

Wave 4 Implementation Readiness Dashboard and Packet

March 03, 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 4. 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 **March 03, 2023**.

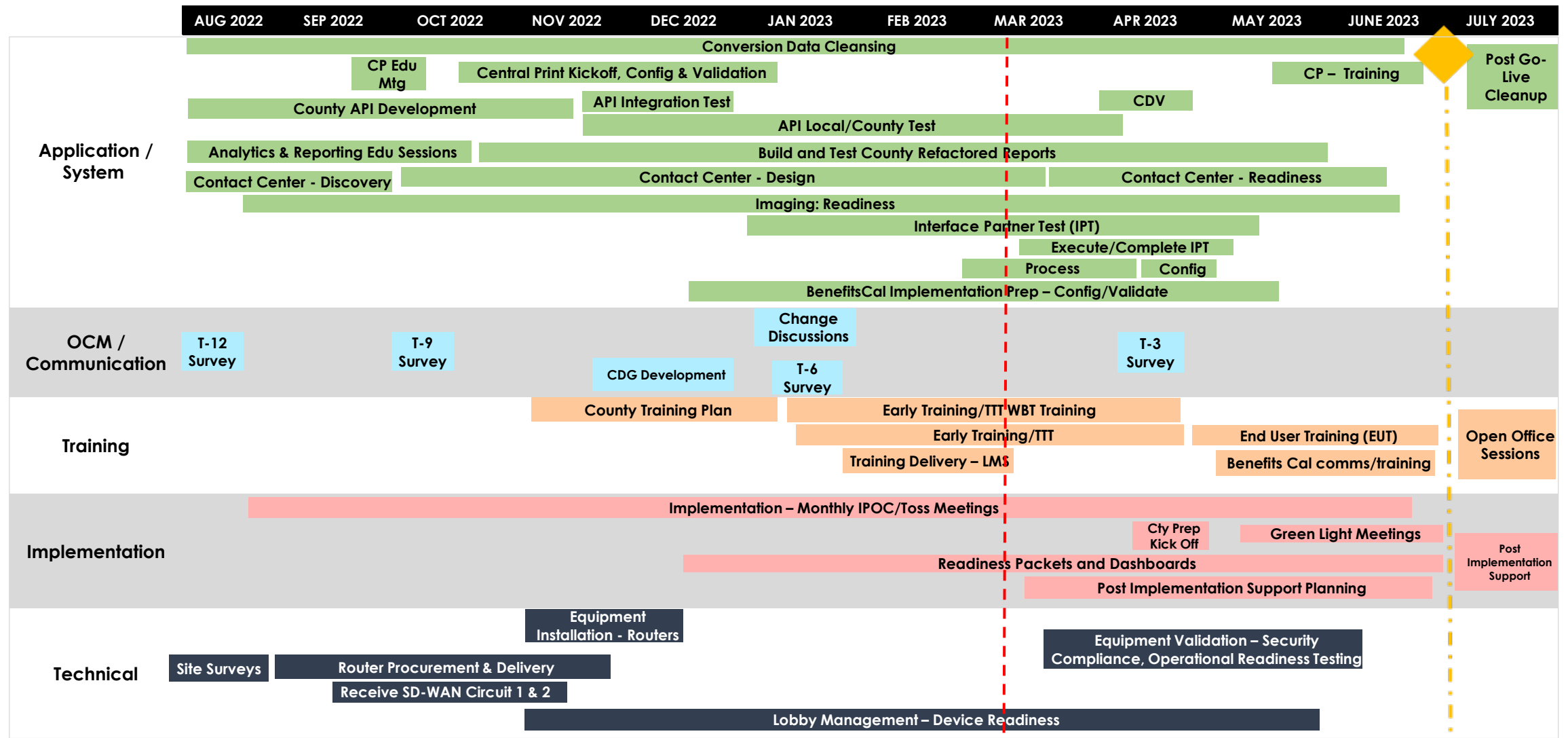


Wave-4 Migration Timeline



Wave 4 Critical Path

San Diego, San Mateo, Santa Cruz, Solano



We are Here

Mock Conversion

A 04/01/23 - 04/05/23

B 04/08/23 - 04/13/23

C 06/03/23 - 06/07/23

County Data Validation

04/10/23 - 04/21/23

Interface Partner Testing (IPT)

