

Wave 3 Implementation Readiness Dashboard and Packet

February 24, 2023

The **Implementation Readiness Packet & Dashboard** present a **high-level view of Project Readiness** to CalWIN Counties with information related to CalWIN Migration, BenefitsCal, and Central Print. Status will include key metrics related to the overall “health” of the Implementation effort based on measurable metrics and milestones for Wave 3. Project Milestones are identified by project team leads and CalSAWS Project leadership.

The Dashboard and Packet serve to inform Project Leadership and Counties on the progression and completion of Key Project and County Milestones. The packet will be distributed to the CalWIN Counties monthly. The information contained in the document reflects data as of **February 24, 2023**

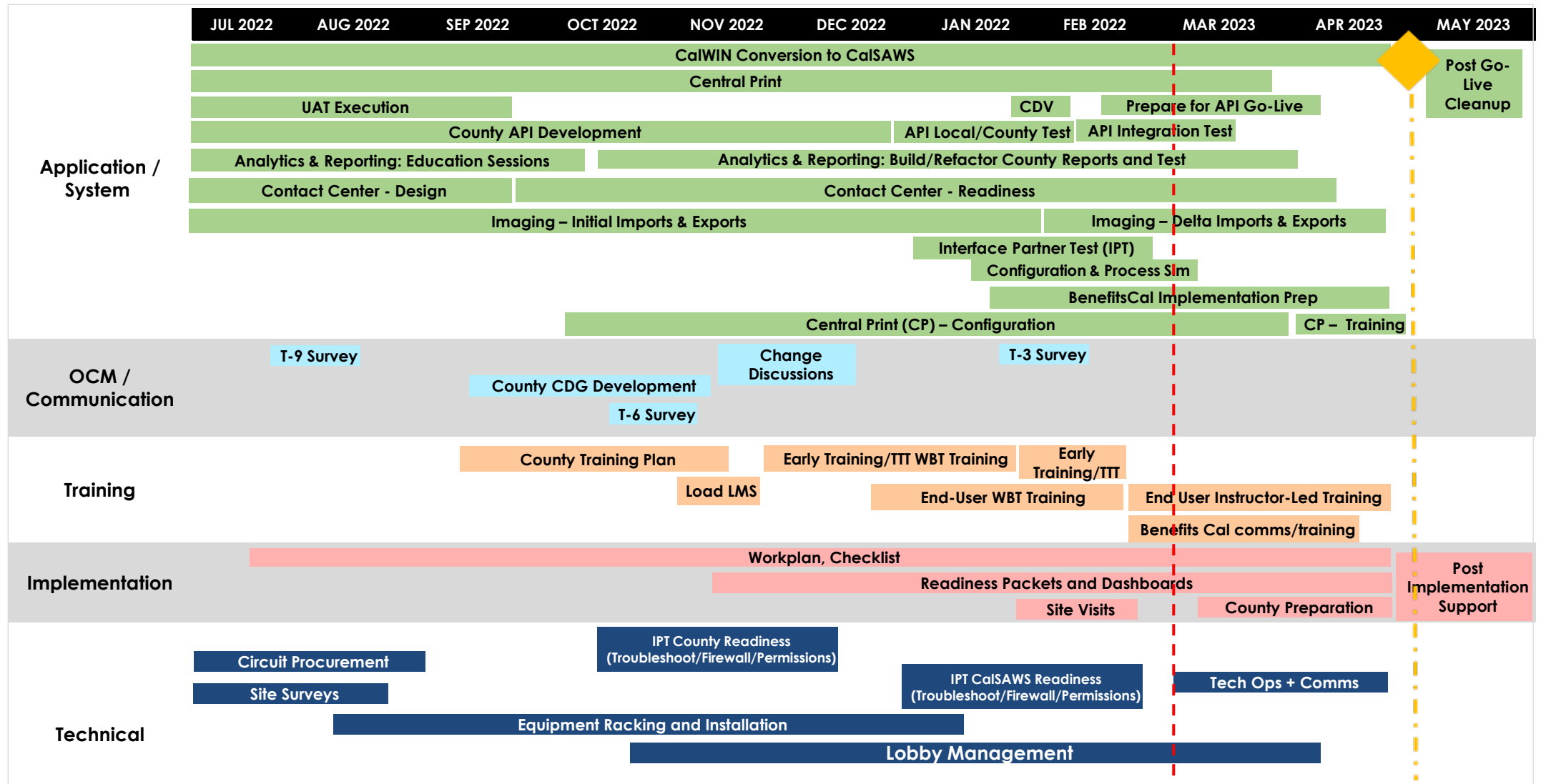


Wave-3 Migration Timeline



Wave 3 Critical Path

Orange, Santa Barbara, Ventura



We are Here

Mock Conversion 1 01/27/23
– 02/08/23

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

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

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

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

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

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

Wave-3 Readiness: Executive Summary

Readiness Areas and Categories

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

| Readiness Area* | Readiness Category | | Comments |
|-----------------|--------------------|---|---|
| Application | G | Deploy CalSAWS Release 23.03 | In Progress: 94.8% complete; Targeted for 03/20/23. |
| | G | Contact Center Readiness | IVR Contact Flows for W3 Counties: Approved Contact Center SCRs: <ul style="list-style-type: none"> Orange CA-240160: Approved call flow as of 2/3/23. Santa Barbara CA-240161: Approved call flow as of 2/3/23. Ventura CA-240162: Review in progress |
