

Wave 3 Implementation Readiness Dashboard and Packet

March 17, 2023

The Implementation Readiness Packet & Dashboard present a high-level view of Project Readiness to CalWIN Counties with information related to CalWIN Migration, BenefitsCal, and Central Print. Status will include key metrics related to the overall "health" of the Implementation effort based on measurable metrics and milestones for Wave 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 17, 2023**



Readiness Packet



Development / System Test

Deploy Release 23.03	March 20, 2023	Project
	Deploy Release 23.01 Test Execution Results*	

Deploy Release 25.01 Test Execution Results									
Test Execution Results	Total Scripts	Not Executed	In Progress	Pass	Fail	Blocked	Completed	Remaining	Progress
	1081	0% (0)	0% (0)	100% (1081)	0% (0)	0% (0)	1081	0	100%

^{*} 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 Schedule	<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 04/03/2023	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	1 Completed of 3 Planned	Both
Configuration Load	Not Started	0 Completed of 3 Planned	Project
Setup and Training			
Portal Users Loaded	In Progress	0 Completed of 3 Planned	Project
Postage Received	In Progress	0 Completed of 3 Planned	Both
Inventory Confirmed	Complete	1 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	Orange-3/21; Santa Barbara-3/23; Ventura- 3/28. + all 45 counties (optional)	Project
Deliver training for CBOs - Community Based Organizations	Not Started	3/29/2023	Project
Communications			

Confirm Communication	ons Plan for BenefitsCal	Complete	Complete Communication plan drafted and reviewed with w3 RM's – on 02/16/2023.	
Begin Execution of BenefitsCal Communications Plan		Not Started	Execution will begin late Both March.	
Not Started	On Schedule	<14 Days Late	>=14 Days Late	Compl



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	Not Started	Target - 04/06/2023	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)	Not Started	04/10/2023 - 04/14/2023	Project
Confirm Wave Cutover to BenefitsCal	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 3/3/23, there are 35 P2 and 53 P3 and P4 Open Converted Data Defects.	Project
Auto Case Review Match Rate	Match Rate as a result of Wave 3 Mock Cutover is approx. 70% in aggregate across all programs	Project
Complete Wave 3 Mock Cutovers (Risk 258)	Mock Cutover 3B is complete and results show a 92- hour cutover window • Technical Higher Risk Options – Business Discussion Required	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	3A Greenlight completed March 8, 2023 3A activities on schedule 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	Not Started	On Schedule	<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 jol		YES	YES	YES	YES	NO	N/A
Paid Warrant Read	der job	YES	YES	YES	YES	NO	N/A
Outbound Collect	ions	NO	N/A	NO	NO	NO	N/A
Inbound Collection	ns	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	ter	YES	YES	YES	YES	YES	YES
Direct Deposit Rec	ader	YES	YES	YES	YES	NO	YES
School Lunch		YES	YES	YES	YES	YES	YES
Not Started	On Sched	dule	<14 Days Lat	e	>=14 Days	Late	Compl



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

Execute Interface Testing with CalWIN County Partners	Complete	100%	Project
Execute Interface Testing with State and Consortium Partners	Complete	100%	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	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	7/7	March 8, 2023			
Santa Barbara County	8/8	March 10, 2023			
Ventura County	4/4	March 8, 2023			

	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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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 REAL	DINESS STATUS	ACTUAL	PLANNED	Δ
Santa Barbara	Completed			
		100.0%	100.0%	0.0%
Orange	Completed			
		100.0%	100.0%	0.0%
Ventura	Completed			
		100.0%	100.0%	0.0%

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 Ongoing Network enablement for Contact Center traffic flow in preparation for IVR Model Office Ongoing Network Compliance Validation and transition to CalSAWS Operations Scheduled



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)

In Progress

11%

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	(Run 1) 11 hours 17 minutes (Run 2) 9 hours 36 minutes
Main Payroll	March 20, 2023	March 24, 2023	TBD
End of Month**	March 27, 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

