

# 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**.



# 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
5/18/2023	909	0%	0%	100% (909)	0%	0%	909	0	100%

\* 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: Imaging

## Functionality

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

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
Integrated Imaging Performance Test (Informational)	In Progress	58+ county load testing scheduled to be complete on 6/7.	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.
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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





# Application Readiness: Central Print

## Kickoff

Kickoff Meeting Completed	Complete		Both
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## Configuration/Validation

Configuration Meetings	Complete	4 Completed of 4 Planned	Both
Validation Meetings	In Progress	1 Completed of 4 Planned	Both
Configuration Load	In Progress	0 Completed of 4 Planned	Project

## Setup and Training

Portal Users Loaded	Not Started	0 Completed of 4 Planned	Project
Inventory Confirmed	Not Started	1 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
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## Training Delivery

Deliver training for CSC and Help Desk staff	On Schedule	May 18 - San Mateo, San Diego (Completed) May 23 - Solano, Santa Cruz	Project
Deliver training for CBOs - Community Based Organizations	Not Started	May 25, 2023	Project

## Communications

Confirm Communications Plan for BenefitsCal	Complete	04/14/2023.	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)	<p>As of 5/15/23, the Conversion and Release Management teams maintain a schedule deploying and resolving “86” defects by Wave 4 go-live. There are 17 Post Cutover defects that are planned within the first 10 days after county being live as these defects need production data. These Post Cutover defects will be evaluated and documented in the W4 Go-Live Packet (where applicable) with Worker Actions.</p> <p>Note: the number “17” is as of 5/15/23 and could change if any new defects are identified before Wave 4 go-live.</p>	Project
Auto Case Review Match Rate	Match Rate for Mock Cutover is 70%.	Project
Complete Wave 4 Mock Cutovers	Mock Cutover – Completed	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	As of April 28, 2023, Wave 4 County Data has completed.	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  
Development Phase (2/17/2023)

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	No	No	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	Complete	100%	Project
Execute Interface Testing with State and Consortium Partners	Complete	100%	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	2/2	April 25, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	April 25, 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	7/7	May 4, 2023
San Mateo County	8/8	May 10, 2023
Santa Cruz County	8/8	April 25, 2023
Solano County	8/8	April 20, 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	Complete	100.0%	100.0%	0%
Critical Path	Complete	100.0%	100.0%	0%

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
San Diego	Complete	100.0%	100.0%	0%
San Mateo	Complete	100.0%	100.0%	0%
Santa Cruz	Complete	100.0%	100.0%	0%
Solano	Complete	100.0%	100.0%	0%

Milestone	Status
Wave 4 County Networking Connectivity Readiness	<div></div> <ul style="list-style-type: none"> <li>Handover to CalSAWS Network Operations</li> </ul>

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Technical Readiness: Operations

## Contingency Restoration Planning

Migration Rollback Planning Completed	Completed	100%	Project
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## Disaster Recovery Exercise

Disaster Recovery Test Completed	Completed	100%	Project
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## Batch Operations

CalWIN Batch Schedules	In Progress	90%	Project
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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

50%

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
Batch server upgrade	May 1, 2023	May 5, 2023	(Run 1) 9 hours 15 minutes
Database memory upgrade	May 8, 2023	May 12, 2023	(Run 1) 8 hours 46 minutes
End of Month***	May 22, 2023	May 26, 2023	TBD
10-day cutoff***	May 29, 2023	June 9, 2023	TBD
Main Payroll***	June 12, 2023	June 23, 2023	TBD
Contingency for re-execution	June 26, 2023	June 30, 2023	TBD

\*Represents the highest transaction volume day

\*\*\*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%
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## Penetration Testing

Signed with 3 <sup>rd</sup> party to conduct Testing	Completed	100%
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Penetration Testing Preparation	Completed	100%
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Penetration Testing Execution & Agreed-upon remediations (Completed for the CMS Verification in April 2022)	Completed	100%
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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	78%	County
Wave 4 Early Training & TTT Started (ILT)	Complete	114 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	263 Completed of 629 Planned	Both