02/20/23 - 05/15/23

Change Discussions

12/22/22 - 02/03/23

Readiness Surveys

T-3 04/03/23 - 04/14/23

T-6 01/16/22 - 01/27/23

T-9 10/03/22 - 10/28/22

T-12 07/18/22 - 07/30/22

Contact Center

Approve CC Design 03/10 - 03/24

CC Model Office 06/12 - 06/23

CC Config (WFM) 06/12 - 06/23

Configuration - 03/06/23 - 06/30/23

Process Simulation 03/13/23 - 5/19/23

Early Training & TTT WBT 1/16/22

Early Training & TTT 3/27/23 - 4/21/23

Training Delivery End Users 5/1/23 - 6/30/23

Wave-4 Readiness: Executive Summary

Readiness Areas and Categories

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

| Readiness Area* | | Readiness Category | Comments |
|-----------------|----|---|---|
| Application | NS | Deploy CalSAWS Release 23.05 | <ul style="list-style-type: none"> Targeted for 05/19/2023. |
| | G | Contact Center Readiness | <ul style="list-style-type: none"> IVR Contact Flows for W4 Counties: Approved San Diego: approved as of 12/2/22 San Mateo: approved as of 12/2/22 Santa Cruz: approved as of 12/14/22 Solano: approved as of 12/2/22 Counties are providing details specific to their Contact Center solution configuration, which will be used to inform each County's Contact Center Design Document (SCR). |
| | G | Imaging Readiness | <ul style="list-style-type: none"> San Mateo: Initial export scheduled to start 3/20/23 Santa Cruz: Delta exports and imports are in progress, target complete 5/31/23 Solano: Initial export is in progress, target complete 3/31/23 San Diego: Initial export completed, initial import now in progress. Risk 264.4 for San Diego remains red. |
| | G | BenefitsCal Readiness | <ul style="list-style-type: none"> Extract CBO User information from MyBCW for Wave 4 counties Completed 3/1/23 |
| | G | Central Print Readiness | <ul style="list-style-type: none"> San Diego: in configuration meetings San Mateo, Santa Cruz, & Solano: in validation meetings |
| | C | User Acceptance Testing | <ul style="list-style-type: none"> UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022. |
| Integration | NS | County Interface Partner Test (IPT) Execution | <ul style="list-style-type: none"> IPT scheduled to start for all Wave 4 counties on 3/15/23 |
| | NS | State Interface Partner Test (IPT) Execution | <ul style="list-style-type: none"> IPT scheduled to start with State interface partners on 3/15/23 |
| Conversion | G | Defects Resolution | <ul style="list-style-type: none"> As of 2/6/23, there are 66 P2 and 44 P3 and P4 Open Converted Data Defects. |
| | G | EDBC Match – Auto Review Rates | <ul style="list-style-type: none"> Match Rate as a result of Wave 2 Mock Cutover is approx. 70% in aggregate across all programs |
| Technical | G | County Network Connectivity | <ul style="list-style-type: none"> Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery Track ongoing delivery of secondary circuits to County sites. Completed technical integration (Rework) for San Diego <ul style="list-style-type: none"> Risk 281.4 will be downgraded in rating in lieu of the changes completed Scheduled technical integration for Santa Cruz delayed due to firewall issues at the County. <ul style="list-style-type: none"> Risk 286 Mitigation plan discussed with IPT team to compress timeline while waiting for resolution on firewall |
| | NS | Performance Testing | <ul style="list-style-type: none"> Online performance testing targeted for 5/22/23 - 6/23/23 |

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-4 Readiness: Executive Summary

Readiness Areas and Categories

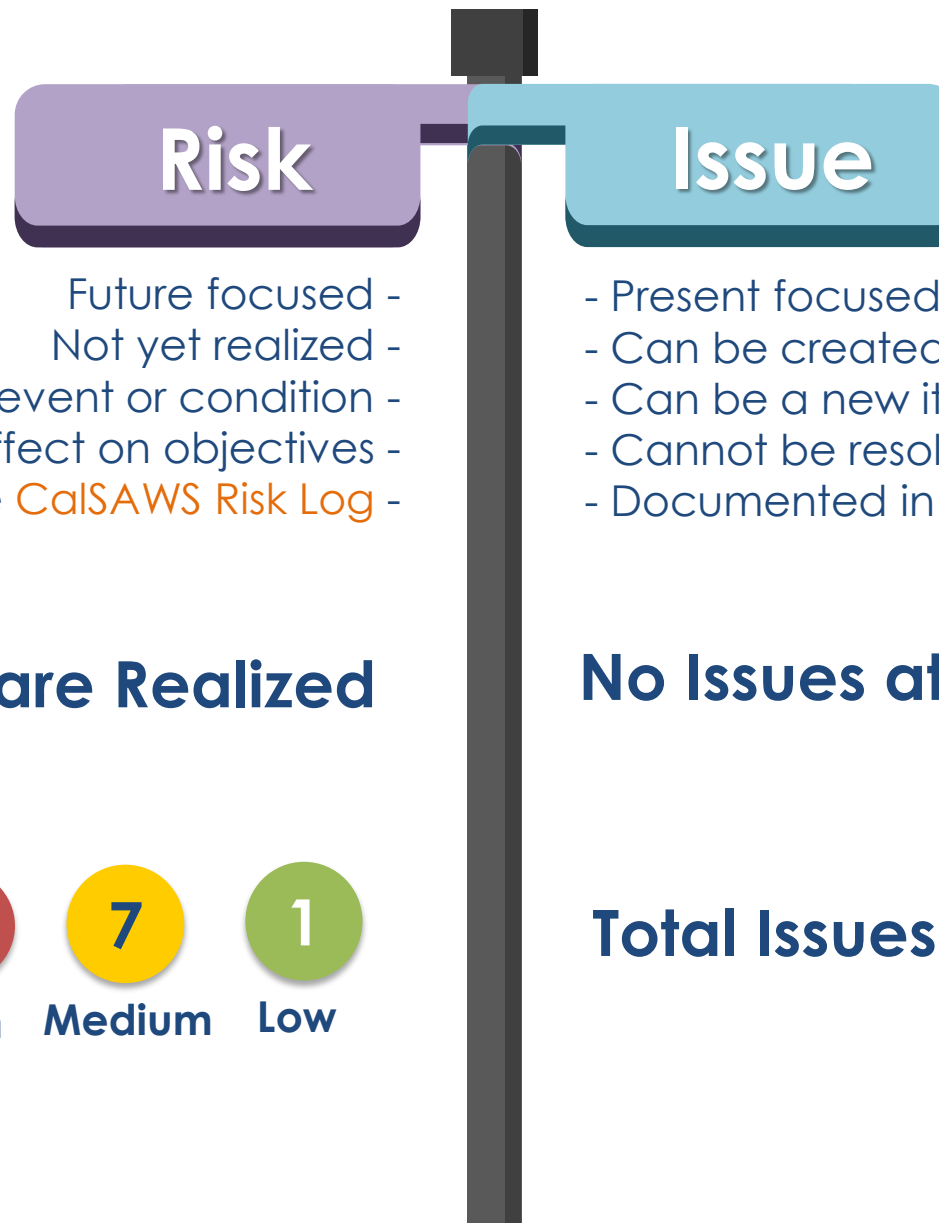
Executive readiness focuses on the critical path to completion with the associated milestones and measures used to track readiness items.

