Wave 3 Implementation Readiness Dashboard and Packet

March 31, 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 31, 2023**
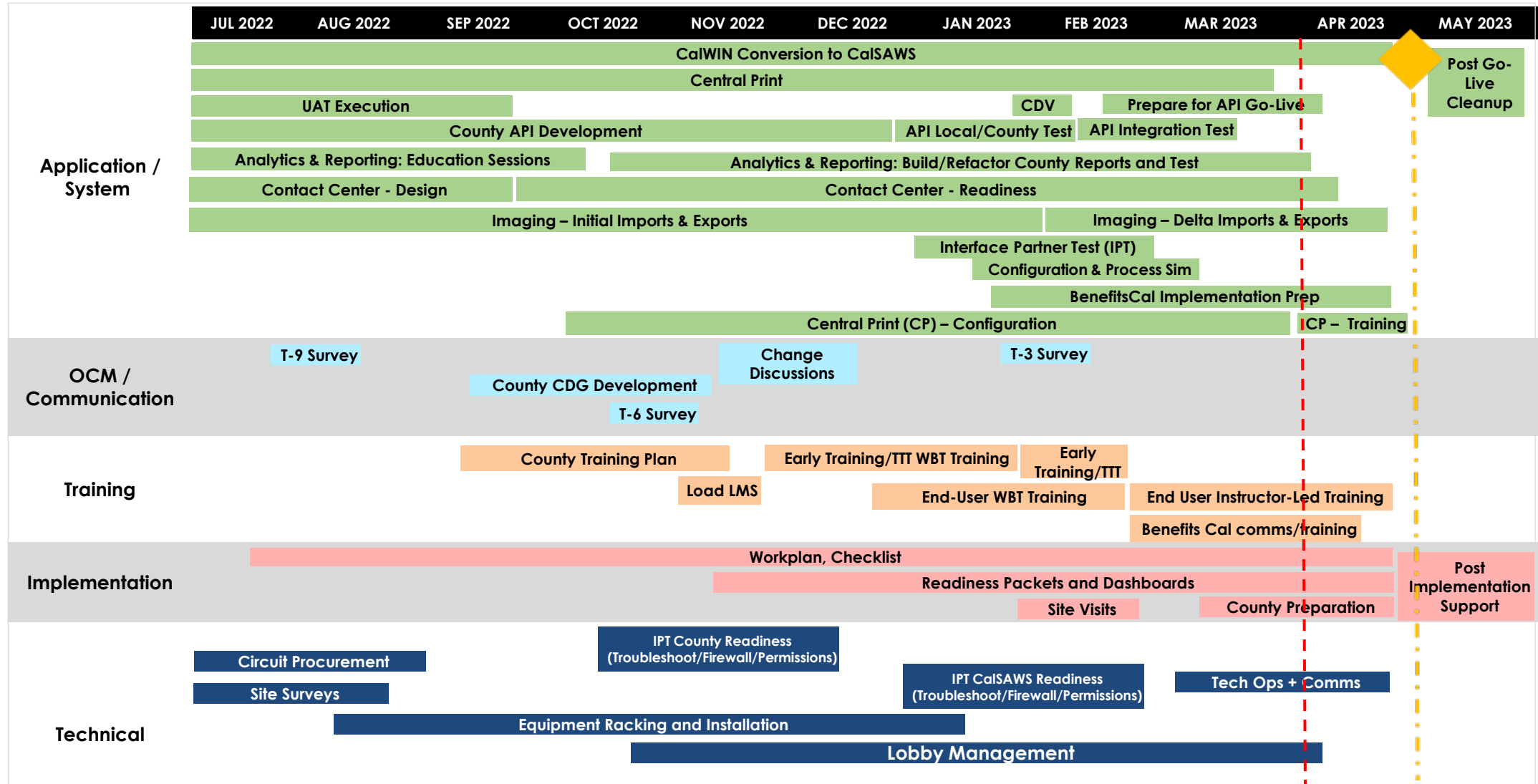
THE **POWER** OF **58**

Wave-3 **Migration Timeline**

Wave 3 Critical Path

Orange, Santa Barbara, Ventura

	JUL 2022	AUG 2022	SEP 2022	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MAR 2023	APR 2023	MAY 2023

