# Wave 4 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 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 31, 2023.**
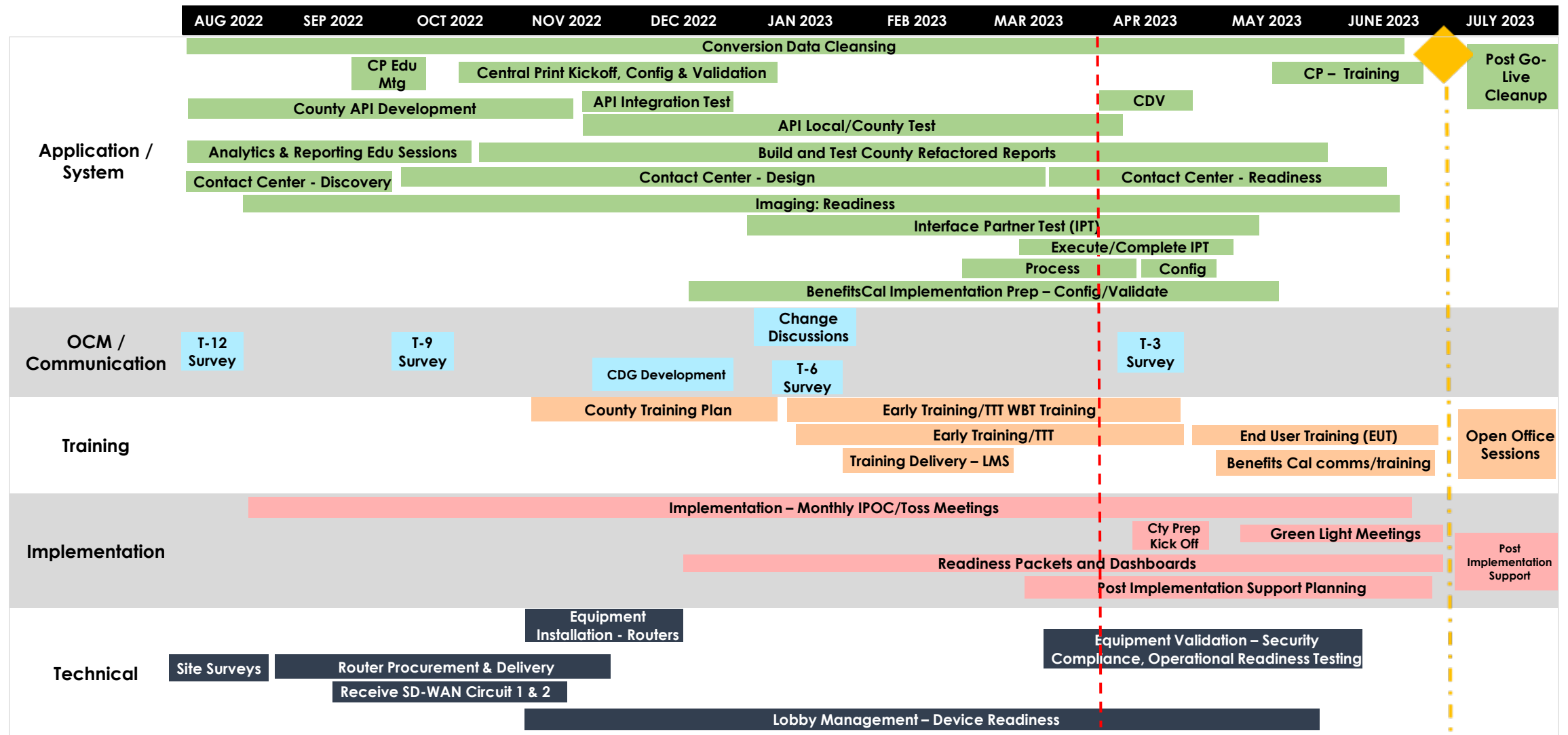
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# Wave-4 **Migration Timeline**

