

# 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** 



# **Readiness Packet**



## **Development / System Test**

Deploy Rele	ease 23.00	3		March	n 20, 2023			P	roject
Deploy Release 23.03 Test Execution Results*									
Test Execution Results	Total Scripts	Not Executed	In Progress	Pass	Fail	Blocked	Completed	Remaining	Progress
	1081	0% (0)	0% (0)	100% (1081)	0% (0)	0% (0)	1081	0	100%

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

# **Functionality**

	No Sev 1 or 2 defects reported	Project
UAT		

## Performance Testing Imaging Performance test for Wave 3 was completed as part of the LA County go-Live performance test cycles completed March 2022

Hyland Platform Performance Test	Complete	Metric/Completion to Plan	Project
Additional Hyland Platform Performance Test	Complete	Test completed. Configuration tuned to address findings for 58+ county load.	Project

## **Images Migration**

County Export of Legacy Images	In Progress		County
Hyland Receive and Upload Images to Production Environment	In Progress		Project
Distribute CIT for Counties to install Webscan Kit and Virtual Printer	Completed	CIT #0110-22 distributed on April 19, 2022	Project

## **Imaging UAT**

7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8/2022) Completed 61 of 61 scripts completed and passed.

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

Technical Connectivity	50%	
Update IVR Contact Flows for each County	3 of 3 Approved	Both
Approval of County Contact Center SCRs*	3 of 3 Approved	County
Regression Test of entire Contact Center solution	100%	Project
Model Office Testing – start 04/03/2023	90%	Both

#### \*Contact Center SCRs:

- CA-240160 Orange
- CA-240161 Santa Barbara
- CA-240162 Ventura

# Application Readiness: Central Print

## **Kickoff**

Kickoff Meeting Completed	Complete	1 Completed of 1 Planned	Both
Configuration/Validation			
Configuration Meetings	Complete	3 Completed of 3 Planned	Both
Validation Meetings	Complete	3 Completed of 3 Planned	Both
Configuration Load	Complete	3 Completed of 3 Planned	Project
Setup and Training			
Portal Users Loaded	Complete	3 Completed of 3 Planned	Project
Postage Received	In Progress	1 Completed of 3 Planned	Both
Inventory Confirmed	Complete	1 Completed of 1 Planned	Project
Training Materials Completed	Complete	1 Completed of 1 Planned	Project
Training Delivery	Complete	2 Completed of 2 Planned	Both

Not Started On Schedule <14 Days Late >=14 Days Late Complete
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# Application Readiness: BenefitsCal Conversion



#### **Conversion Readiness**

Provide extract of the CBO to the counties	Complete	01/10/2023	Project
Extract CBO User information from MyBCW for Wave 3 counties to perform mock run 1	Complete	01/03/2023	Project
Extract CBO User information from MyBCW Prod for Wave 3 counties	Complete	03/27/2023	Project
Converted Data Test			
Validate CBO user load into ForgeRock – Mock Run 1	Complete	02/09/2023	Project

## **Training Delivery**

Deliver training for CSC and Help Desk staff	Complete	Orange-3/21 (complete); Santa Barbara-3/23 (complete);Ventura-3/28. + all 45 counties(optional)	Project
Deliver training for CBOs - Community Based Organizations	Complete	3/29/2023	Project

#### Communications

Communications			
Confirm Communications Plan for BenefitsCal	Complete	Communication plan drafted and reviewed with w3 RM's – on 02/16/2023.	Project
Begin Execution of BenefitsCal Communications Plan	On Schedule	Pre-go-live campaign's are complete Go-live campaign email scheduled for 04/24.	Both



