions completed 11/17
	C	Process Simulation	• Process Simulation Execution complete. Santa Clara complete (100%) 10/17-10/28; Contra Costa complete(100%) 11/28-12/9; Tulare Complete (100%) 12/12-12/22
Implementation	G	Implementation Planning	• Wave 2 Go Live Packet completed, distributed 02/03/23; updates ongoing; V2 will be shared on 02/28 • Workplans and monthly implementation packets ongoing
	G	County Prep	• Tulare County has 16% of activities in progress and 84% are complete. 66% of users have logged in as of 02/17/23 of an expected total of 85%. • Contra Costa has 47% of activities in progress and 53% are complete. 81% of users have logged in as of 02/17/23. • Santa Clara has 29% of activities in progress and 68% are complete. 82% of users have logged in as of 02/17/23.
	G	Pre and Post Implementation Support	• Post Implementation Support Kick off occurred 02/01/23.
	C	Help Desk	• Complete: Conducted Optional W2 Tier 1 Fulfiller and Delegated Admin ServiceNow Support Line hosted daily 1/17 - 1/27 9am – 12 pm
	Y	County Ad Hoc Reports	• Reviewed 1,343 reports for refactoring. Contra Costa has identified 102 reports to be refactored, with 19 needed by go live and 14 complete. Santa Clara has identified 64 to be refactored, 42 are complete. Contra Costa and Santa Clara are receiving assistance from Gainwell. Tulare does not have any reports to refactor.

Readiness Dashboard

Risks and Issues

Risk

Future focused -
Not yet realized -
Uncertain, probable event or condition -
Has negative effect on objectives -
Documented in the CalSAWS Risk Log -

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the CalSAWS Issue Log

Monitoring

1 Risk Realized to Issue

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

Total Issues   **1**

Risk and Issues: Wave 2
Issues related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Issue Number	Issue Name	Issue Description	Readiness Area (Owner)

⚠ 258.2	**The CalWIN Conversion Cutover Window risk of completing past the 84-hour cutover window is realized**	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window
		Business Impact Mitigation Options:
		• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date
		• Convert Open and Closed Cases within 2 years in Cutover B
		• Delay the Conversion of:
		    • Closed Purged/Shell Cases
		    • Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)
		On January 6, 2023: This risk has been realized as an issue
		Issue Resolution Due Date: 2/10/23 with the Approvals from WCDS Directors meeting, and then **2/27/2023** which is the Wave 2B Cutover
		Status
		• **February 10, 2023:**
		• Mock Cutover 2B timing was baselined to 112 hours as presented to Section Directors on 12/20/2022. Technical changes have been implemented to reduce the estimated conversion window to 88.5 hours. The Regional Managers conducted discussions with the impacted counties to determine the compromise solution to address the additional 4.5 hours required for the 2B conversion
		
		• The project has collaborated with the counties and obtained approval for the following conversion weekend schedule for 2B:
		    • CalWIN (3 Counties) goes down at **5 PM Thursday, February 23rd**
		    • CalSAWS (42 Counties) goes down at **3 PM Friday, February 24th**
		    • CalSAWS (45 Counties) up at **7:30 AM Monday, February 27th**
		
		• In addition, the project has also obtained approval for the following conversion schedule for the 2C (Closed Cases) / 3A (County Preparation) Cutover:
		    • CalWIN (Wave 3 counties) goes down at **6PM Saturday, March 11th**
		    • CalSAWS (45 counties, incl. Wave 2 counties) goes down at **8PM Friday, March 10th**
		    • CalSAWS (45 counties, incl. Wave 2 counties) up at **6:00AM Monday, March 13th** Is from WCDS Directors meeting, and then 2/27/2023 which is the Wave 2B Cutover
			Conversion (Project)

