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.**

THE POWER OF 58

Readiness Packet

Application Readiness

Development / System Test

Deploy Release 23.05	May 19, 2023	Project

Deploy Release 23.05 Test Execution Results*									
Test Execution Results	Total Scripts	Not Executed	In Progress	Pass	Fail	Blocked	Completed	Remaining	Progress
4/13/2023	895	26.26% (235)	6.37% (57)	9.83% (88)	9.83% (88)	4.25% (38)	603	292	67.37%

* Test Script counts are subject to change as test scripts are added or removed throughout the execution phase

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: UAT

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 Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: Imaging

Functionality

Severity 1 & 2 Defects Resolved from UAT	UAT Complete	No Sev 1 or 2 defects reported	Project

Performance Testing

Imaging Performance test for Wave 4 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

Application Readiness: Contact Center

Contact Center

Technical Connectivity	0%	
Update IVR Contact Flows for each County	4 of 4 Approved	Both
Approval of County Contact Center SCRs*	4 of 4 Approved	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – start 6/05/2023	0%	Both

*Contact Center SCRs:
CA-240164 – Santa Cruz
CA-240165 – Solano
CA-240166 – San Diego
CA-240167 – San Mateo

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: Central Print

Kickoff			
Kickoff Meeting Completed	Complete		Both
Configuration/Validation			
Configuration Meetings	In Progress	4 Completed of 4 Planned	Both
Validation Meetings	In Progress	0 Completed of 4 Planned	Both
Configuration Load	Not Started	0 Completed of 4 Planned	Project
Setup and Training			
Portal Users Loaded	Not Started	0 Completed of 4 Planned	Project
Inventory Confirmed	Not Started	0 Completed of 1 Planned	Project
Postage Received	In Progress	1 Completed of 4 Planned	County
Training Materials Completed	Complete		Project
Training Delivery	Not Started	0 Completed of 2 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Application Readiness: BenefitsCal Conversion

Conversion Readiness

Provide extract of the CBO to the counties	Complete	03/03/2023	Project
Extract CBO User information from MyBCW for Wave 4 counties to perform mock run 1	Complete	03/01/2023	Project
Extract CBO User information from MyBCW Prod for Wave 4 counties	Not Started	Target 06/05/2023	Project

Converted Data Test

Validate CBO user load into ForgeRock – Mock Run 1	Complete	04/13/2023	Project

Training Delivery

Deliver training for CSC and Help Desk staff	Not Started	Target – May 2023	Project
Deliver training for CBOs - Community Based Organizations	Not Started	Target – May 2023	Project

Communications

Confirm Communications Plan for BenefitsCal	Not Started	Communication plan will be initially drafted by 04/28.	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin 05/31.	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

BenefitsCal Implementation Readiness

System Operations

Confirm Command Center schedule and communication schedule	Not Started	06/12/2023 - 06/16/2023	Project
Contingency Planning	Not Started	06/12/2023 - 06/16/2023	Project
Prod Deployment Plans			
Develop Production Cutover Checklist	Not Started	Target – 05/31/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 06/13/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision)	Not Started	06/12/2023 - 06/16/2023	Project
Confirm Wave Cutover to BenefitsCal	Not Started	06/12/2023 - 06/16/2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Conversion Readiness

Conversion Readiness – Wave 4

Conversion defects not resolved prior to Wave Go-Live (Risk 280)	The Conversion and Release Management teams maintain a schedule deploying and resolving the X defects planned during the first 10 days of county being live. All X are evaluated and documented in the W4 Go-Live Packet (where applicable) with Worker Actions.	Project
Auto Case Review Match Rate	Match Rate will be published by T-1 weeks prior to go live.	Project
Complete Wave 4 Mock Cutovers	Complete	Project
Deliver Wave 4 Golden Data Set (GDS)	Wave 4 GDS#11 Delivered	Project
Cutover Window (Risk 258)	The Wave 4 Cutover Plan is dependent on the Wave4 Mock Cutover actuals (assessed) and (any) implementation decisions the project makes to achieve or minimize the impact to the 84 hours cutover window.	Project
Support Wave 4 County Data Validation - Defect Resolution	Planned for 4/17/23 - 4/28/23	Project
Complete Wave 4A (County Preparation) Cutover	Planned for May 15, 2023	Project
Complete Wave 4B (Go-Live) Cutover	Planned for July 3, 2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Integration Readiness

Interface Partner Testing – Begins 03/15/2023

Complete Interface Development – County	Complete	County

Interface Names	San Diego	Ready for IPT?	San Mateo	Ready for IPT?	Santa Cruz	Ready for IPT?	Solano	Ready for IPT?
1099 File Writer job	YES	YES	YES	YES	YES	YES	YES	YES
Paid Warrant Reader job	NO	N/A	YES	YES	YES	YES	YES	YES
Outbound Collections	YES	YES	NO	N/A	NO	N/A	NO	N/A
Inbound Collections	NO	N/A	NO	N/A	NO	N/A	NO	N/A
Warrant Print Writer	YES	YES	YES	YES	YES	YES	YES	YES
Warrant Print Reader	NO	N/A	NO	N/A	YES	YES	NO	N/A
Auditor Controller Writer	YES	YES	YES	YES	YES	YES	YES	YES
Positive Pay file	YES	YES	YES	YES	YES	YES	YES	YES
Direct Deposit Writer	YES	YES	YES	YES	YES	YES	YES	YES
Direct Deposit Reader	YES	YES	YES	YES	YES	YES	YES	YES
School Lunch	NO	N/A	YES	YES	YES	YES	YES	YES