Application / System
- CalWIN Conversion to CalSAWS
- Central Print
- UAT Execution
- CDV
- Prepare for API Go-Live
- Post Go-Live Cleanup
- County API Development
- API Local/County Test
- API Integration Test
- Analytics & Reporting: Education Sessions
- Analytics & Reporting: Build/Refactor County Reports and Test
- Contact Center - Design
- Contact Center - Readiness
- Imaging – Initial Imports & Exports
- Imaging – Delta Imports & Exports
- Interface Partner Test (IPT)
- Configuration & Process Sim
- BenefitsCal Implementation Prep
- Central Print (CP) – Configuration
- ICP – Training

OCM / Communication
- T-9 Survey
- Change Discussions
- T-3 Survey
- County CDG Development
- T-6 Survey

Training
- County Training Plan
- Early Training/TTT WBT Training
- Early Training/TTT
- Load LMS
- End-User WBT Training
- End User Instructor-Led Training
- Benefits Cal comms/training

Implementation
- Workplan, Checklist
- Readiness Packets and Dashboards
- Site Visits
- County Preparation
- Post Implementation Support

Technical
- Circuit Procurement
- IPT County Readiness (Troubleshoot/Firewall/Permissions)
- Site Surveys
- IPT CalSAWS Readiness (Troubleshoot/Firewall/Permissions)
- Tech Ops + Comms
- Equipment Racking and Installation
- Lobby Management

We are Here

Mock Conversion 1 01/27/23 – 02/08/23
County Data Validation 01/30/23 - 02/10/23
Interface Partner Testing (IPT) 01/04/23 – 03/03/23

Change Discussions 12/5/22 - 01/06/23
Readiness Surveys
T-3 01/23/23 – 02/03/23
T-6 10/24/22 – 11/04/22
T-9 07/15/22 – 08/05/22
T-12 04/22/22 – 05/06/22

Contact Center
Approve CC Design 1/6/23
CC Model Office 04/03/23 – 4/21/23
CC Config (WFM) 4/10/23 – 4/21/23
Configuration – 01/04/23 - 02/10/23
Process Simulation 02/13/23 – 3/10/23

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

Wave-3 Readiness: Executive Summary
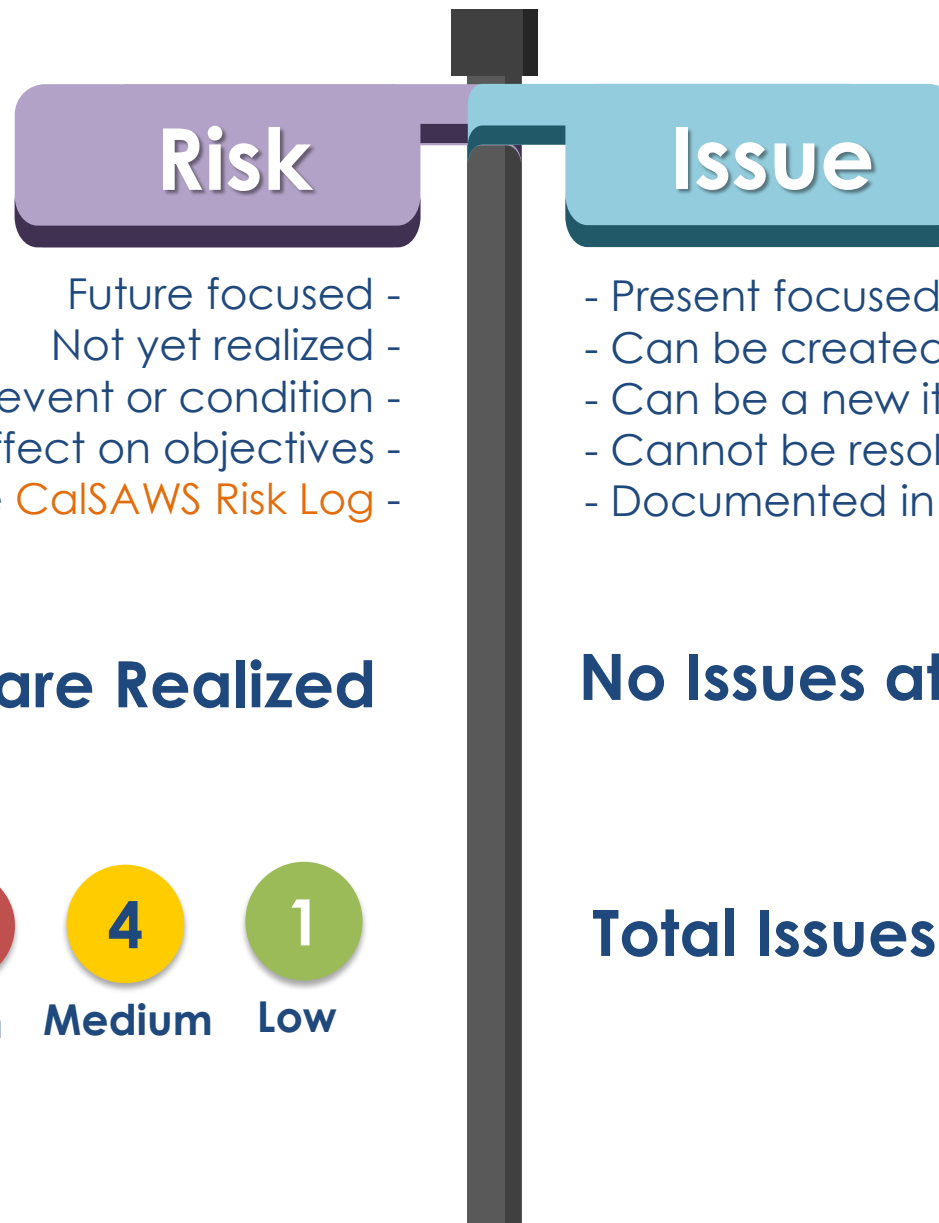## Readiness Areas and Categories