# BenefitsCal Implementation Readiness



# **System Operations**

Confirm Command Center schedule and communication schedule	Complete	04/10/2023 - 04/14/2023	Project
Contingency Planning	Complete	04/10/2023 - 04/14/2023	Project
Prod Deployment Plans			
Develop Production Cutover Checklist	Complete	Target – 04/06/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Complete	Target – 04/14/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision)	Complete	04/10/2023 - 04/14/2023	Project
Confirm Wave Cutover to BenefitsCal	Complete	04/10/2023 - 04/14/2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# **Conversion Readiness – Wave 3**

Conversion defects not resolved (Risk 280)		The Conversion and Release Management teams maintain a schedule deploying and resolving the 17 defects planned during the first 10 days of county being live. All 17 are evaluated and documented in the W3 Go-Live Packet (where applicable) with Worker Actions.  (Total of 85 P2 defects, 68 resolved pre go-live, 17 within first 10 days post go-live.)		ng the 17 county nented in with Project
Complete Wave 3 Moc	k Cutover			Project
Cutover Window (Risk 2	.58)	The conversion cutov	ours Project	
Delivered Wave 3 Gold	en Data Sets (GDS) #1	0 for County Data Vali	dation (CDV)	Project
Auto Case Review Match Rate  Match Rate as a result of Wave 3 Mock Cutover is approx. 68% in aggregate across all programs				Project
Support Wave 3 County Data Validation - Defect Resolution (W3 CDV completed 2/10/23)				
Complete Wave 3A (County Preparation) Cutover (3/13/23)				
Complete Migration Planning On-Schedule to begin 3B Cutover (TechCAB Change Ticket: CHG0038002)				
Complete Wave 3B (Go-Live) Cutover  On-Schedule for 4/24/23				Project
Not Started On Schedule <14 Days Late >=14 Days Late Con				Complete



# Interface Partner Testing – Begins 01/04/2023

Complete Interface Development – County

County

Interface Names		Orange	Ready for IPT?	Santa Barbara	Ready for IPT?	Ventura	Ready for IPT?
1099 File Writer jo	b	YES	YES	YES	YES	NO	N/A
Paid Warrant Rea	der job	YES	YES	YES	YES	NO	N/A
Outbound Collec	tions	NO	N/A	NO	NO	NO	N/A
Inbound Collection	ons	NO	N/A	NO	NO	NO	N/A
Warrant Print Write	er	YES	YES	YES	YES	YES	YES
Warrant Print Read	der	NO	N/A	NO	N/A	NO	N/A
Auditor Controller	Writer	YES	YES	YES	YES	YES	YES
Positive Pay file		NO	N/A	YES	YES	NO	N/A
Direct Deposit Wri	iter	YES	YES	YES	YES	YES	YES
Direct Deposit Rec	ader	YES	YES	YES	YES	NO	YES
School Lunch		YES	YES	YES	YES	YES	YES
Not Started	On Sched	dule	<14 Days Late	e	>=14 Days Late		Comple

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

Execute Interface Testing with CalWIN County Partners	Complete	100%	Project
Execute Interface Testing with State and Consortium Partners	Complete	100%	Project

CONSORTIUM PARTNERS INTERFACE TESTING					
CONSORTIUM PARTNER STATUS TARGET COMPLETION DAT					
Electronic Inter County Transfer (EICT) – CalWIN	3/3	February 9, 2023			

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	February 13, 2023
Electronic Benefits Transfer (EBT) - FIS	2/2	March 9, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	February 15, 2023
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	January 19, 2023

CalWIN WAVE 3 COUNTIES INTERFACE TESTING					
CalWIN Wave 3 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE			
Orange County	7/7	March 8, 2023			
Santa Barbara County	8/8	March 10, 2023			
Ventura County	4/4	March 8, 2023			

	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Technical Readiness: Networking

# **Networking**

County Networking Connectivity

Both

CalWIN WAVE 3 COUNTIES				
NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Overall Network Interconnectivity	Completed	100.0%	96.4%	3.6%
Critical Path	Completed	100.0%	100.0%	0.0%

	NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Santa Barbara		Completed			
			100.0%	100.0%	0.0%
Orange		Completed			
-			100.0%	100.0%	0.0%
Ventura		Completed			
			100.0%	100.0%	0.0%

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



# **Contingency Restoration Planning**

Migration Rollback Planning Completed October 2022	Complete	100%	Project
Disaster Recovery Exercise			
Disaster Recovery Test Completed October 2022	Complete	100%	Project
Batch Operations			
CalWIN Batch Schedules	Complete	100%	Project

# Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County)

In Progress

25%

Project

## CalWIN Wave 3-6 Batch Performance Schedule and Results

Performance Cycle	Start Date	End Date	Run Time
10-day cutoff*	February 27, 2023	March 10, 2023	(Run 1) 11 hours 17 minutes (Run 2) 9 hours 36 minutes
Main Payroll	March 20, 2023	March 24, 2023	(Run 1) 9 hours 24 minutes (Run 2) 9 hours 36 minutes
End of Month**	April 17, 2023	April 21, 2023	TBD
10-day cutoff**	April 24, 2023	April 28, 2023	TBD
Main Payroll**	May 1, 2023	May 5, 2023	TBD
End of Month***	May 15, 2023	May 19, 2023	TBD
10-day cutoff***	May 22, 2023	June 2, 2023	TBD
Main Payroll***	June 5, 2023	June 16, 2023	TBD
Contingency for re- execution	June 19, 2023	August 11, 2023	TBD

<sup>\*</sup>Represents the highest transaction volume day

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

<sup>\*\*</sup>Validation of FSX Storage option

<sup>\*\*\*</sup>Validation of io2 Storage option

# Technical Readiness: Performance Testing

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

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	20 <sup>th</sup> Mar 2023	31 <sup>st</sup> Mar 2023	Complete
#2 - CalSAWS Online + APIs	04 <sup>th</sup> Apr 2023	14 <sup>th</sup> April 2023	Complete

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

Category	SLA	SLA Met % & Avg. Server Response Time
	Peak - 98% [ <=2s ]	99.97% [0.12s]
Screen to Screen	Prime - 99.9% [ <= 10s ]	100% [0.12s]
	Peak - 95% [ <= 3s ]	98.3% [0.45s]
EDBC	Prime - 99.9% [ <= 20s ]	100% [0.45s]
Search	Peak - 95% [ <=6s ]	99.79% [0.18s]

#### Exit Criteria -

- Simulate Online transaction load of CalSAWS volume at peak hours meets SLA requirements
- Performance results are successful and meet contractual SLAs Online (Load and Endurance tests)



## **Training Plan**

Wave 3 Draft County-Specific Training Plans completed and	100%	Both
submitted for County reviews.		
Training Environment/Build Training Data	100%	Project
Create Training Accounts in Training Environment	100%	Project

# **Training Materials**

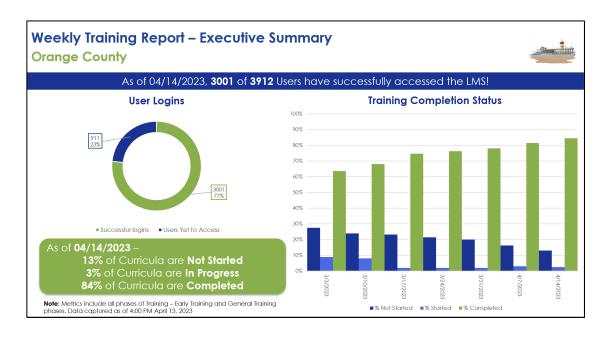
Wave 3 County-specific ILT training materials finalized and reviewed	Complete	100%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete	100%	Project