| | G | Imaging Readiness | County Export of Legacy Images In progress. |
| | NS | BenefitsCal Readiness | Validate CBO user load into Forge Rock – 2 |
| | G | Central Print Readiness | Configuration meetings complete for all Wave 3 counties. Validation meetings in progress for all Wave 3 counties, |
| | C | User Acceptance Testing | UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022. |
| Integration | Y | County Interface Partner Test (IPT) Execution | Target Pass Rate: 70% <ul style="list-style-type: none"> Orange – 57% passed. 4 of 7 interfaces have passed. Santa Barbara – 87% passed. 7 of 8 interfaces have passed. Ventura – 75% passed. 3 of 4 interfaces have passed. |
| | G | State Interface Partner Test (IPT) Execution | Target Pass Rate: 70% Current Pass Rate: 90% <ul style="list-style-type: none"> 10 of 11 Interfaces have passed. |
| Conversion | G | Defects Resolution | As of 2/6/23, there are 66 P2 and 44 P3 and P4 Open Converted Data Defects. |
| | G | EDBC Match – Auto Review Rates | Match Rate as a result of Wave 2 Mock Cutover is 70% |
| Technical | G | County Network Connectivity | <ul style="list-style-type: none"> Network circuit delivery complete. Network changes and integration completed Network IPT and Ad-hoc readiness testing completed Network Compliance Validation and transition to CalSAWS Operations Scheduled |
| | NS | Performance Testing | Online performance testing targeted for 3/20/23 - 4/14/23 |

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

*The status should be reflective of the readiness category trending at the time of reporting period.

Wave-3 Readiness: Executive Summary

Readiness Areas and Categories

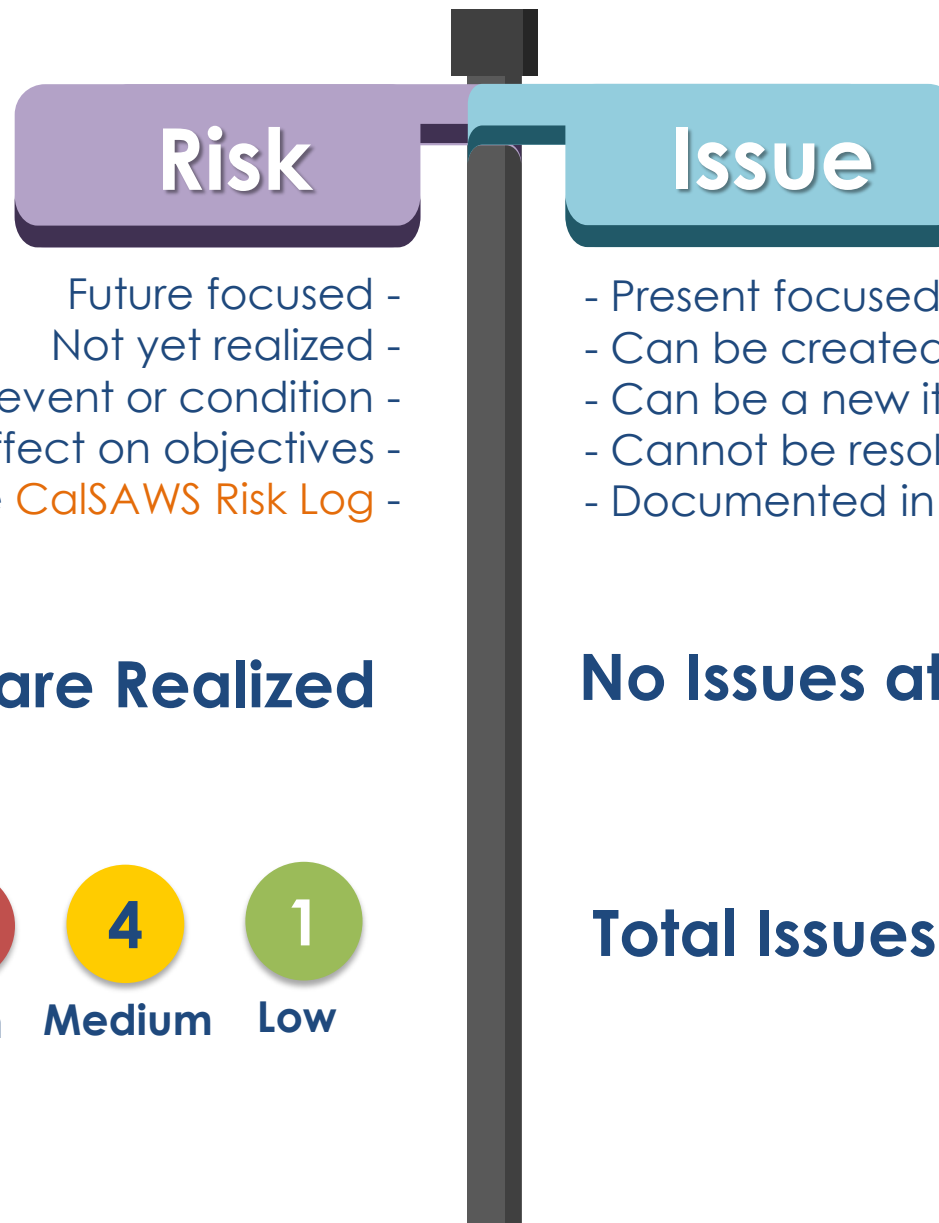
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