# Wave 4 Critical Path

San Diego, San Mateo, Santa Cruz, Solano

| | AUG 2022 | SEP 2022 | OCT 2022 | NOV 2022 | DEC 2022 | JAN 2023 | FEB 2023 | MAR 2023 | APR 2023 | MAY 2023 | JUNE 2023 | JULY 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|

**Application / System**
- Conversion Data Cleansing
- CP Edu Mtg
- Central Print Kickoff, Config & Validation
- CP – Training
- County API Development
- API Integration Test
- CDV
- API Local/County Test
- Analytics & Reporting Edu Sessions
- Build and Test County Refactored Reports
- Contact Center - Discovery
- Contact Center - Design
- Contact Center - Readiness
- Imaging: Readiness
- Interface Partner Test (IPT)
- Execute/Complete IPT
- Process
- Config
- BenefitsCal Implementation Prep – Config/Validate
- Post Go-Live Cleanup

**OCM / Communication**
- Change Discussions
- T-12 Survey
- T-9 Survey
- T-3 Survey
- CDG Development
- T-6 Survey

**Training**
- County Training Plan
- Early Training/TTT WBT Training
- Early Training/TTT
- End User Training (EUT)
- Training Delivery – LMS
- Benefits Cal comms/training
- Open Office Sessions

**Implementation**
- Implementation – Monthly IPOC/Toss Meetings
- Cty Prep Kick Off
- Green Light Meetings
- Readiness Packets and Dashboards
- Post Implementation Support Planning
- Post Implementation Support

**Technical**
- Equipment Installation - Routers
- Equipment Validation – Security Compliance, Operational Readiness Testing
- Site Surveys
- Router Procurement & Delivery
- Receive SD-WAN Circuit 1 & 2
- Lobby Management – Device Readiness

**We are Here**

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**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**
04/17/23 – 04/28/23
**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 06/05 – 06/23
CC Config (WFM) 06/05 – 06/23
**Configuration –** 03/16/23 - 06/30/23
**Process Simulation** 05/01/23 – 5/26/23

**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** | G | Deploy CalSAWS Release 23.05 | • **Test In Progress:** 9.93% complete; Release targeted for 05/19/2023. |
| | G | Contact Center Readiness | • IVR Contact Flows approved by all Wave 4 counties.<br>• IVR/Contact Center Design approved by all Wave 4 Counties. |
| | G | Imaging Readiness | • County Export of Legacy Images: In Progress |
| | G | BenefitsCal Readiness | • Extract and provide CBO User information from MyBCW completed for Wave 4 Counties.<br>• Validate CBO user load into ForgeRock – Mock Run 1 Target 04/13/2023 |
| | G | Central Print Readiness | • All Wave 4 counties are in validation |
| | C | User Acceptance Testing | • UAT was a global activity for the CalWIN Migration and concluded on August 19, 2022. |
| **Integration** | Y | County Interface Partner Test (IPT) Execution | • Expected Completed % for County IPT is expected to begin during the week of 3/27.<br>• San Diego – 0% passed. 0 of 7 interfaces have passed.<br>• San Mateo – 0% passed. 0 of 8 interfaces have passed.<br>• Santa Cruz – 0% passed. 0 of 9 interfaces have passed.<br>• Solano – 25% passed. 2 of 8 interfaces have passed. |
| | G | State Interface Partner Test (IPT) Execution | • Target Pass Rate: 14% Current Pass Rate: 54%<br>• 6 of 11 Interfaces have passed. |
| **Conversion** | G | Defects Resolution | • As of 3/27/23, there are 82 P2 and 66 P3 and P4 Open Converted Data Defects |
| | G | EDBC Match – Auto Review Rates | • Match Rate as a result of Wave 3 Mock Cutover is approx. 70% in aggregate across all programs<br>• Wave 4B Mock scheduled 4/1/23-4/5/23 and once results are available they will be shared |
| **Technical** | G | County Network Connectivity | • Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery<br>• Track ongoing delivery of secondary circuits to County sites. |
| | G | Performance Testing | • Batch performance testing 25% complete. |

