

Wave 3 Implementation Readiness Dashboard and Packet

April 14, 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 **April 14, 2023**

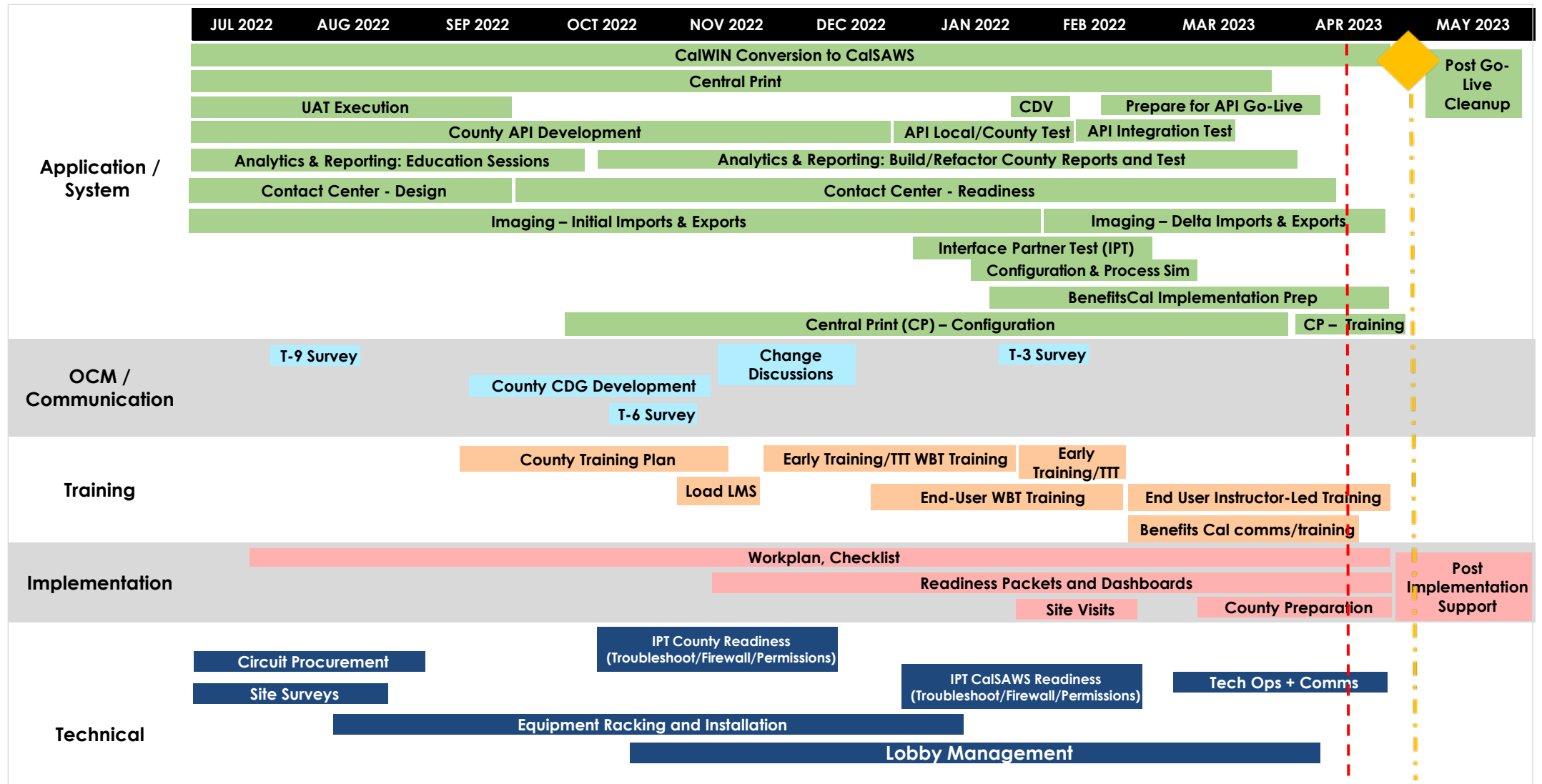


Wave-3 Migration Timeline



Wave 3 Critical Path

Orange, Santa Barbara, Ventura



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 <ul style="list-style-type: none"> Testing 100% complete; Release date: 03/20/23.
	G	Contact Center Readiness <ul style="list-style-type: none"> IVR Contact Flows for W3 Counties: Approved Contact Center SCRs: <ul style="list-style-type: none"> 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 now participating in Model Office activities, scheduled to run between 4/3/23 - 4/21/23.
	G	Imaging Readiness <ul style="list-style-type: none"> County Export of Legacy Images In progress.
	G	BenefitsCal Readiness <ul style="list-style-type: none"> Communications plan in progress and on schedule.
	G	Central Print Readiness <ul style="list-style-type: none"> Configuration meetings complete for all Wave 3 counties. Validation meetings complete for all 3 Wave 3 counties, Postage funding in progress.
Integration	C	County Interface Partner Test (IPT) Execution <ul style="list-style-type: none"> 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. 4 of 4 interfaces have passed.
	C	State Interface Partner Test (IPT) Execution <ul style="list-style-type: none"> Target Pass Rate: 84% Current Pass Rate: 100% 11 of 11 Interfaces have passed.
Conversion & Migration Planning	Y	Defects Resolution <ul style="list-style-type: none"> As of 4/10/23, there are 130 P2 and 112 P3 and 15 P4 Open Converted Data Defects.
	G	EDBC Match – Auto Review Rates <ul style="list-style-type: none"> Match Rate TBD
	C	Mock Cutover <ul style="list-style-type: none"> Mock Cutover 3B complete;
	C	Cutover Window <ul style="list-style-type: none"> Cutover Window set to 86.5 hours
Technical	C	County Network Connectivity <ul style="list-style-type: none"> 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
	C	Performance Testing <ul style="list-style-type: none"> Online performance testing Complete

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

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	<ul style="list-style-type: none"> Complete.