Risk and Issues: Wave 2

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
268.2	**Implementation Readiness for CalWIN Cutover to CalSAWS**	**February 10, 2023: These 3 risks are Medium (Amber) and cause parent Risk 268 to be Medium:** **County Report Refactoring and Ancillary System Timelines (Risk #269.2)** - Reports identified by Wave 2 counties for refactoring, as of 2/10/23. These are county specific reports which may be finalized (approved) post go live.	Implementation (Project)

County	In Process	Dev/Test Complete	County Approved	Revised-not needed	Total
Contra Costa	5	10	4	2	21
Santa Clara	16	43	5	0	64
Tulare	0	0	0	0	0

County Reconciliation and Submission of State Reports (Risk 279.2)- CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports, sharing lessons learned from Wave 2 on reconciliation out of 2 systems during initial go live. Santa Clara seeking to understand some concerns raised by Placer

Production and CDV Defect Resolution (Risk #280) - Risk tracks resolution of defects from Wave 2, Converted Data Validation, and Production- as of 2/3 approximately
40+ P2 defects to resolve prior to cutover of Wave 2B
20+ P2 defects are targeted to be applied the week after conversion cutover

AS of 2/9/23 RMG these 4 risks are now Low (Green) : Batch Performance (Risk #237.2), Image Scalability and Performance (Risk #256), County Readiness (Risk #262.2), County Image Migration Readiness (Risk #264.2)

Risk and Issues: Wave 2

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**	**February 10, 2023:** 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 **Open Wave 1 CalWIN Production Defects** Open Wave 1 CalWIN Production Defects below represents Wave 1 Conversion Defects identified by the Counties Post Go-Live. Defects are triaged, assessed, and resolved as quickly as they via Data Change Requests (DCR). *(see table below)* **Open Converted Data Defects by Status** Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), Interface Partner Testing (IPT), System Test, Assembly Testing, and Wave 1 Post Go-Live Defects below represents Conversion Defects identified via testing effort prior to the respective Wave Go-Live. Defects prioritized for a Target Release after Cutover 2B will be assessed for inclusion into the Wave 2 Go Live Packet (GLP). The below do not include "Test Complete" or "In Production" as these are already planned for Cutover 2B or Post Cutover. *(see table below)* **February 3, 2023:** Updated statistics as of 2/6/23 Weekly Status Report below. Any P2s listed as Post Cutover are targeted for the week after cutover.	Conversion (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**

Risks and Issues: Wave 2
Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
269.2	**CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live**	**CalWIN County Ad Hoc Reports Refactoring for Wave 2 (as of 2/10/23):** The table above provides reports the County is requesting be ready by go live. Gainwell is assisting Contra Costa and Santa Clara. These are county specific reports which may be finalized (approved) post go live. **February 10, 2023:** • Initial Discovery Session- Complete • Qlik Overview- Complete • Operational, Fiscal, and State Reports Used by County- Complete • APEX/EDR Demonstration and Training- In Progress • CalSAWS Database Structure and Data Dictionary Training • CalWIN to CalSAWS Data Mapping Report Training	Implementation (County)

CalWIN County Ad Hoc Reports Refactoring for Wave 2 (as of 2/10/23):

County	In Process	Dev/Test Complete	County Approved	Revised- not needed	Total
Contra Costa	5	10	4	2	21
Santa Clara	16	42	5	0	64
Tulare	0	0	0	0	0

Wave-2: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
T-6 Readiness Survey	Complete	07/25/22	09/09/22	100%
Training – Install LMS, Load Courses, Test Reports	Complete	09/26/22	11/04/22	100%
Wave 2 County Data Validation	Complete	09/27/22	10/14/22	100%
User Acceptance Test (UAT): Group 1	Complete	06/27/22	07/22/22	100%
Application Development and System Test 22.07	Complete	05/30/22	07/25/22	100%
User Acceptance Test (UAT): Group 2	Complete	07/25/22	09/02/22	100%
Process Simulation Execution with Counties	Complete	10/17/22	12/23/22	100%
State Interface Testing	Complete	10/17/22	01/09/23	100%
CalWIN County Interface Testing	Complete	10/17/22	12/30/22	100%
T-3 Readiness Survey Distribution	Complete	11/07/22	11/07/22	100%
Application Development and System Test 23.01	Complete	12/02/22	01/21/23	100%
County Preparation Phase Kick Off	Complete	12/20/22	12/20/22	100%
County Preparation Phase	In Progress	01/16/23	02/23/23	84%
County Networking Connectivity	Complete	03/01/22	10/17/22	100%
Contact Center Model Office Simulation	Complete	02/01/23	02/17/23	100%
End-User Training	In Progress	01/03/23	02/27/23	82%
Pre and Post Deployment Support	In Progress	01/17/23	04/28/23	29%
Wave 2 CalWIN Go-Live	Not Started	02/27/23	02/27/23	0%