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

Readiness Area*		Readiness Category	Comments
Application	C	Deploy CalSAWS Release 23.03	• Testing 100% complete; Release date: 03/20/23.
	G	Contact Center Readiness	• IVR Contact Flows for W3 Counties: Approved • Contact Center SCRs: • Orange CA-240160: Approved design document as of 2/3/23. • Santa Barbara CA-240161: Approved design document as of 2/3/23. • Ventura CA-240162: Approved design document as of 2/23/23. • Wave 3 counties are in the process of preparing for Model Office, targeted to start April 4, 2023.
	G	Imaging Readiness	• County Export of Legacy Images In progress.
	G	BenefitsCal Readiness	• Communications plan in progress and on schedule.
	G	Central Print Readiness	• Configuration meetings complete for all Wave 3 counties. • Validation meetings complete for all 3 Wave 3 counties, • Postage funding in progress.
	C	User Acceptance Testing	• UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022.
Integration	C	County Interface Partner Test (IPT) Execution	• Target Pass Rate: 100% • Orange – 100% passed. 7 of 7 interfaces have passed. • Santa Barbara – 100% passed. 8 of 8 interfaces have passed. • Ventura – 100% passed. 4of 4 interfaces have passed.
	C	State Interface Partner Test (IPT) Execution	• Target Pass Rate: 84% Current Pass Rate: 100% • 11 of 11 Interfaces have passed.
Conversion	Y	Defects Resolution	• As of 3/3/23, there are 35 P2 and 53 P3 and P4 Open Converted Data Defects. • Mock Cutover 3B complete; Shows 92-hour cutover window • • Technical Higher Risk Options – Business Discussion Required
	G	EDBC Match – Auto Review Rates	• Match Rate as a result of Wave 2 Mock Cutover is 70%
Technical	C	County Network Connectivity	• Network circuit delivery complete. • Network changes and integration completed • Network IPT and Ad-hoc readiness testing completed • Ongoing Network Compliance Validation and transition to CalSAWS Operations Scheduled
	G	Performance Testing	• Batch Performance Testing 25% Complete • Online performance testing ongoing through 4/14/23

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

CalSAW | Not Started | On Schedule | <14 Days Late | >=14 Days Late | Complete | 4