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

^{**}Validation of FSX Storage option

^{***}Validation of io2 Storage option

Technical Readiness: Performance Testing

CalSAWS 48 County Online Performance Test – Schedule

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



17



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

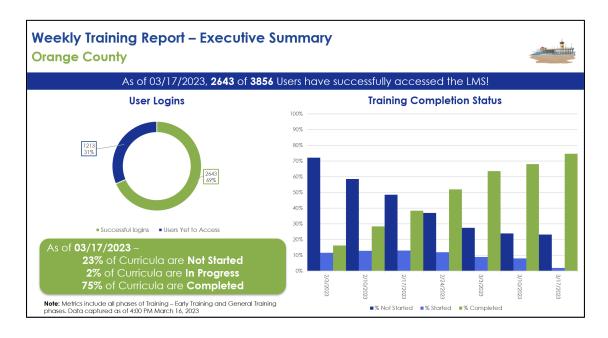
Wave 3 County-specific ILT training materials finalized and reviewed	Complete	100%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete	100%	Project

Training Delivery

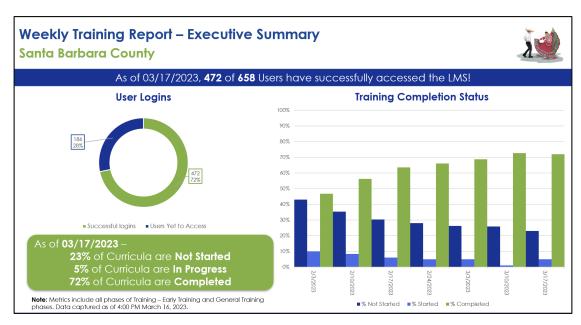
Wave 3 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 3 staff course assignments / registration for Early Training & TTT ILT	Complete	100%	Project
Wave 3 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, 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	70%	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	304 Completed of 829 Planned	Both

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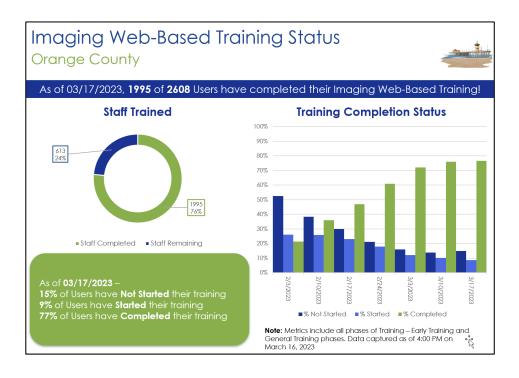
WBT Progress by County