Wave 2 – County Readiness Summary

Readiness Area	Status*	Contra Costa	Status*	Santa Clara	Status*	Tulare
Application	G	Contact Center SCR: CA-240155 Approved	G	Contact Center SCR: CA-240159 Approved	G	Contact Center SCR: CA-240158 Approved
Integration	C	6 of 6 interfaces have passed IPT	C	10 of 10 interfaces have passed IPT	C	8 of 8 interfaces have passed IPT
Conversion	G	CRG Data Clean up in progress.	G	CRG Data Clean up in progress.	G	CRG Data Clean up in progress.
Technical	G	Validation and Handoff process to Network Operations Complete	G	Validation and Handoff process to Network Operations Complete	G	Validation and Handoff process to Network Operations Complete
Training	G	All staff training started 01/04/23.	G	All staff training started 01/03/23.	G	All staff training started 01/04/23.
Implementation	Y	Contra Costa has 19 reports to refactor by go live and is working with Gainwell. 14 are complete.	Y	Santa Clara has 64 reports to refactor and is working with Gainwell. 42 are complete.	G	Tulare does not have any reports identified to refactor
Organizational	G	CNC participated in Post-impl orientations and walkthrough; Process Sim and Config complete.	G	CNC participated in Post-impl orientations and walkthrough; Process Sim and Config Complete	G	CNC participated in Post-impl orientations and walkthrough; Process Sim and Config complete

Information included is as of February 17, 2023

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

Wave 2 County Readiness Checklist Activities by Status (as of 02/17/2023)

Status	00 All Counties	01 Contra Costa	04 Santa Clara	05 Tulare	Wave 2 Counties	T:
COMPLETED	56	784	603	560	121	2124
IN PROGRESS	1	285	54	58	31	429
NOT STARTED	0	103	45	41	32	221
Total Unique Issues:	57	1172	702	659	184	2774

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 2 Counties tasks include tasks that apply to Contra Costa, Santa Clara and Tulare (e.g., selective conversion tasks)

Wave 2 All Tasks Due Next 30 Days by Readiness Category
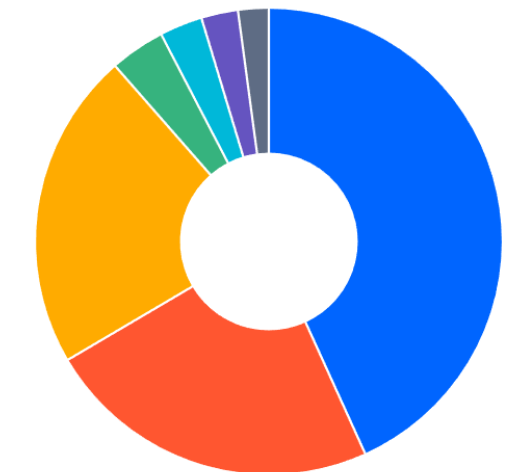
Implementation Readiness Category
Total Issues: 236

■ Change Readiness		102
■ Implementation Readiness		55
■ Application Readiness		52
■ Training Readiness		9
■ Conversion Readiness		7
■ Technical Readiness		6
■ BenefitsCal		5

County Readiness – Contra Costa

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	45	54	124	223
BenefitsCal	5	1	2	8
Change Readiness	103	4	104	211
Conversion Readiness	8	0	12	20
Implementation Readiness	41	10	141	192
Technical Readiness	5	0	47	52
Training Readiness	2	1	37	40
None	0	0	3	3
Total Unique Issues:	**209**	**70**	**470**	**749**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting: Contra Costa has identified 21 reports to refactor by go live.	Med	Contra Costa is working with Gainwell and refactoring is complete for 14 reports.
2	Central Print: Configure - Complete Postage Deposit	Med	County mobilizing to send postage deposit.