| 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
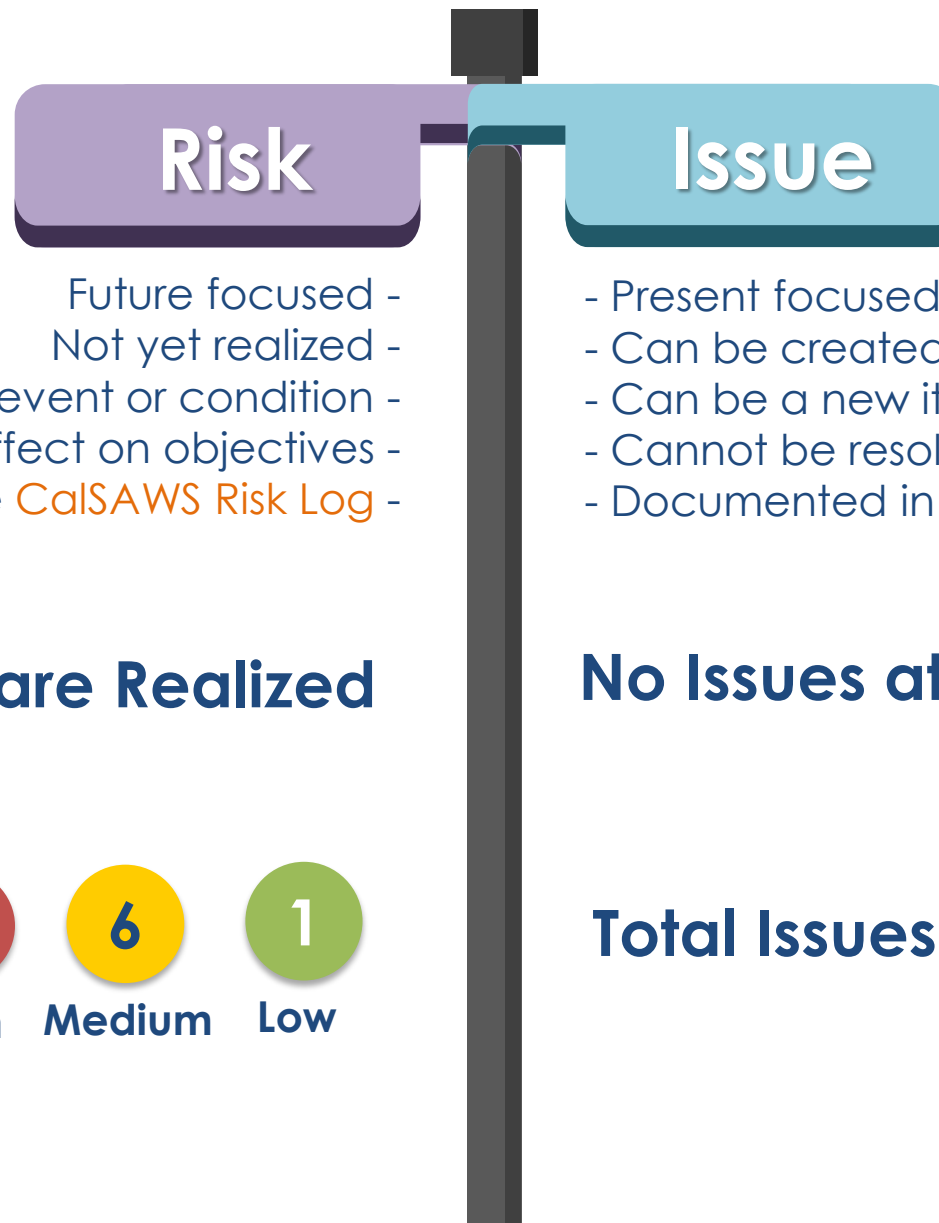## Readiness Areas and Categories

