Wave 5 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 5. 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.**
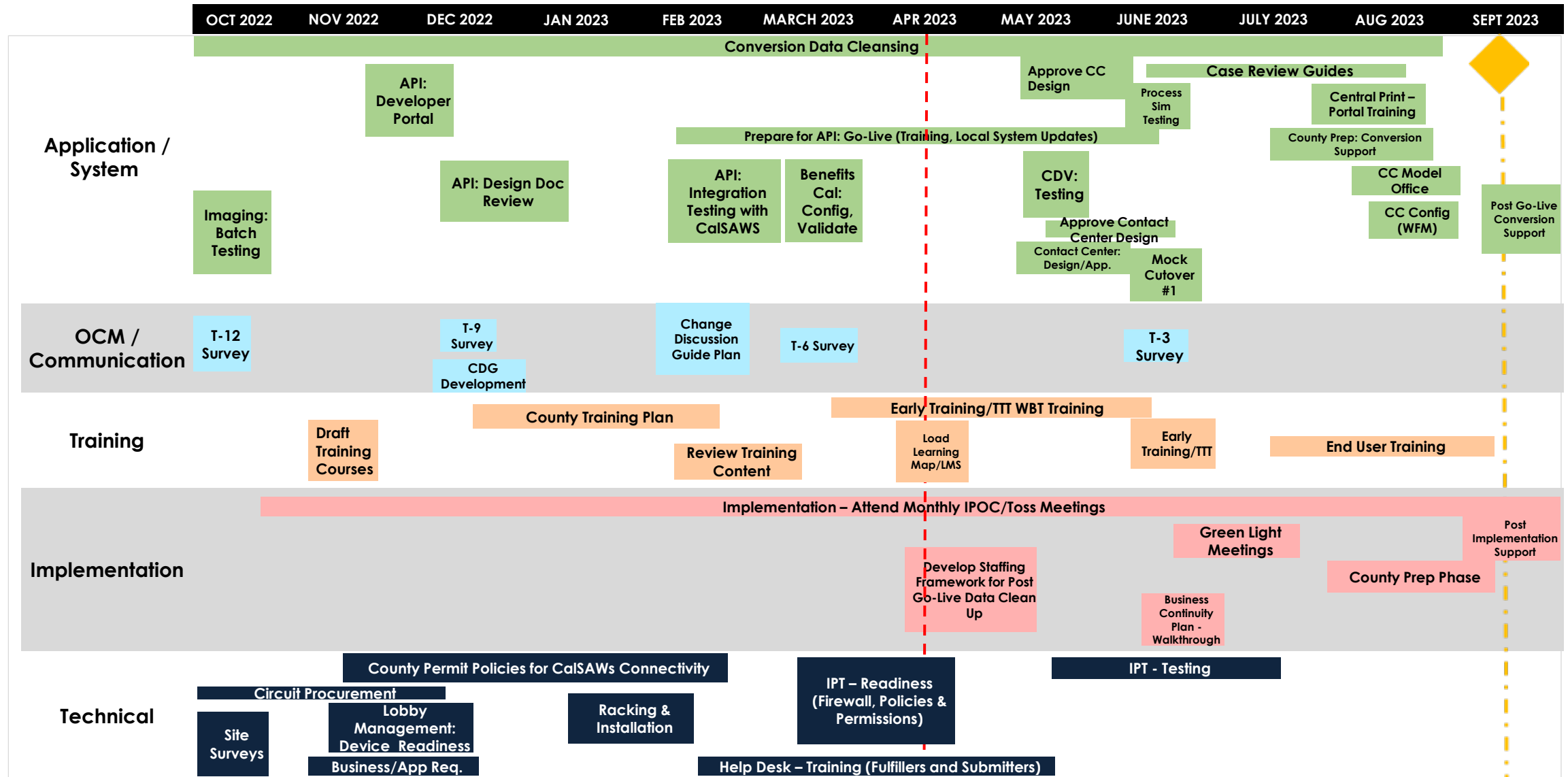
THE POWER OF 58