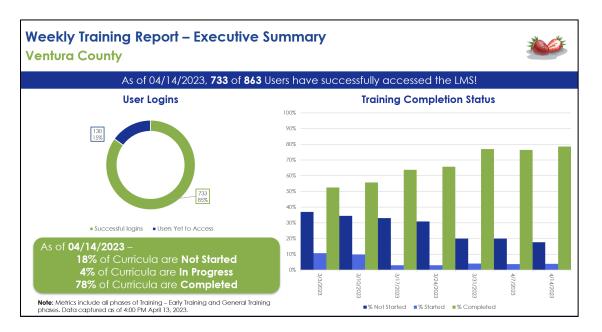
# **Training Delivery**

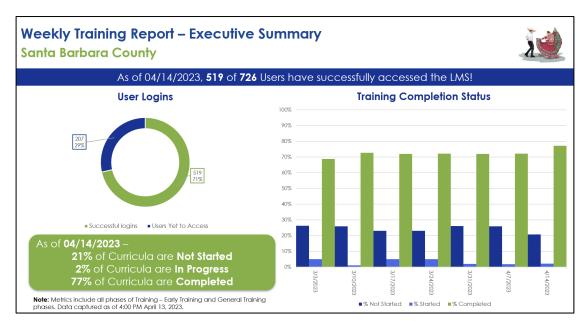
Wave 3 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 3 staff course assignments / registration for Early Training & TTT ILT	Complete	100%	Project
Wave 3 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Complete	100%	Project
Wave 3 Early Training & TTT Started (WBT) – start 11/28/22	Complete	100%	Both
Wave 3 End-User Training Started (WBT) – start 12/19/22	Complete	80% - Target met	Both
Wave 3 Early Training & TTT Started (ILT) – start 1/17/23 (Orange & Santa Barbara) & 1/24/22 (Ventura)	Complete	83 Completed of 83 Planned	Both
Wave 3 End User Training (EUT) - start 02/27/2023	Complete	647 Completed of 647 Planned	Both

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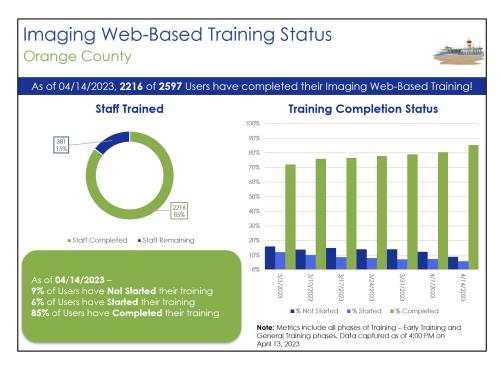
## **WBT Progress by County**