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. |
| | C | ILT Training Curriculum | • County-Specific updates to ILT training materials complete. Walkthroughs completed all Wave 4 counties. Final updates complete. |
| | G | Wave 4 County Classroom Set-Up | • Classroom set-up and connectivity testing complete for Early Training/Train the Trainer.<br>• Will occur 4/17 – 5/5/2023 for End-User Training. |
| | G | WBT Training Delivery | • Early Training/Train the Trainer completed. End-User training started 02/06/2023 42% completed. |
| | G | ILT Training Delivery | • Started 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** | C | Change Discussion Guides (CDGs) | • Wave 4 Group 1 complete FWP by 12/07/22. |
| | G | Communications | • Infographics for April on schedule |
| | C | Business Process Reengineering | • BPR Complete |
| | G | Configuration | • San Diego Working Sessions: Completed<br>• San Mateo Working Sessions: 04/17/23 - 04/21/23<br>• Santa Cruz Working Sessions: In progress ending 04/07/23<br>• Solano Working Sessions: 05/01/23 - 05/05/23 |
| | G | Process Simulation | • San Diego Kickoff: completed; Test Execution: 04/24/23 - 05/05/23<br>• San Mateo Kickoff: completed; Test Execution: 05/08/23 - 05/19/23<br>• Santa Cruz Kickoff: completed; Test Execution: 04/24/23 - 05/05/23<br>• Solano Kickoff completed; Test Execution: 05/08/23 - 05/19/23 |
| **Implementation** | G | Implementation Planning | • Checklist Review and Readiness Packet Development Ongoing |
| | G | County Prep | • County Prep materials finalization in progress<br>• W4 Kick Off meeting: 4/25/2023 for County Prep execution on 4/22/23 – 6/29/23 |
| | G | Post Implementation Support | • Post Implementation Support County Profiles completed. Draft approach and structure complete. |
| | G | Help Desk | • County Site Plan Working Sessions Completed<br>• Delegated Admin Training conducted 1/5<br>• Tier 1 Fulfiller Training hosted week of 1/30<br>• Tier 1 Fulfiller and Delegated Admin Refresher Training targeted for week of 04/17/23 |
| | G | County Ad Hoc Reports | • **Wave 4:** Reviewed 809 reports for refactoring. Approximately 299 need to be refactored for Wave 4 Counties. All wave 4 counties have reached out to Gainwell for assistance.<br>• **San Diego** has identified 176 reports that need to be refactored with 34 reports needed by go live.<br>• **San Mateo** has identified 157 reports that need to be refactored.<br>• **Santa Cruz** has identified 95-100 reports to be refactored. **Solano** has identified 69 reports that need to be refactored with 21 needed by 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** **6** **1**
High   Medium   Low

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

# 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) |
| **279.4** | **CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS** | As CalWIN migrates to CalSAWS, counties may need assistance (from the project) how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely) | Fiscal (Project) |
| **285.4** | **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. <br> To mitigate this risk, the following key actions will be taken: <br> • Develop County Profiles <br> • Calculate Resources Needed <br> • Finalize Post Implementation Needs/Structure with County <br> • Finalize Post Implementation Needs/Structure with the Project <br> • Investigate other options for implementation support | 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** | **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<br><br>**Open CalWIN Production Defects**<br>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)<br><br>**Open Converted Data Defects by Status**<br>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" | Implementation(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** |