Wave-5 **Migration Timeline**

Wave 5 Critical Path
Alameda, Fresno, and Sonoma

THE POWER OF 58

	OCT 2022	NOV 2022	DEC 2022	JAN 2023	FEB 2023	MARCH 2023	APR 2023	MAY 2023	JUNE 2023	JULY 2023	AUG 2023	SEPT 2023

Application / System
- Conversion Data Cleansing
- API: Developer Portal
- API: Design Doc Review
- Imaging: Batch Testing
- API: Integration Testing with CalSAWS
- Benefits Cal: Config, Validate
- Prepare for API: Go-Live (Training, Local System Updates)
- Approve CC Design
- Process Sim Testing
- Case Review Guides
- Central Print – Portal Training
- County Prep: Conversion Support
- CDV: Testing
- Approve Contact Center Design
- Contact Center: Design/App.
- Mock Cutover #1
- CC Model Office
- CC Config (WFM)
- Post Go-Live Conversion Support

OCM / Communication
- T-12 Survey
- T-9 Survey
- CDG Development
- Change Discussion Guide Plan
- T-6 Survey
- T-3 Survey

Training
- County Training Plan
- Draft Training Courses
- Review Training Content
- Early Training/TTT WBT Training
- Load Learning Map/LMS
- Early Training/TTT
- End User Training

Implementation
- Implementation – Attend Monthly IPOC/Toss Meetings
- Green Light Meetings
- Post Implementation Support
- Develop Staffing Framework for Post Go-Live Data Clean Up
- Business Continuity Plan - Walkthrough
- County Prep Phase

Technical
- County Permit Policies for CalSAWs Connectivity
- Circuit Procurement
- Site Surveys
- Lobby Management: Device Readiness
- Business/App Req.
- Racking & Installation
- IPT – Readiness (Firewall, Policies & Permissions)
- IPT - Testing
- Help Desk – Training (Fulfillers and Submitters)

We are Here

Mock Conversion 1 & 2
06/14/23 - 06/28/23

Contact Center
Approve CC Design 05/19/23 - 6/2/23
CC Model Office 08/07/23 - 08/25/23
CC Config (WFM) 08/07/23 - 08/25/23

Process Simulation
07/03/23 - 7/26/23
Interface Partner Testing (IPT)
05/17/23 - 07/07/23

Training
Early Training & TTT WBT 03/20/23 - 06/16/23
Early Training 06/05/23 - 06/16/23 **TTT Grp 1&2** 5/15/23 - 6/23/23
Training Delivery End Users 7/11/23 - 9/1/23

