

# Wave 3 Implementation Readiness Dashboard and Packet

March 3, 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 **March 3, 2023** 



# **Readiness Packet**



#### **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
	1084	0% (0)	4.24% (46)	88.93% (964)	5.07% (55)	1.75% (19)	1038	46	95.76%

<sup>\*</sup> Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

### **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 Schee	ule <14 Days Late	>=14 Days Late	Complete
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#### **Functionality**

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

#### 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	Complete	Test completed. Configuration tuned to address findings for 58+ county load.	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
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#### **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

## 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
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## 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
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## 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
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### **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	Project	
Auto Case Review Match Rate	Wave 3 results will be available after the Mock 3B effort completes	Project	
	Mock Cutover – 3A completed February 1,2023. 3B began early February 2023.		
Complete Wave 3 Mock Cutovers (Risk 258)	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 Schee	ule <14 Days Late	>=14 Days Late	Complete
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### 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 jo	b	YES	YES	YES	YES	NO	N/A
Paid Warrant Rea	der job	YES	YES	YES	YES	NO	N/A
Outbound Collec	tions	NO	N/A	NO	NO	NO	N/A
Inbound Collection	ons	NO	N/A	NO	NO	NO	N/A
Warrant Print Write	er	YES	YES	YES	YES	YES	YES
Warrant Print Read	der	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 Wri	iter	YES	YES	YES	YES	YES	YES
Direct Deposit Re	ader	YES	YES	YES	YES	NO	YES
School Lunch		YES	YES	YES	YES	YES	YES
Not Started	On Sched	dule	<14 Days Late	e	>=14 Days I	Late	Compl

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

Execute Interface Testing with CalWIN County Partners

Behind Schedule

79%

Project

Execute Interface Testing with State and Consortium Partners

On Schedule

100%

Project

CONSORTIUM PARTNERS INTERFACE TESTING				
CONSORTIUM PARTNER STATUS TARGET COMPLETION DA				
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	2/2	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	5/7	March 9, 2023			
Santa Barbara County	7/8	March 9, 2023			
Ventura County	3/4	March 9, 2023			

# 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	Stat	Status		
Wave 3 County Networking Connectivity Readiness		<ul> <li>Network circuit delivery complete.</li> <li>Network changes and integration completed</li> <li>Network IPT and Ad-hoc readiness testing completed</li> <li>Network Compliance Validation and transition to CalSAWS Operations Scheduled</li> </ul>		



### **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		

#### 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	Execution planned for 3/3/2023
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

### Technical Readiness: Performance Testing

#### **CalSAWS 48 County Online Performance Test – Schedule**

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

#### **CalSAWS 48 County Online Performance Test**

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



### **Application Security**

CalSAWS Scans/Remediation Completed	Completed	100%
Penetration Testing		
Signed with 3 <sup>rd</sup> 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%





### **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**

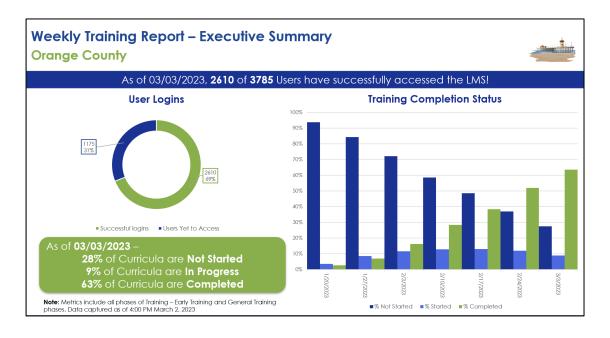
Wave 3 County-specific ILT training materials finalized and reviewed	Complete	100%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete	100%	Project