	C	ILT Training Curriculum Complete	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
	C	WBT Training Delivery	<ul style="list-style-type: none"> Early Training WBTs started 11/28/22. End User WBTs started 12/19. 80% complete – Target met.
	C	ILT Training Delivery	<ul style="list-style-type: none"> ET/TTT complete. End-User Training complete.
Organization	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> Orange, Ventura & Santa Barbara signed off.
	G	Communications	<ul style="list-style-type: none"> Infographics for April on schedule.
	C	Business Process Reengineering	<ul style="list-style-type: none"> BPR Complete
	C	Configuration	<ul style="list-style-type: none"> Configuration Working Sessions complete as of 3/10/23
	C	Process Simulation	<ul style="list-style-type: none"> Process Simulation Execution complete Ventura 2/27/23 – 3/10/23, and Santa Barbara 2/27/23 – 3/10/23)
Implementation	C	Implementation Planning	<ul style="list-style-type: none"> Wave 3 Post Implementation Support planning – complete Go Live Packet Complete
	G	County Prep	<ul style="list-style-type: none"> County Prep Phase 3/13 - 4/20
	C	Pre and Post Implementation Support	<ul style="list-style-type: none"> CRFI 23-030 distributed for CalSAWS Support County Profiles Complete W3 resource assignments to county offices finalized.
	C	Help Desk	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Orange County has identified 68 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 and Issues: Wave 3

Issues related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Issue Number	Issue Name	Issue Description	Readiness Area (Owner)
 258.3	RESOLVED The CalWIN Conversion Cutover Window is at-risk of completing past the 84-hour cutover window	The conversion cutover window is now at 86.5 hours and closed with resolution and approval. <ul style="list-style-type: none">The project has collaborated with the counties and obtained approval for the following conversion weekend schedule for 3B:<ul style="list-style-type: none">CalWIN (3 Counties) goes down at 5 PM Thursday, April 20thCalSAWS (45 Counties) goes down at 3:30 PM Friday, April 21thCalSAWS (48 Counties) up at 7:30 AM Monday, April 24th	Conversion (Project)

*The county click-through window is allocated the full 3 hours.