Wave-5 Readiness: Executive Summary
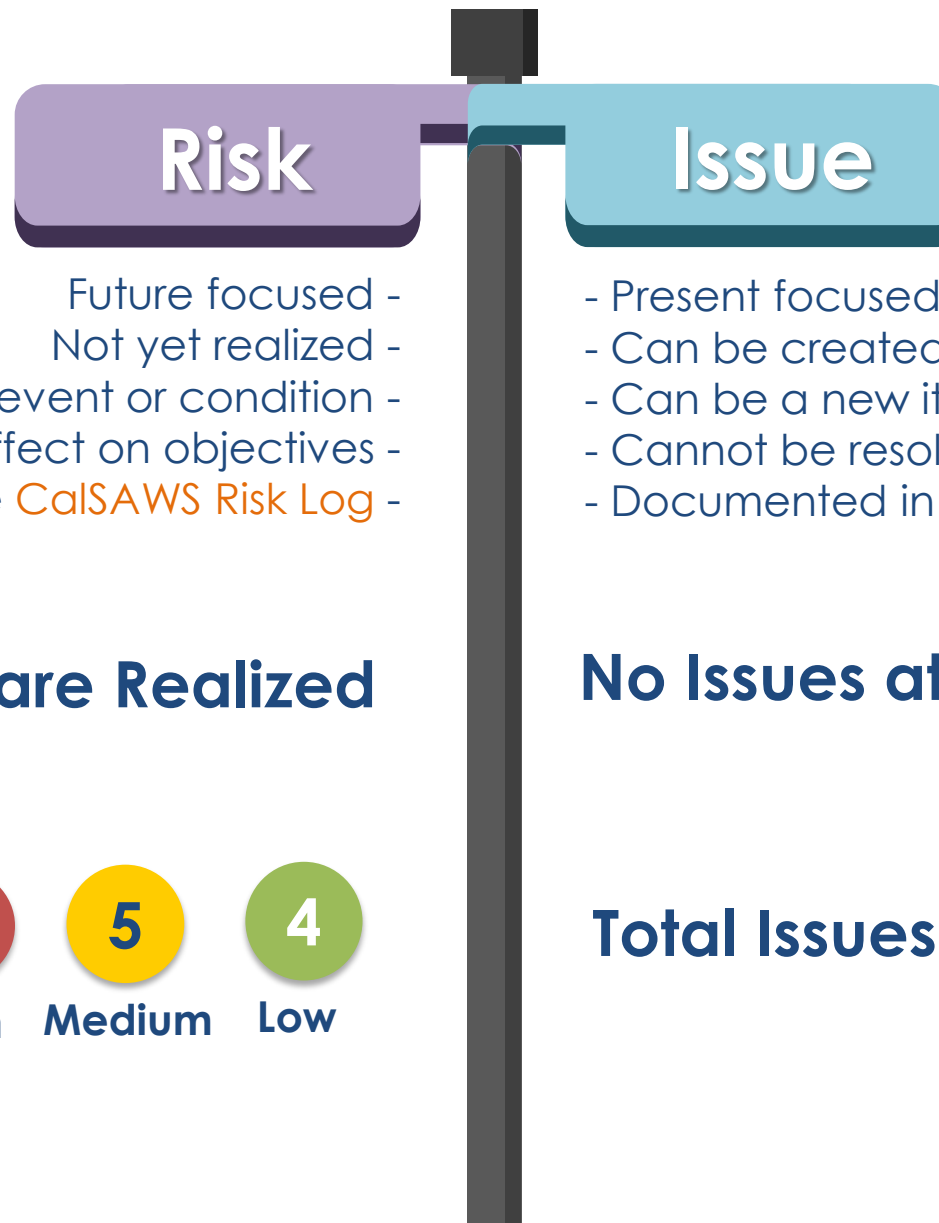## Readiness Areas and Categories

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	NS	Deploy CalSAWS Releases 07.23	• Release targeted for 07/24/23.
	G	Contact Center Readiness	• IVR Contact Flows have been approved by all Wave 5 counties. • Counties are providing details specific to their Contact Center solution configuration, which will be used to inform each County's Contact Center Design Document (SCR).
	G	Imaging Readiness	• County Export of Legacy Images In progress.
	NS	BenefitsCal Readiness	• CBO Extract provided to counties targeted 05/04/2023.
	G	Central Print Readiness	• Configuration meetings in progress for two counties. • Validation meetings in progress for one county..
Integration	NS	County Interface Partner Test (IPT) Execution	• IPT scheduled to start for all Wave 5 counties on 5/17/23
	NS	State Interface Partner Test (IPT) Execution	• IPT scheduled to start with State interface partners on 5/17/23
Conversion & Migration Planning	NS	Defects Resolution	• Applicable open defects will be tracked closer to Wave 5 go live.
	NS	EDBC Match – Auto Review Rates	• Match Rate will be provided after Wave 5 Mock Cutover
	NS	Mock Cutover	• Wave 5 Mock scheduled 6/10/23-6/15/23
	NS	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. • Fresno County integration scheduled.
	G	Performance Testing	• Batch Performance Testing: 25% Complete. • Online performance testing targeted for 7/24/23 - 8/25/23