Wave-3 Readiness: Executive Summary
Readiness Areas and Categories

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

Readiness Area*		Readiness Category	Comments
Training	C	FDEL 8 Master Training Plan	• Complete.
	C	ILT Training Curriculum Complete	• Core curriculum complete. County-specific ILT curriculum walkthroughs occurred October - November. County-specific ILTs completed 12/09/23.
	C	Wave 3 County Classroom Set-Up	• Classrooms identified and confirmed for Wave 3 counties. Connectivity testing complete for ET/TTT. Room set-up and connectivity testing for End User Training complete.
	G	WBT Training Delivery	• Early Training WBTs started 11/28/22. End User WBTs started 12/19. 76% complete
	G	ILT Training Delivery	• ET/TTT complete. • End-User Training started 02/27/23. 477 of 829 complete.
Organization	C	Change Discussion Guides (CDGs)	• Orange, Ventura & Santa Barbara signed off.
	G	Communications	• Infographics and Newsletter for March on schedule.
	C	Business Process Reengineering	• BPR Complete
	C	Configuration	• Configuration Working Sessions complete as of 3/10/23
	C	Process Simulation	• Process Simulation Execution complete • Ventura 2/27/23 – 3/10/23, and Santa Barbara 2/27/23 – 3/10/23)
Implementation	G	Implementation Planning	• TOSS Meetings ongoing • Go Live Packet updates ongoing
	G	County Prep	• County Prep Phase started 3/13/23
	G	Pre and Post Implementation Support	• CRFI 23-030 distributed for CalSAWS Support • County Profiles Complete • Finalizing W3 resource assignments to county offices.
	C	Help Desk	• Wave 3 Helpdesk Kickoff conducted 9/27 • Delegated Admin Training conducted 10/26 • County Tier 1 Fulfiller Training – Completed weeks of 12/5 and 12/12 • Tier 1 and Delegated Admin Refresher Training hosted on 2/23 • Q & A Session hosted on 3/9 • ServiceNow Support Line hosted 3/13-3/24
	Y	County Ad Hoc Reports	• Orange County has identified 66 Ad Hoc reports that need to be refactored before go-live. Orange County is receiving assistance from Gainwell to complete the refactoring effort. • Santa Barbara has identified 33 reports that need to be refactored within 30 days of go-live. Santa Barbara has requested assistance from Gainwell to complete the refactoring effort. • Ventura has identified 21 reports that need to be refactored for go-live.

Readiness Dashboard

Risks and Issues

Risk

Future focused -
Not yet realized -
Uncertain, probable event or condition -
Has negative effect on objectives -
Documented in the CalSAWS Risk Log -

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the CalSAWS Issue Log

Monitoring - No Risks are Realized

No Issues at this Time

Total Risks **1** **4** **1**
High   Medium   Low

Total Issues **0** **0** **0**
High   Medium   Low

Risk and Issues: Wave 3
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)

258.3	**The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window**	The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window
		Business Impact Mitigation Options:
		• Reduce CalWIN EDBC (system generated) data that is more than 3 years from the Go-Live date
		• Convert Open and Closed Cases within 2 years in Cutover B
		• Delay the Conversion of:
		   • Closed Purged/Shell Cases
		   • Closed Cases greater than 2 years from Cutover C two weeks after each (wave) Go-Live (with the Cutover A of the next Wave)
		• Additional technical options being evaluated to reduce conversion timings:
		   • **Technical Lower Risk Options**
		     • Performance tuning conversion ODI code ← **Continue to Progress**
		     • Upgrade the EC2 Oracle Database in Prod ← **Completed 2/11**
		March 3, 2023:
		Mock Cutover 3B is complete and results show a 92-hour cutover window
		   • Technical Higher Risk Options – Business Discussion Required
		     • Evaluate and conduct proof of concept using GoldenGate to reduce extract/production load timing
		
		March 17, 2023:
		After this week 3BNAM (scheduled to start 3/20) result will show update cutover window
			Conversion (Project)

Risk and Issues: Wave 3
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
268.3	**Implementation Readiness for CalWIN Cutover to CalSAWS**	**These 4 risks are Medium (Amber) and cause parent Risk 268 to be Medium:** **Batch Performance (Risk #237.3)** – Tracking ongoing tuning and testing for batch cycle in support of Wave 3. 58 County data testing was performed for 10-day discontinuance cycle, End of month and main payroll to are next priority **County Report Refactoring and Ancillary System Timelines (Risk #269.3)** - Reports identified by W3 counties for refactoring, Burndown charts in the Weekly DD&I Status Report to track development and acceptance progress as of 2/19/23: • Orange: 66 reports targeted for go live • Santa Barbara: 2 reports targeted for go live • Ventura: 0 reports targeted for go live **County Reconciliation and Submission of State Reports (Risk 279.3)**- CalWIN counties may need assistance to reconcile Fiscal reports as they prepare to submit State reports, sharing lessons learned from Wave 1 on reconciliation out of 2 systems during initial go live. Biweekly State & Fiscal Reports support meeting every other Thursday eff 2/3/2022 - 5/26/2023 **Production and CDV Defect Resolution (Risk #280)** - Risk tracks resolution of defects from Wave 1 and 2, Converted Data Validation, and Production. Weekly DD&I Status Report as of 2/19/23 - 86 P2s (56 by 2B cutover, 29 1-10 days post cutover, 1 for 3B), 66 P3, 7 P4 (include in go live packet if needed for alt procedure) **March 3, 2023:** Removed references to Low priority Green risks **March 17, 2023:** Risk owners would like to propose this risk for retirement	Implementation (Project)