| Readiness Area* | Readiness Category | | Comments |
|-----------------|--------------------|-------------------------------------|--|
| Training | C | FDEL 8 Master Training Plan | • Master Training Plan approved. Monthly updates are ongoing. County Training Plans reviewed and approved. |
| | G | ILT Training Curriculum | • County-Specific updates to ILT training materials complete. Walkthroughs completed all Wave 4 counties. Final updates in progress. |
| | G | Wave 4 County Classroom Set-Up | • Classroom set-up and connectivity testing in progress for Early Training/Train the Trainer. • Will occur 4/17 – 5/5/2023 for End-User Training. |
| | G | WBT Training Delivery | • Started 1/16/2023 for Early Training/Train the Trainer and 2/6/2023 for End-User Training. |
| | NS | ILT Training Delivery | • Starts 3/10/2023 for Santa Cruz ET/TTT; 3/13/2023 for San Diego ET/TTT; 3/27/2023 for San Mateo and Solano ET/TTT. Starts 5/1/2023 for San Diego EUT; 5/8/2023 for EUT in all other W4 counties. |
| Organization | G | Change Discussion Guides (CDGs) | • Wave 4 Counties completed CDG FWP. |
| | G | Communications | • Infographics for March On Schedule. |
| | C | Business Process Reengineering | • BPR Complete |
| | NS | Configuration | • San Diego Working Sessions: 03/20/23 - 03/24/23 • San Mateo Working Sessions: 04/17/23 - 04/21/23 • Santa Cruz Working Sessions: 04/03/23 - 04/07/23 • Solano Working Sessions: 05/01/23 - 05/05/23 |
| | NS | Process Simulation | • San Diego Kickoff: 03/14/23; Test Execution: 04/24/23 - 05/05/23 • San Mateo Kickoff: 03/15/23; Test Execution: 05/08/23 - 05/19/23 • Santa Cruz Kickoff: 03/07/23; Test Execution: 04/24/23 - 05/05/23 • Solano Kickoff: 03/16/23; Test Execution: 05/08/23 - 05/19/23 |
| Implementation | G | Implementation Planning | • Checklist Review and Readiness Packet Development Ongoing |
| | NS | County Prep | • Project will begin updating County Preparation materials in March, 2023 • W4 Kick Off meeting: 4/25/2023 for County Prep execution on 4/22/23 – 6/29/23 |
| | G | Pre and Post Implementation Support | • Post Implementation Support County Profiles Drafted. |
| | G | Help Desk | • County Site Plan Working Sessions Completed • Delegated Admin Training conducted 1/5 • Tier 1 Fulfiller Training conducted week of 1/30 • Tier 1 Fulfiller and Delegated Admin Refresher Training targeted for week of 04/17/23 |
| | G | County Ad Hoc Reports | • San Diego has identified 201 reports that need to be refactored and continues to prioritize. • San Mateo has identified 157 reports that need to be refactored and <u>43 are needed by go live</u> . • Santa Cruz has identified 95-100 reports and <u>40 are needed by go live</u> . • Solano has identified 44 reports that need to be refactored and <u>15 are needed by go live</u> . • All Wave 4 Counties have requested assistance from Gainwell. |

Readiness Dashboard



Risks and Issues



Monitoring - No Risks are Realized

Total Risks



No Issues at this Time

Total Issues



Risk and Issues: Wave 4

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|---|---|--------------------------|
| 258.4 | The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window | The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window. | Conversion (Project) |
| 268.4 | Implementation Readiness for CalWIN Cutover to CalSAWS | <p>Batch Performance (Risk #237.4) – Testing for Waves 4 has not started</p> <p>Production and CDV Defect Resolution (Risk #280) – Risk tracks resolution of defects from Wave 1-3, and new defects identified in Waves 4-6 Converted Data Validation</p> <p>County Image Migration Readiness (Risk #264.4) – San Diego County is currently reviewing its Bulk Export finish date. Risk was changed to Red Status Jan 2023 due to lack of progress in December and updated extract dates pushed out 1 month. Working with County and Peraton vendor to monitor.</p> <p>County Report Refactoring and Ancillary System Timelines (Risk #269.4) – Refactoring needs across Wave 4 counties under development. Team assessing what is required for go live and will track progress in Readiness slides. As of 2/19/23 no change to number from Jan RMG yet, pending confirmation:</p> <ul style="list-style-type: none"> • San Diego: 201 reports identified, prioritization TBD • San Mateo: 152 reports identified, prioritization TBD • Santa Cruz: 85 reports identified, prioritization TBD • Solano: 90-100 reports identified, prioritization TBD <p>County Reconciliation and Submission of State Reports (Risk 279.4) CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports. Wave 4 Report refactoring counts will be updated as Wave 4 scope is finalized</p> | Implementation (Project) |