| Readiness Area* | | Readiness Category | Comments |
|-----------------|----|-------------------------------------|---|
| Training | C | FDEL 8 Master Training Plan | <ul style="list-style-type: none"> Complete. |
| | C | ILT Training Curriculum Complete | <ul style="list-style-type: none"> Core curriculum complete. County-specific ILT curriculum walkthroughs occurred October - November. County-specific ILTs completed 12/09/23. |
| | G | Wave 3 County Classroom Set-Up | <ul style="list-style-type: none"> Classrooms identified and confirmed for Wave 3 counties. Connectivity testing complete for ET/TTT. Room set-up and connectivity testing for End User Training in progress. |
| | G | WBT Training Delivery | <ul style="list-style-type: none"> Early Training WBTs started 11/28/22. End User WBTs started 12/16. |
| | G | ILT Training Delivery | <ul style="list-style-type: none"> ET/TTT started 1/17/23 for Orange and Santa Barbara and 1/24/23 for Ventura End-User Training starts 02/27/23 for end-user training. |
| Organization | C | Change Discussion Guides (CDGs) | <ul style="list-style-type: none"> Orange, Ventura & Santa Barbara signed off |
| | G | Communications | <ul style="list-style-type: none"> Infographics for February on schedule |
| | C | Business Process Reengineering | <ul style="list-style-type: none"> BPR Complete |
| | G | Configuration | <ul style="list-style-type: none"> Configuration Kickoffs complete Orange County Configuration sessions completed (1/4/23 – 1/13/23), Ventura Configuration complete (1/18/23 – 1/27/23) and Santa Barbara in progress (1/23 – 2/10/23) |
| | G | Process Simulation | <ul style="list-style-type: none"> County Participant identification Confirmation in Progress Process Simulation Execution scheduled for Wave 3 Counties (Orange 2/13/23 – 2/24/23, Ventura 2/27/23 – 3/10/23, and Santa Barbara 2/27/23 – 3/10/23) |
| Implementation | NS | Implementation Planning | <ul style="list-style-type: none"> Post-Implementation Planning will begin at T-4 for Wave 3 |
| | NS | County Prep | <ul style="list-style-type: none"> County Prep Phase for Wave 3 will begin at T-6 weeks. |
| | G | Pre and Post Implementation Support | <ul style="list-style-type: none"> Implementation team is drafting County Profiles (for discussion with W3 Counties in February 2023) |
| | G | Help Desk | <ul style="list-style-type: none"> Wave 3 Helpdesk Kickoff conducted 9/27 Delegated Admin Training conducted 10/26 County Tier 1 Fulfiller Training – Completed weeks of 12/5 and 12/12 Tier 1 and Delegated Admin Refresher Training hosted on 2/23 Q & A Session scheduled for 3/9 |
| | Y | County Ad Hoc Reports | <ul style="list-style-type: none"> Orange County has identified 67 Ad Hoc reports that need to be refactored before go-live. Orange County is receiving assistance from Gainwell to complete the refactoring effort. Santa Barbara has identified 30 reports that need to be refactored within 30 days of go-live. Santa Barbara has requested assistance from Gainwell to complete the refactoring effort. Ventura has identified 21 reports that needs to be refactored for go-live. |