*As of 4/5/2023

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)
279.3	CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they migrate to CalSAWS	<p>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).</p> <p>Wave 3 County support begins in April 2023 with Wave 3 - State/Fiscal Reports meetings .</p>	Application/ Fiscal (Project)
280	Unresolved Go-Live Dependent defects not resolved prior to the Wave Go-Live could impact County Case Worker business Post Go-Live	<p>Open Converted Data Test (CDT), County Data Validation (CDV, User Acceptance Test (UAT), and post production defects need to be resolved prior to the, respective, Wave Go-Live. Unresolved defects could impact in the projects Green Lighting the Wave for Go-Live and/or County experience in production</p> <p>There is a schedule the conversion team maintains for resolving defects at Wave 3 Go-Live or targeted after W3 cutover.</p>	Conversion (Project)
285.3	Preparing CalWIN counties to operationalize CalSAWS after their Go-Live	<p>If CalWIN counties are not prepared to operationalize CalSAWS after their Go-Live, timely and effective delivery of services could be impacted. During the 60-calendar day Post Implementation support period, migrating CalWIN counties must have available resources and volunteers appropriately allocated for post implementation support, and plan for a gradual transition to self-sufficiency.</p>	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 (County)
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.	Application (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	<p>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).</p> <p>Gainwell is assisting the Wave 3 Counties with report refactoring.</p>	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	88%
County Networking Connectivity	Complete	07/01/22	2/20/23	100%
Contact Center Model Office Simulation	In Progress	04/03/23	04/21/23	61%
End-User Training	Complete	02/27/23	04/21/23	100%
Pre and Post Deployment Support	In Progress	03/13/23	06/23/23	31%
Wave 3 CalSAWS Go-Live	Not Started	04/20/23	04/24/23	0%

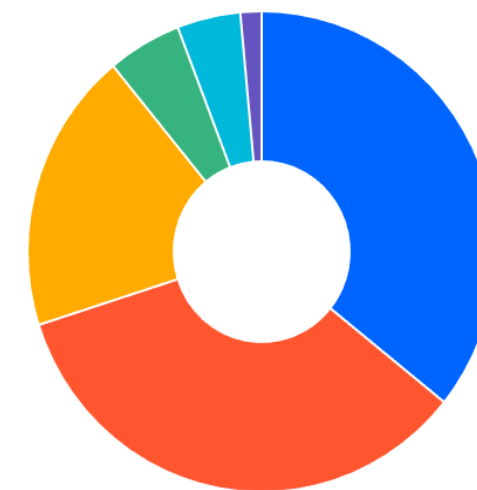
Wave 3 – County Readiness Summary

Readiness Area	Orange		Santa Barbara		Ventura	
	Status*		Status*		Status*	
Application	G	Contact Center SCR: CA-240160 approved • Model Office execution underway	G	Contact Center SCR: CA-240161 approved • Model Office execution underway	G	Contact Center SCR: CA-240162 approved • Model Office execution underway
Integration	C	Interface Testing with State and Consortium Partners Complete	C	Interface Testing with State and Consortium Partners Complete	C	Interface Testing with State and Consortium Partners Complete
Conversion	G	Cutover 3B: 04/20/2023 – 04/24/2023	G	Cutover 3B: 04/20/2023 – 04/24/2023	G	Cutover 3B: 04/20/2023 – 04/24/2023
Technical	C	Wave 3 County Networking Connectivity Readiness Complete	C	Wave 3 County Networking Connectivity Readiness Complete	C	Wave 3 County Networking Connectivity Readiness Complete
Training	C	End User Training Complete	C	End User Training Complete	C	End User Training Complete
Implementation	G	66 Ad Hoc reports to refactor	G	2 Ad Hoc reports to refactor.	G	14 Ad Hoc reports to refactor.
Organizational	C	T-3 Survey Complete	C	T-3 Survey Complete	C	T-3 Survey Complete.

*Information included is as of April 14, 2023

NS	Not Started	G	On Schedule	Y	<14 Days Late	R	>=14 Days Late
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Wave 3 All Tasks Due Next 30 Days by Readiness Category



Implementation Readiness Category
Total Issues: 137

Application Readiness	49
Implementation Readiness	47
BenefitsCal	26
Training Readiness	7
Conversion Readiness	6
Change Readiness	2

Wave 3 County Readiness Checklist Activities by Status (as of 04/14/2023)

Status	00 All Counties	06 Orange	07 Santa Barbara	08 Ventura	Wave 3 Counties	T:
COMPLETED	11	562	530	502	136	1741
IN PROGRESS	0	86	70	95	31	282
NOT STARTED	2	53	56	56	32	199
Total Unique Issues:	13	701	656	653	199	2222

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)

Orange County Readiness Summary

Orange: County Tasks Counts by Category and Status (as of 04/14/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	10	5	57	72
BenefitsCal	12	0	0	12
Change Readiness	0	3	62	65
Conversion Readiness	5	0	14	19
Implementation Readiness	8	7	62	77
Technical Readiness	0	0	41	41
Training Readiness	1	6	45	52
Total Unique Issues:	36	21	281	338

Orange: Past Due by Readiness Category and Activity Owner (as of 04/14/2023)

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of April 14, 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 past due items at this time.