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

Activity Owner	Application Readiness	BenefitsCal	Conversion Readiness	Implementation Readiness	T:
BenefitsCal Lead	0	1	0	0	1
Conversion Lead - County	0	0	2	0	2
IPOC	3	0	0	26	29
PPOC	56	0	0	0	56
Reporting & Analytics Lead	0	0	0	1	1
TPOC	0	0	0	2	2
Total Unique Issues:	**59**	**1**	**2**	**29**	**91**

Past Due Activity Highlights:

1. Implementation Readiness:
- Analytics & Reporting: Validate County Needs - Communicate reports/reporting processes to County reporting team/end-users

Note: 88 tasks indicated as past due were county-requested additions to the workplan.

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 – Santa Clara

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	7	9	79	95
Change Readiness	1	4	69	74
Application Readiness	4	3	43	50
Technical Readiness	1	0	45	46
Training Readiness	2	1	36	39
Conversion Readiness	0	0	18	18
Total Unique Issues:	**15**	**17**	**290**	**322**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1	Analytics & Reporting: Santa Clara has 22 remaining reports to refactor	Med	Santa Clara is working with Gainwell and refactoring is complete for 42 reports.

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

Activity Owner	Application Readiness	Implementation Readiness	T:
IPOC	1	2	3
TPOC	1	1	2
Total Unique Issues:	**2**	**3**	**5**

Past Due Activity Highlights:
1. Implementation Readiness:
- Analytics & Reporting: Build Refactored Reports

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 – Tulare

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	7	7	78	92
Change Readiness	1	4	67	72
Application Readiness	6	4	39	49
Training Readiness	2	1	36	39
Technical Readiness	0	0	29	29
Conversion Readiness	0	0	19	19
Total Unique Issues:	**16**	**16**	**268**	**300**

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1	N/A			
2				

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

Activity Owner	Application Readiness	T:
IPOC	1	1
Total Unique Issues:	**1**	**1**

Past Due Activity Highlights:

No relevant highlights for this reporting period.

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.

Project Readiness

Application Readiness: System

System Test: 23.01	Complete
Start Date: 12/02/2022	End Date: 01/23/2023

Test Execution Results

Total Scripts :	1024
Not Executed:	0% (0)
In Progress:	0% (0)
Pass:	100% (1024)
Fail:	0% (0)
Blocked:	0% (0)
Completed:	1024
Remaining:	0
Progress:	100%

23.01 release deployed on 01/23/2023

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: no defects reported.

Performance Testing

Hyland Platform Performance Testing: Complete

Application Readiness: User Acceptance Testing

UAT	Complete

Key Dates:

UAT Users Loaded to ForgeRock/UAT Environments and Application: Complete

UAT Application Training Group 1: 05/02/22 – 06/21/22

UAT Application Training Group 2: 06/13/22 – 07/21/22

UAT Execution Group 1: 06/27/2022 – 07/22/2022

UAT Execution Group 2: 07/25/2022 – 08/19/2022

Application Readiness: Contact Center

Technical Connectivity	In Progress
Start Date: 10/24/2021	End Date: 02/06/2023

- 3 of 3 IVR Contact Flows Approved
- Approval of Wave 2 County SCRs: 3 of 3 approved
- Regression Test: 100% Complete
- Contact Center Model Office Testing 85% complete