Not Started

On Schedule

<14 Days Late

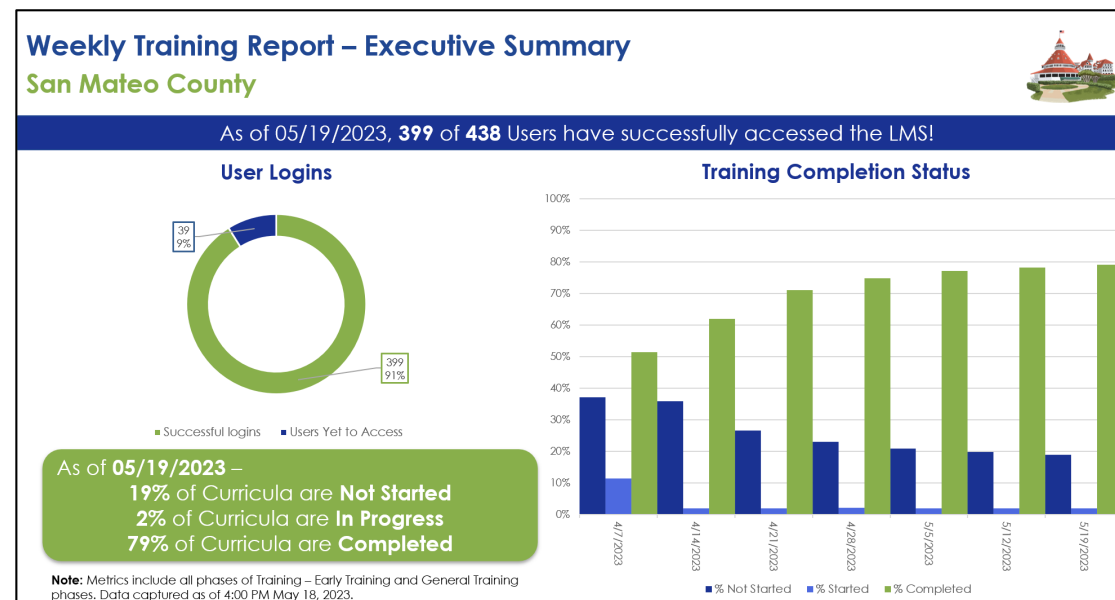
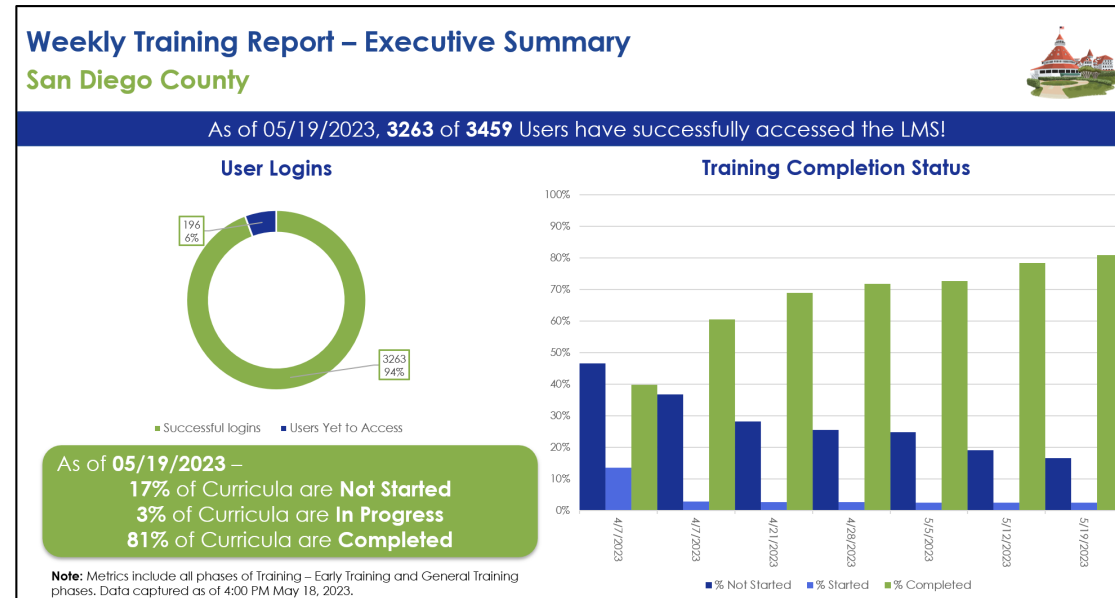
>=14 Days Late