Risk and Issues: Wave 4

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------------|---|--|-----------------------------|--------------|-------------|----|----|-------|-------------------------------|---|---|---|---|----|--------------------|---|---|---|---|----|------|----|--------------------|----------------|--------------|-------------|------------|---|---|---|---|---|----------------------------|---|---|---|---|----|------------|---|---|---|---|---|------------|---|----|---|---|----|------------|---|---|---|---|---|------------|---|---|----|---|----|------------|---|---|---|---|---|------------|---|---|---|---|---|------------|---|---|---|---|---|------------|---|---|---|---|---|-------------|---|----|----|---|----|--------------------------|
| 280 | Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-Live could impact County Case Worker business Post Go-Live | <p>Updated statistics as of 3/5/23 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 – 28, 2023</td><td>0</td><td>6</td><td>5</td><td>0</td><td>11</td></tr><tr><td>Total Open Defects</td><td>0</td><td>6</td><td>5</td><td>0</td><td>11</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 were assessed for inclusion into the Wave 2 Go Live Packet (GLP). The below, metrics, do not include “In Production”</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>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Post Cutover 2B Day 1 – 10</td><td>0</td><td>7</td><td>3</td><td>0</td><td>10</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>28</td><td>0</td><td>0</td><td>28</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>41</td><td>9</td><td>50</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>35</td><td>44</td><td>9</td><td>88</td></tr></table> | Resolution by Delivery Date | P1 | P2 | P3 | P4 | Total | Between February 1 – 28, 2023 | 0 | 6 | 5 | 0 | 11 | Total Open Defects | 0 | 6 | 5 | 0 | 11 | Wave | P1 | 2 - Normal/ Medium | 3 - Normal/Low | 4 - Cosmetic | Grand Total | Cutover 2B | 0 | 0 | 0 | 0 | 0 | Post Cutover 2B Day 1 – 10 | 0 | 7 | 3 | 0 | 10 | Cutover 3A | 0 | 0 | 0 | 0 | 0 | Cutover 3B | 0 | 28 | 0 | 0 | 28 | Cutover 4A | 0 | 0 | 0 | 0 | 0 | Cutover 4B | 0 | 0 | 41 | 9 | 50 | 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 | 35 | 44 | 9 | 88 | Implementation (Project) |
| Resolution by Delivery Date | P1 | P2 | P3 | P4 | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Between February 1 – 28, 2023 | 0 | 6 | 5 | 0 | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Open Defects | 0 | 6 | 5 | 0 | 11 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wave | P1 | 2 - Normal/ Medium | 3 - Normal/Low | 4 - Cosmetic | Grand Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cutover 2B | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Post Cutover 2B Day 1 – 10 | 0 | 7 | 3 | 0 | 10 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cutover 3A | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cutover 3B | 0 | 28 | 0 | 0 | 28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cutover 4A | 0 | 0 | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cutover 4B | 0 | 0 | 41 | 9 | 50 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 35 | 44 | 9 | 88 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Risk and Issues: Wave 4

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|--|--|--------------------------|
| 285.4 | 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 the Project• Investigate other options for implementation support | Implementation (Project) |

Risks and Issues: Wave 4

Risks related to CalWIN Counties Cutover Readiness Needs Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|---|---|--------------------------|
| 262.4 | 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) |
| 264.4 | CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates | <p>Wave 4 Status: As a result of San Diego's County most recent activity on 1/10/23, 199 CSV files of metadata have been transferred along with 20M of images transfer. The Early impact and Trigger dates has been revised. The County will be required to submit the remaining data; 45 million documents and their metadata by the new risk dates.</p> <p>Risk owners would like to change the status to trending upwards</p> <p>Current Steps for San Diego County (Peraton) update: Upon clarifying the steps above, Peraton identified that they were unable to access County's drivers in order to initiate their next production uploads. The validation results identified several missing files that Peraton need to locate and re submit</p> <p>Next steps: Peraton need to action the county driver issue and locate the missing files</p> <p>February 10, 2023: Bulk export transfers resumed behind schedule last week, but San Diego County is working toward achieving the 3/31 deadline. With 35 days remaining and 44.3M images to transfer, the optimal (minimal) transfer rate is 6.3M images per week. Peraton's server patches implemented over the weekend have reduced throughput causing transfer rates to lag slightly. Peraton submitted 5.9M images last week, and 3.2M this week. The county still has time to catch up. However, to meet the 3/31 deadline, it must ramp up and maintain a transfer rate of 6.3M images per week moving forward</p> <p>March 3, 2023: As of March 1, 2023, San Diego County has successfully completed bulk export and is ahead of schedule in submitting its export deltas. Additionally, imports have begun since last week. Thanks to this remarkable progress, the county is no longer on a red status. Therefore, we recommend that the county be moved back to a green status</p> | Implementation (County) |

