Wave 4 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 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 **April 14, 2023.**
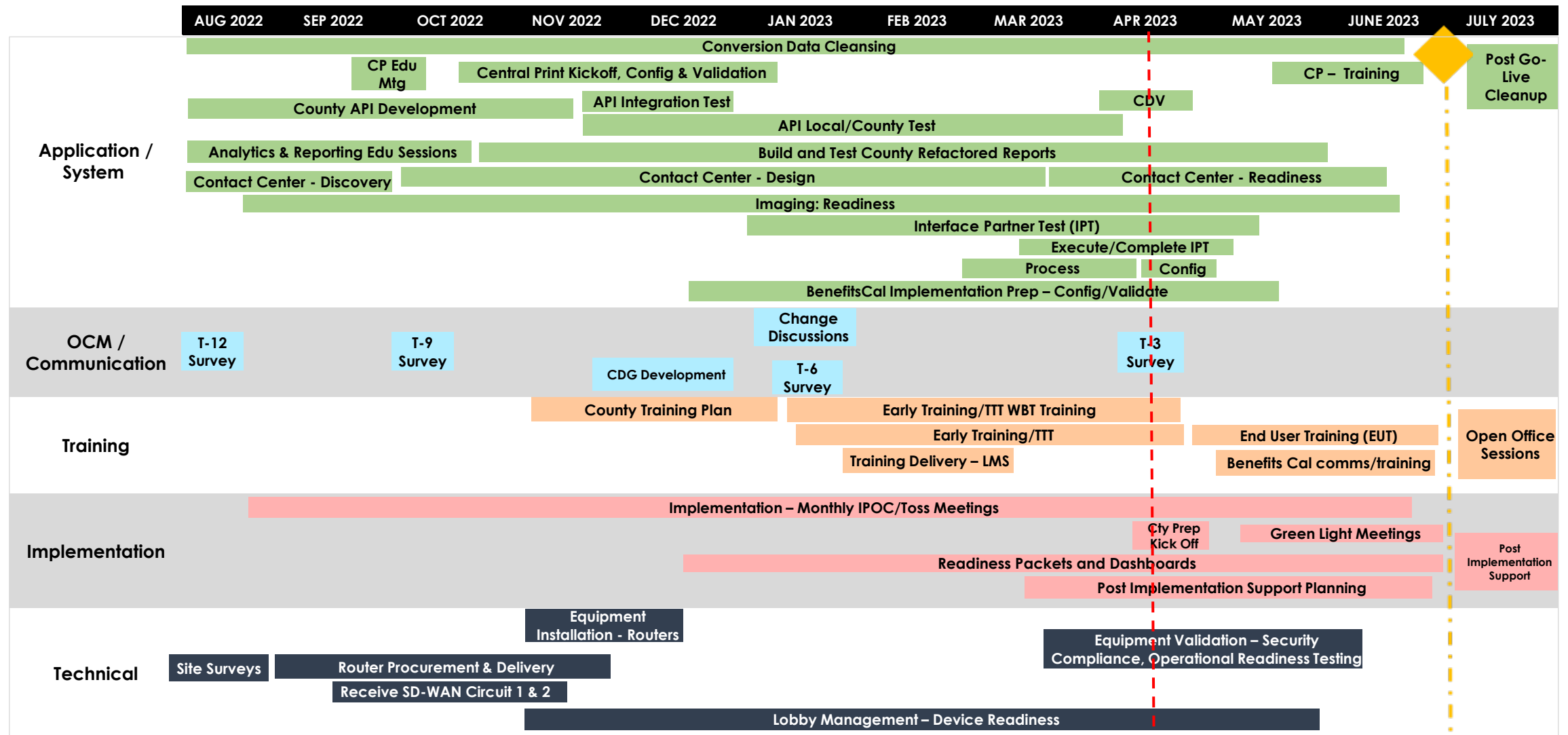
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Wave-4 **Migration Timeline**

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

- T-12 Survey
- T-9 Survey
- Change Discussions
- 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