Complete



# Training Readiness

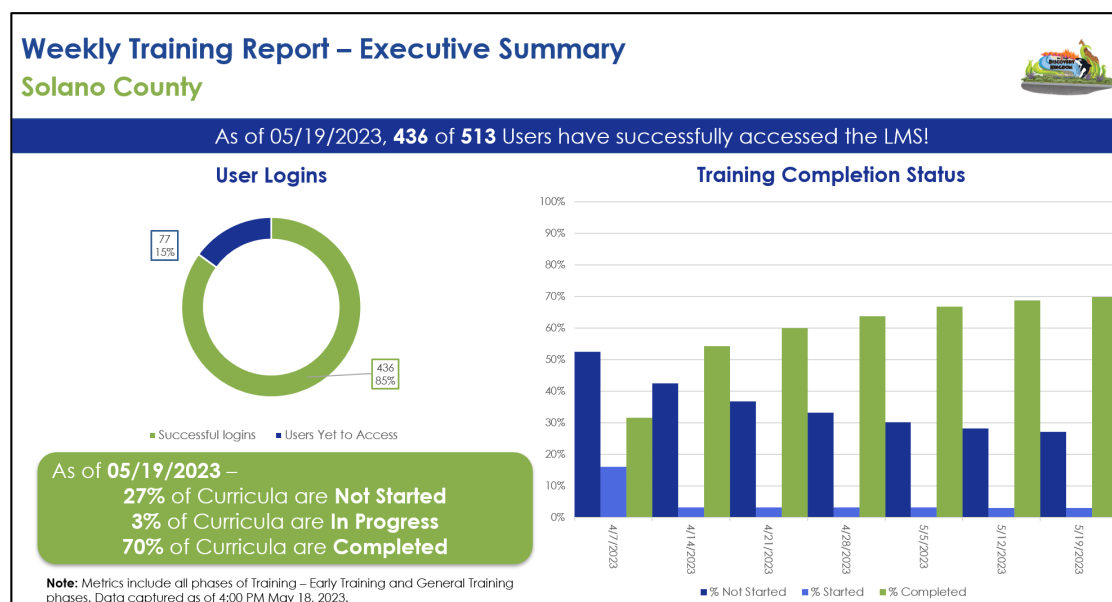
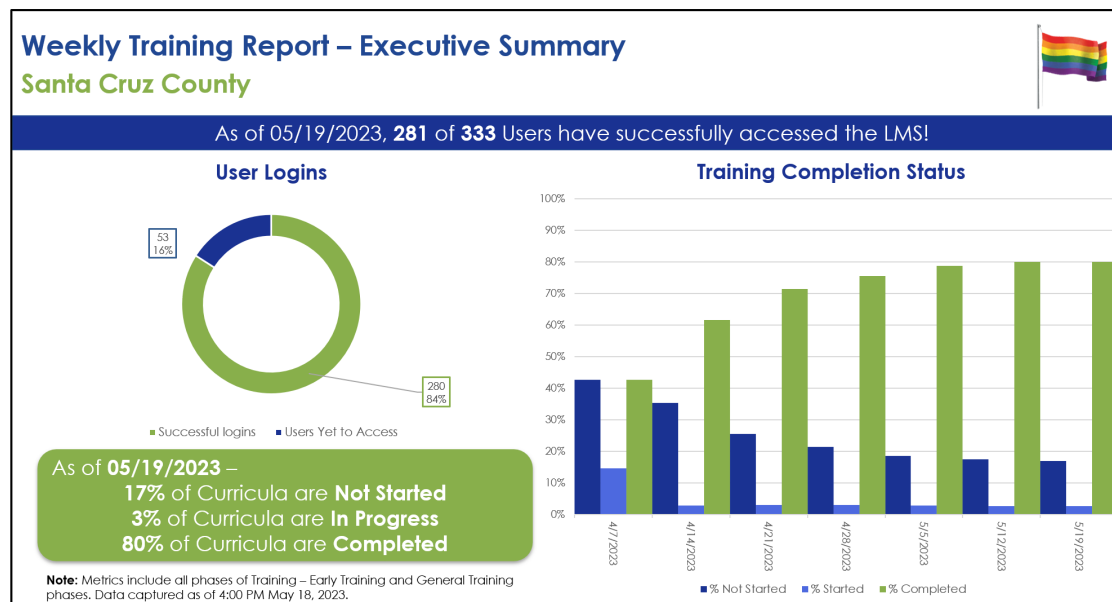
## WBT Progress by County