Application Readiness: Central Print

Central Print Kick-Off	Complete

Configuration/Validation	Complete
Start Date: 06/06/2022	End Date: 1/30/2023

- Configuration meetings complete
- Validation meetings complete
- Configuration load complete

Setup and Training	In Progress
Start Date: 11/21/22	End Date: 02/17/23

- Training materials completed
- Portal Users load completed
- Inventory confirmed completed
- Training delivery completed
- Contra Costa postage deposit is overdue

Application Readiness: BenefitsCal

Conversion Readiness	Complete

Obtain CBO conversion file from CalWIN counties completed 01/24/2023

Training & Communications	In Progress

- Training for CSC and HelpDesk Staff – completed 01/24/2023
- Training for CBOs – completed 01/26/23
- Communications Plan execution began 1/24/23

System Operations	Not Started

- Command Center schedule - Complete
- Contingency Planning - Complete

Production Deployment	In Progress

- Dev Production Cutover Checklist – Complete
- Consortium approves cutover/rollback plan - Complete

Project Readiness

Conversion Readiness

Conversion Readiness	In Progress

Key Dates:

Golden Data Set #9 :Complete

Cutover 2A: 01/16/2023: Complete

Cutover 2B: 02/27/2023

- Mock Cutover – Complete
- Business Impact Mitigation Strategies for the W2-6 Cutover Window and Communications with Stakeholders In-Progress
- As of 2/6/23, 56 P2 and 25 P3/P4 Open Defects have been resolved. 29 P2 defects will be resolved Post Cutover 2B as a Data Change Request (DCR), and the remaining are planned Post Cutover 2 (in general).

CDV	Complete

Start Date: 09/27/22   End Date: 10/14/22

- Converted Data Testing: complete for all waves.
- Wave 2 County Data Validation complete as of 10/14/22

GDS Delivery #9	Complete

September 2022

Integration Readiness

Interface Partner Test	Complete

Start Date: 10/17/2022   End Date: 12/30/2022

- Contra Costa County: 6/6 Interfaces
- Santa Clara County: 10/10 Interfaces
- Tulare County: 8/8 Interfaces
- State/Consortium Partners: 11/11 Interfaces

Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 10/17/2022.

Technical Readiness

County Networking Connectivity	Complete

Start Date: 01/02/2022   End Date: 12/02/2022

- All Wave 2 technical enablement completed.
- Compliance validation and Handoff to Network Operations Completed.

Technical Readiness: Operations

Contingency Restoration Planning	Complete

- **Migration Rollback Planning:** Complete

Disaster Recovery Exercise	Complete

- **Disaster Recovery Test:** Complete

Batch Operations	Complete

- **CalWIN Batch Regression & Schedules:** Complete

Technical Readiness: Performance Testing

Performance Test	Complete

- Performance Testing for Wave 2 began in October 2022 and will continue through February 10, 2023.
- Batch performance testing is complete
- Online performance testing is complete

Technical Readiness: Security

Security Test	Complete

Start Date: 11/05/2019   End Date: 09/24/2021

Application Security: CalSAWS Scan/ Remediation Complete

Penetration Testing: Complete

Project Readiness

Training Readiness

Training Plan	Complete

Start Date: 07/21/2022   End Date: 09/26/2022
- Wave 2 County specific training plans approved
- Training environment and training data build complete
- Generic training accounts for training environment – complete

Training Materials	Complete

Start Date: 08/1/2022   End Date: 09/30/22
- Wave 2 County specific instructor led training materials - Complete
- Web-Based training - Complete

Training Delivery	In Progress

Start Date: 09/26/2022   End Date: 02/24/2023
- Wave 2 Early Training & TTT WBTs started 09/26/22
- Wave 2 Classrooms set-up – Complete
- Wave 2 Early Training & TTT ILTs – Complete
- Wave 2 End User ILTs – Complete
- Wave 2 End User WBTs started 10/16/22

Organizational Readiness: OCM

Change Discussions with Staff	Complete

End Date: 11/4/2022
- Wave 2 Change Discussions are complete.