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	• **In Progress:** 67.4% complete; Targeted for 05/19/2023.
	G	Contact Center Readiness	• IVR Contact Flows approved by all Wave 4 counties. • IVR/Contact Center Design approved by all Wave 4 Counties. • Counties will soon begin to prepare to participate in Model Office activities, scheduled to run through the month of June 2023.
	G	Imaging Readiness	• County Export of Legacy Images: In Progress • Risk 264.4 for San Diego has moved to and remains on Green status as of 3/3/23: CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates
	G	BenefitsCal Readiness	• Extract and provide CBO User information from MyBCW completed for Wave 4 Counties. • Validate CBO user load into ForgeRock – Mock Run 1 Target 04/13/2023
	G	Central Print Readiness	• All Wave 4 counties are in validation
Integration	Y	County Interface Partner Test (IPT) Execution	• Target Pass Rate: 48% Current Pass Rate: 47% • San Diego – 28% passed. 2 of 7 interfaces have passed. • San Mateo – 25% passed. 2 of 8 interfaces have passed. • Santa Cruz – 44% passed. 4 of 9 interfaces have passed. • Solano – 87% passed. 7 of 8 interfaces have passed.
	G	State Interface Partner Test (IPT) Execution	• Target Pass Rate: 56% Current Pass Rate: 82% • 8 of 11 Interfaces have passed.
Conversion & Migration Planning	G	Defects Resolution	• As of 4/10/23, there are 130 P2 and 112 P3 and 15 P4 Open Converted Data Defects
	NS	EDBC Match – Auto Review Rates	• Match Rate will be published by T-1 weeks prior to go live.
	C	Mock Cutover	• Wave 4 Mock Cutovers Complete
	G	Cutover Window	• Cutover window will be determine after Mock Cutover results are published
Technical	G	County Network Connectivity	• Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery • Track ongoing delivery of secondary circuits to County sites.
	NS	Performance Testing	• Online performance testing targeted for 5/22/23 - 6/23/23

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
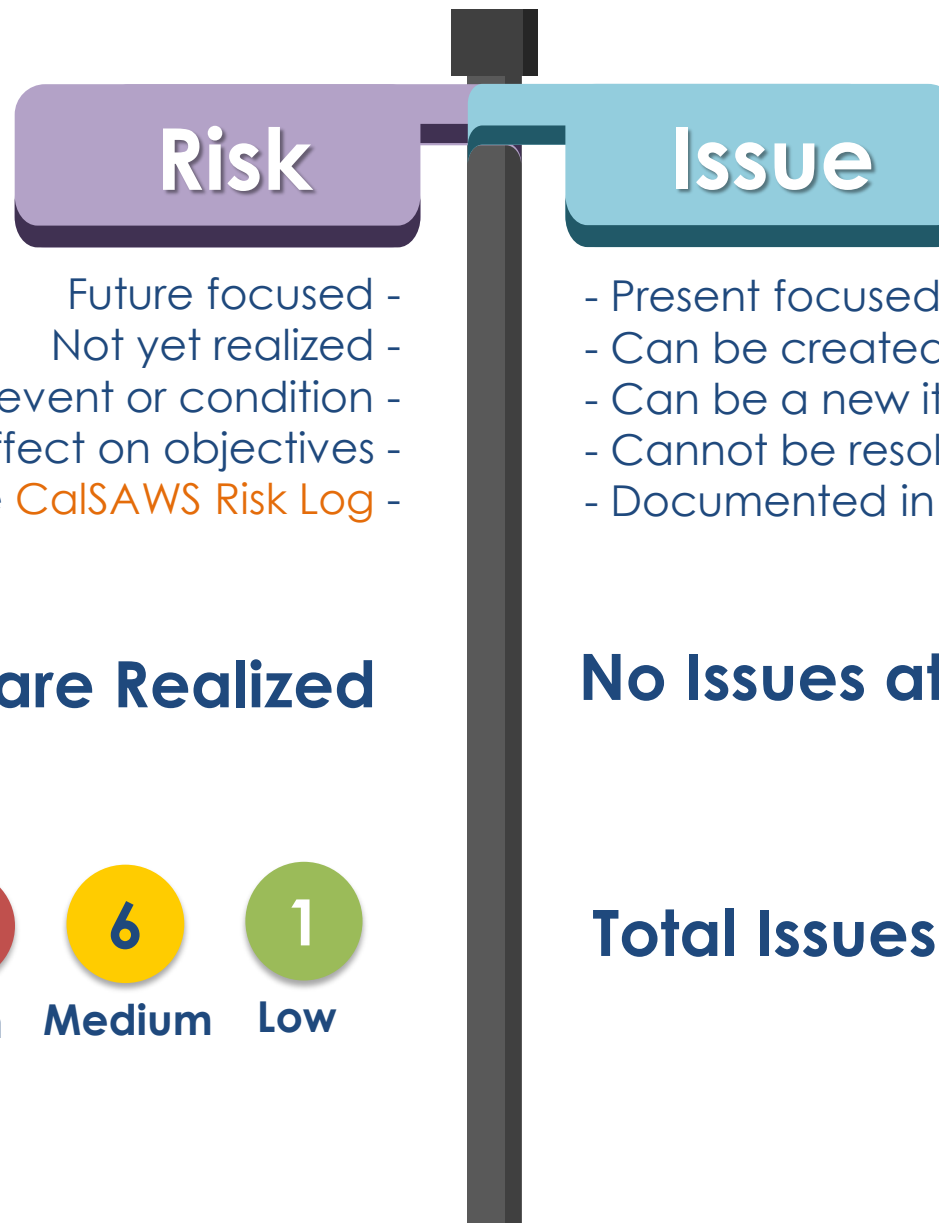## Readiness Areas and Categories

