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**

THE POWER OF 58

Readiness Packet

Application Readiness

Development / System Test

Deploy Release 23.03	March 20, 2023	Project

Deploy Release 23.01 Test Execution Results*									
Test Execution Results	**Total Scripts**	**Not Executed**	**In Progress**	**Pass**	**Fail**	**Blocked**	**Completed**	**Remaining**	**Progress**
	1088	3.77% (41)	1.47% (16)	74.45% (810)	18.01% (196)	2.3% (25)	1031	57	**94.76%**

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

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

Application Readiness: UAT

User Acceptance Test

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

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

Application Readiness: Imaging

Functionality

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

Performance Testing

Imaging Performance test for Wave 3 was completed as part of the LA County go-Live performance test cycles completed March 2022

Hyland Platform Performance Test	Complete	Metric/Completion to Plan	Project
Additional Hyland Platform Performance Test	In Progress	Test completed. Configuration tuning to address findings for 58+ county load targeted for 2/17/23.	Project

Images Migration

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

Imaging UAT

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

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

Application Readiness: Contact Center

Contact Center

Technical Connectivity	50%	
Update IVR Contact Flows for each County	3 of 3 Approved	Both
Approval of County Contact Center SCRs*	3 of 3 Approved	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – tentative start 04/10/2023	0%	Both

*Contact Center SCRs:
- CA-240160 – Orange
- CA-240161 – Santa Barbara
- CA-240162 – Ventura

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

Application Readiness: Central Print

Kickoff			
Kickoff Meeting Completed	Complete	1 Completed of 1 Planned	Both
Configuration/Validation			
Configuration Meetings	Complete	3 Completed of 3 Planned	Both
Validation Meetings	In Progress	0 Completed of 3 Planned	Both
Configuration Load	Not Started	0 Completed of 3 Planned	Project
Setup and Training			
Portal Users Loaded	Not Started	0 Completed of 3 Planned	Project
Inventory Confirmed	Not Started	0 Completed of 1 Planned	Project
Training Materials Completed	Complete	1 Completed of 1 Planned	Project
Training Delivery	Not Started	0 Completed of 2 Planned	Both

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

Application Readiness: BenefitsCal Conversion

Conversion Readiness

Provide extract of the CBO to the counties	Complete	01/10/2023	Project
Extract CBO User information from MyBCW for Wave 3 counties to perform mock run 1	Complete	01/03/2023	Project
Extract CBO User information from MyBCW Prod for Wave 3 counties	Not Started	Target 3/27/2023	Project

Converted Data Test

Validate CBO user load into ForgeRock – Mock Run 1	Complete	02/09/2023	Project

Training Delivery

Deliver training for CSC and Help Desk staff	Not Started	Target – March 2023	Project
Deliver training for CBOs - Community Based Organizations	Not Started	Target – March 2023	Project

Communications

Confirm Communications Plan for BenefitsCal	Complete	Communication plan drafted and reviewed with w3 RM's – on 02/16/2023.	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin late March.	Both

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

BenefitsCal Implementation Readiness

System Operations

Confirm Command Center schedule and communication schedule	Not Started	04/10/2023 - 04/14/2023	Project
Contingency Planning	Not Started	04/10/2023 - 04/14/2023	Project
Prod Deployment Plans			
Develop Production Cutover Checklist (Target → MM/DD/YY)	Not Started	Target – 03/30/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 04/14/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) (Target → MM/DD/YY)	Not Started	04/10/2023 - 04/14/2023	Project
Confirm Wave Cutover to BenefitsCal (Target → MM/DD/YY)	Not Started	04/10/2023 - 04/14/2023	Project

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

Conversion Readiness

Conversion Readiness – Wave 3

Conversion defects not resolved prior to Wave Go-Live	As of 2/20/23, there are 86 P2 and 73 P3 and P4 Open Converted Data Defects.	Project
Auto Case Review Match Rate	Match Rate as a result of Wave 2 Mock Cutover is approx. 70% in aggregate across all programs Wave 3 results will be available after the Mock 3B effort completes	Project
Complete Wave 3 Mock Cutovers (Risk 258)	Mock Cutover – 3A completed February 1,2023. 3B began early February 2023. Business Impact Mitigation Strategies for the W2-W6 Cutover Window and Communications with Stakeholders remains In-Progress	Project
Deliver Wave 3 Golden Data Set (GDS) for County Data Validation (CDV)	Wave 3 GDS#10 Delivered	Project
Support Wave 3 County Data Validation - Defect Resolution	CDV began 1/30/23 and completed 2/10/23	Project
Complete Wave 3A (County Preparation) Cutover	Planned for March 13, 2023	Project
Complete Wave 3B (Go-Live) Cutover	Planned for April 24, 2023	Project