# 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** | **Wave 4 Status:**<br>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.<br><br>Risk owners would like to change the status to trending upwards<br>Current Steps for San Diego County (Peraton) update:<br>Upon clarifying the steps above, Peraton identified that they were unable to access County's drivers in order to initiate their next production uploads<br>The validation results identified several missing files that Peraton need to locate and re submit<br>Next steps: Peraton need to action the county driver issue and locate the missing files<br><br>**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. Update to Green/Low (update probability to 10%)**<br><br>**March 10, 2023:** County continues to be on a green status with bulk import and export deltas in progress | 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** | 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.<br><br>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. | 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 | 04/10/23 | 04/21/23 | 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 | 05/01/23 | 05/26/23 | 0% |
| State Interface Testing | In Progress | 3/15/2023 | 5/5/2023 | 54% |
| CalWIN County Interface Testing | In Progress | 3/15/2023 | 5/5/2023 | 6% |
| 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 | In Progress | 03/27/23 | 05/19/23 | 10% |
| 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 | 06/05/23 | 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 – approved | G | Contact Center SCR CA-240167 – approved | G | Contact Center SCR CA-240164 – approved | G | Contact Center SCR CA-240165 – approved |
| Integration | Y | Interface development complete. IPT execution is in progress. | Y | Interface development complete. IPT execution is in progress. | Y | Interface development complete. IPT execution is in progress. | Y | Interface development in progress, behind schedule. IPT execution is in progress. |
| Conversion | G | CDV Intro session completed on 3/30. | G | CDV Intro session completed on 3/30. | G | CDV Intro session completed on 3/30. | G | CDV Intro session completed on 3/30. |
| Technical | G | Networking Readiness on track at 96.3% | G | Networking Readiness on track at 94.4% | G | Networking Readiness on track at 94.4% | G | Networking Readiness on track at 92.6% |
| Training | G | Early Training & TTT Completed (WBT) EUT ongoing | G | Early Training & TTT Completed (WBT) EUT ongoing | G | Early Training & TTT Completed (WBT) EUT ongoing | G | Early Training & TTT Completed (WBT) EUT ongoing |
| Implementation | G | TOSS Meetings ongoing. | G | TOSS Meetings ongoing. | G | TOSS Meetings ongoing. | G | TOSS Meetings ongoing. |
| Organizational | G | CDG Signoff completed. | G | CDG Signoff complete | G | CDG Signoff completed. | G | CDG Signoff completed. |

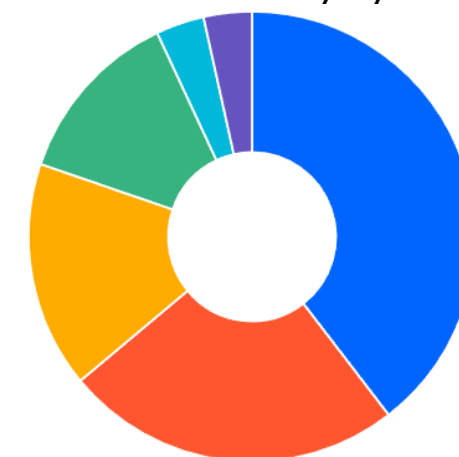| NS | Not Started | G | On Schedule | Y | <14 Days Late | R | >=14 Days Late |
|---|---|---|---|---|---|---|---|

*Information included is as of March 31, 2023*

### Wave 4 County Readiness Checklist Activities by Status (as of 03/31/2023)

| Status | 00 All Counties | 09 San Diego | 10 San Mateo | 11 Santa Cruz | 12 Solano | Wave 4 Counties | T: |
|---|---|---|---|---|---|---|---|
| IN PROGRESS | 3 | 78 | 89 | 88 | 93 | 20 | 371 |
| NOT STARTED | 1 | 186 | 198 | 189 | 190 | 133 | 897 |
| COMPLETED | 27 | 329 | 342 | 352 | 346 | 20 | 1416 |
| Total Unique Issues: | 31 | 593 | 629 | 629 | 629 | 173 | 2684 |

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)

**Wave 4 All Tasks Due Next 30 Days by Readiness Category**



**Implementation Readiness Category**
Total Issues: 86

| | |
|---|---|
| Implementation Readiness | 34 |
| Training Readiness | 21 |
| Technical Readiness | 14 |
| Change Readiness | 11 |
| Application Readiness | 3 |
| Conversion Readiness | 3 |

## County Readiness – San Diego

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

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|---|---|---|---|---|
| Application Readiness | 0 | 13 | 11 | 24 |
| BenefitsCal | 0 | 12 | 0 | 12 |
| Change Readiness | 2 | 5 | 23 | 30 |
| Conversion Readiness | 16 | 6 | 1 | 23 |
| Implementation Readiness | 7 | 36 | 53 | 96 |
| Technical Readiness | 3 | 8 | 28 | 39 |
| Training Readiness | 2 | 11 | 32 | 45 |
| **Total Unique Issues:** | **30** | **91** | **148** | **269** |