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. • 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 54% complete.
	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 • San Mateo Working Sessions: 04/17/23 - 04/21/23 • Santa Cruz Working Sessions: Completed • Solano Working Sessions: 05/01/23 - 05/05/23
	G	Process Simulation	• San Diego Kickoff: completed; Test Execution: 04/24/23 - 05/05/23 • San Mateo Kickoff: completed; Test Execution: 05/08/23 - 05/19/23 • Santa Cruz Kickoff: completed; Test Execution: 04/24/23 - 05/05/23 • Solano Kickoff completed Test Execution: 05/08/23 - 05/19/23

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
Implementation	G	Implementation Planning	• Checklist Review and Readiness Packet Development Ongoing
	G	County Prep	• County Prep materials finalization in progress • W4 Kick Off meeting: 4/25/2023 for County Prep execution on 05/15/23 – 6/29/23
	G	Pre and Post Implementation Support	• Post Implementation Support County Profiles completed. Draft approach and structure complete.
	G	Help Desk	• 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 scheduled on 04/20/23
	G	County Ad Hoc Reports	• **Wave 4:** 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.

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. The Wave 4 Cutover Plan is dependent on the Wave 4 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours 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)	Implementation (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. 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 the Project • 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**	**April 10, 2023:** Updated statistics as of 04/10/23 Weekly Status Report below. Any P2s listed as Post Cutover are targeted for the week after cutover. Any P2s listed as TBD are new and are being triaged to determine if they are a pre-cutover, or post-cutover item **Open CalWIN Production Defects** Open CalWIN Production Defects below represents Conversion Defects identified by the Counties Post Go-Live. Defects are triaged, assessed, and *[table: Open CalWIN Production Defects]* **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 were assessed for inclusion into the respective Wave Go Live Packet (GLP). The below, metrics, do not include "In Production" Note: This table includes the defects for Wave 4 (all priorities highlighted in blue). The P2s in this category are defects corresponding to P2s included in "Cutover 3B Go-li dependent DCRs" or "Cutover 3B Day 1-10" defects *[table: Open Defects by Status]*	Conversion (Project)

Open CalWIN Production Defects

Resolution by Delivery Date	P1	P2	P3	P4	Total
Between March 1 – April 24, 2023	0	29	31	6	66
Total Open Defects	0	29	31	6	66

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	34	18	0	52
Cutover 3B Go-live dependent DCRs	0	32	2	1	35
Cutover 3B Day 1-10	0	18	0	0	18
Cutover 4A	0	0	0	0	0
Cutover 4B	0	45	47	7	99
Cutover 5A	0	0	0	0	0
Cutover 5B	0	0	45	7	52
Cutover 6A	0	0	0	0	0
Cutover 6B	0	0	0	0	0
Grand Total	0	130	112	15	257

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. **April 7, 2023:** The Wave 4 Counties are continuing to complete readiness activities and their preparedness for go-live is increasing. The IPOC and TOSS meetings continue, and the project is providing information and responding to County requests	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:** 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. **April 7, 2023:** There are no updates to report. Counties continue to make progress and remain on a green status	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 **Defined Waves 1 - 6 Curriculum: Activities, Training, and Milestones which includes T- timelines for the following:** • Initial Discovery Session • Qlik Overview • Operational, Fiscal, and State Reports Used by County • APEX/EDR Demonstration and Training • CalSAWS Database Structure and Data Dictionary Training • CalWIN to CalSAWS Data Mapping Report Training	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. 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 **April 7, 2023:** • County Rack readiness at site forecasted to take an additional 1 month • AT&T 1000x1000 Circuit delivery delayed due to intermediate extensions required (Dependent on Rack readiness) to provide connectivity from ISP to final rack location • Risk rating increased due to delay in cage / rack readiness	