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-5 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	• Monthly update complete and submitted • County Training Plans approved by all Wave 5 counties..
	G	ILT Training Curriculum Complete	• Core curriculum complete. County-specific ILT curriculum walkthroughs complete. Final County-specific updates in progress.
	NS	Wave 5 County Classroom Set-Up	• Classroom set-up and connectivity testing planned for 5/8 – 5/26/2023 for ET/TTT and 6/12 – 6/30/2023 for End-User Training
	G	WBT Training Delivery	• WBTs started 3/13/23 for Wave 5 Early Training & TTT participants • WBTs started 4/3/23 for all staff
	NS	ILT Training Delivery	• ILTs start 5/30/23 for Wave 5 Early Training & TTT participants • ILTs start 7/3/23 for all staff
Organization	**G**	Change Discussion Guides (CDGs)	• Change Discussion Guide DWP signoff Complete • FWP signoff targeted for 4/25/23.
	G	Communications	• Infographics for April on schedule.
	C	Business Process Reengineering	• BPR Complete
	G	Configuration	• Guide and Worksheet documentation complete. Working sessions targeted to begin in May 2023.
	NS	Proces Simulation	• Process Simulation execution scheduled to begin in June and July 2023.
Implementation	**G**	Implementation Planning	• Workplans and Readiness Packets ongoing.
	NS	County Prep	• County Prep kickoff targeted for 06/21/23.
	G	Pre and Post Implementation Support	• County Profile drafts complete.
	C	Help Desk	• Helpdesk Kickoff hosted on 1/24; Delegated Admin Training hosted on 2/15 • Tier 1 Fulfiller Trainings hosted week of 3/27
	G	County Ad Hoc Reports	• Alameda has an estimated 112 reports that need to be refactored. 92 are needed by Go Live. Alameda has reached out to Gainwell for assistance. • Fresno has an estimated 205 reports that need to be refactored. • Sonoma has identified 9 reports that need to be refactored by Go Live.

Readiness Dashboard

Risks and Issues

Risk

Future focused -
Not yet realized -
Uncertain, probable event or condition -
Has negative effect on objectives -
Documented in the CalSAWS Risk Log -

Issue

- Present focused
- Can be created as a result of a risk being realized
- Can be a new item not identified as a risk
- Cannot be resolved by the identifier
- Documented in the CalSAWS Issue Log

Monitoring - No Risks are Realized

No Issues at this Time

Total Risks 1 5 4
High Medium Low

Total Issues 0 0 0
High Medium Low

Risk and Issues: Wave 5

Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
258.5	**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 5 Cutover Plan is dependent on the Wave 5 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)
279.5	**CalWIN Counties may not be prepared to reconcile Fiscal and submit State Reports, timely, as they Migrate to CalSAWS**	As CalWIN migrates to CalSAWS, counties may need assistance (from the project) how to reconcile Fiscal reports as they prepare to submit State reports to CDSS on a monthly basis (and timely)	Fiscal/Reporting (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 5
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 resolved as quickly as they via Data Change Requests (DCR)	Applications (Project)

Open CalWIN Production Defects table:

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 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

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

Risk and Issues: Wave 5
Risks related to Project Readiness for CalWIN Cutover to CalSAWS Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
287.5	**Fresno County Bank Transition during their CalSAWS Cutover Weekend (Wave 5)**	On **March 7, 2023**, Fresno County informed the CalSAWS project of their Bank (Bank of the West) being acquired by Bank of Montreal. This Bank transition is expected to occur during the same cutover weekend (Labor Day weekend) that Fresno and other Wave 5 counties will be going live on CalSAWS. Wave 5 Interface Partner Testing is scheduled to occur between May 17, 2023, and July 7, 2023 Out of the 8 interfaces that Fresno County has opted into, the following 3 interfaces may be impacted by this Bank Transition: • Positive Pay File • Direct Deposit Writer • Direct Deposits Reader • On **April 5, 2023**, Project staff met with Fresno County where it was communicated that after further discussion existing bank account numbers and warrant print stock are **not** anticipated to change with the bank transition. Therefore, at this time there are no CalSAWS changes required. The project will continue to monitor, and a subsequent meeting has been scheduled for April 19th with Fresno County where Bank of the West representatives are anticipated to be in attendance	Applications (Project)

Risks and Issues: Wave 5
Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
262.5	**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 ISS Team and Counties continue to meet regularly. The project is providing and responding to County information requests and additional information, as needed. Risk continues to be monitored with Counties and Regional Managers	Implementation (Project)
264.5	**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. As a result of early pitfalls associated with predecessor tasks, Wave 1 counties have experienced significant delays, including delays in establishing contracts with external vendors, incorrect mapping, and failures to complete testing activities on time, which are putting their respective go-live dates at risk.	Implementation (County)
269.5	**CalWIN Counties may not have enough development and testing timeline to Refactor their Ad-hoc Reports and Ancillary System before Go-Live**	The CalWIN Counties need time in the schedule, leading up to their respective Go-Live, to Refactor Ad-hoc Reports and/or Ancillary Systems. To do so, the counties need connectivity and access to CalSAWS environments, data model (and definitions), as well as data. The current CalSAWS delivery schedule (of these) is compressing the CalWIN counties Design, Development, and Testing timelines (i.e., schedule) and putting their County Readiness for Go-Live at-risk	Implementation (County)