Risks and Issues: Wave 4

Risks related to CalWIN Counties Cutover Readiness Needs Risks

| Risk Level | Risk Name | Risk Description | Readiness Area (Owner) |
|------------|--|---|-------------------------|
| 269.4 | 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) |
| 281.4 | Changes to San Diego County PoP site location resulting in additional effort and costs to complete a parallel enablement | <p>San Diego County has changed the designated Point of Presence (PoP) site location resulting in previously completed procurement and planning tasks having to be re-done. This will result in additional effort and costs to complete a parallel enablement and subsequent migration, regression testing, and decommission activities.</p> <p>CRFI 22-015 and 22-029 were previously distributed to all CalWIN Counties to confirm/validate the PoP site locations, and to raise awareness of risks associated with changing the PoP sites which would impact procurement and enablement timelines.</p> | Technical (County) |
| 286.4 | Santa Cruz integration trending behind other Wave 4 Counties | Santa Cruz technical integration at risk as a result of continued challenges in aligning on key activity dates | Technical (County) |

Wave-4: Key County Milestones & Tasks

| Milestone/Task | Status | Target Start Date | Target End Date | Percent Complete |
|--|-------------|-------------------|-----------------|------------------|
| Training – Install LMS, Load Courses, Test Reports | Complete | 12/05/22 | 03/10/23 | 100% |
| Wave 4 County Data Validation | Not Started | 04/17/23 | 04/28/23 | 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 | 03/14/23 | 05/19/23 | 0% |
| State Interface Testing | Not Started | 3/15/2023 | 5/5/2023 | 0% |
| CalWIN County Interface Testing | Not Started | 3/15/2023 | 5/5/2023 | 0% |
| T-12 Readiness Survey Distribution | Complete | 07/18/22 | 07/30/22 | 100% |
| T-9 Readiness Survey Distribution | Complete | 10/03/22 | 10/28/22 | 100% |
| T-6 Readiness Survey Distribution | Complete | 1/16/22 | 1/27/22 | 100% |
| T-3 Readiness Survey Distribution | Not Started | 04/03/23 | 04/14/23 | 0% |
| Application Development and System Test 23.05 | Not Started | 03/27/23 | 05/19/23 | 0% |
| County Preparation Phase Kick Off | Not Started | 04/10/23 | 04/22/23 | 0% |
| County Preparation Phase | Not Started | 05/22/23 | 06/30/23 | 0% |
| County Networking Connectivity | In Progress | 08/01/22 | 04/30/23 | 88% |
| Contact Center Model Office Simulation | Not Started | 06/12/23 | 06/23/23 | 0% |
| End-User Training | Not Started | 05/01/23 | 06/30/23 | 0% |
| Pre and Post Deployment Support | Not Started | 06/05/23 | 09/01/23 | 0% |
| Wave 4 CalSAWS Go-Live | Not Started | 07/03/23 | 07/03/23 | 0% |

Wave 4 – County Readiness Summary

| Readiness Area | Status* | San Diego | Status* | San Mateo | Status* | Santa Cruz | Status* | Solano |
|-----------------------|-----------|---|-----------|---|-----------|---|-----------|---|
| Application | G | Contact Center SCR CA-240166 | G | Contact Center SCR CA-240167 | G | Contact Center SCR CA-240164 | G | Contact Center SCR CA-240165 |
| Integration | G | Interface development in Progress. IPT scheduled to begin 03/15/23. | G | Interface development in Progress. IPT scheduled to begin 03/15/23. | G | Interface development in Progress. IPT scheduled to begin 03/15/23. | G | Interface development in Progress. IPT scheduled to begin 03/15/23. |
| Conversion | NS | | NS | | NS | | NS | |
| Technical | G | Networking Readiness at 94.4% | G | Networking Readiness at 90.7% | G | Networking Readiness at 64.8% | G | Networking Readiness at 90.7% |
| Training | G | End User (WBT) – started 02/06/23 | G | End User (WBT) – started 02/06/23 | G | End User (WBT) – started 02/06/23 | G | End User (WBT) – started 02/06/23 |
| Implementation | G | TOSS Meetings ongoing. | G | TOSS Meetings ongoing. | G | TOSS Meetings ongoing. | G | TOSS Meetings ongoing. |
| Organizational | G | CDG Signoff complete | G | CDG Signoff complete | G | CDG Signoff complete | G | CDG Signoff complete |

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

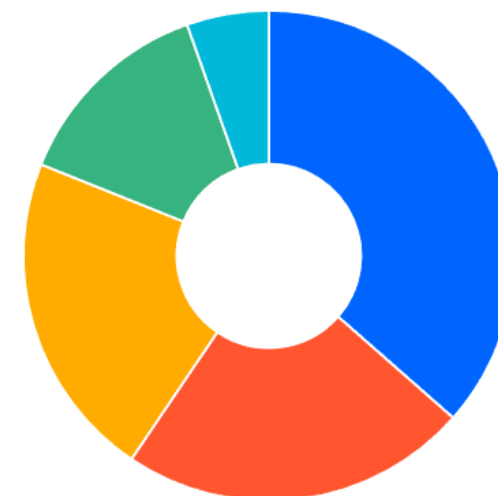
Wave 4 County Readiness Checklist Activities by Status (as of 03/03/2023)

| Status | 00 All Counties | 09 San Diego | 10 San Mateo | 11 Santa Cruz | 12 Solano | Wave 4 Counties | T: |
|-----------------------------|-----------------|--------------|--------------|---------------|------------|-----------------|-------------|
| IN PROGRESS | 3 | 85 | 87 | 109 | 98 | 7 | 389 |
| NOT STARTED | 1 | 163 | 171 | 163 | 169 | 142 | 809 |
| COMPLETED | 27 | 304 | 325 | 309 | 322 | 15 | 1302 |
| Total Unique Issues: | 31 | 552 | 583 | 581 | 589 | 164 | 2500 |