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	4/17/23	4/28/23	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	82%
CalWIN County Interface Testing	In Progress	3/15/2023	5/5/2023	47%
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	Complete	04/03/23	04/14/23	100%
Application Development and System Test 23.05	In Progress	03/27/23	05/19/23	67%
County Preparation Phase Kick Off	Not Started	04/25/23	04/25/23	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	06/12/23	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%

County Readiness – Wave 4

Readiness Area	Status*	San Diego	Status*	San Mateo	Status*	Santa Cruz	Status*	Solano
Application	G	Risk 264.4 updated to green. Contact Center SCR CA-240166 – approved by county	G	Contact Center SCR CA-240167 – approved by county	G	Contact Center SCR CA-240164 – approved by county	G	Contact Center SCR CA-240165 – approved by county
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 complete. IPT execution is in progress.
Conversion	NS	CDV starting 04/17/23.	NS	CDV starting 04/17/23.	NS	CDV starting 04/17/23.	NS	CDV starting 04/17/23.
Technical	G	CalWIN Batch Schedules 85% complete	G	CalWIN Batch Schedules 85% complete	G	CalWIN Batch Schedules 85% complete	G	CalWIN Batch Schedules 85% complete
Training	G	Early Training & TTT Started (ILT) – 03/13/2023	G	Early Training & TTT Started (ILT) – 03/27/2023	G	Early Training & TTT Started (ILT) – 03/10/2023	G	Early Training & TTT Started (ILT) – 03/27/2023
Implementation	G	TOSS Meetings ongoing.	G	TOSS Meetings ongoing.	G	TOSS Meetings ongoing.	G	TOSS Meetings ongoing.
Organizational	G	CDG Signoff complete	G	CDG Signoff complete	G	CDG Signoff complete	G	CDG Signoff complete

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 04/14/2023)

Status	00 All Counties	09 San Diego	10 San Mateo	11 Santa Cruz	12 Solano	Wave 4 Counties	T:
IN PROGRESS	3	82	95	87	95	24	386
NOT STARTED	1	172	179	174	171	114	811
COMPLETED	27	338	352	366	361	27	1471
Total Unique Issues:	31	592	626	627	627	165	2668

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
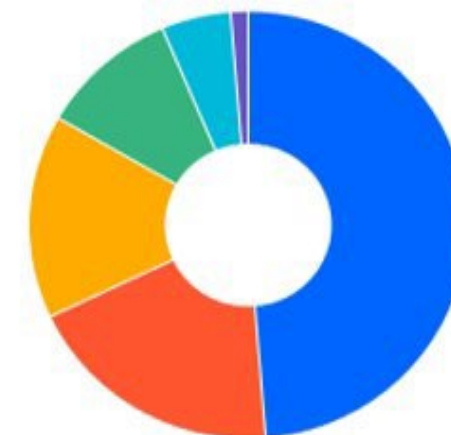
Implementation Readiness Category
Total Issues: 78

■ Implementation Readiness		38
■ Application Readiness		15
■ Training Readiness		12
■ Change Readiness		8
■ Technical Readiness		4
■ Conversion Readiness		1

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	2	11	11	24
BenefitsCal	0	12	0	12
Change Readiness	2	4	24	30
Conversion Readiness	16	6	1	23
Implementation Readiness	10	36	54	100
Technical Readiness	1	7	30	38
Training Readiness	3	8	33	44
Total Unique Issues:	**34**	**84**	**153**	**271**

County Readiness Watch Items

#	Summary	Level	Remediation Plan
1			
2			

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

Activity Owner	Implementation Readiness	Technical Readiness	T:
PPOC	1	0	1
TPOC	0	3	3
Total Unique Issues:	**1**	**3**	**4**

Past Due Activity Highlights:
Implementation Readiness
- Business Continuity Plan Update (if needed)

Technical Readiness
- API: Testing Local and Integration, Develop County API

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 – San Diego

County Readiness – San Mateo *(vertical sidebar text)*

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	7	16	15	38
BenefitsCal	0	12	0	12
Change Readiness	1	9	44	54
Conversion Readiness	18	1	1	20
Implementation Readiness	13	35	48	96
Technical Readiness	2	2	25	29
Training Readiness	1	10	32	43
Total Unique Issues:	42	85	165	292