Santa Barbara: County Tasks Counts by Category and Status (as of 04/14/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	12	3	48	63
BenefitsCal	3	0	5	8
Change Readiness	0	4	62	66
Conversion Readiness	0	0	19	19
Implementation Readiness	7	8	58	73
Technical Readiness	0	0	28	28
Training Readiness	2	6	40	48
Total Unique Issues:	24	21	260	305

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan

Santa Barbara: Past Due by Readiness Category and Activity Owner (as of 04/14/2023)

Activity Owner	Implementation Readiness	T:
IPOC	1	1
Total Unique Issues:	1	1

Past Due Activity Highlights:

- 1. Implementation Readiness:**
 - Analytics & Reporting: Build Refactored Reports

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of April 14, 2023). The County readiness task status may not be reflective of the task completion as a result of the date the report is compiled.

Ventura County Readiness Summary

Ventura: County Tasks Counts by Category and Status (as of 04/14/2023)

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Implementation Readiness	9	7	57	73
Change Readiness	0	4	61	65
Application Readiness	13	6	43	62
Training Readiness	1	6	40	47
Technical Readiness	0	0	24	24
Conversion Readiness	12	0	7	19
BenefitsCal	10	1	1	12
Total Unique Issues:	45	24	233	302

Ventura: Past Due by Readiness Category and Activity Owner (as of 04/14/2023)

Activity Owner	Conversion Readiness	Implementation Readiness	T:
Conversion Lead - County	12	0	12
IPOC	0	1	1
Total Unique Issues:	12	1	13

Note: The Implementation Readiness Dashboard and Packet is reflective of a point in time reporting (as of April 14, 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
- Conversion CRG Data Cleansing

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: Complete
- Contact Center Model Office Testing (start date 04/03/2023): In Progress

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 Complete
- BenefitsCal Comms Plan draft: Complete
- Execute BenefitsCal Communication Plan – In progress

System Operations **Complete**

- Confirm Command Center complete
- Contingency Planning complete

Prod Deployment Plan **Complete**

- Prod Deployments Plans - Completed

Conversion Readiness

Conversion Readiness In Progress

Key Dates:

Golden Data Set #10 Delivered

Cutover 3A: Complete

Cutover 3B: 04/20/2023 – 04/24/2023

- Cutover B County Click Through scheduled April 24, 2023 early am hours
- Mock Cutovers – Completed.

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 Completed

Start Date: 07/01/2022

End Date: 3/20/23

Technical Readiness: Operations

Contingency Restoration Planning Complete

Disaster Recovery Exercise Complete

Batch Operations Complete

- CalWIN batch schedules Complete

Technical Readiness: Performance Testing

Performance Test Complete

- Online performance testing: Complete

Technical Readiness: Security

Security Test Complete

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

Application Security: CalSAWS Scan/
Remediation Complete

Penetration Testing: Complete

Training Readiness

Training Plan Complete

Start Date: 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 Complete

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 – Complete; only Practice Labs remain week of 4/17
- 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 Complete

Start Date: 07/20/2022 End Date: 05/30/2023

- March CNC Meeting – Complete
- April CNC Meeting – Complete
- 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 In Progress

Start Date: 12/05/2022 End Date: 02/13/2023

- Wave 3 Participants Identification: Complete

Process Simulation Execution In Progress

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 Complete

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

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

- Implementation Team reviewed with Wave 3 counties onsite/virtual resources and finalized resource assignments to county offices.

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 65 reports to refactor by go-live. Orange has requested assistance from Gainwell. See table below
- Santa Barbara: has 2 reports to refactor by go-live. Santa Barbara has requested assistance from Gainwell. See table below.
- Ventura: has 14 reports to refactor by go-live.

County	Gainwell Assisted Refactoring			County Responsibility		Total
	In Process	Dev-Test Complete	County Approved	In Process	Complete	
Orange	30	0	35	0	0	65
Santa Barbara	0	2	0	0	0	2 – Day 1 34 – Total
Ventura	2	0	0	2	10	14 – Day 1 28 – Total

THE
POWER
OF 58

WHEN SAN FRANCISCO COLLABORATES WITH NAPA.
WHEN LOS ANGELES TEAMS UP WITH SAN BERNARDINO.
WHEN WE ALL WORK TOGETHER,

THE RESULTS
ARE POWERFUL.

CalSAWS

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