Risks and Issues: Wave 5
Risks related to CalWIN Counties Cutover Readiness Needs Risks

Risk Level	Risk Name	Risk Description	Readiness Area (Owner)
283.5	**Circuit delivery delays to Wave 5 - Fresno County**	Fresno County Tech enablement at risk due to carrier delays in Circuit delivery. 2 circuits were ordered for Fresno county to provide WAN connectivity to CalSAWS • AT&T Broadband – 1000x1000 • Lumen – 200x200 Lumen had provided a delivery date of early March which has now changed to late April citing carrier delay. AT&T has not provided any FOC / delivery date. Unless 1 of 2 circuits gets delivered by March 10, 2023, technical enablement and integration with county will be delayed resulting in further downstream delays. **April 7, 2023:** • Lumen Circuit identified with Construction dependencies • Alternate carrier Comcast 1000x1000 identified to replace Lumen • Pending Carrier Site Surveys to evaluate circuit delivery feasibility	Technical (County)
287.5	**Fresno County Bank Transition during their CalSAWS Cutover Weekend (Wave 5)**	On **March 7, 2023**, Fresno County informed the CalSAWS project of their Bank (Bank of the West) being acquired by Bank of Montreal. This Bank transition is expected to occur during the same cutover weekend (Labor Day weekend) that Fresno and other Wave 5 counties will be going live on CalSAWS. Wave 5 Interface Partner Testing is scheduled to occur between May 17, 2023, and July 7, 2023 Out of the 8 interfaces that Fresno County has opted into, the following 3 interfaces may be impacted by this Bank Transition: • Positive Pay File • Direct Deposit Writer • Direct Deposits Reader • On **April 5, 2023**, Project staff met with Fresno County where it was communicated that after further discussion existing bank account numbers and warrant print stock are **not** anticipated to change with the bank transition. Therefore, at this time there are no CalSAWS changes required. The project will continue to monitor, and a subsequent meeting has been scheduled for April 19th with Fresno County where Bank of the West representatives are anticipated to be in attendance	Applications (Project)

Wave-5: Key County Milestones & Tasks

Milestone/Task	Status	Target Start Date	Target End Date	Percent Complete
Training – Install LMS, Load Courses, Test Reports	Complete	11/14/22	12/16/22	**100%**
Wave 5 County Data Validation	Not Started	06/19/23	06/30/23	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	07/03/23	07/28/23	0%
State and CalWIN County Interface Testing	Not Started	05/17/23	07/07/23	0%
T-12 Readiness Survey Distribution	Complete	09/19/22	10/01/22	**100%**
T-9 Readiness Survey Distribution	Complete	01/09/23	01/23/23	**100%**
T-6 Readiness Survey Distribution	Complete	03/20/23	03/31/23	**100%**
T-3 Readiness Survey Distribution	Not Started	06/05/23	06/16/23	0%
Application Development and System Test 23.07	Not Started	05/29/23	07/24/23	0%
County Preparation Phase Kick Off	Not Started	06/23/23	06/23/23	0%
County Preparation Phase	Not Started	07/24/23	08/31/23	0%
County Networking Connectivity	In Progress	01/30/23	04/24/23	**52%**
Contact Center Model Office Simulation	Not Started	08/11/23	08/25/23	0%
End-User Training	Not Started	07/03/23	09/01/23	0%
Pre and Post Deployment Support	Not Started	07/24/23	11/03/23	0%
Wave 5 CalSAWS Go-Live	Not Started	09/04/23	09/04/23	0%