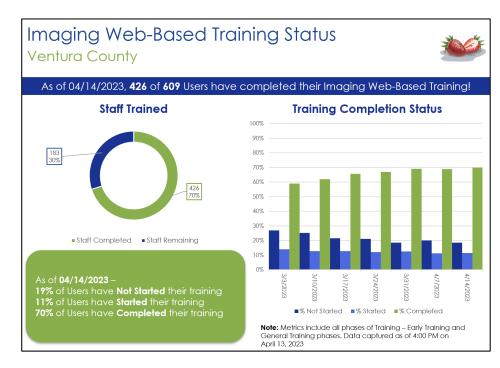


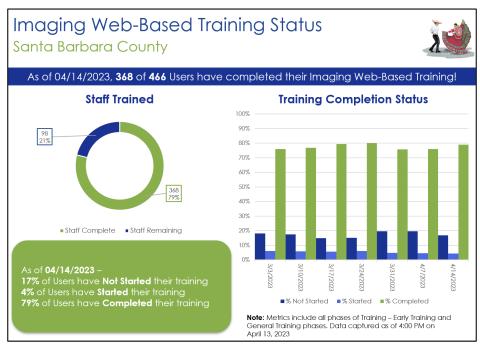




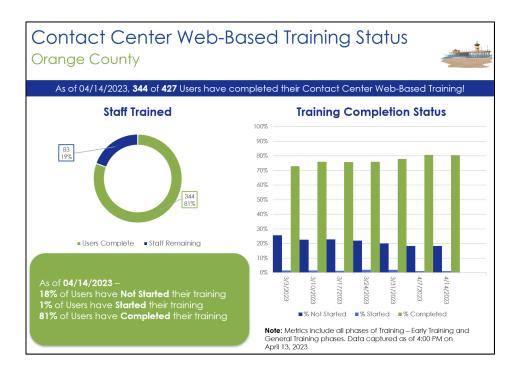
## **Imaging WBT Progress by County**

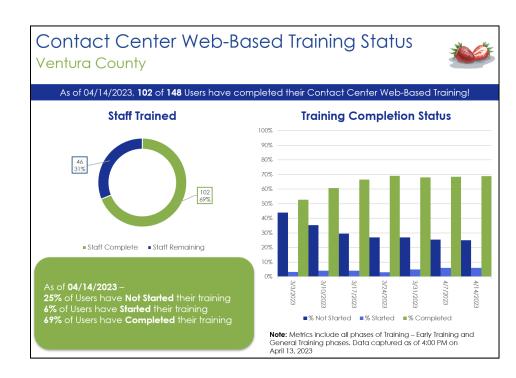


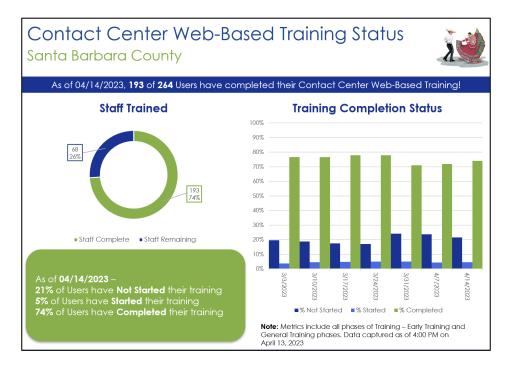




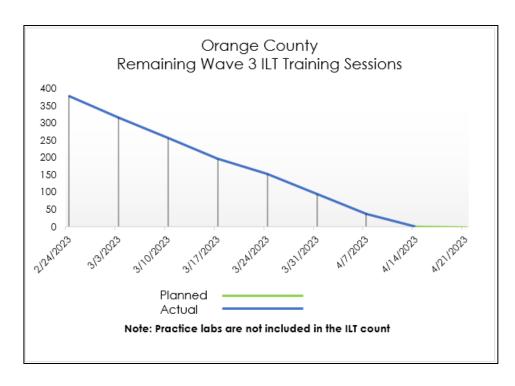
## **Contact Center WBT Progress by County**

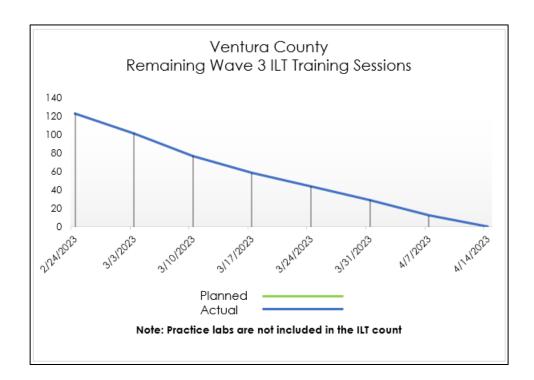


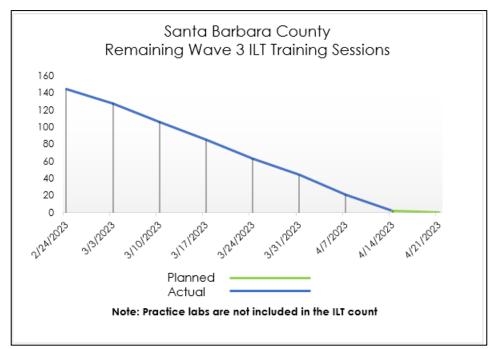




# **ILT Progress by County**







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## **Communications & Change Discussion Guides**