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

Integration Readiness

Interface Partner Testing – Begins 01/04/2023

Complete Interface Development – County — County

Interface Names	Orange	Ready for IPT?	Santa Barbara	Ready for IPT?	Ventura	Ready for IPT?
1099 File Writer job	YES	YES	YES	YES	NO	N/A
Paid Warrant Reader job	YES	YES	YES	YES	NO	N/A
Outbound Collections	NO	N/A	NO	NO	NO	N/A
Inbound Collections	NO	N/A	NO	NO	NO	N/A
Warrant Print Writer	YES	YES	YES	YES	YES	YES
Warrant Print Reader	NO	N/A	NO	N/A	NO	N/A
Auditor Controller Writer	YES	YES	YES	YES	YES	YES
Positive Pay file	NO	N/A	YES	YES	NO	N/A
Direct Deposit Writer	YES	YES	YES	YES	YES	YES
Direct Deposit Reader	YES	YES	YES	YES	NO	YES
School Lunch	YES	YES	YES	YES	YES	YES

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

Integration Readiness

Interface Partner Testing – 1/4/2023 - 3/9/2023

Execute Interface Testing with CalWIN County Partners	Behind Schedule	73%	Project
Execute Interface Testing with State and Consortium Partners	On Schedule	90%	Project

CONSORTIUM PARTNERS INTERFACE TESTING		
CONSORTIUM PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Electronic Inter County Transfer (EICT) - CalWIN	3/3	February 9, 2023

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	February 13, 2023
Electronic Benefits Transfer (EBT) - FIS	1/2	March 9, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	February 15, 2023
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	January 19, 2023

CalWIN WAVE 3 COUNTIES INTERFACE TESTING		
CalWIN Wave 3 COUNTY PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Orange County	4/7	March 9, 2023
Santa Barbara County	7/8	March 9, 2023
Ventura County	3/4	March 9, 2023

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

Technical Readiness: Networking

Networking

County Networking Connectivity — Both

CalWIN WAVE 3 COUNTIES				
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
Overall Network Interconnectivity	Completed	100.0%	96.4%	3.6%
Critical Path	Completed	100.0%	100.0%	0.0%

NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
Santa Barbara	On Track	98.3%	96.6%	1.7%
Orange	On Track	98.2%	96.4%	1.8%
Ventura	On Track	98.0%	96.1%	2.0%

Milestone	**Status**	
Wave 3 County Networking Connectivity Readiness		•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

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

Technical Readiness: Operations

Contingency Restoration Planning

Migration Rollback Planning Completed October 2022	Complete	100%	Project

Disaster Recovery Exercise

Disaster Recovery Test Completed October 2022	Complete	100%	Project

Batch Operations

CalWIN Batch Schedules	In Progress	95%	Project

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

Technical Readiness: Performance Testing

Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County)	Not Started	0%	Project

CalWIN Wave 3-6 Batch Performance Schedule and Results

Performance Cycle	Start Date	End Date	Run Time
10-day cutoff*	February 27, 2023	March 10, 2023	TBD
End of Month**	March 20, 2023	March 31, 2023	TBD
10-day cutoff**	April 3, 2023	April 14, 2023	TBD
Main Payroll**	April 17, 2023	April 28, 2023	TBD
End of Month***	May 8, 2023	May 19, 2023	TBD
10-day cutoff***	May 22, 2023	June 2, 2023	TBD
Main Payroll***	June 5, 2023	June 16, 2023	TBD
Contingency for re-execution	June 19, 2023	August 11, 2023	TBD

- *Represents the highest transaction volume day
- **Validation of FSX Storage option
- ***Validation of io2 Storage option