Readiness Dashboard



Risks and Issues



Monitoring - No Risks are Realized

Total Risks



No Issues at this Time

Total Issues



Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|---|--|------------------------|
| 258.3 | The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window | <p>The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window</p> <p>February 10, 2023: Mock Cutover 3B is complete and results will be shared by Friday, 2/17</p> <p>Business Impact Mitigation Options:</p> <ul style="list-style-type: none">• 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:<ul style="list-style-type: none">• 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)• Additional technical options being evaluated to reduce conversion timings:<ul style="list-style-type: none">• Technical Lower Risk Options<ul style="list-style-type: none">• Performance tuning conversion ODI code ← Continue to Progress• Upgrade the EC2 Oracle Database in Prod j ← Completed 2/11• Technical Higher Risk Options – Business Discussion Required<ul style="list-style-type: none">• Closed cases > 2 years: Identify no changes and convert early ← Team is assessing feasibility for downstream (i.e., post Wave 2) Waves• More conversion ODI transformation boxes to convert each county at the same time ← Team is assessing technical throughput and feasibility for downstream (i.e., post Wave 2) Waves | Conversion (Project) |

Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|--|--|--------------------------|
| 268.3 | Implementation Readiness for CalWIN Cutover to CalSAWS | <p>These 3 risks are Low (Green) :</p> <p>Image Scalability and Performance (Risk #256) – CalSAWS Imaging solution has maintained stability and performance. Second performance test planned for April 2023 for 58 county workload</p> <p>County Readiness (Risk #262.3) – Risk was updated to Green at 1/22/23 RMG as County readiness materials for Waves 1 and 2 were finalized and templates/lessons learned applied to future waves. Will continue to track county feedback</p> <p>County Image Migration Readiness (Risk #264.3) – The W3 Counties are on track to complete scheduled milestones as reported in the Weekly DD&I Status Report</p> <p>These 4 risks are Medium (Amber) and cause parent Risk 268 to be Medium:</p> <p>Batch Performance (Risk #237.3) – Tracking ongoing tuning and testing for batch cycle in support of Wave 3. 58 County data testing executes by 2/6/23 for 10-day discontinuance cycle, then end of month and main payroll to follow as next priority</p> <p>County Report Refactoring and Ancillary System Timelines (Risk #269.3) - Reports identified by W3 counties for refactoring, Burndown charts in the Weekly DD&I Status Report to track development and acceptance progress as of 1/22/23:</p> <ul style="list-style-type: none"> • Orange: 68 reports needed for go live, 0 complete • Santa Barbara: 33 reports needed for go live, 0 complete • Ventura: 0 of 21 reports needed for go live, review in process for adds <p>County Reconciliation and Submission of State Reports (Risk 279.3)- CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports, sharing lessons learned from Wave 1 on reconciliation out of 2 systems during initial go live. Biweekly State & Fiscal Reports support meeting every other Thursday eff 2/3/2022 - 5/26/2023</p> <p>Production and CDV Defect Resolution (Risk #280) - Risk tracks resolution of defects from Wave 1 and 2, Converted Data Validation, and Production. Weekly DD&I Status Report as of 1/29/23 - 58 P2s (42 by 2B cutover, 16 7 days post cutover), 44 P3, 4 P4 (include in go live packet if needed for alt procedure)</p> <p>February 10, 2023: Waves 3-4 status to be updated at Feb PSC/JPA</p> | Implementation (Project) |

Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|--------------------|--|---|------------------------|
| 278.3 (RETIRED) | CalWIN OCM Implementation Support Plan Deliverable | <p>W3 preparation associated with pre, and post implementation support is on track</p> <ul style="list-style-type: none">• Create the tactical details for pre/post-implementation support, county prep, to outline the who, when, and where• Work with each project team identified in the Implementation Support Plan to coordinate and get commitment of resources to execute the support model• Communicate to the Counties the finalized plans, schedule, and coordinate on-site resources and equipment/room needs• Conduct County Prep Kickoff <p>Retrospectives will be conducted for W2 post-implementation in early April 2023 that will further information post-implementation support refinements for W3</p> <p>Workload impact calculation to be defined starting at T-2 for Go Live Packet related items</p> <p>February 3, 2023: Recommending that Risk 278 be retired as this risk was initially regarding the ISS Del-10 Post Implementation Support Plan (DEL-10 was approved in September 2022). There is a schedule for W3-W6 conversion defect burndown (conversion strike team for the Go Live Packet) and Post Implementation Support structure for W3-W6, which is on schedule</p> | Applications (Project) |

Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|---|--|-----------------------------|--------------|-------------|----|----|-------|-------------------------------|---|----|----|---|----|--------------------|---|----|----|---|----|------|----|--------------------|----------------|--------------|-------------|------------|---|----|----|---|----|----------------------------|---|----|---|---|----|------------|---|---|---|---|---|------------|---|---|----|---|----|------------|---|---|---|---|---|------------|---|---|---|---|---|------------|---|---|---|---|---|------------|---|---|---|---|---|------------|---|---|---|---|---|------------|---|---|---|---|---|-------------|---|----|----|---|----|----------------------|
| 268.3 | Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-Live could impact County Case Worker business Post Go-Live | <p>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</p> <p>Open Wave 1 CalWIN Production Defects</p> <p>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>Open Converted Data Defects by Status</p> <p>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> <p>February 3, 2023: Updated statistics as of 2/6/23 Weekly Status Report below. Any P2s listed as Post Cutover are targeted for the week after cutover.</p> | 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 | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Risk and Issues: Wave 3

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|--|---|--------------------------|
| 285.3 | Preparing CalWIN counties to operationalize CalSAWS after their Go-Live | <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">• Develop County Profiles• Calculate Resources Needed• Finalize Post Implementation Needs/Structure with County• Finalize Post Implementation Needs/Structure with County• Investigate other options for implementation support | Implementation (Project) |

Risks and Issues: Wave 3

Risks related to CalWIN Counties Cutover Readiness Needs Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|--|--|--------------------------|
| 262.3 | The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information | The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction. | Implementation (Project) |
| 264.3 | CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates | <p>Delays in CalWIN counties predecessor activities (such as securing external legacy vendors for export support, mapping document types for each county, using Snowball as data transfer method, and completing the test batch phase on time) may delay cutover dates within each county. Further, counties must complete their predecessor activities by the deadline if they want to start exporting/importing on time. As a result of early pitfalls associated with predecessor tasks, Wave 1 counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk.</p> <p>Status: The Counties are meeting, and all due dates and are on track to complete scheduled milestones by deadlines as reported in the Weekly DD&I Status Report</p> <p>February 10, 2023: Supplemental Delta 1 Completion Dates:</p> <ul style="list-style-type: none"> • Ventura - 02/07/23 (1st Delta had to be reprocessed to remove duplicate files) • Orange - 02/17/23 (1st Delta had to be reprocessed to remove duplicate files) • San Barbara- 02/28/23 (County is still working to generate Delta by 2/28) | Implementation (County) |
| 269.3 | CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live | The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk | Implementation (County) |

Wave-3: Key County Milestones & Tasks

Delete when updated

| Milestone/Task | Status | Target Start Date | Target End Date | Percent Complete |
|--|-----------------|-------------------|-----------------|------------------|
| Training – LMS: Load Users, Build and Load Courses, Test Reports | Complete | 11/14/22 | 12/16/22 | 100% |
| Wave 3 County Data Validation | Not Started | 1/30/23 | 02/10/23 | 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 | 02/13/23 | 03/17/23 | 0% |
| CalWIN County Interface Testing | Behind Schedule | 01/04/23 | 03/09/23 | 73% |
| State Interface Testing | In Progress | 01/04/23 | 03/09/23 | 90% |
| T-12 Readiness Survey Distribution | Complete | 04/22/22 | 05/06/22 | 100% |
| T-9 Readiness Survey Distribution | Complete | 07/15/22 | 08/05/22 | 100% |
| T-6 Readiness Survey Distribution | Complete | 10/24/22 | 11/04/22 | 100% |
| T-3 Readiness Survey Distribution | Not Started | 01/23/23 | 02/03/23 | 0% |
| Application Development and System Test 23.03 | Not Started | 01/30/23 | 03/17/23 | 0% |
| County Preparation Phase Kick Off | Complete | 02/14/23 | 02/14/23 | 100% |
| County Preparation Phase | Not Started | 03/13/23 | 04/20/23 | 0% |
| County Networking Connectivity | In Progress | 07/01/22 | 2/20/23 | 100% |
| Contact Center Model Office Simulation | Not Started | 04/10/23 | 04/21/23 | 0% |
| End-User Training | Not Started | 02/27/23 | 04/21/23 | 0% |
| Pre and Post Deployment Support | Not Started | 02/24/23 | 06/23/23 | 0% |
| Wave 3 CalSAWS Go-Live | Not Started | 04/21/23 | 04/24/23 | 0% |

