

# Wave 4 Implementation Readiness Dashboard and Packet

May 19, 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 **May 19, 2023**.

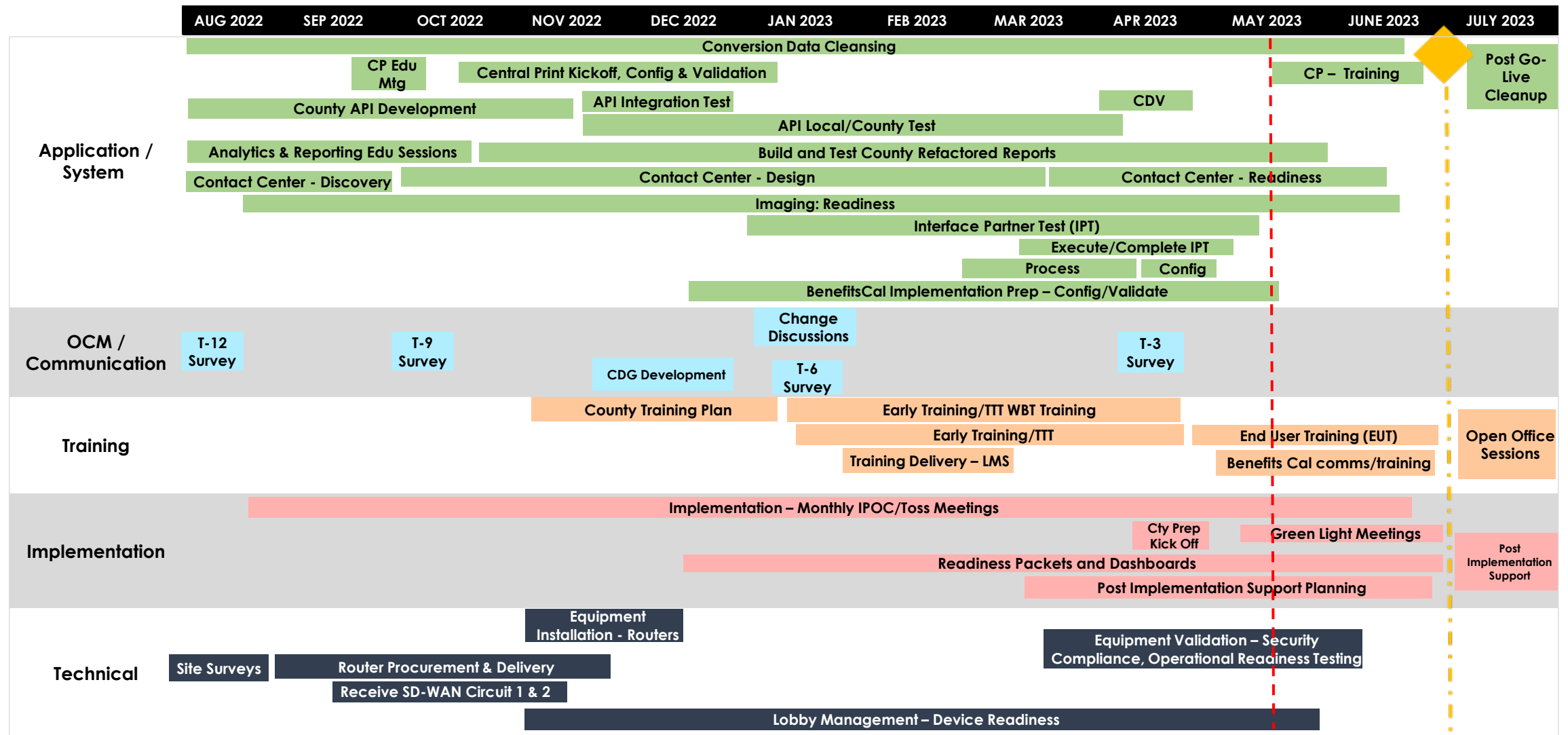


# Wave-4 Migration Timeline



# Wave 4 Critical Path

San Diego, San Mateo, Santa Cruz, Solano



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	C	Deploy CalSAWS Release 23.05	<ul style="list-style-type: none"> <li>Testing 100% complete; Release completed 05/19/2023.</li> </ul>
	G	Contact Center Readiness	<ul style="list-style-type: none"> <li>IVR Contact Flows approved by all Wave 4 counties.</li> <li>IVR/Contact Center Design approved by all Wave 4 Counties.</li> <li>Counties are preparing to participate in Model Office activities, scheduled for June 2023.</li> </ul>
	G	Imaging Readiness	<ul style="list-style-type: none"> <li>County Export of Legacy Images: In Progress</li> <li>Risk 264.4 for San Diego has moved to and remains on Green status as of 4/28/23: CalWIN County waves may not complete their Imaging migration readiness activities by their designated wave go-live dates</li> </ul>
	G	BenefitsCal Readiness	<ul style="list-style-type: none"> <li>Extract and provide CBO User information from MyBCW completed for Wave 4 Counties.</li> <li>Validate CBO user load into ForgeRock – Mock Run 1 Target 04/13/2023</li> <li>Counties are also completing BenefitsCal county readiness activities.</li> </ul>
	G	Central Print Readiness	<ul style="list-style-type: none"> <li>All Wave 4 counties are in validation</li> </ul>
Integration	C	County Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>Target Pass Rate: 100% Current Pass Rate: 100%</li> <li>San Diego – 100% passed. 7 of 7 interfaces have passed.</li> <li>San Mateo – 100% passed. 8 of 8 interfaces have passed.</li> <li>Santa Cruz – 100% passed. 8 of 8 interfaces have passed.</li> <li>Solano – 100% passed. 8 of 8 interfaces have passed.</li> </ul>
	C	State/Consortium Interface Partner Test (IPT) Execution	<ul style="list-style-type: none"> <li>Target Pass Rate: 100% Current Pass Rate: 100%</li> <li>11 of 11 Interfaces have passed.</li> </ul>
Conversion & Migration Planning	G	Defects Resolution	<ul style="list-style-type: none"> <li>As of 5/15/23, there are 108 P2 and 63 P3 and 7 P4 Open Converted Data Defects</li> </ul>
	C	EDBC Match – Auto Review Rates	<ul style="list-style-type: none"> <li>Match Rate as of Mock is 70%</li> </ul>
	C	Mock Cutover	<ul style="list-style-type: none"> <li>Wave 4B Mock completed</li> </ul>
	G	Cutover Window	<ul style="list-style-type: none"> <li>Cutover window estimated at 90 hours with mitigation steps to get to 84 hours</li> </ul>
Technical	G	County Network Connectivity	<ul style="list-style-type: none"> <li>Circuit Upgrade/Enhancement orders processed; Pending Carrier delivery</li> <li>Track ongoing delivery of secondary circuits to County sites.</li> </ul>
	NS	Performance Testing	<ul style="list-style-type: none"> <li>Online performance testing targeted for 5/22/23 - 6/23/23</li> </ul>