County Readiness – Wave 5

Readiness Area	Status *	Alameda	Status*	Fresno	Status*	Sonoma
Application	G	IVR Contact flow approved for Contact Center.	G	IVR Contact flow approved for Contact Center.	G	IVR Contact flow approved for Contact Center.
Integration	G	IPT scheduled to start on 5/17/23. Interface development in progress.	G	IPT scheduled to start on 5/17/23. Interface development in progress.	G	IPT scheduled to start on 5/17/23. Interface development in progress.
Conversion	NS	CDV targeted start 06/19/23.	NS	CDV targeted start 06/19/23.	NS	CDV targeted start 06/19/23.
Technical	G	Networking Readiness On Schedule.	G	Networking Readiness On Schedule.	G	Networking Readiness On Schedule.
Training	G	End User WBTs started on 04/03/23	G	End User WBTs started on 04/03/23	G	End User WBTs started on 04/03/23
Implementation	G	TOSS meetings ongoing.	G	TOSS meetings ongoing.	G	TOSS meetings ongoing.
Organizational	G	T-3 Readiness Survey opens 6/6	G	T-3 Readiness Survey opens 6/6	G	T-3 Readiness Survey opens 6/6

Information included is as of March 17, 2023

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

Wave 5 County Readiness Checklist Activities by Status (as of 04/14/2023)

Status	00 All Counties	13 Alameda	14 Fresno	15 Sonoma	Wave 5 Counties	T:
IN PROGRESS	2	125	126	113	8	374
NOT STARTED	1	223	209	209	148	790
COMPLETED	8	335	328	339	18	1028
Total Unique Issues:	11	683	663	661	174	2192

Note: All County Tasks includes tasks that all 18 CalWIN Counties are responsible for completing (e.g., UAT related tasks). Wave 5 Counties tasks include tasks that apply to Alameda, Fresno and Sonoma Counties (e.g., selective conversion tasks)

Wave 5 All Tasks Due Next 30 Days by Readiness Category
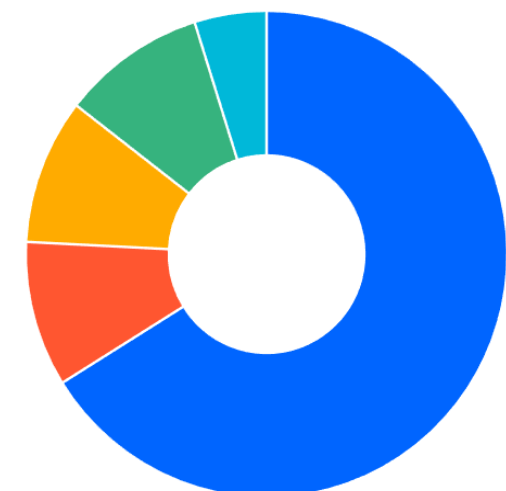
Implementation Readiness Category
Total Issues: 62

■ Technical Readiness		41
■ Application Readiness		6
■ Change Readiness		6
■ Implementation Readiness		6
■ Training Readiness		3

County Readiness – Alameda

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	8	23	21	52
BenefitsCal	0	12	0	12
Change Readiness	1	16	33	50
Conversion Readiness	16	8	0	24
Implementation Readiness	10	45	48	103
Technical Readiness	21	7	14	42
Training Readiness	1	10	34	45
Total Unique Issues:	**57**	**121**	**150**	**328**

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

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
County IT	0	0	4	4
IPOC	0	1	0	1
IPOC/TPOC	10	0	0	10
NetSec	0	0	1	1
TPOC	0	1	0	1
Total Unique Issues:	**10**	**2**	**5**	**17**

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:

Application Readiness:
- Fiscal - IPT Readiness Complete all required work to begin IPT Testing

Implementation Readiness:
- Analytics & Reporting: Validate County Needs -Prioritize Reports that must be refactored for Go-Live

Technical Readiness:
- Technical: Respond to CRFI 23-003

County Readiness – Fresno

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	9	20	20	49
BenefitsCal	0	12	0	12
Change Readiness	1	16	33	50
Conversion Readiness	17	8	1	26
Implementation Readiness	8	43	49	100
Technical Readiness	21	4	8	33
Training Readiness	1	10	34	45
Total Unique Issues:	**57**	**113**	**145**	**315**