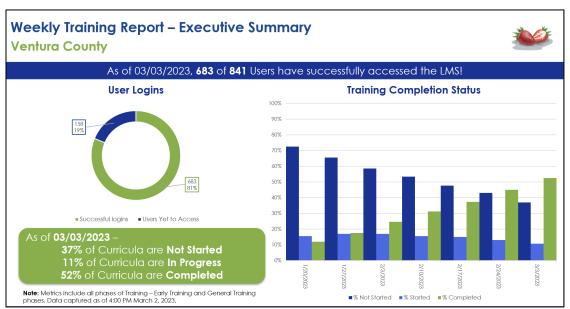
### **Training Delivery**

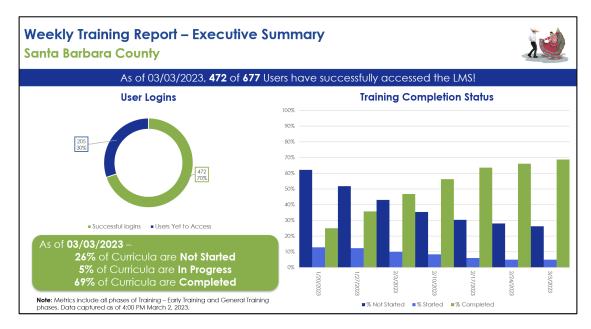
Wave 3 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 3 staff course assignments / registration for Early Training & TTT ILT	Complete	100%	Project
Wave 3 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Complete	100%	Project
Wave 3 Early Training & TTT Started (WBT) – start 11/28/22	Complete	100%	Both
Wave 3 End-User Training Started (WBT) – start 12/19/22	In Progress	61%	Both
Wave 3 Early Training & TTT Started (ILT) – start 1/17/23 (Orange & Santa Barbara) & 1/24/22 (Ventura)	Complete	83 Completed of 83 Planned	Both
Wave 3 End User Training (EUT) - start 02/27/2023	In Progress	101 Completed of 829 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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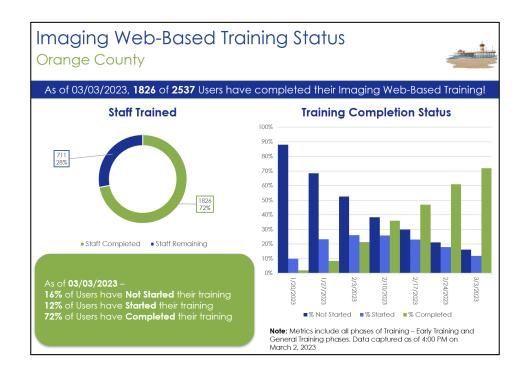
#### **WBT Progress by County**