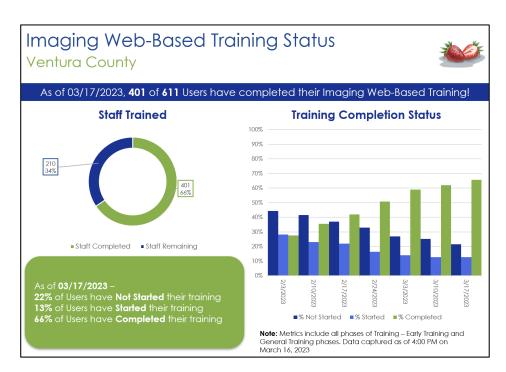


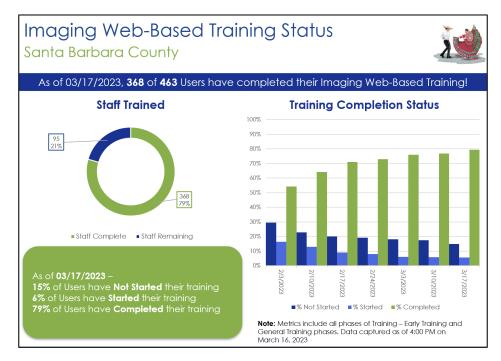




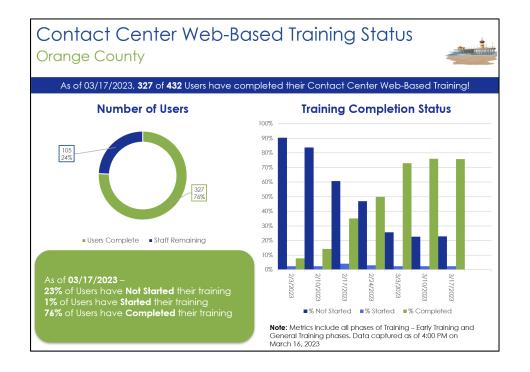
Imaging WBT Progress by County

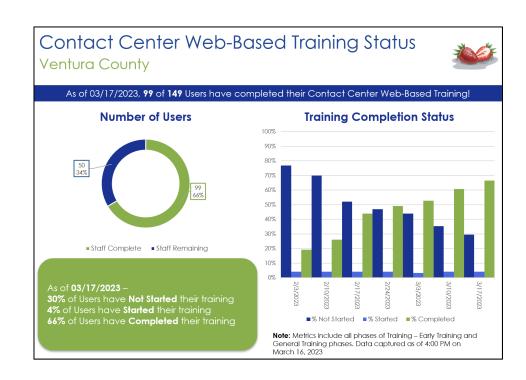


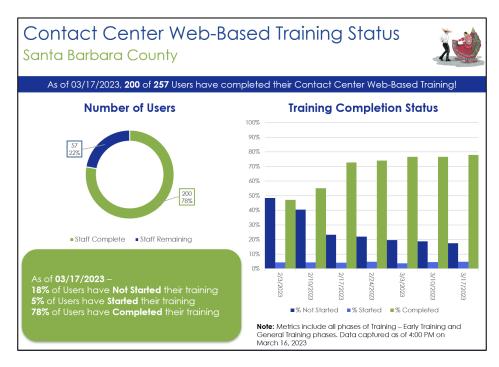




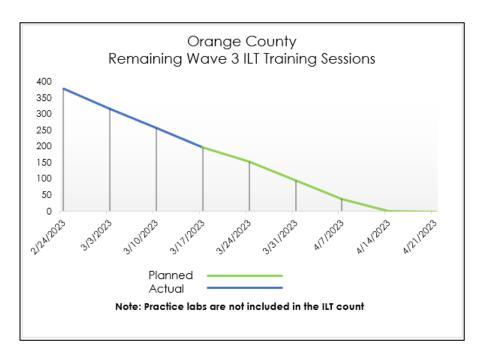
Contact Center WBT Progress by County

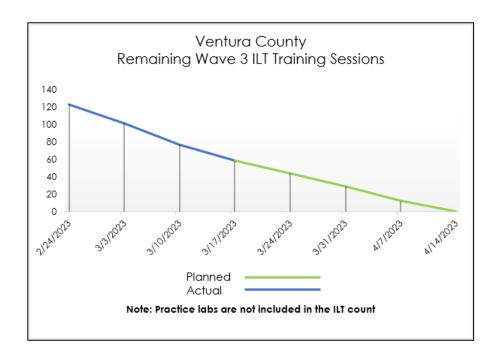


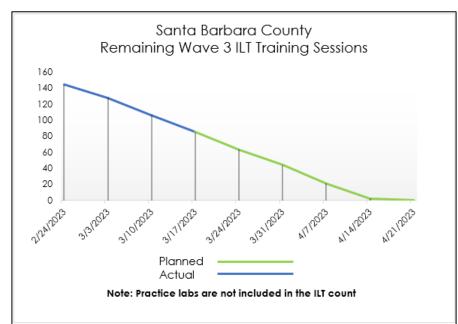




ILT Progress by County







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	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Survey T+6	Not Started	0 Completed of 3 Planned	Both

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	Complete	1 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

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	('amalata	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	Completed	Both
Evaluate and confirm Exit criteria	Completed	Project
Process Simulation Complete	Completed	Project

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CalSAWS | March 17, 2023 Wave-3 Implementation Readiness Packet & Dashboard



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	Strike Team assessing Wave-3 defects	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	In Progress	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. Finalizing W3 resource assignments to county offices.	Project
Wave 3 County Site Visits	In Progress	Implementation Team conducted Orange and Santa Barbara visits. Ventura visit still being 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	Complete	Hosted on 3/9	Both
ServiceNow Support Line for Fulfillers and Delegated Admins	On Schedule	Scheduled for weekdays 3/13 – 3/24	





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)	 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 122 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. 6 reports have been refactored and are in County review. 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. Ventura has requested support from Gainwell for 9 of the reports, and 12 will be refactored by the county. 	County

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

31

Contact Information



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