Note: Successful completion of the 3 cycles within the batch window will indicate that all cycles can complete within the batch window

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

Technical Readiness: Performance Testing

CalSAWS 48 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	20th Mar 2023	31st Mar 2023	Not Started
#2 - CalSAWS Online + APIs	04th Apr 2023	14th April 2023	Not Started

CalSAWS 48 County Online Performance Test

Category	SLA	SLA Met % & Avg. Server Response Time
Screen to Screen	Peak - 98% [<=2s]	
	Prime - 99.9% [<= 10s]	
EDBC	Peak - 95% [<= 3s]	
	Prime - 99.9% [<= 20s]	
Search	Peak - 95% [<=6s]	

Online Performance Test Findings –

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

Technical Readiness: Security

Application Security

CalSAWS Scans/Remediation Completed	Completed	100%

Penetration Testing

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

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

Training Readiness

Training Plan

Wave 3 Draft County-Specific Training Plans completed and submitted for County reviews.	Complete	100%	Both
Training Environment/Build Training Data	Complete	100%	Project
Create Training Accounts in Training Environment	Complete	100%	Project

Training Materials

Wave 3 County-specific ILT training materials finalized and reviewed	Complete	100%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete	100%	Project

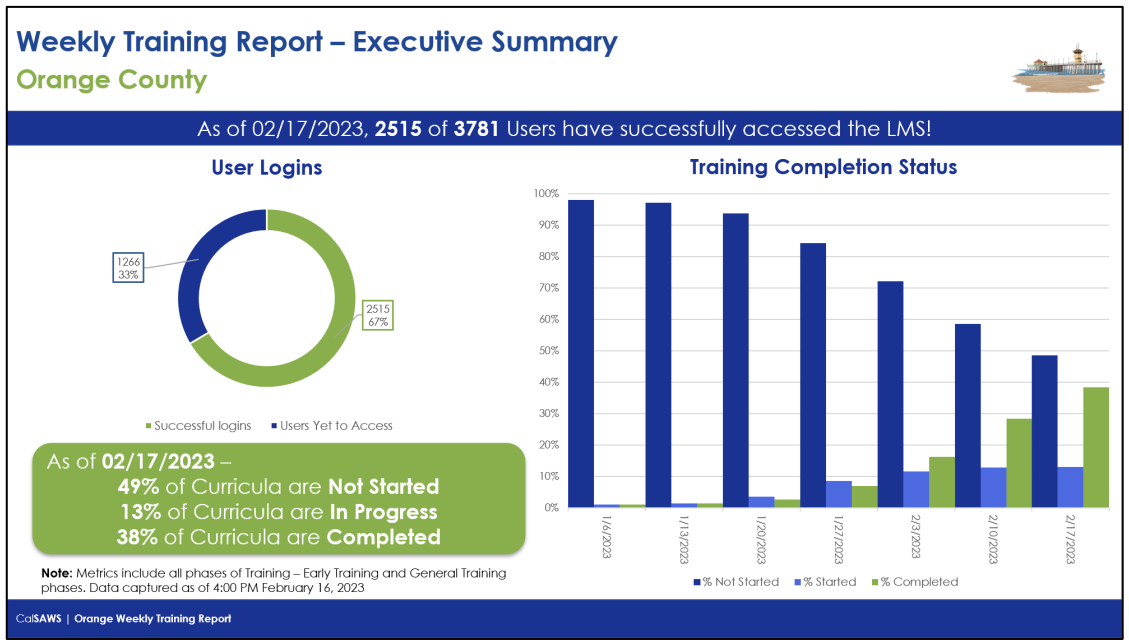
Training Delivery

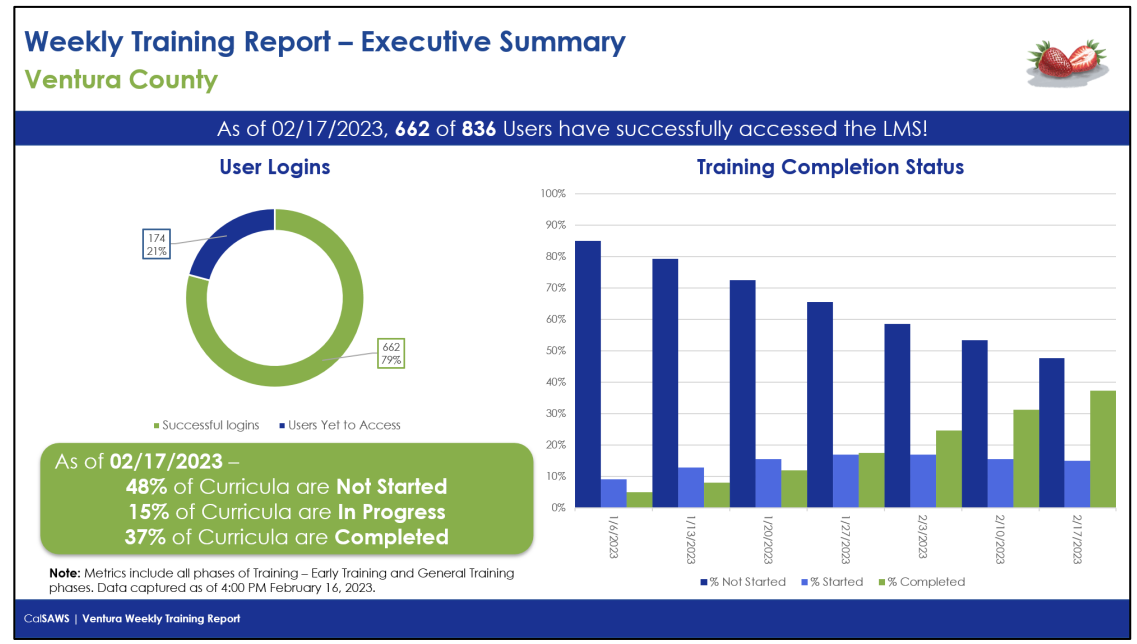
Wave 3 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 3 staff course assignments / registration for Early Training & TTT ILT	Complete	100%	Project
Wave 3 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Complete	100%	Project
Wave 3 Early Training & TTT Started (WBT) – start 11/28/22	In Progress	95%	Both
Wave 3 End-User Training Started (WBT) – start 12/19/22	In Progress	46%	Both
Wave 3 Early Training & TTT Started (ILT) – start 1/17/23 (Orange & Santa Barbara) & 1/24/22 (Ventura)	In Progress	66 Completed of 83 Planned	Both
Wave 3 End User Training (EUT) - start 02/27/2023	Not Started	# Completed of # Planned	Both

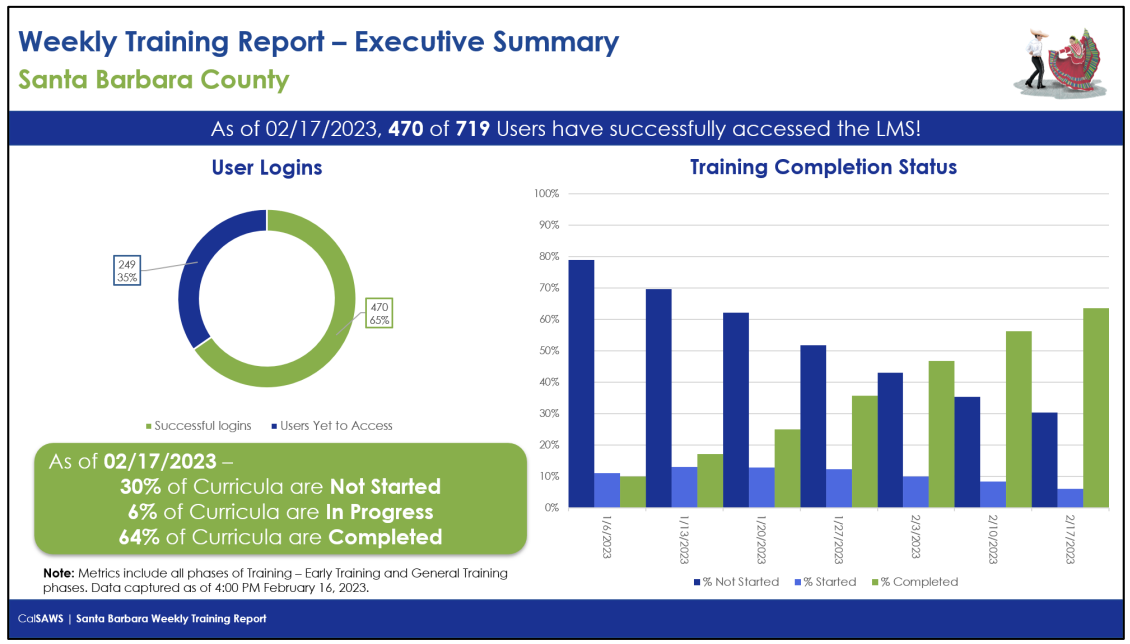
Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Training Readiness