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 4 Counties tasks include tasks that apply to San Diego, San Mateo, Santa Cruz, Solano (e.g., selective conversion tasks)

*Information included is as of March 3, 2023

Wave 4 All Tasks Due Next 30 Days by Readiness Category



Implementation Readiness Category

Total Issues: 74

| | |
|--------------------------|----|
| Application Readiness | 27 |
| Implementation Readiness | 17 |
| Technical Readiness | 16 |
| Change Readiness | 10 |
| Training Readiness | 4 |

San Diego County Readiness Summary

San Diego: County Tasks Counts by Category and Status (as of 03/03/2023)

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|-----------------------------------|-------------|-------------|------------|------------|
| Application Readiness | 7 | 12 | 4 | 23 |
| Change Readiness | 2 | 6 | 22 | 30 |
| Conversion Readiness | 16 | 6 | 1 | 23 |
| Implementation Readiness | 8 | 37 | 49 | 94 |
| Technical Readiness | 2 | 8 | 28 | 38 |
| Training Readiness | 2 | 6 | 29 | 37 |
| Total Unique Issues: | 37 | 75 | 133 | 245 |

County Readiness Watch Items

| # | Summary | Level | Remediation Plan |
|---|----------------------|--------|---|
| 2 | Technical risk 281.4 | Medium | San Diego is using their existing circuits while their new ones are being ordered |

San Diego: Past Due by Readiness Category and Activity Owner (as of 03/03/2023)

| Activity Owner | Implementation Readiness | Technical Readiness | T: |
|-----------------------------|--------------------------|---------------------|----------|
| IPOC | 1 | 0 | 1 |
| TPOC | 0 | 1 | 1 |
| Total Unique Issues: | 1 | 1 | 2 |

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 3, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Past Due Activity Highlights:

1. Implementation Readiness:

- Analytics & Reporting: Validate County Needs -Prioritize Reports that must be refactored for Go-Live

2. Technical Readiness:

- API: Submit Form to onboard Ancillary System for API Credentials to Test Environment

San Mateo County Readiness Summary

San Mateo : County Tasks Counts by Category and Status (as of 03/03/2023)

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|-----------------------------------|-------------|-------------|------------|------------|
| Application Readiness | 3 | 22 | 12 | 37 |
| Change Readiness | 2 | 14 | 38 | 54 |
| Conversion Readiness | 18 | 5 | 1 | 24 |
| Implementation Readiness | 9 | 38 | 43 | 90 |
| Technical Readiness | 3 | 2 | 23 | 28 |
| Training Readiness | 2 | 3 | 29 | 34 |
| Total Unique Issues: | 37 | 84 | 146 | 267 |

San Mateo : Past Due by Readiness Category and Activity Owner (as of 03/03/2023)

| Activity Owner | Application Readiness | Implementation Readiness | T: |
|-----------------------------|-----------------------|--------------------------|----------|
| IPOC | 0 | 2 | 2 |
| TPOC | 1 | 0 | 1 |
| Total Unique Issues: | 1 | 2 | 3 |

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 3, 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 |
|---|---------|-------|------------------|
| | | | |
| | | | |

Past Due Activity Highlights:

1. Implementation Readiness:

- Analytics & Reporting: Validate County Needs - Identify Total Number of County Refactoring Report Needs
- Analytics & Reporting: Validate County Needs -Prioritize Reports that must be refactored for Go-Live

2. Application Readiness:

- IPT: Interface Partner to Confirm inbound & outbound IP address details and perform Telnet / Test connectivity

Santa Cruz County Readiness Summary

Santa Cruz : County Tasks Counts by Category and Status (as of 03/03/2023)

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|-----------------------------------|-------------|-------------|------------|------------|
| Application Readiness | 10 | 19 | 5 | 34 |
| Change Readiness | 2 | 14 | 37 | 53 |
| Conversion Readiness | 17 | 5 | 0 | 22 |
| Implementation Readiness | 7 | 35 | 51 | 93 |
| Technical Readiness | 9 | 4 | 15 | 28 |
| Training Readiness | 2 | 3 | 29 | 34 |
| Total Unique Issues: | 47 | 80 | 137 | 264 |

Santa Cruz : Past Due by Readiness Category and Activity Owner (as of 03/03/2023)

| Activity Owner | Application Readiness | T: |
|-----------------------------|-----------------------|----------|
| TPOC | 1 | 1 |
| Total Unique Issues: | 1 | 1 |

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March3, 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 | Integration Risk 286.4 | Medium | Workarounds have been identified that will reduce probability of impact to downstream IPT tasks. IPT team will start with validating Outbound Jobs (not impacted) For Inbound Jobs, IPT team will use SharePoint to transfer files to/from county. File transfer over network will be scheduled after completion of technical integration. |
| 2 | | | |