OCM Plan approved and finalized	Completed	1Completed of 1 Planned	Project
Communications Plan approved and finalized	Completed	1 Completed of 1 Planned	Project
Wave 3 Counties - County and Consortium comments to get to FDEL signoff by 12/14	Completed	1 Completed of 1 Planned	Both
Wave 3 Counties FDEL signoff by 12/14	Completed	1 Completed of 1 Planned	Both
Santa Barbara FWP signoff by 11/7	Completed	1 Completed of 1 Planned	County
Orange FWP signoff by 11/7	Completed	1 Completed of 1 Planned	County
Ventura County FWP signoff by 11/7	Completed	1 Completed of 1 Planned	County
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Completed	3 Completed of 3 Planned	Both

## **Readiness Surveys**

Wave 3 Readiness Surveys T-12	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-9	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-6	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Surveys T-3	Completed	3 Completed of 3 Planned	Both
Wave 3 Readiness Survey T+6	Not Started	0 Completed of 3 Planned	Both

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## Infographics/Newsletters

Infographics for December (NOAS in CalSAWS and Caseloads) (CIT 0373-22)	Complete	2 Completed of 2 Planned	Project
Infographics for January (Skip Issuance and WTW Assistance Unit Pag) (CIT 0020-23)	Complete	2 Completed of 2 Planned	Project
Infographics for February (Foster Care in CalSAWS and Building CalSAWS Knowledge) (CIT 0065-23)	Complete	2 Completed of 2 Planned	Project
Infographics (Reapply/Rescind, Denial/Discontinuance, Perdoic Reporting and Reevalution and Special Investigation) and Newsletter for March (CIT 0119-23)	Complete	5 Completed of 5 Planned	Project
Infographics for April	On Schedule	0 Completed of 2 Planned	Project
Infographics for May	Not Started	0 Completed of 2 Planned	Project

# **Change Network Champion Meetings**

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

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# **Business Process Reengineering**

BPR Plans reviewed and signed-off	Complete	3 Completed of 3 Planned	Both
To Be BPR Flows reviewed and signed- off	Complete	3 Completed of 3 Planned	Both
Close-out of pending decisions as documented in the Process Change Inventory	Complete	3 Completed of 3 Planned	Project
Automated Actions enablement decisions finalized	Complete	Initial Decisions to be finalized in advance of Process Simulation, loaded for Process Sim in the UAT Environment, validated during Process Sim and updated in advance of County Prep, ready for PROD/Go-Live.	Both



# □ Organizational Readiness: Configuration

# Configuration

Document Configuration Guides and Worksheets	( 'amalata	Guide and Worksheets Documented.	Project
Distribute Configuration Documentation to Wave-3 Counties	Complete		Project

## **Conduct Working Sessions with Counties**

Orange 01/04/2023 - 01/13/2023	Complete	Both
Ventura 01/18/2023 - 01/27/2023	Complete	Both
Santa Barbara 02/01/2023 -02/10/2023	Complete	Both

# Confirm Configuration is ready for Process Simulation

Orange 01/16/2023 - 01/20/2023	Complete	Both
Ventura 01/30/2023 - 02/03/2023	Complete	Both
Santa Barbara 02/13/2023 -02/17/2023	Complete	Both

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

Wave 3 Participants Confirmed	Completed	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Completed	Project
Complete W3 Process Simulation Scenario Development	Completed	Project
Complete data staging and JIRA prep	Completed	Project
Complete configuration setup	Completed	Both
Complete Process Simulation Orientation	Completed	Project
Complete Process Simulation Execution	Completed	Both
Evaluate and confirm Exit criteria	Completed	Project
Process Simulation Complete	Completed	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
1101010100		1124/01410	1120/02010	