WBT Progress by County

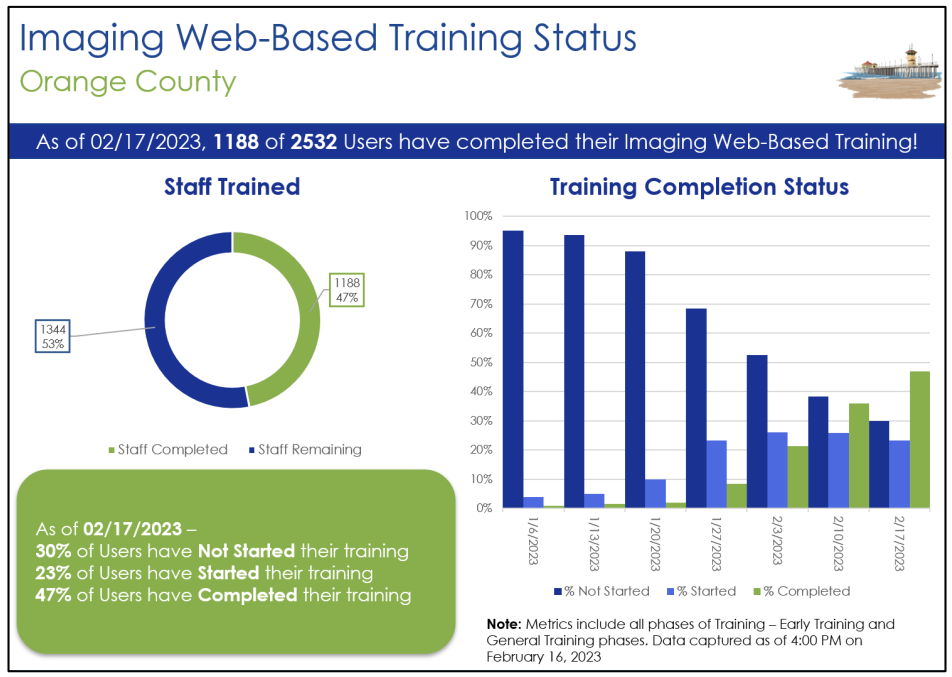


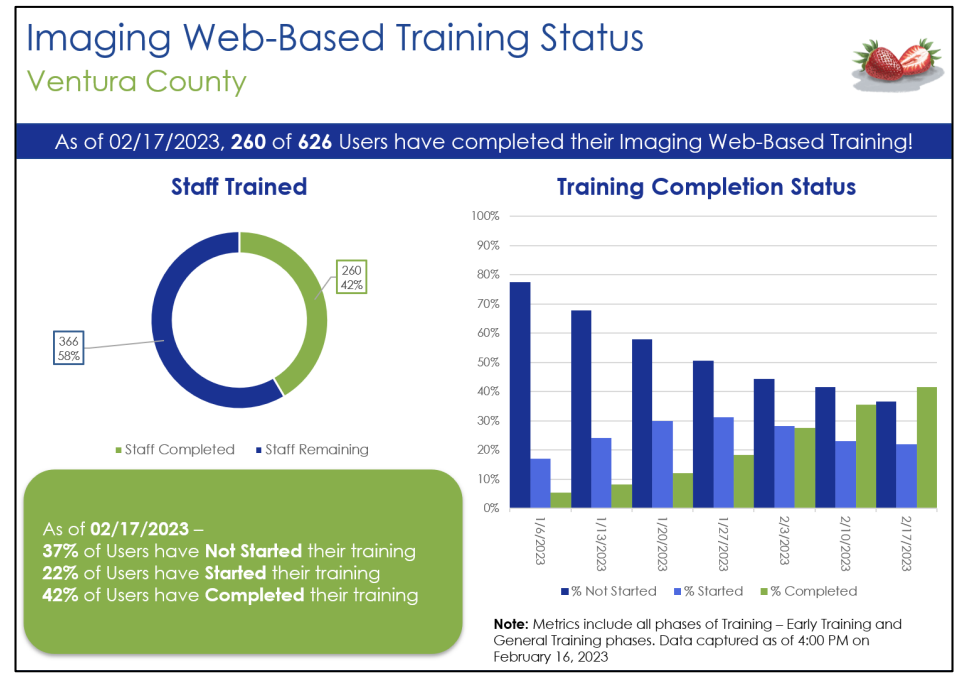


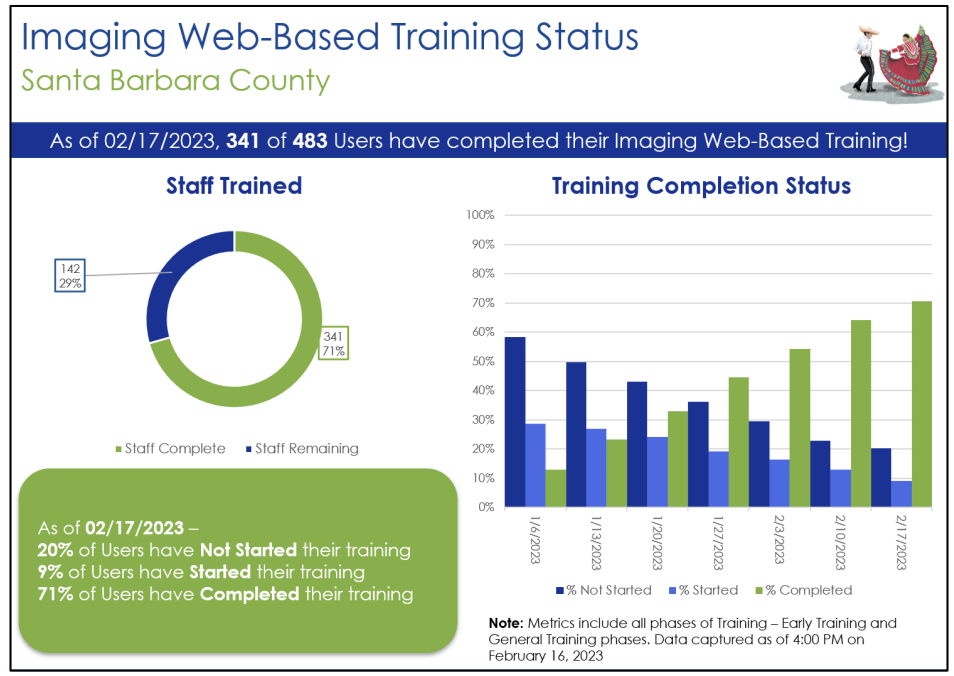


Training Readiness

Imaging WBT Progress by County







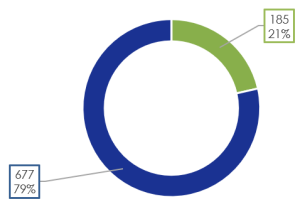
Training Readiness

Contact Center WBT Progress by County

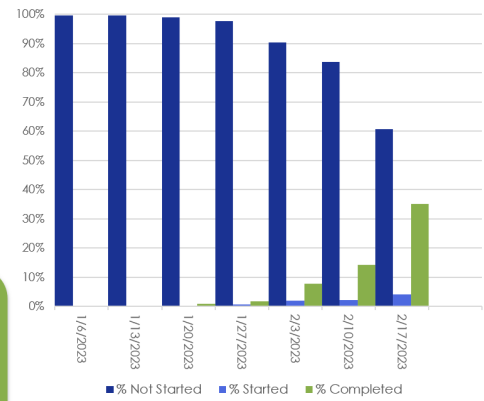
Contact Center Web-Based Training Status
Orange County

As of 02/03/2023, **185** of **862** Users have completed their Contact Center Web-Based Training!