Risk and Issues: Wave 3
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
280	**Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-Live could impact County Case Worker business Post Go-Live**	**March 31, 2023:** Updated statistics as of 3/31/23 Weekly Status Report below. Any P2s listed as Go-live dependent are targeted during cutover activities. Any P2s listed as "Day 1-10" are now targeted during days 1-10 after cutover **Open CalWIN Production Defects** Open CalWIN Production Defects below represents Conversion Defects identified by the Counties Post Go-Live. Defects are triaged, assessed, and resolved as quickly as they via Data Change Requests (DCR) *(table below)* **Open Converted Data Defects by Status** Open Converted Data Test (CDT), County Data Validation (CDV), and User Acceptance Test (UAT), Interface Partner Testing (IPT), System Test, Assembly Testing, and 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 3B were assessed for inclusion into the Wave 3 Go Live Packet (GLP). The below, metrics, do not include "In Production" *(table below)*	Conversion (Project)

Open CalWIN Production Defects

Resolution by Delivery Date	P1	P2	P3	P4	Total
Between March 1 – April 24, 2023	0	37	35	5	77
Total Open Defects	**0**	**37**	**35**	**5**	**77**

Open Converted Data Defects by Status

Open Defects by Status	P1	P2 - Normal/Medium	3 - Normal/Low	4 - Cosmetic	Grand Total
Cutover 2B	0	0	0	0	0
Post Cutover 2B Day 1 – 10	0	1	0	0	1
Cutover 3A	0	0	0	0	0
Cutover 3B	0	38	14	0	52
Cutover 3B Go-live dependent DCRs	0	29	4	1	34
Cutover 3B Day 1-10	0	17	0	0	17
Cutover 4A	0	0	0	0	0
Cutover 4B	0	0	47	7	54
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**	**85**	**65**	**8**	**158**

Risk and Issues: Wave 3
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
285.3	**Preparing CalWIN counties to operationalize CalSAWS after their Go-Live**	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. To mitigate this risk, the following key actions will be taken: • Develop County Profiles • Calculate Resources Needed • Finalize Post Implementation Needs/Structure with County • Finalize Post Implementation Needs/Structure with County • Investigate other options for implementation support	Implementation (Project)

Risks and Issues: Wave 3

Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.3	**The CalWIN counties may not be fully prepared for go-live if they do not have sufficient or timely information**	The CalWIN counties and County Directors have voiced concern that they do not have sufficient information or direction from the CalWIN ISS team to adequately prepare for go-live. In some cases, they have begun creating their own materials based on what they understand. If the counties do not have a framework within which to prepare, they may not be ready for cutover. This includes clear communication and timelines for what is needed to be completed by when, readiness checklists, early conversations on the transition from the current state to the future state, and clear direction.	Implementation (Project)
264.3	**CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates**	Delays in CalWIN counties predecessor activities (such as securing external legacy vendors for export support, mapping document types for each county, using Snowball as data transfer method, and completing the test batch phase on time) may delay cutover dates within each county. Further, counties must complete their predecessor activities by the deadline if they want to start exporting/importing on time. As a result of early pitfalls associated with predecessor tasks, Wave 1 counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk. **Status:** The Counties are meeting, and all due dates and are on track to complete scheduled milestones by deadlines as reported in the Weekly DD&I Status Report Supplemental Delta 1 Completion Dates: • Ventura - 02/07/23 • Orange - 02/17/23 • San Barbara- 02/28/23 **March 3, 2023:** Supplemental Delta 1 Completion dates have been met by all wave 3 counties	Implementation (County)
269.3	**CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live**	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk	Implementation (County)

Wave-3: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – LMS: Load Users, Build and Load Courses, Test Reports	Complete	11/14/22	12/16/22	100%
Wave 3 County Data Validation	Complete	1/30/23	02/10/23	100%
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	Complete	02/13/23	03/10/23	100%
CalWIN County Interface Testing	Complete	01/04/23	03/09/23	100%
State Interface Testing	Complete	01/04/23	03/09/23	100%
T-12 Readiness Survey Distribution	Complete	04/22/22	05/06/22	100%
T-9 Readiness Survey Distribution	Complete	07/15/22	08/05/22	100%
T-6 Readiness Survey Distribution	Complete	10/24/22	11/04/22	100%
T-3 Readiness Survey Distribution	Complete	01/23/23	02/03/23	100%
Application Development and System Test 23.03	In Progress	01/30/23	03/17/23	100%
County Preparation Phase Kick Off	Complete	02/14/23	02/14/23	100%
County Preparation Phase	In Progress	03/13/23	04/20/23	50%
County Networking Connectivity	Complete	07/01/22	2/20/23	100%
Contact Center Model Office Simulation	Not Started	04/03/23	04/21/23	0%
End-User Training	In Progress	02/27/23	04/21/23	58%
Pre and Post Deployment Support	In Progress	03/13/23	06/23/23	20%
Wave 3 CalSAWS Go-Live	Not Started	04/21/23	04/24/23	0%