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Integration Readiness

Interface Partner Testing – 03/15/2023 - 05/05/2023

Execute Interface Testing with CalWIN County Partners	Behind Schedule	47%	Project
Execute Interface Testing with State and Consortium Partners	On Schedule	82%	Project

CONSORTIUM PARTNERS INTERFACE TESTING		
CONSORTIUM PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Electronic Inter County Transfer (EICT) - CalWIN	3/3	April 4, 2023

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	**STATUS**	**TARGET COMPLETION DATE**
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	March 28, 2023
Electronic Benefits Transfer (EBT) - FIS	1/2	May 5, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	1/2	May 5, 2023
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	March 16, 2023

CalWIN Wave 4 COUNTIES INTERFACE TESTING		
CalWIN Wave 4 COUNTY PARTNER	**STATUS**	**TARGET COMPLETION DATE**
San Diego County	2/7	May 5, 2023
San Mateo County	2/8	May 5, 2023
Santa Cruz County	4/9	May 5, 2023
Solano County	7/8	May 5, 2023

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Networking

Networking

County Networking Connectivity — Both

CalWIN Wave 4 COUNTIES				
NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
Overall Network Interconnectivity	On Track	98.1%	84.3%	13.9%
Critical Path	On Track	100.0%	94.4%	5.6%

NETWORKING READINESS	**STATUS**	**ACTUAL**	**PLANNED**	**Δ**
San Diego	On Track	96.3%	92.6%	3.7%
San Mateo	On Track	94.4%	88.9%	5.6%
Santa Cruz	On Track	94.4%	81.5%	13.0%
Solano	On Track	92.6%	74.1%	18.5%

Milestone	**Status**	
Wave 4 County Networking Connectivity Readiness		• Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery • Track ongoing delivery of secondary circuits to County sites.

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Operations

Contingency Restoration Planning

Migration Rollback Planning Completed	Completed	100%	Project

Disaster Recovery Exercise

Disaster Recovery Test Completed	Completed	100%	Project

Batch Operations

CalWIN Batch Schedules	In Progress	85%	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Performance Testing

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

*Represents the highest transaction volume day
**Validation of FSX Storage option
***Validation of io2 Storage option

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

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Technical Readiness: Performance Testing

CalSAWS 52 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	05/22/2023	06/09/2023	Not Started
#2 - CalSAWS Online + APIs	06/12/2023	06/23/2023	Not Started

CalSAWS 52 County Online Performance Test

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

Online Performance Test Findings –

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)

Technical Readiness: Security

Application Security

CalSAWS Scans/Remediation Completed	Completed	100%

Penetration Testing

Signed with 3rd 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%

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Training Readiness

Training Plan

Wave 4 Draft County-Specific Training Plans completed.	Complete	100%	Both
Create Training Accounts in Training Environment	Complete	100%	Project

Training Materials

Wave 4 County-specific ILT training materials finalized and reviewed – Walkthroughs complete	Complete	100%	Both
Web-based Trainings updated (Accenture/Consortium) – updates are ongoing per regular training release schedule	Complete	100%	Project
Training Environment/Build Training Data	Complete	100%	Project