Number of Users



Training Completion Status



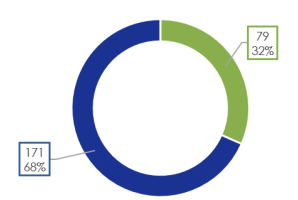
As of **02/17/2023** –
61% of Users have **Not Started** their training
4% of Users have **Started** their training
35% of Users have **Completed** their training

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on February 16, 2023

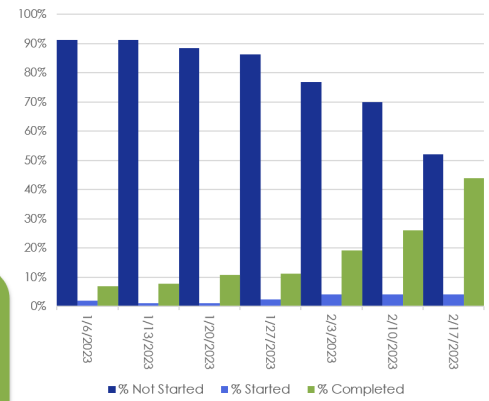
Contact Center Web-Based Training Status
Ventura County

As of 02/17/2023, **79** of **250** Users have completed their Contact Center Web-Based Training!

Number of Users



Training Completion Status



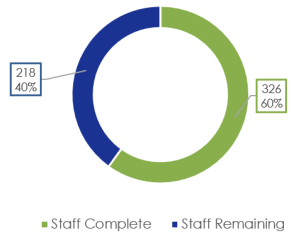
As of **02/17/2023** –
52% of Users have **Not Started** their training
4% of Users have **Started** their training
44% of Users have **Completed** their training

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on February 16, 2023

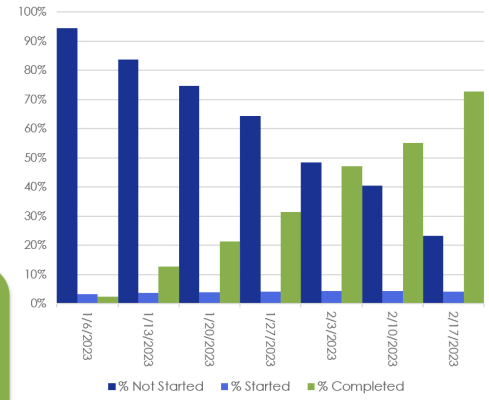
Contact Center Web-Based Training Status
Santa Barbara County

As of 02/17/2023, **326** of **544** Users have completed their Contact Center Web-Based Training!

Number of Users



Training Completion Status



As of **02/17/2023** –
23% of Users have **Not Started** their training
4% of Users have **Started** their training
73% of Users have **Completed** their training

Note: Metrics include all phases of Training – Early Training and General Training phases. Data captured as of 4:00 PM on February 16, 2023

⇆ Organizational Readiness: OCM

Communications & Change Discussion Guides

OCM Plan approved and finalized	Completed	1Completed of 1 Planned	Project
Communications Plan approved and finalized	Completed	1 Completed of 1 Planned	Project
Wave 3 Counties - County and Consortium comments to get to FDEL signoff by 12/14	Completed	1 Completed of 1 Planned	Both
Wave 3 Counties FDEL signoff by 12/14	Completed	1 Completed of 1 Planned	Both
Santa Barbara FWP signoff by 11/7	Completed	1 Completed of 1 Planned	County
Orange FWP signoff by 11/7	Completed	1 Completed of 1 Planned	County
Ventura County FWP signoff by 11/7	Completed	1 Completed of 1 Planned	County
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Completed	3 Completed of 3 Planned	Both

Readiness Surveys

Wave 3 Readiness Surveys T-12	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-9	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-6	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-3	On Schedule	0 Completed of 3 Planned	Both
Wave 3 Readiness Survey T+6	Not Started	0 Completed of 3 Planned	Both

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

⇆ Organizational Readiness: OCM (continued)