Wave 3 – County Readiness Summary

<div style="writing-mode: vertical">County Readiness – Wave 3</div>

| Readiness Area	Status*	Orange	Status*	Santa Barbara	Status*	Ventura
Application	G	Contact Center SCR: CA-240160 approved • Model Office preparation in progress	G	Contact Center SCR: CA-240161 approved • Model Office preparation in progress	G	Contact Center SCR: CA-240162 approved • Model Office preparation in progress
Integration	G	Interface Testing with State and Consortium Partners Complete	G	Interface Testing with State and Consortium Partners Complete	G	Interface Testing with State and Consortium Partners Complete
Conversion	G	W-3A (County Prep) cutover on completed 03/13/2023	G	W-3A (County Prep) cutover on completed 03/13/2023	G	W-3A (County Prep) cutover on completed 03/13/2023
Technical	G	Wave 3 County Networking Connectivity Readiness Complete	G	Wave 3 County Networking Connectivity Readiness Complete	G	Wave 3 County Networking Connectivity Readiness Complete
Training	G	User ILT Training started 02/27/23	G	User ILT Training started 02/27/23	G	Wave 3 Early Training & TTT Started (Early ILT) 1/24/2023- Complete
Implementation	G	66 Ad Hoc reports to refactor	G	2 Ad Hoc reports to refactor.	G	0 Ad Hoc reports to refactor.
Organizational	G	T-3 Survey Complete	G	T-3 Survey Complete	G	T-3 Survey Complete.

Information included is as of March 17, 2023

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

Wave 3 County Readiness Checklist Activities by Status (as of 03/31/2023)

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T:
COMPLETED	11	538	495	480	112	1636
IN PROGRESS	0	85	82	92	30	289
NOT STARTED	2	65	70	68	57	262
Total Unique Issues:	13	688	647	640	199	2187

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

Wave 3 All Tasks Due Next 30 Days by Readiness Category
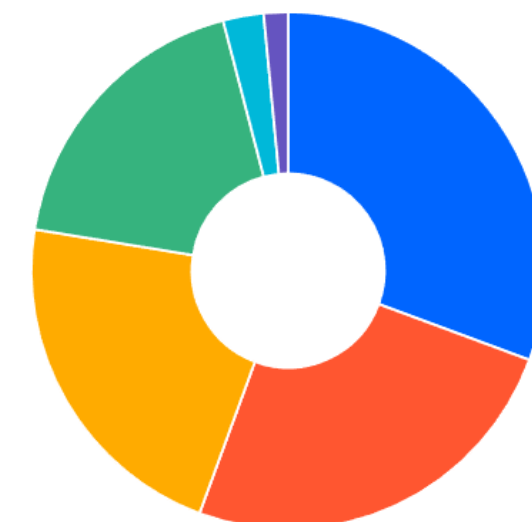
Implementation Readiness Category
Total Issues: 196

■	Implementation Readiness	60
■	Application Readiness	49
■	Conversion Readiness	43
■	BenefitsCal	36
■	Training Readiness	5
■	Change Readiness	3

County Readiness – Orange

Orange: County Tasks Counts by Category and Status (as of 03/31/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	11	6	55	72
BenefitsCal	0	12	0	12
Change Readiness	0	4	61	65
Conversion Readiness	7	1	14	22
Implementation Readiness	9	10	57	76
Technical Readiness	0	0	41	41
Training Readiness	2	0	43	45
Total Unique Issues:	**29**	**33**	**271**	**333**

Orange: Past Due by Readiness Category and Activity Owner (as of 03/31/2023)

Activity Owner	Conversion Readiness	T:
Conversion Lead - County	1	1
Total Unique Issues:	**1**	**1**

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 31, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1			
2			

Past Due Activity Highlights:
No late tasks at this time.