Readiness Surveys	Complete

Start Date: 11/7/22   End Date: 5/15/2023
- All pre-implementation Readiness Surveys complete.
- T+6 Survey opens on April 10, 2023

Infographics/ Newsletters	On Schedule

Start Date: 02/28/2022   End Date: 2/28/2023
- January Infographics & Newsletter – Completed
- February Infographics & Newsletter – On Schedule
- Special Edition Newsletter – On Schedule

Change Network Champions	On Schedule

Start Date: 01/31/2022   End Date: 3/31/2023
- CNC January Meeting – Completed
- February Meeting – Completed
- March Meeting – On Schedule

Organizational Readiness: Business Process Reengineering

W2 BPR Plans Approved	Complete
Process Change Inventory Close Out	Complete
Automated Actions Enablement	Complete

Configuration

Configuration Materials	Complete

Start Date: 05/16/2022   End Date: 01/13/2023

W2 Configuration Documentation & Validation	Complete

Start Date: 09/07/2022   End Date: 12/09/2022

Process Simulation

W2 Process Simulation Planning	Complete

Start Date: 08/29/2022   End Date: 12/23/2022

Process Simulation Execution	Complete

Start Date: 10/17/2022   End Date: 12/23/2022
- Santa Clara: 10/17/2022 – 10/28/2022
- Contra Costa: 11/28/2022 – 12/09/2022
- Tulare: 12/12/2022 – 12/23/2022

Implementation Readiness

Implementation Planning	In Progress

Start Date: 11/01/2022   End Date: 02/24/2023

- Go Live Packet created and distributed. Updates ongoing.
- Workplans and monthly implementation packets ongoing

County Prep	In Progress

Start Date: 11/14/2022   End Date: 02/23/2023

- County Prep Packet and CIT distributed 12/08/22.
- County Prep Kick Off Meeting occurred on 12/20/22
- County Prep Phase began on 1/17/23
  - Tulare has 16% of activities in progress and 84% are complete. 66% of users have logged in of an expected total of 85%
  - Contra Costa has 47% of activities in progress and 53% are complete. 81% of users have logged in.
  - Santa Clara has 29% of activities in progress and 68% are complete. 82% of users have logged in.

Pre and Post Implementation Support	In Progress

Start Date: 11/07/2022   End Date: 04/28/2023

- Pre-Implementation Support ongoing with County Prep Office Hours.
- Post Implementation Support Kickoff occurred 02/01/23

Implementation Readiness: Help Desk and System Operations

Help Desk	Complete

Start Date: 04/04/2022   End Date: 1/27/2023

Plans for enhanced communications to County Help Desk: Complete

Command Center Enablement: Complete

ServiceNow Training for County Help Desks: Delegated Admin Training completed on 9/14/2022
County Fulfiller Training conducted week of 10/3
Tier 1 Fulfiller and Delegated Admin Refresher Training conducted 12/20
Optional Tier 1 and Delegated Admin Q&A hosted 1/10
Optional W2 Tier 1 Fulfiller and Delegated Admin ServiceNow Support Line hosted daily 1/17 - 1/27 9am – 12 pm

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	Behind Schedule

Start Date: 01/10/2022   End Date: 02/23/2023

County Education Sessions:
- Wave 2 completed 10 of 10 sessions

County Report Refactoring
Wave 2 identified 86 reports in need of refactoring.
- Contra Costa has identified 102 reports to be refactored and is working with Gainwell to complete. 19 are needed for Go Live. 14 reports have been refactored.
- Santa Clara has 64 reports to refactor and is working with Gainwell to complete. 42 reports have been refactored.
- Tulare has 0 reports to refactor.

Project Readiness

WHEN SAN FRANCISCO COLLABORATES WITH NAPA. WHEN LOS ANGELES TEAMS UP WITH SAN BERNARDINO. WHEN WE ALL WORK TOGETHER,

THE RESULTS ARE POWERFUL.

THE POWER OF 58

CalSAWS

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