Infographics/Newsletters

Infographics for October (Supervisor Authorization and Resource Databank) (CIT 0299-22)	Complete	2 Completed of 2 Planned	Project
Infographics for November (Money Management and Imaging #2) (CIT 0336-22)	Complete	2 Completed of 2 Planned	Project
Newsletter for December (CIT 0378-22)	Complete	1 Completed of 1 Planned	Project
Infographics for December (NOAS in CalSAWS and Caseloads) (CIT 0373-22)	Complete	2 Completed of 2 Planned	Project
Infographics for January (Skip Issuance and WTW Assistance Unit Pag) (CIT 0020-23)	Complete	2 Completed of 2 Planned	Project
Infographics for February (Foster Care in CalSAWS and Building CalSAWS Knowledge)	Completed	2 Completed of 2 Planned	Project
Newsletter for March	Not Started	0 Completed of 1 Planned	Project

Change Network Champion Meetings

CNC Meeting for December	Complete	1 Completed of 1 Planned	Both
CNC Meeting for January	Complete	0 Completed of 1 Planned	Both
CNC Meeting for February	Complete	1 Completed of 1 Planned	Both

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

⇆ Organizational Readiness: BPR

Business Process Reengineering

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

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

⇆ Organizational Readiness: Configuration

Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented.	Project
Distribute Configuration Documentation to Wave-3 Counties	Complete		Project

Conduct Working Sessions with Counties

Orange 01/04/2023 - 01/13/2023	Complete		Both
Ventura 01/18/2023 - 01/27/2023	Complete		Both
Santa Barbara 02/01/2023 -02/10/2023	Complete		Both

Confirm Configuration is ready for Process Simulation

Orange 01/16/2023 - 01/20/2023	Complete		Both
Ventura 01/30/2023 - 02/03/2023	Complete		Both
Santa Barbara 02/13/2023 -02/17/2023	Complete		Both

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

Organizational Readiness: Process Simulation

Process Simulation

Wave 3 Participants Confirmed	Completed	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Completed	Project
Complete W3 Process Simulation Scenario Development	Completed	Project
Complete data staging and JIRA prep	In Progress	Project
Complete configuration setup	Completed	Both
Complete Process Simulation Orientation	Completed	Project
Complete Process Simulation Execution	In Progress	Both
Evaluate and confirm Exit criteria	Not Started	Project
Process Simulation Complete	Not Started	Project

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

Implementation Readiness

Planning

Wave 3 Workplans, Readiness Checklists and ongoing TOSS Meetings	In Progress	Ongoing	Both
Path to Greenlight Communicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)	Project
Go Live Packet Finalized/Updated	Not Started	Will revise, if applicable, March 2023	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project

County Prep

County Prep Materials Finalized	Complete	County Prep Packet distributed 02/06/23	Project
County Prep Kick Off	Complete	Conducted on 02/14/23	Both
County Prep Phase	Not Started	03/13/23 - 04/20/23	Both

Post-Implementation Support

Pre- and Post- Go Live Support Structure Established	In Progress	Implementation Team met with Wave 3 counties in January 2023 to verify county profile information. Site visits have started.	Project
Command Action Center Established	Complete	Completed/Approved	Project

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

Implementation Readiness: Help Desk

Help Desk

County Delegated Admin Training	Complete	Conducted 10/26	Both
County Tier 1 Fulfiller Training	Complete	Conducted during weeks of 12/5 and 12/12	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	Complete	Hosted on 2/23	Both
Q & A Session	Scheduled	Scheduled for 3/9	Both

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

Implementation Readiness: System Operations

Systems Operations

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

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

Implementation Readiness: County Ad Hoc Reporting

Ad-Hoc Reporting Functionality

CalWIN County Education Sessions (i.e., Planned Curriculum)	• **Wave 3:** CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 3 Counties.	Both

CalWIN County Ad Hoc Reports Refactoring	• **Wave 3:** Reviewed 829 reports for refactoring. Approximately 98 need to be refactored before go-live for Wave 3 Counties
	  • **Orange** has identified 261 reports that need to be refactored. Of those, 68 are high priority and needed by go-live. Orange county is receiving support from Gainwell.
	  • **Santa Barbara** has identified 43 reports that need to be refactored. Of those, 33 are high priority and are needed within 30 days post go-live. Santa Barbara is receiving support from Gainwell.
	  • **Ventura** has identified 35 reports that need to be refactored, and 21 are needed by go-live.
		County

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

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