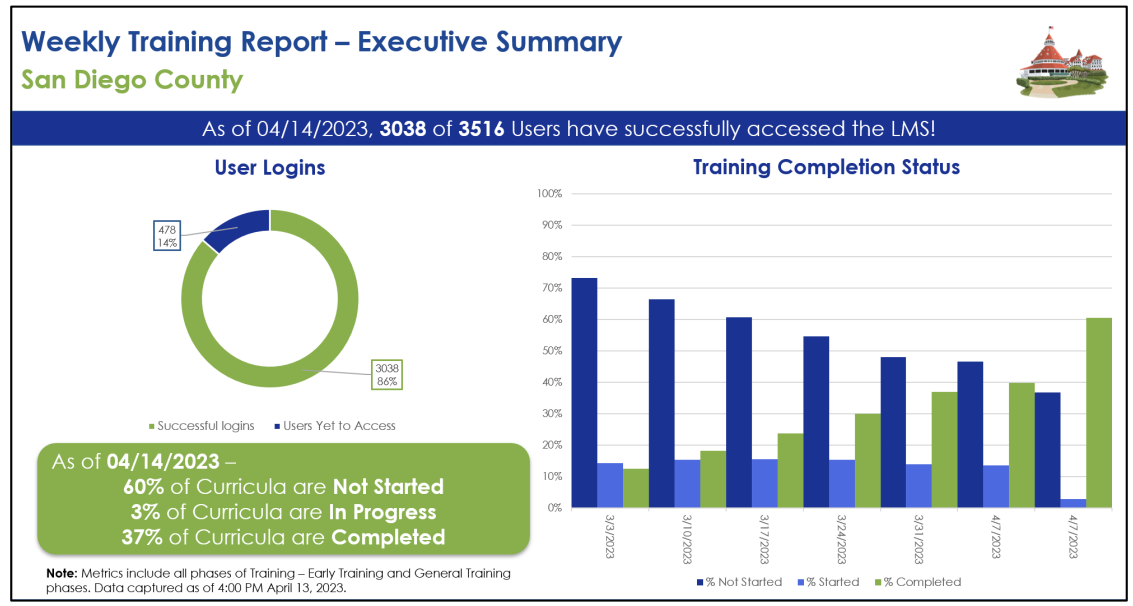
Training Delivery

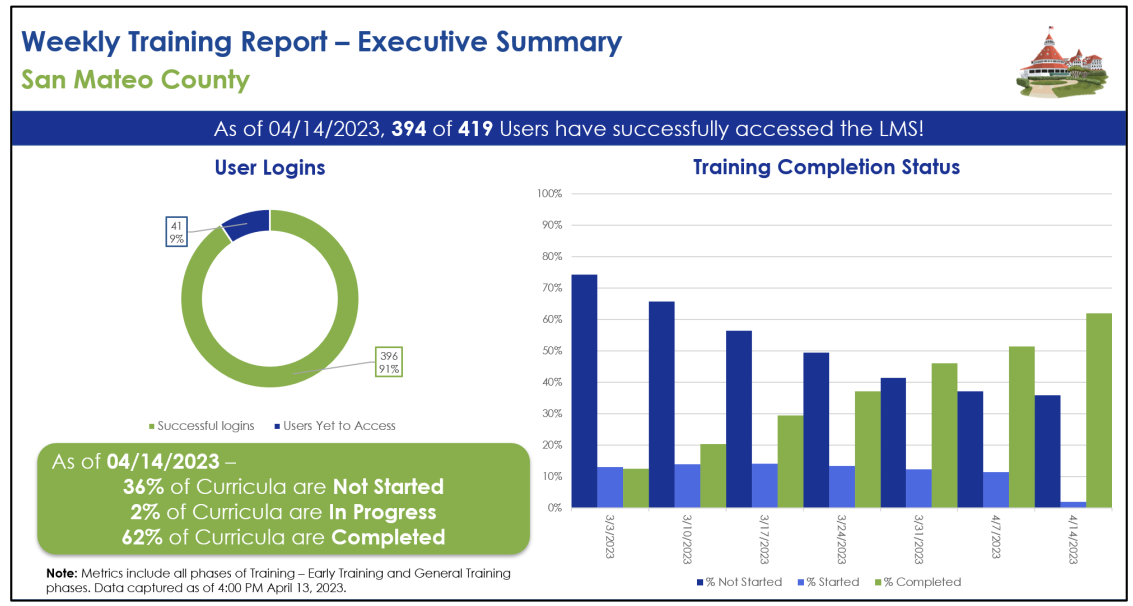
Wave 4 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 4 staff course assignments / registration for Early Training & TTT ILT	Complete	100%	Project
Wave 4 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Complete	100%	Project
Wave 4 Early Training & TTT Started (WBT) – started 01/16/2023	Complete	100%	County
Wave 4 End-User Training Started (WBT) – started 02/06/2023	In Progress	54%	County
Wave 4 Early Training & TTT Started (ILT) – start 03/10/2023 for Santa Cruz; 3/13/2023 for San Diego County; 03/27/2023 for all other Wave 4 counties	In Progress	81 Completed of 114 Planned	Both
Wave 4 End User Training (EUT) - start 05/01/2023 for San Diego County; 05/08/2023 for all other Wave 4 counties	Not Started	# Completed of # Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Training Readiness