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

Activity Owner	Application Readiness	Implementation Readiness	Technical Readiness	T:
County IT	0	0	4	4
IPOC	0	2	0	2
IPOC/TPOC	8	0	0	8
NetSec	0	0	1	1
PPOC	2	0	0	2
TPOC	0	0	2	2
Total Unique Issues:	**10**	**2**	**7**	**19**

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:

Application Readiness
- Lobby Mgmt. Device: Readiness - Sign/Approve County Purchase for Lobby Devices
- Lobby Mgmt. Device: Readiness - Document and submit County APD for lobby mgmt. solution costs in County Purchase Document (if applicable)
- Fiscal - IPT Readiness Complete all required work to begin IPT Testing

Implementation Readiness:
- Analytics & Reporting: Validate County Needs – Identify and Prioritize Reports that must be refactored for Go-Live

Technical Readiness
- Technical: Respond to CRFI 23-003

County Readiness – Sonoma (vertical sidebar)

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

Implementation Readiness Category	IN PROGRESS	NOT STARTED	COMPLETED	T:
Application Readiness	7	19	22	48
BenefitsCal	0	12	0	12
Change Readiness	1	16	34	51
Conversion Readiness	16	8	0	24
Implementation Readiness	10	46	45	101
Technical Readiness	12	4	17	33
Training Readiness	1	10	35	46
Total Unique Issues:	47	115	153	315

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

Activity Owner	Application Readiness	Implementation Readiness	T:
IPOC	0	3	3
IPOC/TPOC	7	0	7
Total Unique Issues:	7	3	10

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:

Application Readiness:
- Fiscal - IPT Readiness Complete all required work to begin IPT Testing

Implementation Readiness:
- Analytics & Reporting: Validate County Needs – Identify & Prioritize Reports that must be refactored for Go-Live
- Analytics & Reporting: County Identify if optional enhanced reporting support is required from the project

Project Readiness

Application Readiness: System

System Test: 23.07	Not Started
Start Date: 05/29/2023	End Date: 07/21/2023

Application Readiness: Imaging

Images Migration	In Progress

Distribute CIT for Counties to install Webscan Kit and Virtual Printer: Completed (CIT #0110-22 distributed on 04/19/2022)

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: Complete

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: 05/19/2023   End Date: 08/25/2023

3 of 3 IVR Contact Flows Approved

Approval of County Contact Center SCRs: Not started (0 of 3)
- CA-240168 – Alameda
- CA-240169 – Sonoma
- CA-240170 – Fresno

Regression Test: Not Started

Contact Center Model Office Testing (tentative 08/11/2023)

Application Readiness: Central Print

Central Print Kick-Off	Complete

Configuration/Validation	In Progress
Start Date: 12/13/2022	End Date: 05/03/2023

- Configuration meetings in progress
- Validation meetings in progress
- Configuration load not started

Setup and Training	In Progress
Start Date: 05/23/2023	End Date: 08/25/2023

- Training materials completed
- Portal Users load not started
- Inventory confirmed not started
- Training delivery not started
- Postage funding not started

Application Readiness: BenefitsCal

Conversion Readiness	Not Started

Training & Communications	Not Started

- Training delivery for public facing support, train the trainer and CBOs will occur in July 2023
- BenefitsCal Comms Plan draft: 07/07/2023

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	Not Started

Key Dates:

Golden Data Set #12 On schedule: June 2023

Cutover 5A: 07/15/2023 – 07/17/2023

Cutover 5B: 08/31/2023 – 09/04/2023

Mock Cutover – On-Schedule to begin June 2023.

CDV	Not Started

Start Date: 06/19/2023   End Date: 06/30/2023

- Converted Data Testing: complete for all waves.
- UAT testing: complete for all

Integration Readiness

Interface Partner Test	Not Started

Start Date: 05/17/2023   End Date: 07/07/2023

- Alameda County: 11 Interfaces
- Fresno County: 8 Interfaces
- Sonoma County: 7 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 05/17/2023.

Technical Readiness

County Networking Connectivity	In Progress

Start Date: 11/01/2022   End Date: 05/01/2023

- Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery
- Track ongoing delivery of secondary circuits to County sites.
- Fresno County integration scheduled.