## County Readiness Watch Items

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

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

| Activity Owner | Implementation Readiness | T: |
|---|---|---|
| IPOC | 1 | 1 |
| **Total Unique Issues:** | **1** | **1** |

**Past Due Activity Highlights:**
**1. Implementation Readiness:**
- Regional Contact Center: Readiness - CRFI for Generic Worker for RCC Applications

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 – San Mateo**

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

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|---|---|---|---|---|
| Application Readiness | 2 | 22 | 14 | 38 |
| BenefitsCal | 0 | 12 | 0 | 12 |
| Change Readiness | 1 | 12 | 41 | 54 |
| Conversion Readiness | 18 | 5 | 1 | 24 |
| Implementation Readiness | 12 | 34 | 46 | 92 |
| Technical Readiness | 3 | 3 | 24 | 30 |
| Training Readiness | 2 | 13 | 31 | 46 |
| **Total Unique Issues:** | **38** | **101** | **157** | **296** |

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

| Activity Owner | Application Readiness | Implementation Readiness | T: |
|---|---|---|---|
| IPOC | 0 | 2 | 2 |
| PPOC | 1 | 1 | 2 |
| **Total Unique Issues:** | **1** | **3** | **4** |

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:**
- Regional Contact Center: Readiness - CRFI for Generic Worker for RCC Applications
- Analytics & Reporting: Validate County Needs - Identify Total Number of County Refactoring Report Needs
- Implementation: Business Continuity Plan - Assess whether Business Continuity Plan requires updates

**2. Application Readiness:**
- Lobby Mgmt. Device: Readiness - Document and submit County APD for lobby mgmt. solution costs in County Purchase Document (if applicable)

**County Readiness – Santa Cruz**

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

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|---|---|---|---|---|
| Application Readiness | 3 | 20 | 16 | 39 |
| BenefitsCal | 0 | 12 | 0 | 12 |
| Change Readiness | 2 | 12 | 39 | 53 |
| Conversion Readiness | 17 | 5 | 0 | 22 |
| Implementation Readiness | 8 | 35 | 52 | 95 |
| Technical Readiness | 2 | 3 | 25 | 30 |
| Training Readiness | 2 | 10 | 32 | 44 |
| **Total Unique Issues:** | **34** | **97** | **164** | **295** |

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

| Activity Owner | Application Readiness | Implementation Readiness | T: |
|---|---|---|---|
| IPOC | 0 | 1 | 1 |
| PPOC | 2 | 1 | 3 |
| **Total Unique Issues:** | **2** | **2** | **4** |

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:**
- Regional Contact Center: Readiness - CRFI for Generic Worker for RCC Applications
- Implementation: Business Continuity Plan - Assess whether Business Continuity Plan requires updates

**2. Application Readiness:**
- Lobby Mgmt. Device: Readiness - Sign/Approve County Purchase for Lobby Devices

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

| Implementation Readiness Category | IN PROGRESS | NOT STARTED | COMPLETED | T: |
|---|---|---|---|---|
| Application Readiness | 3 | 18 | 13 | 34 |
| BenefitsCal | 0 | 12 | 0 | 12 |
| Change Readiness | 0 | 12 | 42 | 54 |
| Conversion Readiness | 16 | 6 | 1 | 23 |
| Implementation Readiness | 8 | 36 | 52 | 96 |
| Technical Readiness | 3 | 3 | 24 | 30 |
| Training Readiness | 2 | 11 | 31 | 44 |
| **Total Unique Issues:** | **32** | **98** | **163** | **293** |

## County Readiness Watch Items

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

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

| Activity Owner | Application Readiness | Implementation Readiness | T: |
|---|---|---|---|
| IPOC | 2 | 1 | 3 |
| PPOC | 0 | 1 | 1 |
| **Total Unique Issues:** | **2** | **2** | **4** |

**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:**
- Fiscal - IPT Readiness - Complete all required work to begin IPT Testing - Paid Warrant Reader Job & Direct Deposit Writer

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.