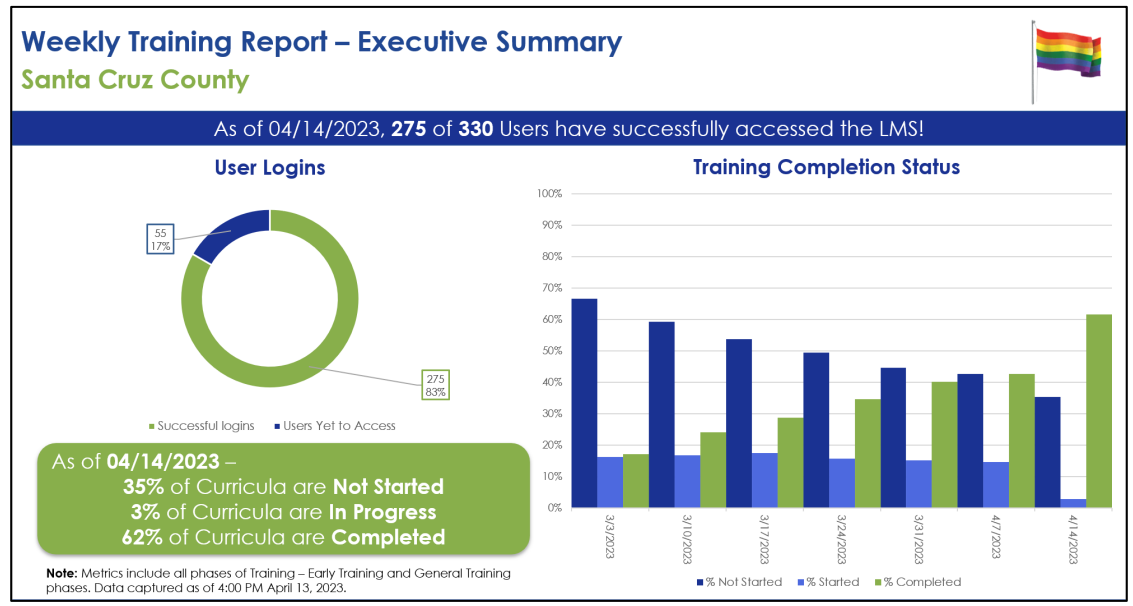
WBT Progress by County

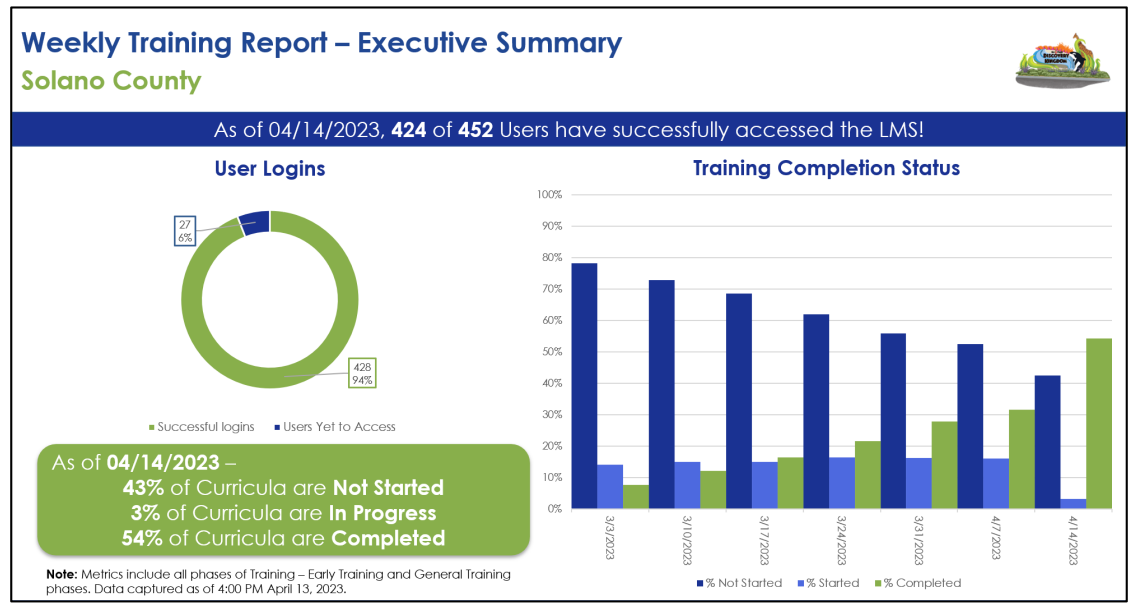




Training Readiness

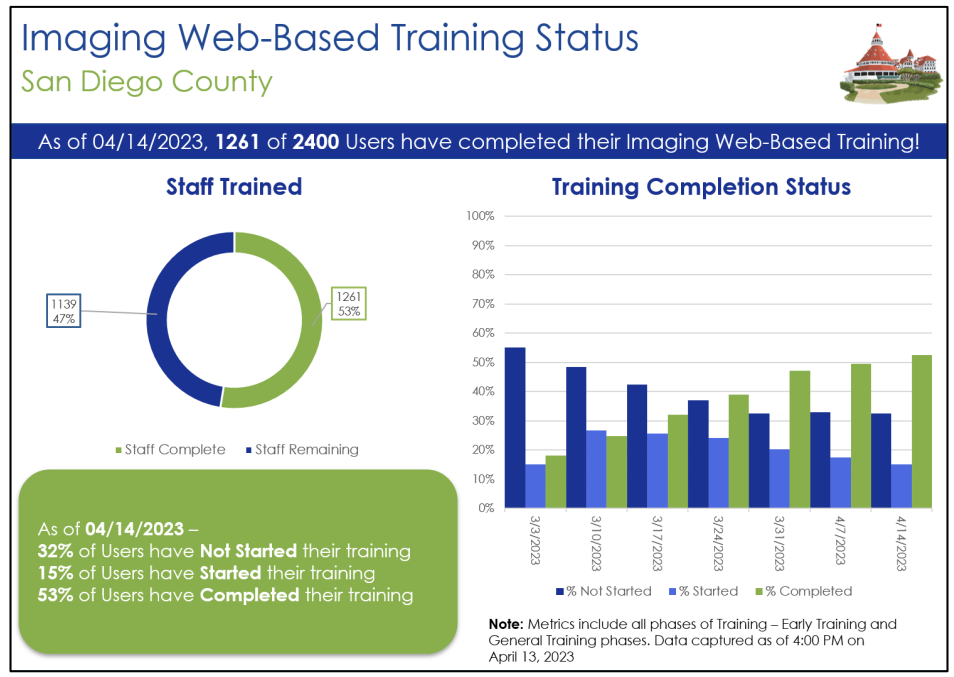
WBT Progress by County

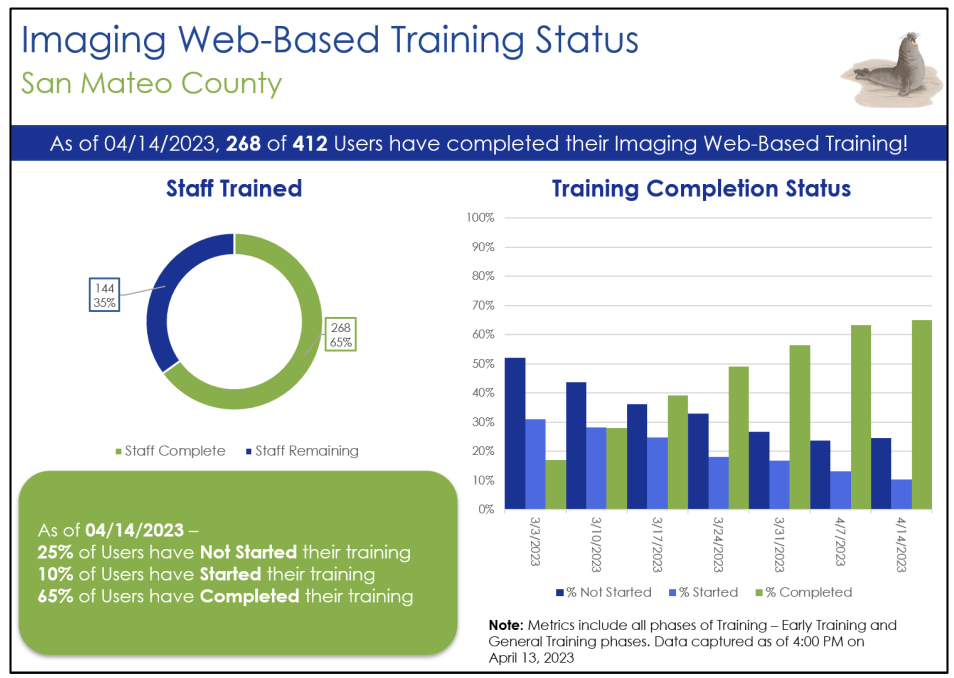




Training Readiness

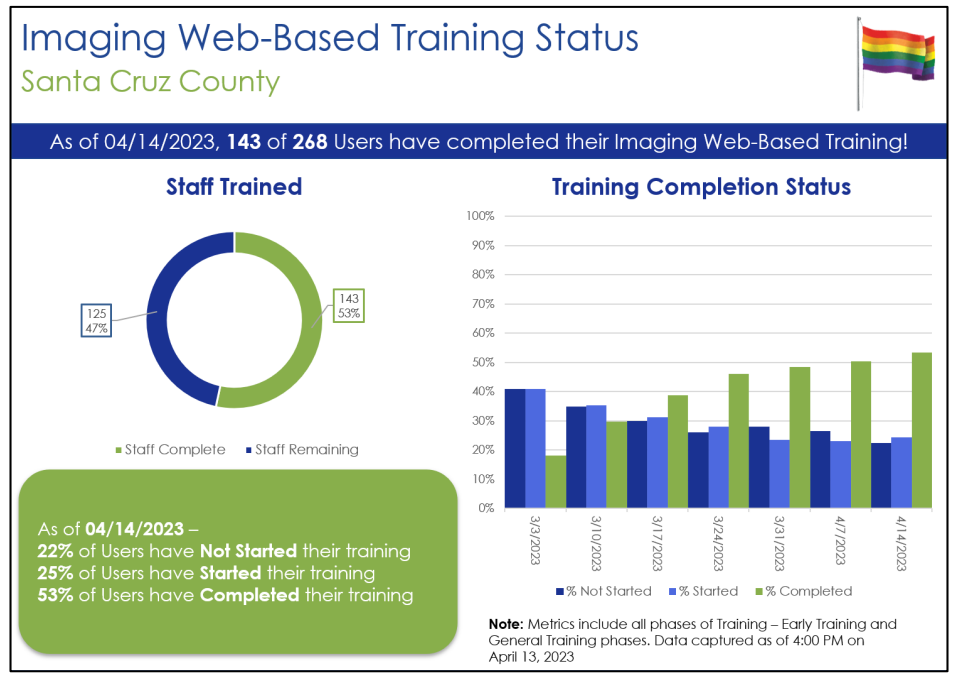
Imaging WBT Progress by County

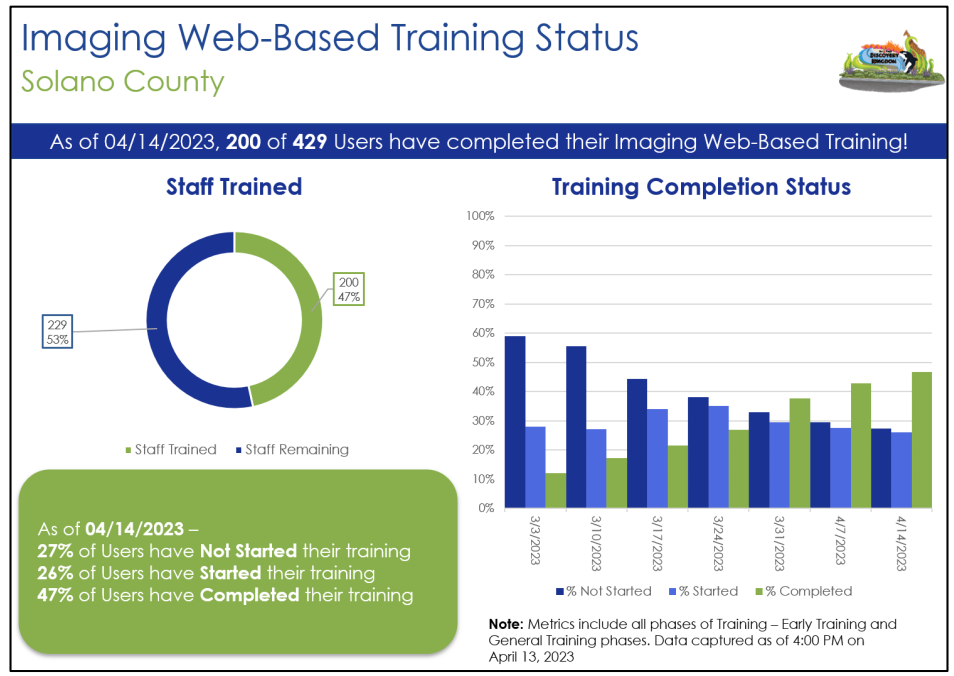




Training Readiness

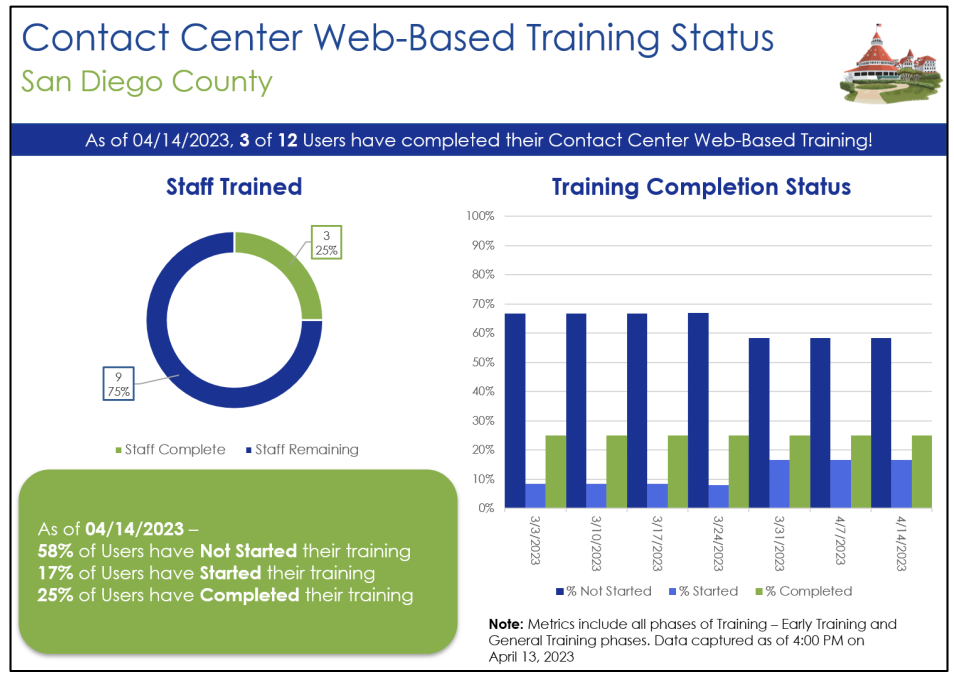
Imaging WBT Progress by County

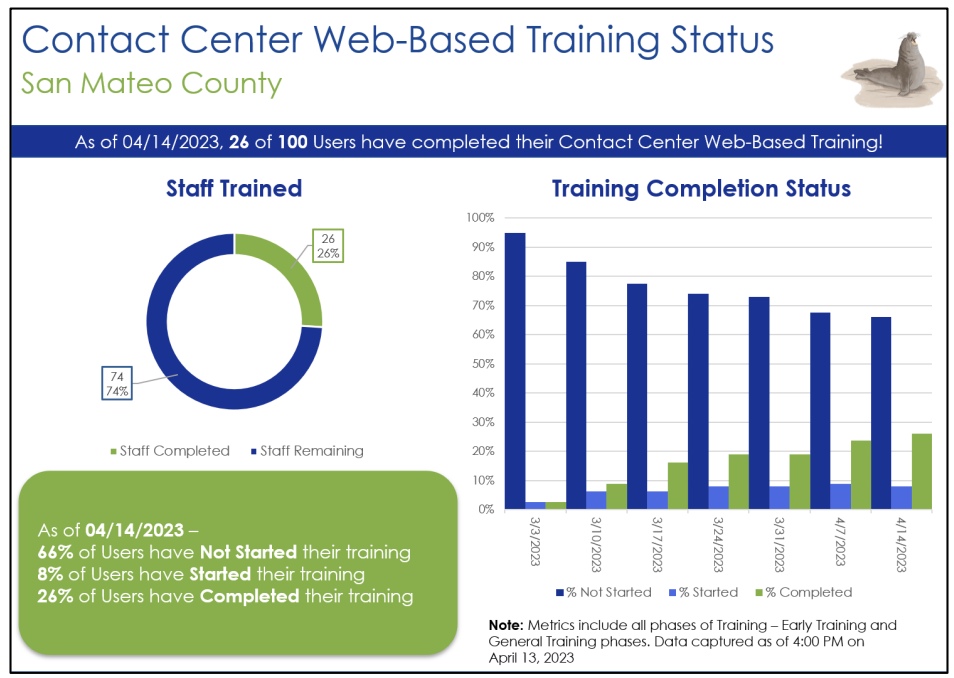




Training Readiness

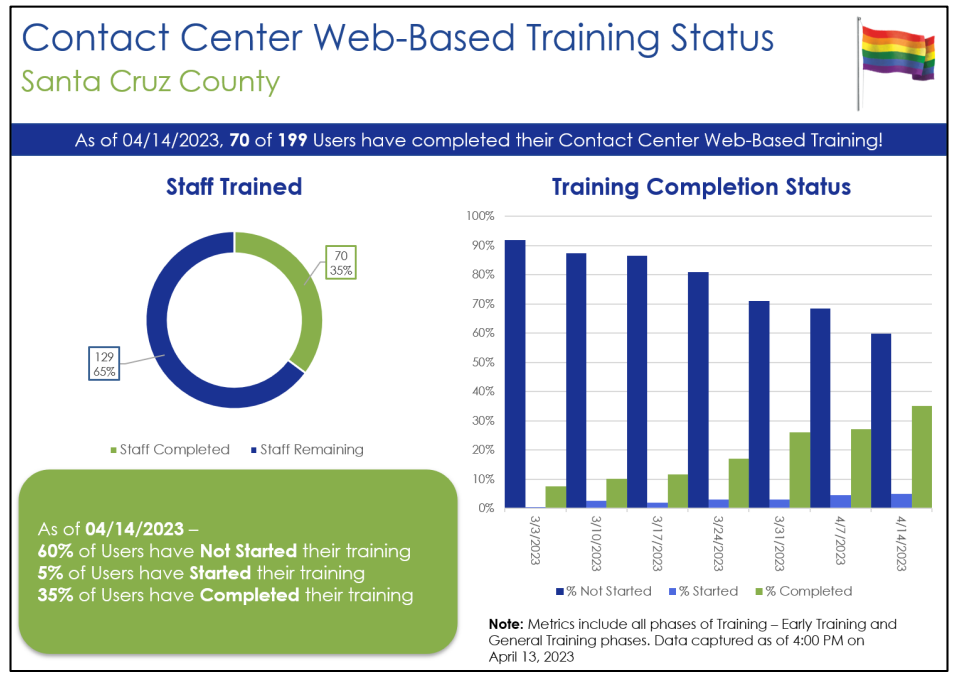
Contact Center WBT Progress by County

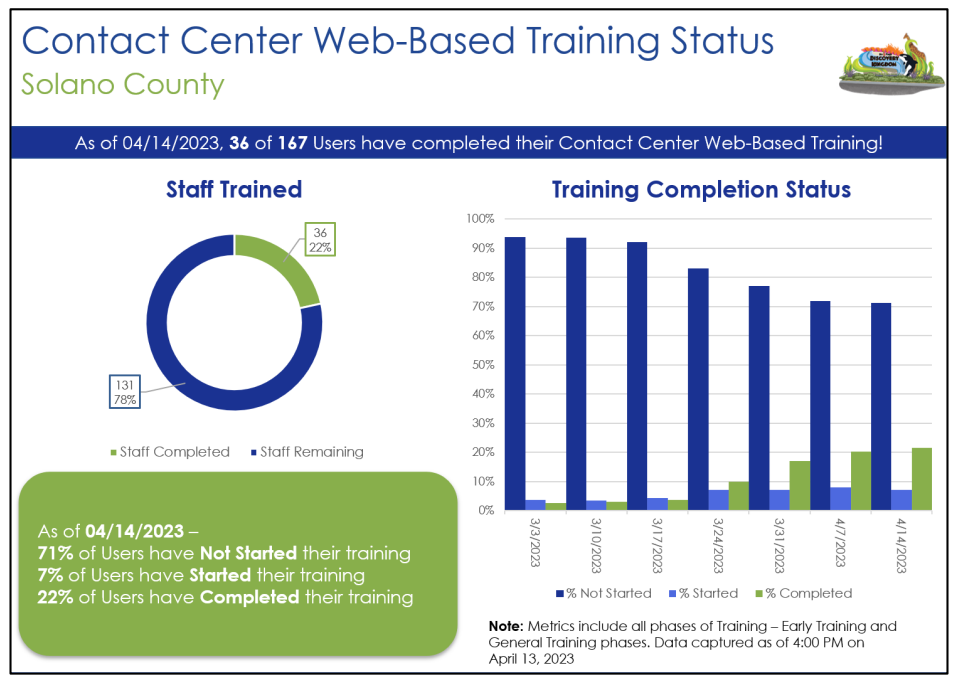




Training Readiness

Contact Center WBT Progress by County





⇆ Organizational Readiness: OCM

Communications & Change Discussion Guides

San Mateo (11/23) and Solano (11/22) DWP signoff	Completed	2 Completed of 2 Planned	Both
San Mateo and Solano CDG county and Consortium comments to get to FDEL Consortium approval on 01/16 and County approval and signoff by 01/19.	Completed	1 Completed of 1 Planned	Both
San Diego and Santa Cruz CDG county and Consortium comments to get to FDEL Consortium approval by 02/23 and County approval and signoff by 02/27.	Completed	1 Completed of 1 Planned	Both