Past Due Activity Highlights:

1. Implementation Readiness:

- Helpdesk: Training - Attend Training for County Fulfillers on CalSAWS ServiceNow

2. Technical Readiness:

- Technical: EDR : Circuit Upgrade Completed
- Technical: Changes to Circuit Ordering (Contingency) - (Pending budget approval)

Solano County Readiness Summary

Solano: County Tasks Counts by Category and Status (as of 03/03/2023)

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|-----------------------------------|-------------|-------------|------------|------------|
| Application Readiness | 10 | 19 | 4 | 33 |
| Change Readiness | 2 | 14 | 38 | 54 |
| Conversion Readiness | 16 | 6 | 1 | 23 |
| Implementation Readiness | 7 | 38 | 49 | 94 |
| Technical Readiness | 4 | 3 | 24 | 31 |
| Training Readiness | 2 | 3 | 29 | 34 |
| Total Unique Issues: | 41 | 83 | 145 | 269 |

Solano: Past Due by Readiness Category and Activity Owner (as of 02/03/2023)

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

County Readiness Watch Items

| # | Summary | Level | Remediation Plan |
|---|---------|-------|------------------|
| 1 | | | |
| 2 | | | |

Past Due Activity Highlights:

1. Implementation Readiness:

- Helpdesk: Training - Attend Training for County Fulfillers on CalSAWS ServiceNow

2. Technical Readiness:

- Technical: EDR : Circuit Upgrade Completed
- Technical: Changes to Circuit Ordering (Contingency) - (Pending budget approval)

3. Training Readiness:

- Training: Delivery - Open and Communicate WBT to Staff

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of February 3, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Application Readiness: System

System Test: 23.05 Not Started

Start Date: 03/27/2023 End Date: 05/19/2023

Application Readiness: Imaging

Images Migration In Progress

County Export of Legacy Images: In Progress

Hyland Receive and Upload Images to Production Environment: In Progress

Hyland Performance Test: Complete

Risk 264.4 escalated to red: CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates

Imaging UAT Complete

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

61 of 61 scripts completed

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

Performance Testing

Hyland Platform Performance Testing: Complete
Additional testing completed 1/31/23.
Findings addressed for 58+ county load. Retest targeted for 2/10/23.

Application Readiness: User Acceptance Testing

UAT Complete

Key Dates:

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

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

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

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

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

Application Readiness: Contact Center

IVR Contact Flows In Progress

Start Date: 02/2023 End Date: 06/23/23

- 4 of 4 IVR Contact flows approved
- Model Office Testing scheduled for 6/9/2023

Technical Connectivity Not Started

Start Date: 03/10/23 End Date: 06/23/23

- Approval of County Contact Center SCRs: Not Started
- Regression Testing: Not Started

Application Readiness: Central Print

Central Print Kick-Off Complete

Configuration/Validation In Progress

Start Date: 01/2023 End Date: 05/30/2023

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

Setup and Training In Progress

Start Date: 01/2023 End Date: 06/30/2023

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

Application Readiness: BenefitsCal

Conversion Readiness In Progress

Training & Communications Not Started

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

System Operations Not Started

- Confirm Command Center schedule
- Contingency Planning

Production Deployment Not Started

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

Conversion Readiness

Conversion Readiness On Schedule

Key Dates:

Golden Data Set #11 Ready: On Schedule for April 2023

Cutover 4A: 05/15/2023

Cutover 4B: 07/03/2023

Mock Cutover – On-Schedule to begin end of March 2023.

A - 3/31/2023 - 4/4/2023

B - 4/7/2023 - 4/12/2023

CDV Not Started

Start Date: 04/10/2023 End Date: 04/21/2023

- Converted Data Testing: complete for all waves.
- Wave 4 County Data Validation targeted to begin 04/10/2023.

Integration Readiness

Interface Partner Test Not Started

Start Date: 03/15/2023 End Date: 05/05/2023

- San Diego County: 7 Interfaces
- San Mateo County: 8 Interfaces
- Santa Cruz County: 9 Interfaces
- Solano County: 8 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 03/15/2023.

Technical Readiness

County Networking Connectivity In Progress

Start Date: 08/01/2022

End Date:
04/30/2023

- Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery
- Track ongoing delivery of secondary circuits to County sites.
- Completed technical integration (Rework) for San Diego
 - Risk 281.4 will be downgraded in rating in lieu of the changes completed
- Scheduled technical integration for Santa Cruz delayed due to firewall issues at the County.
 - Risk 286 Mitigation plan discussed with IPT team to compress timeline while waiting for resolution on firewall

Technical Readiness: Operations

Contingency Restoration Planning Complete

Disaster Recovery Exercise Complete

Disaster Recovery exercise completed on 10/2/2022

Batch Operations In Progress

CalWIN Batch Schedules 75% Complete

Technical Readiness: Performance Testing

Performance Test Not Started

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: 11/14/2022 | End Date: 12/21/2022 |
|------------------------|----------------------|

- County-Specific Training Plans – Complete

| | |
|--------------------|-------------|
| Training Materials | In Progress |
|--------------------|-------------|

| | |
|------------------------|----------------------|
| Start Date: 12/05/2022 | End Date: 03/10/2023 |
|------------------------|----------------------|