Wave 3 – County Readiness Summary

| Readiness Area | Status * | Orange | Status* | Santa Barbara | Status* | Ventura |
|----------------|----------|--|---------|--|---------|--|
| Application | G | Contact Center SCR: CA-240160 | G | Contact Center SCR: CA-240161 | G | Contact Center SCR: CA-240162 |
| Integration | G | Execute Interface Testing with State and Consortium Partners | G | Execute Interface Testing with State and Consortium Partners | G | Execute Interface Testing with State and Consortium Partners |
| Conversion | G | Mock Cutover 3B scheduled for February 2023 | G | Mock Cutover scheduled for February 2023 | G | Mock Cutover scheduled for February 2023 |
| Technical | G | Wave 3 County Networking Connectivity Readiness | G | Wave 3 County Networking Connectivity Readiness | G | Wave 3 County Networking Connectivity Readiness |
| Training | G | Wave 3 Early Training & TTT Started (Early ILT) 1/17/2023 | G | Wave 3 Early Training & TTT Started (Early ILT) 1/17/2023 | G | Wave 3 Early Training & TTT Started (Early ILT) 1/24/2023 |
| Implementation | G | 68 Ad Hoc reports to refactor | G | 33 Ad Hoc reports to refactor. | G | 35 Ad Hoc reports to refactor. |
| Organizational | G | T-3 Survey on track. | G | T-3 Survey on track. | G | T-3 Survey on track. |

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

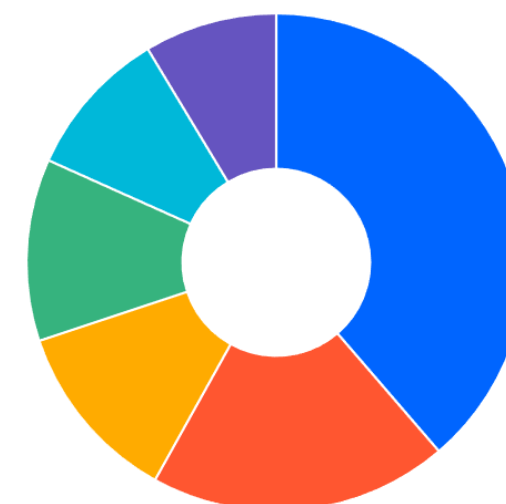
*Information included is as of February 17, 2023

Wave 3 All Tasks Due Next 30 Days by Readiness Category

Wave 3 County Readiness Checklist Activities by Status (as of 02/17/2023)

| Status | 00 All Counties | 06 Orange | 07 Santa Barbara | 08 Ventura | Wave 3 Counties | T: |
|-----------------------------|-----------------|------------|------------------|------------|-----------------|-------------|
| COMPLETED | 11 | 472 | 437 | 428 | 71 | 1419 |
| NOT STARTED | 2 | 98 | 99 | 98 | 101 | 398 |
| IN PROGRESS | 0 | 98 | 91 | 94 | 27 | 310 |
| Total Unique Issues: | 13 | 668 | 627 | 620 | 199 | 2127 |

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



Implementation Readiness Category

Total Issues: 93

| | |
|--------------------------|----|
| Conversion Readiness | 36 |
| Application Readiness | 18 |
| Change Readiness | 11 |
| Training Readiness | 11 |
| Technical Readiness | 9 |
| Implementation Readiness | 8 |

Orange County Readiness Summary

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

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|-----------------------------------|-------------|-------------|------------|------------|
| Application Readiness | 6 | 17 | 45 | 68 |
| Change Readiness | 1 | 7 | 57 | 65 |
| Conversion Readiness | 6 | 0 | 10 | 16 |
| Implementation Readiness | 8 | 18 | 48 | 74 |
| Technical Readiness | 4 | 1 | 36 | 41 |
| Total Unique Issues: | 29 | 46 | 234 | 309 |

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

| Activity Owner | Application Readiness | Implementation Readiness | Technical Readiness | Training Readiness | T: |
|-----------------------------|-----------------------|--------------------------|---------------------|--------------------|----------|
| IPOC | 3 | 1 | 0 | 0 | 4 |
| PPOC | 1 | 1 | 0 | 0 | 2 |
| TPOC | 0 | 0 | 1 | 0 | 1 |
| TPOC/PPOC | 1 | 0 | 0 | 0 | 1 |
| Training Team - County | 0 | 0 | 0 | 1 | 1 |
| Total Unique Issues: | 5 | 2 | 1 | 1 | 9 |

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 | Remediation Plan |
|---|---------|-------|------------------|
| 1 | | | |
| 2 | | | |

Past Due Activity Highlights:

1. Application Readiness:

- Conduct Business Process Simulation Testing: Disposition findings based on agreed upon resolution
- Conduct Business Process Simulation Testing: Execute Process Simulation Scenarios
- IPT: Complete Interface Partner File Exchange Testing of the connectivity to the new CalSAWS server addresses.
- Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep
- Imaging Installation: PROD - Validate Response to CRFI 23-022 - Validate Imaging Offices

2. Implementation Readiness:

- Contact Center: Readiness - Model Office - Develop Model Office Scripts
- Implementation: Business Continuity Plan - Update Business Continuity Plan (if needed)

3. Technical Readiness

- API: Prepare for API Go Live (Training, Local System Updates, etc.)

4. Training Readiness

- Training: Delivery - Attend ILT Early Training Group 4

Santa Barbara County Readiness Summary

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

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|-----------------------------------|-------------|-------------|------------|------------|
| Application Readiness | 8 | 14 | 41 | 63 |
| Change Readiness | 1 | 7 | 58 | 66 |
| Conversion Readiness | 14 | 1 | 1 | 16 |
| Implementation Readiness | 4 | 20 | 46 | 70 |
| Technical Readiness | 2 | 1 | 25 | 28 |
| Total Unique Issues: | 31 | 46 | 207 | 284 |

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

| Activity Owner | Application Readiness | Implementation Readiness | Training Readiness | T: |
|-----------------------------|-----------------------|--------------------------|--------------------|----------|
| IPOC | 2 | 0 | 0 | 2 |
| PPOC | 0 | 1 | 0 | 1 |
| Training Team - County | 0 | 0 | 1 | 1 |
| Total Unique Issues: | 2 | 1 | 1 | 4 |

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 |
|---|---------|-------|----------|------------------|
| | | | | |
| | | | | |

Past Due Activity Highlights:

1. Application Readiness:

- IPT: Complete Interface Partner File Exchange Testing of the connectivity to the new CalSAWS server addresses
- IPT: Interface Partner to Confirm inbound & outbound IP address details and perform Telnet / Test connectivity

2. Implementation Readiness:

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

3. Training Readiness:

- Training: Delivery - Attend ILT Early Training

Ventura County Readiness Summary

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

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|-----------------------------------|-------------|-------------|------------|------------|
| Implementation Readiness | 7 | 20 | 43 | 70 |
| Change Readiness | 0 | 7 | 58 | 65 |
| Application Readiness | 8 | 17 | 37 | 62 |
| Training Readiness | 1 | 3 | 36 | 40 |
| Technical Readiness | 1 | 1 | 22 | 24 |
| Total Unique Issues: | 31 | 48 | 198 | 277 |

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

| Activity Owner | Application Readiness | Implementation Readiness | T: |
|-----------------------------|-----------------------|--------------------------|----------|
| IPOC | 0 | 3 | 3 |
| TPOC | 0 | 1 | 1 |
| TPOC/PPOC | 1 | 0 | 1 |
| Total Unique Issues: | 1 | 4 | 5 |

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:

1. Application Readiness:

- Imaging Installation: PROD - Validate Response to CRFI 23-022
- Validate Imaging Offices

2. Implementation Readiness:

- Analytics & Reporting: Build Refactored Reports
- Contact Center: Readiness - Model Office - Develop Model Office Scripts
- Contact Center: Design - Approve Contact Center Design Document (SCR CA-240162)

Application Readiness: System

System Test: 23.03 In Progress

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

Test Execution Results

| | |
|-----------------|--------------|
| Total Scripts : | 1088 |
| Not Executed: | 3.77% (41) |
| In Progress: | 1.47% (16) |
| Pass: | 74.45% (810) |
| Fail: | 18.01% (196) |
| Blocked: | 2.3% (25) |
| Completed: | 1031 |
| Remaining: | 57 |
| Progress: | 94.76% |

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: | End Date: |
| 07/11/2022 | 08/05/2022 |

61 of 61 scripts completed

Severity 1 and 2 defects resolved: Complete - no defects reported.

Performance Testing

Hyland Platform Performance Testing: Completed

Application Readiness: User Acceptance Testing

UAT Complete

Key Dates:

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

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

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

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

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

Application Readiness: Contact Center

Technical Connectivity In Progress

| | |
|------------------------|----------------------|
| Start Date: 01/06/2023 | End Date: 04/21/2023 |
|------------------------|----------------------|

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

Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation In Progress

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

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

Setup and Training In Progress

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

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

Application Readiness: BenefitsCal

Conversion Readiness Not Started

Training & Communications Not Started

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

System Operations Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment Not Started

- Develop Production Cutover Checklist
- Decision to proceed with BenefitsCal Production Cutover

Conversion Readiness

Conversion Readiness In Progress

Key Dates:

Golden Data Set #10 Ready: On Schedule

Cutover 3A: 03/13/2023 – 04/20/2023

Cutover 3B: 04/21/2023 – 04/24/2023

Mock Cutover – 3A completed February 1, 2023.
3B began early February 2023.