San Mateo(12/8) and Solano(12/1)Consortium comments addressed to get to county FWP signoff by dates listed	Completed	2 Completed of 2 Planned	Both
San Diego and Santa Cruz Consortium comments addressed to get to county FWP signoff by 1/25	Completed	1 Completed of 1 Planned	Both
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Completed	3 Completed of 3 Planned	Both

Readiness Surveys

Wave 4 Readiness Surveys T-6 (1/17/23 -1/30/23)	Completed	3Completed of 3 Planned	Both
Wave 4 Readiness Surveys T-3 (4/3/23-4/14/23)	Completed	3 Completed of 3 Planned	Both
Wave 4 Readiness Surveys T+6 (8/14/23 - 8/25/23)	Not Started	0 Completed of 3 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

⇆ Organizational Readiness: OCM (continued)

Infographics/Newsletters

Infographics for January (Skip Issuance and WTW Assistance Unit Page)(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
Newsletter for February (CIT 0066-23)	Complete	2 Completed of 2 Planned	Project
Infographics for March (Special Investigations and Periodic Reporting) (CIT 0120-23)	Complete	2 Completed of 2 Planned	Project
Infographics for April	On Schedule	0 Completed of 2 Planned	Project
Infographics and Newsletter for May	Not Started	0 Completed of 2 Planned	Project
Infographics for June	Not Started	0 Completed of 2 Planned	Project
Infographics for July	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