- County-Specific updates to ILT materials in progress – Walkthroughs complete.
- WBTs – Updates ongoing

| | |
|-------------------|-------------|
| Training Delivery | In Progress |
|-------------------|-------------|

| | |
|------------------------|----------------------|
| Start Date: 01/16/2023 | End Date: 06/30/2023 |
|------------------------|----------------------|

- Wave 4 Early Training & TTT WBTs started 01/16/2023
- Wave 4 Early Training & TTT staff curriculum assignment – Complete
- Wave 4 Early End User staff curriculum assignment – Complete
- Wave 4 WBTs started 2/6/2023
- Wave 4 Early Training and TTT ILTs start 03/10/2023 for Santa Cruz; 3/13/2023 for San Diego County; 03/27/2023 for all other Wave 4 counties
- Wave 4 End User ILTs start 05/2023
- Create Training Accounts in Training Environment - Complete

Organizational Readiness: OCM

| | |
|-------------------------------|-------------|
| Change Discussions with Staff | On Schedule |
|-------------------------------|-------------|

| | |
|------------------------|----------------------|
| Start Date: 12/22/2023 | End Date: 02/23/2023 |
|------------------------|----------------------|

- Wave 4 Group 2 PPOC Weekly Touchpoint 2/16-3/16
- Continue to monitor the Wave 4 Change Discussions.

| | |
|-------------------|-------------|
| Readiness Surveys | On Schedule |
|-------------------|-------------|

| | |
|------------------------|----------------------|
| Start Date: 06/27/2022 | End Date: 03/15/2023 |
|------------------------|----------------------|

- Wave 4 T- 3 will open on April 3-14, 2023.

| | |
|--------------------------|-------------|
| Infographics/ Newsletter | On Schedule |
|--------------------------|-------------|

| | |
|----------------------|--------------------|
| Start Date: 07/20/22 | End Date: 07/24/23 |
|----------------------|--------------------|

- March Infographics - On Schedule
- April Infographics
- May Infographics and Newsletter
- June Infographics

| | |
|--------------------------|-------------|
| Change Network Champions | On Schedule |
|--------------------------|-------------|

| | |
|------------------------|----------------------|
| Start Date: 07/21/2022 | End Date: 08/17/2023 |
|------------------------|----------------------|

- CNC Meeting in March – On Schedule
- CNC Meeting in April
- CNC Meeting in May
- CNC Meeting in June

Organizational Readiness: Business Process Reengineering

| | |
|-----------------------|----------|
| W4 BPR Plans Approved | Complete |
|-----------------------|----------|

| | |
|------------------------------------|----------|
| Process Change Inventory Close Out | Complete |
|------------------------------------|----------|

| | |
|------------------------------|----------|
| Automated Actions Enablement | Complete |
|------------------------------|----------|

Configuration

| | |
|-------------------------|-------------|
| Configuration Materials | In Progress |
|-------------------------|-------------|

| |
|----------------------|
| End Date: 04/27/2023 |
|----------------------|

| | |
|---|-------------|
| W4 Configuration Documentation & Validation | Not Started |
|---|-------------|

| | |
|------------------------|----------------------|
| Start Date: 03/06/2023 | End Date: 05/03/2023 |
|------------------------|----------------------|

Process Simulation

| | |
|--------------------------------|-------------|
| W4 Process Simulation Planning | Not Started |
|--------------------------------|-------------|

| | |
|------------------------|----------------------|
| Start Date: 03/13/2023 | End Date: 05/05/2023 |
|------------------------|----------------------|

| | |
|------------------------------|-------------|
| Process Simulation Execution | Not Started |
|------------------------------|-------------|

| | |
|------------------------|----------------------|
| Start Date: 04/24/2023 | End Date: 05/26/2023 |
|------------------------|----------------------|

Implementation Readiness

Implementation Planning In Progress

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

County Prep Not Started

Start Date: 05/22/2023 End Date: 06/30/2023

- 42 county prep activities instructions complete – to be updated for Wave 4 if applicable.
- Kick Off Meeting targeted for April 25, 2023

Post-Deployment Support Not Started

Start Date: 07/03/2023 End Date: 09/01/2023

- Post deployment support structure planning In Progress
- Wave 4 County Profiles complete.

Implementation Readiness: Help Desk and System Operations

Help Desk In Progress

Start Date: 11/7/2022 End Date: 5/26/2023

- County Site Plan Working Sessions completed
- Delegated Admin Training conducted 1/5
- Tier 1 Fulfiller Training hosted week of 1/30
- Tier 1 Fulfiller and Delegated Admin Refresher Training targeted for week of 04/17/23

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: 05/2022 End Date: 06/2023

CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 4 Counties.

Reviewed 809 reports for refactoring. 299 need to be refactored for Wave 4 counties"

San Diego has identified 201 reports that need to be refactored and continues to prioritize. San Diego has reached out to Gainwell and Accenture for assistance. **San Mateo** has identified 157 reports that need to be refactored and 43 are needed by go live. San Mateo has reached out to Gainwell for assistance.

Santa Cruz has identified 95-100 reports and 40 are needed by go live. Santa Cruz has reached out to Gainwell for assistance.

Solano has identified 44 reports that need to be refactored and 15 are needed by go live. Solano has reached out to Gainwell for assistance.

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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