County Readiness – Santa Barbara

Santa Barbara: County Tasks Counts by Category and Status (as of 03/31/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	10	5	48	63
BenefitsCal	0	12	0	12
Change Readiness	0	4	62	66
Conversion Readiness	15	2	5	22
Implementation Readiness	6	14	52	72
Technical Readiness	0	0	28	28
Training Readiness	2	0	39	41
Total Unique Issues:	**33**	**37**	**234**	**304**

Santa Barbara: Past Due by Readiness Category and Activity Owner (as of 03/31/2023)

Activity Owner	Implementation Readiness	T:
IPOC	1	1
TPOC	1	1
Total Unique Issues:	**2**	**2**

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 31, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan

Past Due Activity Highlights:
1. Implementation Readiness:
- Analytics & Reporting: Build Refactored Reports
- Central Print: Complete Postage Deposit

County Readiness – Ventura

Ventura: County Tasks Counts by Category and Status (as of 03/31/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	9	14	49	72
Change Readiness	0	4	61	65
Application Readiness	12	7	43	62
Training Readiness	1	0	39	40
Technical Readiness	0	0	24	24
Conversion Readiness	18	0	4	22
BenefitsCal	0	12	0	12
Total Unique Issues:	**40**	**37**	**220**	**297**

Ventura: Past Due by Readiness Category and Activity Owner (as of 03/31/2023)

Activity Owner	Application Readiness	Implementation Readiness	T:
IPOC	0	2	2
TPOC	2	1	3
Total Unique Issues:	**2**	**3**	**5**

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of March 31, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

Past Due Activity Highlights:

1. Implementation Readiness:
- Analytics & Reporting: Build Refactored Reports
- Central Print: Complete Postage Deposit
- Helpdesk: Processes - Determine/update changes to County escalation procedures
- Analytics & Reporting: Communicate reports/reporting processes to County reporting team/end-users

Project Readiness

Application Readiness: System

System Test: 23.03	Complete
Start Date: 01/30/2023	End Date: 03/17/2023

Test Execution Results

Total Scripts :	1081
Not Executed:	0% (0)
In Progress:	0% (0)
Pass:	100% (1081)
Fail:	0% (0)
Blocked:	0% (0)
Completed:	1081
Remaining:	0
Progress:	100%

Application Readiness: Imaging

Images Migration	In Progress

County Export of Legacy Images: In progress

Hyland Receive & Upload Images to Production Environment: In progress

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: Completed

Application Readiness: User Acceptance Testing

UAT	Complete

Key Dates:

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

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

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

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

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

Application Readiness: Contact Center

Technical Connectivity	In Progress
Start Date: 01/06/2023	End Date: 04/21/2023

- 3 of 3 IVR Contact Flows Approved
- Approval of Wave 3 County SCRs: 3 of 3
  - Orange – CA-240160
  - Santa Barbara – CA-240161
  - Ventura – CA-240162
- Regression Test: Not Started
- Contact Center Model Office Testing (start date 04/03/2023)

Application Readiness: Central Print

Central Print Kick-Off	Complete

Configuration/Validation	Complete
Start Date: 07/06/2022	End Date: 4/15/2023

- Configuration meetings complete
- Validation meetings complete
- Configuration load complete

Setup and Training	In Progress
Start Date: 11/21/22	End Date: 04/17/23

- Training materials completed
- Portal Users load completed
- Inventory confirmed completed
- Training delivery completed
- Postage funding in progress

Application Readiness: BenefitsCal

Conversion Readiness	Complete

- Extract Wave-3 CBO user info from MyBCW complete

Training & Communications	In Progress

- Training delivery for public facing support, train the trainer and CBOs complete
- BenefitsCal Comms Plan execution in progress

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

Project Readiness

Conversion Readiness

Conversion Readiness	In Progress

Key Dates:

Golden Data Set #10 Ready: Delivered

Cutover 3A: 03/13/2023 – 04/20/2023

Cutover 3B: 04/21/2023 – 04/24/2023

- Cutover A County Click Through scheduled March 13, 2023 early am hours
- Mock Cutover – 3A completed February 1,2023.
- Mock Cutover 3B is complete and results show a 92-hour cutover window

CDV	Complete

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

- Converted Data Testing: Complete
- Orange, Santa Barbara, and Ventura participating
- 259 findings, 198 closed, 61 duplicates

Integration Readiness

Interface Partner Test	Complete

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

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

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

Technical Readiness

County Networking Connectivity	Complete

Start Date: 07/01/2022   End Date: 3/20/23

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

Technical Readiness: Operations

Contingency Restoration Planning	Complete

Disaster Recovery Exercise	Complete

Batch Operations	In Progress

- CalWIN batch schedules in progress: 95% complete.