Technical Readiness: Operations

Contingency Restoration Planning	In Progress

Migration Rollback Planning: 75% Complete

Disaster Recovery Exercise	Complete

Batch Operations	In Progress

CalWIN Batch Schedules: 75% Complete

Technical Readiness: Performance Testing

Performance Test	In Progress

- Batch Performance Testing : 25% Complete
- Online performance testing: 07/24/2023 – 08/25/2023

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: 01/16/2023
End Date: 02/24/2023

- Wave 5 County specific training plans complete and approved by all counties
- Training environment and training data build complete
- Generic training accounts for training environment complete

Training Materials	In Progress

Start Date: 03/29/2022
End Date: 04/28/2023

- Draft ILT courses complete
- County-specific tailoring complete
- ILT walkthroughs complete
- Final County-specific updates in progress
- Web-Based Training Development complete

Training Delivery	In Progress

Start Date: 02/27/2023
End Date: 08/25/2023

- Wave 5 Early Training & TTT WBTs started 03/13/2023
- Wave 5 End User WBTs started 4/3/2023
- Wave 5 staff curriculum assignment complete
- Wave 5 Classrooms set-up and certified starts 05/2023
- Wave 5 early learning and TTT ILTs start 05/30/2023
- Wave 5 End User ILT Training begins 07/03/2023

Organizational Readiness: OCM

Change Discussions with Staff	On Schedule

End Date: 04/27/23

- Wave 5 CDG Office Hours will began on 4/11 and continue through 4/28
- Wave 5 PPOC Weekly Touchpoints on 4/10 to 5/5.
- Wave 5 DDEL sign off on 4/11/23 Complete
- Wave 5 FDEL sign off by 4/25/23

Readiness Surveys	On Schedule

Start Date: 09/26/2022
End Date: 10/27/23

- Present T-6 surveys to the Consortium on 04/13/23 to 04/14/23.

Infographics/ Newsletters	On Schedule

Start Date: 11/17/2022
End Date: 09/29/23

- March Infographics & Newsletter – Complete
- April Infographics – On Schedule
- May Infographics
- June Infographics

Change Network Champions	On Schedule

Start Date: 11/08/22
End Date: 11/14/23

- March CNC Meeting – Complete
- April CNC Meeting – Complete
- May CNC Meeting
- June CNC Meeting

Organizational Readiness: Business Process Reengineering

W5 BPR Plans Approved	Complete

Process Change Inventory Close Out	Complete

Automated Actions Enablement	Complete

Configuration

Configuration Materials	On Schedule

Start Date: 03/17/2023
End Date: 05/12/2023

W5 Configuration Documentation & Validation	Status

Start Date: 05/17/2023
End Date: 07/17/2023

- Working Sessions: 05/17/2023 – 06/23/2023

Process Simulation

W5 Process Simulation Planning	Not Started

Start Date: 05/15/2023
End Date: 06/23/2023

Process Simulation Execution	Not Started

Start Date: 06/26/2023
End Date: 07/21/23

Project Readiness

Implementation Readiness

Implementation Planning	On Schedule

- DEL 10 Implementation Support Plan submitted and accepted.
- Readiness Packets and Dashboards: Ongoing

County Prep Phase	Not Started

Start Date: 07/24/2023   End Date: 08/31/2023

- 44 county prep activities instructions complete – to be updated for Wave 5 if applicable.
- Kick Off Meeting targeted for June 21, 2023

Post-Deployment Support Planning	On Schedule

Start Date: 02/15/2023   End Date: 11/03/2023

- County Profile drafts complete.

Implementation Readiness: Help Desk and System Operations

Help Desk	Complete

Start Date: 1/24/2023   End Date: 7/28/2023

- Helpdesk Kickoff hosted on 1/24
- Delegated Admin training completed 2/15
- Tier 1 Fulfiller Trainings hosted week of 3/27

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	On Schedule

Start Date: 02/01/2023   End Date: 08/25/2023

CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 5 Counties.
Project teams reviewed 687 reports for refactoring. Approximately 306 need to be refactored for Wave 5 Counties

Alameda has an estimated 112 reports that need to be refactored. 92 are needed by Go Live.
Alameda has reached out to Gainwell for assistance.
Fresno has an estimated 205 reports that need to be refactored.
Sonoma has identified 9 reports that need to be refactored by Go Live.

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