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

⇆ Organizational Readiness: BPR

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

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

⇆ Organizational Readiness: Configuration

Configuration

Document Configuration Guides and Worksheets	Complete	January 13, 2023	Project
Distribute Configuration Documentation to Wave-4 Counties	Complete	March 6, 2023 – March 15, 2023	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	On Schedule	May 5, 2023	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	On Schedule	April 24, 2023 – May 8, 2023	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Not Started	May 1, 2023 – May 26, 2023	Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Not Started	May 1, 2023 – May 26, 2023	Both
Load Configuration into PROD environment during County Prep	Not Started	May 22, 2023 – June 30, 2023	Project
Configuration Complete	Not Started	June 30, 2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Organizational Readiness: Process Simulation

Process Simulation

Wave 4 Participants Confirmed	Completed	4/20/2023	Both
Users Loaded to ForgeRock/UAT Environments & Applications	In Progress	4/28/2023	Project
Complete W4 Process Simulation Scenario Development	In Progress	4/28/2023	Project
Complete data staging and JIRA prep	In Progress	5/5/2023	Project
Complete configuration setup	In Progress	5/12/2023	Both
Complete Process Simulation Orientation	In Progress	4/27/2023	Project
Complete Process Simulation Execution	Not Started	5/26/2023	Both
Evaluate and confirm Exit criteria	Not Started	6/2/2023	Project
Process Simulation Complete	Not Started	6/2/2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Implementation Readiness

Planning

Wave 4 Workplans, Readiness Checklists and ongoing TOSS Meetings	In Progress	Ongoing	Both
Path to Greenlight Communicated	Complete	Socialized/completed with PSC, JPA, and OPAC (May 2022)	Project
Go Live Packet Finalized/Updated	Not Started	Will revise, if applicable, May 2022	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project

County Prep

County Prep Materials Finalized	Complete	CIT 0138-23 distributed to Wave 4 counties on 04/10/23	Project
County Prep Kick Off	Not Started	Scheduled for 4/25/23	Both
County Prep Phase	Not Started	05/15/23 - 06/29/23	Both

Post-Implementation Support

Pre- and Post- Go Live Support Structure Established	Complete	Draft approach and structure complete	Project
W4 County Profiles	Complete	Wave 4 County Profiles are complete	Project
W4 County Site Visits	Not Started	Scheduling in Progress	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Implementation Readiness: Help Desk

Help Desk

County Delegated Admin Training	Completed	Conducted 1/5/2023	Both
County Tier 1 Fulfiller Training	Completed	Conducted week of 1/30/2023	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	Not Started	Scheduled for 4/20/2023	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

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

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Implementation Readiness: County Ad Hoc Reporting

Ad-Hoc Reporting Functionality

CalWIN County Education Sessions (i.e., Planned Curriculum)	• **Wave 4:** CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 4 Counties.	Both
CalWIN County Ad Hoc Reports Refactoring	• **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 and 43 needed by go live. San Mateo has reached out to Gainwell for assistance. • **Santa Cruz** has identified 95-100 reports to be refactored and 40 needed by go-live. Santa Cruz has reached out to Gainwell for assistance. • **Solano** has identified 44 reports that need to be refactored with 15 needed by go-live. Solano has reached out to Gainwell for assistance.	County

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete

Contact Information

CalWIN Migration and BenefitsCal Implementation Contact:
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