Technical Readiness: Performance Testing

Performance Test	In Progress

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

Technical Readiness: Security

Security Test	Complete

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

Application Security: CalSAWS Scan/ Remediation Complete

Penetration Testing: Complete

Project Readiness

Training Readiness

Training Plan — Complete
Start Date: 09/06/2022   End Date: 11/07/2022
- Wave 3 County specific training plans – Completed and Approved

Training Materials — Complete
Start Date: 10/24/2022   End Date: 12/09/2022
- Wave 3 County specific instructor led training materials – Walkthroughs complete; County-specific ILT materials complete
- Web-Based trainings updated – Complete

Training Delivery — In Progress
Start Date: 11/28/2022   End Date: 04/21/2023
- Wave 3 WBTs for Early Training & TTT – Complete
- Wave 3 staff curriculum assignment – Complete
- Wave 3 Classrooms set-up and certified for ET/TTT - Complete
- Wave 3 Early Training and TTT ILTs – Complete
- Wave 3 Classrooms set-up and certified for End User ILT – Complete
- Wave 3 End User ILT Training – Started 02/27/23
- Training environment and training data build – Complete
- Generic training accounts for training environment – Complete

Organizational Readiness: OCM

Change Discussions with Staff — Complete
End Date: 1/30/2022
- Change Discussions concluded in February 2023.

Readiness Surveys — Complete
Start Date: 03/28/2022   End Date: 06/23/2023
- Open the Wave T+6 Survey on 5/29 to 6/9.

Infographics/ Newsletters — On Schedule
Start Date: 10/2022   End Date: 03/2023
- March Infographics & Newsletter – Complete
- April Infographics – On Schedule
- May Newsletter

Change Network Champions — On Schedule
Start Date: 07/20/2022   End Date: 05/30/2023
- March CNC Meeting – Complete
- April CNC Meeting – On Schedule
- May CNC Meeting

Organizational Readiness: Business Process Reengineering

W3 BPR Plans Approved — Complete

Process Change Inventory Close Out — Complete

Automated Actions Enablement — Complete

Process Simulation

W3 Process Simulation Planning — Complete
Start Date: 12/05/2022   End Date: 02/13/2023
- Wave 3 Participants Identification: Complete

Process Simulation Execution — Complete
Start Date: 02/13/2023   End Date: 03/10/2023
- Orange: Complete
- Santa Barbara: Complete
- Ventura: Complete

Configuration

Configuration Materials — Complete
Start Date: 09/09/2022   End Date: 03/10/2023
- Document Configuration Guides and Worksheets - Complete

W3 Configuration Documentation & Validation — Complete
Start Date: 12/05/2022   End Date: 02/10/2023
- Orange complete: 01/04/2023 - 01/13/2023
- Ventura complete: 01/18/2023 - 01/27/2023
- Santa Barbara in progress: 02/01/2023 - 02/10/2023

Implementation Readiness

Implementation Planning	In Progress

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

County Prep	In Progress

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

- 41 county prep activities instructions complete.
- Kick Off Meeting completed 02/14/2023
- County Prep In Progress

Post-Deployment Support	In Progress

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

- Wave-3 county site visits in progress
- Command Center structure planning - Complete

Implementation Readiness: Help Desk and System Operations

Help Desk	Complete

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

Plans for enhanced communications to County Help Desk: Complete

ServiceNow Training for County Help Desks:

Delegated Admin Training conducted 10/26.

County Tier 1 Fulfiller Training – Complete

Tier 1 and Delegated Admin Refresher Training hosted on 2/23

Q & A Session hosted on 3/9

ServiceNow Support Line hosted 3/13-3/24

System Operations	Complete

- CalWIN Counties Access to the Sandbox Environment: Complete

- Engage the Counties on Staff Profile/Security Administration Updates: Complete

Implementation Readiness: County Ad-Hoc Reporting

County Ad Hoc Reporting	In Progress

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

County Education Sessions:
- Wave 3 - Complete

County Report Refactoring
Wave 3 identified 829 reports in need of refactoring.
- Orange: has 66 reports to refactor by go-live and is receiving assistance from Gainwell.
- Santa Barbara: has 2 reports to refactor by go-live. Santa Barbara has requested assistance 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 2 of the reports, and the rest will be refactored by the county.

Project Readiness

CalWIN Migration and BenefitsCal Implementation Contact:
Implementation@CalSAWS.org

RANCHO CORDOVA OFFICE
11290 Pyrites Way, Suite 150
Gold River, CA 95670
(916) 851-3201

ROSEVILLE OFFICE
620 Roseville Parkway
Roseville, CA 95747
(916) 846-7331

NORWALK OFFICE
12440 Imperial Highway, Suite 300
Norwalk, CA 90650
(562) 484-7914