**Project Readiness**

## Application Readiness: System

| System Test: 23.05 | In Progress |
|---|---|

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

**Test Execution Results**

Total Scripts : 866
Not Executed: 86.37% (748)
In Progress: 3.7% (32)
Pass: 6% (52)
Fail: 2.42% (21)
Blocked: 1.5% (13)
Completed: 86
Remaining: 780
Progress: 9.93%

## 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 de-escalated to green with export deltas 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: 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

| Technical Connectivity | Not Started |
|---|---|

| Contact Center Approvals | In Progress |
|---|---|

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

4 of 4 IVR Contact flows approved
4 of 4  County Contact Center SCR approved
Regression Testing: Not Started
Model Office Testing scheduled for 6/9/2023

## Application Readiness: Central Print

| Central Print Kick-Off | Complete |
|---|---|

| Configuration/Validation | In Progress |
|---|---|

Start Date: 08/01/2023    End Date: 05/30/2023

• Configuration meetings completed
• Validation meetings in progress
• Configuration load: not started

| Setup and Training | In Progress |
|---|---|

Start Date: 04/01/23    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 |
|---|---|

• Extract CBO User information from MyBCW Prod for Wave 4 counties target - 6/5/23

| 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

**Project Readiness**

## Conversion Readiness

| Conversion Readiness | On Schedule |
|---|---|

**Key Dates:**

Golden Data Set #11 On schedule: April 2023

Cutover 4A: 05/15/2023

Cutover 4B: 07/03/2023

Mock Cutover – On-Schedule 4/1/2023 – 4/14/2023

| CDV | Not Started |
|---|---|

Execution
Start Date: 04/17/2023     End Date: 04/28/2023

- CDV Execution and Process Kickoff: 4/11/2023
- Converted Data Testing: complete for all waves.

## Integration Readiness

| Interface Partner Test | In Progress |
|---|---|

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.

## 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%

## Technical Readiness: Performance Testing

| Performance Test | In Progress |
|---|---|

CalSAWS Batch Performance – 25% complete
Online Performance Testing targeted for
5/22/23 - 6/23/23

## 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: 11/14/2022     End Date: 12/21/2022

- County-Specific Training Plans – Complete

| Training Materials | Complete |
|---|---|

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

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

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

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

- Wave 4 Early Training & TTT WBTs - Complete
- 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 Classroom set-up for ET/TTT ILT – Complete
- Wave 4 Early Training and TTT ILTs – In Progress
- Wave 4 End User ILTs start 05/2023
- Training Environment/Build Training Data – Complete
- Create Training Accounts in Training Environment - Complete

## Organizational Readiness: OCM

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

Start Date: 12/22/2023     End Date: 05/08/2023
- Prep sessions complete
- Continue to monitor the Wave 4 Group 2 Change Discussions.

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

Start Date: 06/27/2022     End Date: 08/25/2023

- 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 - Complete
- April Infographics – On Schedule
- 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 – Complete
- CNC Meeting in April – On Schedule
- 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 | In Progress |
|---|---|

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

## Process Simulation

| W4 Process Simulation Planning | In Progress |
|---|---|

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

**Project Readiness**

## 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

- 44 county prep activities instructions complete, materials in final review.
- Kick Off Meeting targeted for April 2023

| Post-Deployment Support | Not Started |
|---|---|

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

- Draft approach and structure complete
- Resource allocation discussions to begin at T-1

## 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. Approximately 299 need to be refactored for Wave 4 Counties

- San Diego has identified 176 reports that need to be refactored with 34 reports needed by go live. San Diego has reached out to Gainwell and Accenture for assistance.
- San Mateo has identified 157 reports that need to be refactored. San Mateo has reached out to Gainwell for assistance.
- Santa Cruz has identified 95-100 reports to be refactored. Santa Cruz has reached out to Gainwell for assistance.
- Solano has identified 69 reports that need to be refactored with 21 needed by go-live. Solano has reached out to Gainwell for assistance.

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