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.



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Readiness Area*	Readiness Category		Comments
<b>Training</b>	C	FDEL 8 Master Training Plan	<ul style="list-style-type: none"> <li>Master Training Plan approved. Monthly updates are ongoing. County Training Plans reviewed and approved.</li> </ul>
	C	ILT Training Curriculum	<ul style="list-style-type: none"> <li>County-Specific updates to ILT training materials complete. Walkthroughs completed all Wave 4 counties. Final updates complete.</li> </ul>
	C	Wave 4 County Classroom Set-Up	<ul style="list-style-type: none"> <li>Classroom set-up and connectivity testing complete for Early Training/Train the Trainer.</li> <li>Complete for End User Training.</li> </ul>
	G	WBT Training Delivery	<ul style="list-style-type: none"> <li>Early Training/Train the Trainer completed. End-User training started 02/06/2023 78% complete.</li> </ul>
	G	ILT Training Delivery	<ul style="list-style-type: none"> <li>Complete for Early Training/Train the Trainer.</li> <li>Started 5/1/2023 for San Diego EUT; 5/8/2023 for EUT in all other W4 counties.</li> </ul>
<b>Organization</b>	C	Change Discussion Guides (CDGs)	<ul style="list-style-type: none"> <li>Change Discussion Guides complete.</li> </ul>
	G	Communications	<ul style="list-style-type: none"> <li>Infographics for May on schedule</li> </ul>
	C	Business Process Reengineering	<ul style="list-style-type: none"> <li>BPR Complete</li> </ul>
	C	Configuration	<ul style="list-style-type: none"> <li>San Diego Working Sessions: Complete</li> <li>San Mateo Working Sessions: Complete</li> <li>Santa Cruz Working Sessions: Complete</li> <li>Solano Working Sessions: Complete</li> </ul>
	G	Process Simulation	<ul style="list-style-type: none"> <li>San Diego Kickoff: completed; Test Execution Completed: 05/01/23 - 05/12/23</li> <li>San Mateo Kickoff: completed; Test Execution Underway: 05/15/23 - 05/26/23</li> <li>Santa Cruz Kickoff: completed; Test Execution Completed: 05/01/23 - 05/12/23</li> <li>Solano Kickoff completed Test Execution Underway: 05/15/23 - 05/26/23</li> </ul>

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Readiness Area*	Readiness Category		Comments
Implementation	G	Implementation Planning	<ul style="list-style-type: none"> <li>Checklist Review and Readiness Packet Development Ongoing</li> </ul>
	G	County Prep	<ul style="list-style-type: none"> <li>County Prep materials finalization in progress</li> <li>County Prep Phase in progress: 05/15/23 - 06/29/23</li> </ul>
	G	Pre and Post Implementation Support	<ul style="list-style-type: none"> <li>Post Implementation Support County Profiles completed. Draft approach and structure complete.</li> </ul>
	C	Help Desk	<ul style="list-style-type: none"> <li>County Site Plan Working Sessions Completed</li> <li>Delegated Admin Training conducted 1/5</li> <li>Tier 1 Fulfiller Training hosted week of 1/30</li> <li>Tier 1 Fulfiller and Delegated Admin Refresher hosted on 04/20/23</li> <li>Optional Q&amp;A Session hosted 5/11/23</li> <li>Optional ServiceNow Support Line 5/15/23 - 5/19/23</li> </ul>
	G	County Ad Hoc Reports	<ul style="list-style-type: none"> <li><b>Wave 4:</b> Reviewed 809 reports for refactoring. Approximately 212 need to be refactored for Wave 4 Counties by go live.</li> <li><b>San Diego</b> has identified 176 reports that need to be refactored with 34 reports needed by go live. San Diego is working with Gainwell for assistance, and development is complete on 11 reports.</li> <li><b>San Mateo</b> has identified 157 reports that need to be refactored. San Mateo is working with Gainwell for assistance on 74 reports, of which 4 are needed by day 1.</li> <li><b>Santa Cruz</b> has identified 95-100 reports to be refactored. Santa Cruz is working with Gainwell for assistance on 33 reports, of which 1 is needed by day 1.</li> <li><b>Solano</b> has identified 62 reports that need to be refactored with 18 needed by go-live. Solano is working with Gainwell for assistance, and development is complete on 10 reports.</li> </ul>

THE  
POWER  
OF 58

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

THE RESULTS  
ARE POWERFUL.

CalSAWS

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