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

Activity Owner	Implementation Readiness	Technical Readiness	T:
IPOC	1	0	1
PPOC	2	0	2
TPOC	0	1	1
Total Unique Issues:	3	1	4

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

Past Due Activity Highlights:
Implementation Readiness:
- Analytics & Reporting: Validate County Needs - Identify Total Number of County Refactoring Report Needs
- Implementation: Business Continuity Plan - Assess whether Business Continuity Plan requires updates

Technical Readiness
- Technical: CRFI 23-044 Respond to CRFI Requesting County Security and Compliance Adherence

County Readiness – Santa Cruz

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	4	17	18	39
BenefitsCal	0	12	0	12
Change Readiness	2	9	42	53
Conversion Readiness	17	5	0	22
Implementation Readiness	11	35	53	99
Technical Readiness	1	2	26	29
Training Readiness	1	8	33	42
Total Unique Issues:	36	88	172	296

County Readiness Watch Items

#	Summary	Level	Due Date	Remediation Plan
1				
2				

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

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	Training Readiness	T:
IPOC	1	0	0	0	1
PIC	0	1	0	0	1
PPOC	1	2	0	0	3
TPOC	0	0	1	0	1
Training Team - County	0	0	0	1	1
Total Unique Issues:	2	3	1	1	7

Past Due Activity Highlights:
 Implementation Readiness:
- Implementation: Business Continuity Plan – Assess and then update Business Continuity Plan requires if applicable

Application Readiness:
- Lobby Mgmt. Device: Readiness - Sign/Approve County Purchase for Lobby Devices
- Imaging Migration: Validate Images in production

 Technical Readiness:
- CRFI 23-045 County responds back to the CRFI around Regression Testing

Training Team – County task updated to 100% and no longer past due

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 – Solano

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

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 04/14/2023)

Activity Owner	Implementation Readiness	T:
PPOC	1	1
Total Unique Issues:	**1**	**1**

Past Due Activity Highlights:
Implementation Readiness:
- Business Continuity Plan - Update Business Continuity Plan (if needed)

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.

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 :	895
Not Executed:	26.26% (235)
In Progress:	6.37% (57)
Pass:	6.37% (57)
Fail:	9.83% (88)
Blocked:	4.25% (38)
Completed:	603
Remaining:	292
Progress:	67.37%

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 revised to green: CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates

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

Approval of County Contact Center SCRs: In progress, targeted completion by 3/31/23 (4 of 4)
- CA-240164 – Santa Cruz
- CA-240165 – Solano
- CA-240166 – San Diego
- CA-240167 – San Mateo

- 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 Progressd

- Extract CBO User information from MyBCW for Wave 4 counties perform mock run 1 - Completed

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 Complete

Cutover 4A: 05/13/2023 - 05/15/2023

Cutover 4B: 06/29,2023 - 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

- (Optional) CDV Introduction: 03/30/2023
- 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 - 85% complete

Technical Readiness: Performance Testing

Performance Test	Not Started

Performance Testing begins 5/22/2023 and ends 6/23/2023

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: 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 started 01/16/2023
- 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

- Continue to monitor the Wave 4 Group 2 Change Discussions.

Readiness Surveys	Complete

Start Date: 06/27/2022   End Date: 04/14/2023

- Wave 4 Readiness Survey complete

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 – Complete
- 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	Complete

End Date: 04/27/2023

W4 Configuration Documentation & Validation	In Progress

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

- Working sessions with W4 Counties are in progress

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

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: 05/15/2023   End Date: 06/30/2023

- 44 county prep activities instructions complete – to be updated for Wave 4 if applicable.
- Kick Off Meeting scheduled for April 25, 2023

Post-Deployment Support	Not Started

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

- Pre and Post deployment support structure planning to begin at T-4.
- Command Center structure planning - Complete

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 scheduled on 4/20/2023

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.
533 need to be refactored for Wave 4 counties"
- San Diego has 176 reports that need to be refactored
- San Mateo has an estimated 152 reports that need to be refactored
- Santa Cruz has an estimated 85 reports that need to be refactored
- Solano has 69 reports that need to be refactored

Gainwell Assisted Refactoring
San Diego – Finalizing count San Mateo – Finalizing count Santa Cruz – In discussion Solano – Finalizing count

Project Readiness

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