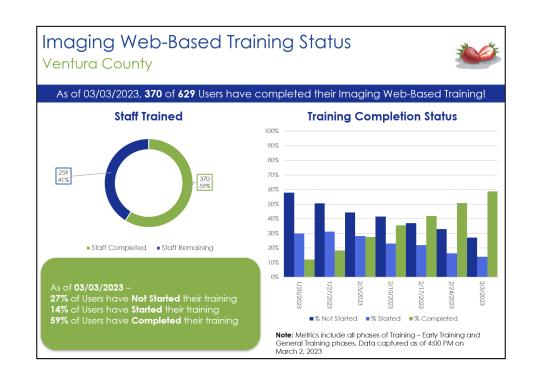


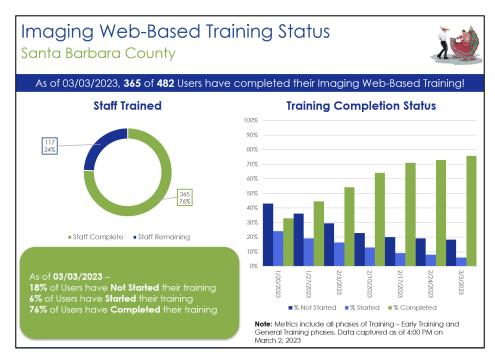




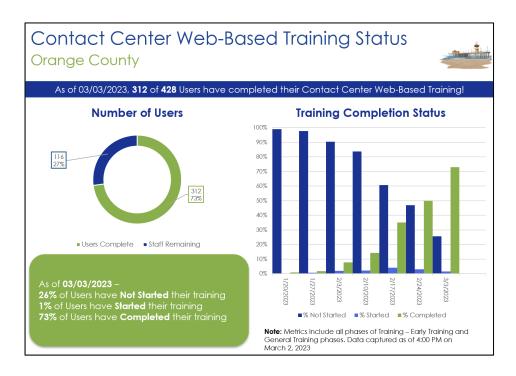
#### **Imaging WBT Progress by County**

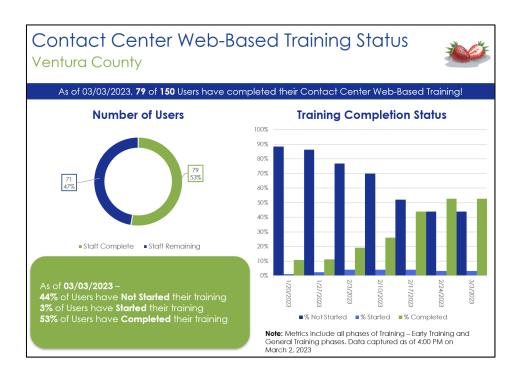


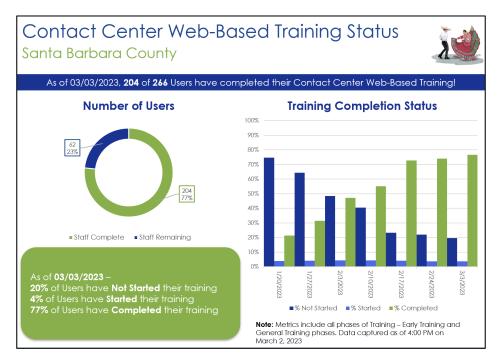




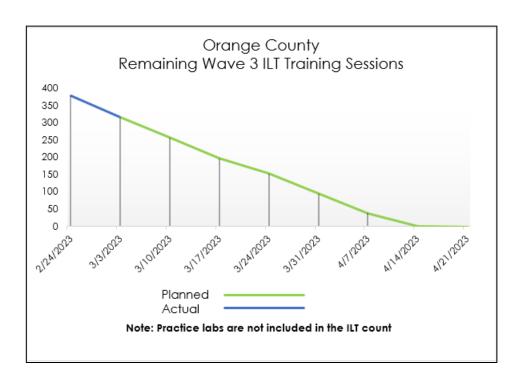
#### **Contact Center WBT Progress by County**

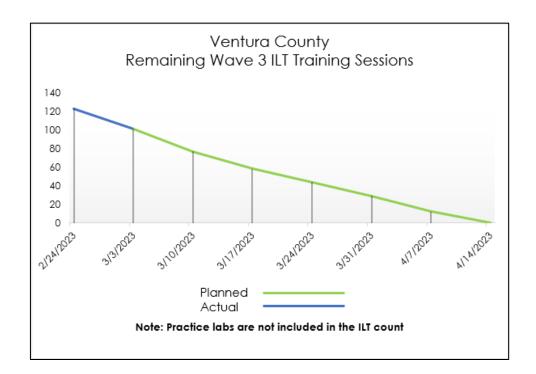


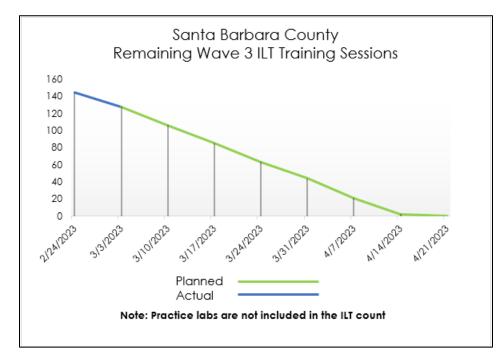




#### **ILT Progress by County**







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#### **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

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#### 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) (CIT 0065-23)	Completed	2 Completed of 2 Planned	Project
Infographics and Newsletter for March	On Schedule	0 Completed of 1 Planned	Project

#### **Change Network Champion Meetings**

CNC Meeting for March	On Schedule	0 Completed of 1 Planned	Both
CNC Meeting for April	Not Started	0 Completed of 1 Planned	Both
CNC Meeting for May	Not Started	0 Completed of 1 Planned	Both

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### **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



### □ Organizational Readiness: Configuration

#### Configuration

Document Configuration Guides and Worksheets	( 'omplete	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
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#### **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	Completed	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
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## 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	In Progress	Complete 2 – 6 ST meetings; GLP to be published 03/31/2023	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. Commenced site visits to county offices	Project
Wave 3 County Site Visits	In Progress	Implementation Team conducted Orange Site Visit 2/22, SB & V scheduled	Both
Wave 3 Gap Analysis & Resource Plan	Complete	Plan Complete, CRFI 23-030 Distributed	Project

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





## 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



### Implementation Readiness: County Ad Hoc Reporting

### **Ad-Hoc Reporting Functionality**

CalWIN County Education Sessions (i.e., Planned Curriculum)	<ul> <li>Wave 3: CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 3 Counties.</li> </ul>	Both
CalWIN County Ad Hoc Reports Refactoring	<ul> <li>Wave 3: Reviewed 829 reports for refactoring. Approximately 113 need to be refactored before go-live for Wave 3 Counties</li> <li>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.</li> <li>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.</li> <li>Ventura has identified 35 reports that need to be refactored, and 21 are needed by go-live.</li> </ul>	County

### Contact Information



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