CDV In progress

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

- Converted Data Testing: In progress
- Orange, Santa Barbara, and Ventura participating
- 160 findings, 50 closed, 28 duplicates and 82 under review

Integration Readiness

Interface Partner Test In Progress

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

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

Project Integration Readiness is dependent on the County's readiness and development preparedness at the start of IPT on 1/4/2023.

Technical Readiness

County Networking Connectivity In Progress

Start Date: 07/01/2022

End Date:
3/20/23

- Network circuit delivery complete.
- Network changes and integration completed
- Network IPT and Ad-hoc readiness testing completed
- Network Compliance Validation and transition to CalSAWS Operations Scheduled

Technical Readiness: Operations

Contingency Restoration Planning Complete

Disaster Recovery Exercise Complete

Batch Operations In Progress

- CalWIN batch schedules in progress: 95% complete.

Technical Readiness: Performance Testing

Performance Test Not Started

- Online performance testing: 3/20/2023 – 4/14/2023

Technical Readiness: Security

Security Test Complete

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

Application Security: CalSAWS Scan/
Remediation Complete

Penetration Testing: Complete

Training Readiness

Training Plan Complete

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

- Wave 3 County specific training plans – Completed and Approved

Training Materials Complete

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

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

Training Delivery In Progress

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

- Wave 3 Early Training & TTT - Started 11/28/22
- Wave 3 staff curriculum assignment – Complete
- Wave 3 Classrooms set-up and certified for ET/TTT - Complete
- Wave 3 Early Training and TTT ILTs started 1/17/22 (Orange and Santa Barbara) and 1/24/22 (Ventura)
- Wave 3 Classrooms set-up and certified for End User ILT – In Progress
- Wave 3 End User ILT Training begins 02/27/23
- Training environment and training data build – Complete
- Generic training accounts for training environment – Complete

Organizational Readiness: OCM

Change Discussions with Staff Complete

End Date: 1/30/2022

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

Readiness Surveys On Schedule

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

- Develop the Wave 3 T-3 Surveys results
- Present the Wave 3 T-3 Surveys results with the Consortia, RMs, and Wave 3 Counties.

Infographics/ Newsletters On Schedule

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

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

Change Network Champions On Schedule

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

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

Organizational Readiness: Business Process Reengineering

W3 BPR Plans Approved Complete

Process Change Inventory Close Out Complete

Automated Actions Enablement Complete

Process Simulation

W3 Process Simulation Planning In Progress

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

- Wave 3 Participants Identification: Complete

Process Simulation Execution In Progress

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

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

Configuration

Configuration Materials Complete

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

W3 Configuration Documentation & Validation Complete

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

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

Implementation Readiness

Implementation Planning In Progress

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

County Prep Not Started

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

- 41 county prep activities instructions complete – to be updated for Wave 3 if applicable.
- Kick Off Meeting completed 02/14/2023
- County Prep to begin 03/13/2023

Post-Deployment Support Not Started

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

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

Implementation Readiness: Help Desk and System Operations

Help Desk In Progress

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

Plans for enhanced communications to County Help Desk: Complete

ServiceNow Training for County Help Desks:
Delegated Admin Training conducted 10/26.
County Tier 1 Fulfiller Training – Completed weeks of 12/5 and 12/12
Tier 1 and Delegated Admin Refresher Training hosted on 2/23
Q & A Session scheduled for 3/9

System Operations Complete

- CalWIN Counties Access to the Sandbox Environment: Complete
- Engage the Counties on Staff Profile/Security Administration Updates: Complete

Implementation Readiness: County Ad-Hoc Reporting

County Ad Hoc Reporting In Progress

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

County Education Sessions:

- Wave 3 - Complete

County Report Refactoring
Wave 3 identified 829 reports in need of refactoring.

- Orange: has 68 reports to refactor by go-live. 0 are complete. Orange has requested assistance from Gainwell.
- Santa Barbara: has 33 reports to refactor by go-live. 0 are complete. Santa Barbara has requested assistance from Gainwell.
- Ventura: has an estimated 21 reports to refactor by go-live. 0 are complete.

Contact Information

THE
POWER
OF 58

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

THE RESULTS
ARE POWERFUL.

CalSAWS

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