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# Implementation Readiness

# **Planning**

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Wave 3 Workplans, Re Checklists and ongoing		In Progress	Ongoing			Both
Path to Greenlight Cor	mmunicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)		, JPA,	Project
Go Live Packet Finalize	ed/Updated	In Progress	Go-live P	acket finalized		Project
Distribute Monthly Imp Packets	lementation	In Progress	Ongoing			Project
County Prep						
County Prep Materials	Finalized	Complete	County P 02/06/23	rep Packet distributed		Project
County Prep Kick Off		Complete	Conduct	ed on 02/14/23		Both
County Prep Phase		In Progress	03/13/23	- 04/20/23		Both
Post-Implementatio	n Support					
Pre- and Post- Go Live Structure Established	Support	Complete	with Wav	ntation Team reviewed e 3 counties onsite/virt and finalized resource nts to county offices.	tual	Project
Wave 3 County Site Visits Co		Complete	Implementation Team completed site visits and is developing onsite materials.			Both
Wave 3 Gap Analysis 8	& Resource Plan	Complete	Plan Con	nplete, CRFI 23-030 Dist	tributed	Project
Not Started	On Schedule	<14 Da	ys Late	>=14 Days Late	Co	mplete



# Implementation Readiness: Help Desk

# Help Desk

County Delegated Admin Training	Complete	Hosted on 10/26	Both
County Tier 1 Fulfiller Training	Complete	Hosted during weeks of 12/5 and 12/12	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	Complete	Hosted on 2/23	Both
Q & A Session	Complete	Hosted on 3/9	Both
ServiceNow Support Line for Fulfillers and Delegated Admins	Complete	Hosted weekdays 3/13 – 3/24	Both





# Implementation Readiness: County Ad Hoc Reporting

# **Ad-Hoc Reporting Functionality**

CalWIN County Education Sessions (i.e.,
Planned Curriculum)

 Wave 3: CalSAWS has facilitated 100% planned Both Ad Hoc Support Curriculum to the Wave 3 Counties.

CalWIN County Ad Hoc Reports Refactoring Wave 3: Reviewed 829 reports for refactoring.
 Approximately 112 need to be refactored before go-live for Wave 3 Counties

County

	Gainwell Assisted Refactoring			County Re	sponsibility	
County	In Process	Dev-Test Complete	County Approved	In Process	Complete	Total
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

# Appendix – Complete Activities



# **User Acceptance Test**

CalSAWS UAT Plan Approved	Completed	Project
Select and Confirm CalSAWS UAT Participants for UAT	Completed	Both
UAT Users Loaded to ForgeRock/UAT Environments & Applications	Completed	Project
Complete UAT Test Script Development	Completed	Project
Complete UAT Environment setup	Completed	Project
Complete UAT Application Training	May 2 – June 21, 2022 – Group 1 June 13 – July 21, 2022– Group 2	County
Conduct UAT Execution Kick-Off	June 21 and 22, 2022 – Group 1 July 20 and 21, 2022– Group 2	Both
Complete UAT Test Execution	June 27- July 22, 2022 – Group 1 July 25 – August 19, 2022– Group 2	Both
Complete UAT Retest	August 22 – Sept 2,2022	Both
Evaluate and confirm Exit criteria	Metric/Completion to Plan September 8, 2022	Project

Not Started On Schee	ule <14 Days Late	>=14 Days Late	Complete
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# **Application Security**

CalSAWS Scans/Remediation Completed	Completed	100%
Penetration Testing		
Signed with 3 <sup>rd</sup> party to conduct Testing	Completed	100%
Penetration Testing Preparation	Completed	100%
Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022)	Completed	100%



# Implementation Readiness: System Operations

# **Systems Operations**

CalWIN Counties Access to the Sandbox Environment	Completed	Generic user accounts provided	Both
Engage the Counties on Staff Profile/Security Administration updates	Completed	Pre-UAT exercise	Both



# Contact Information



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