# Training Readiness

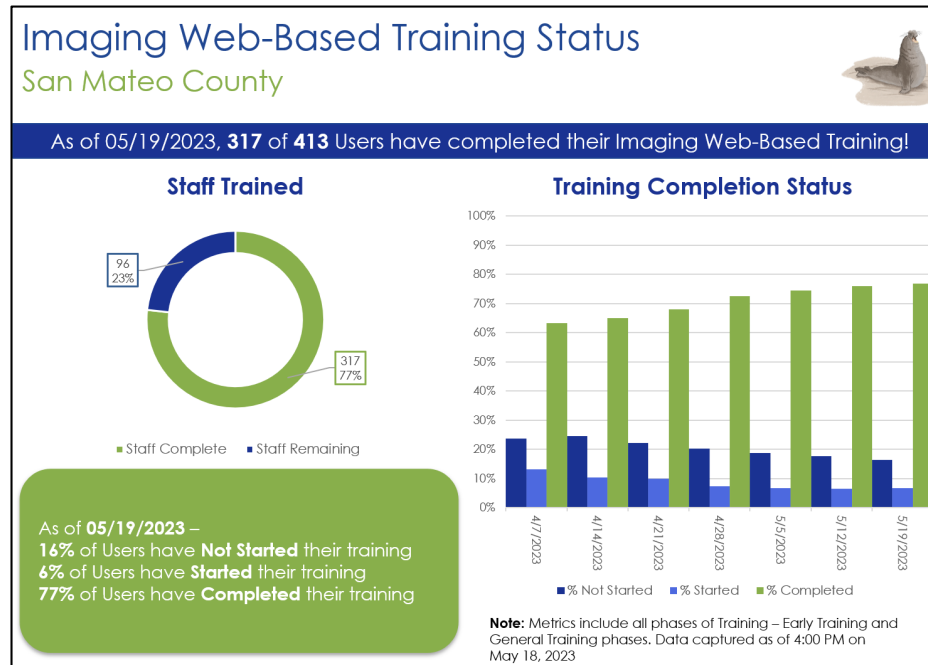
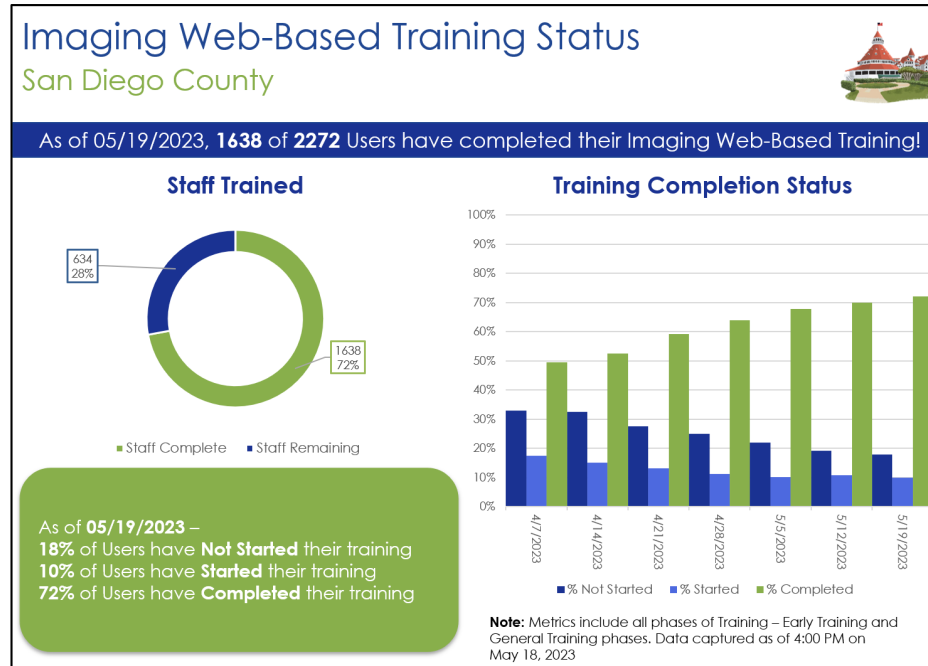
## WBT Progress by County





# Training Readiness

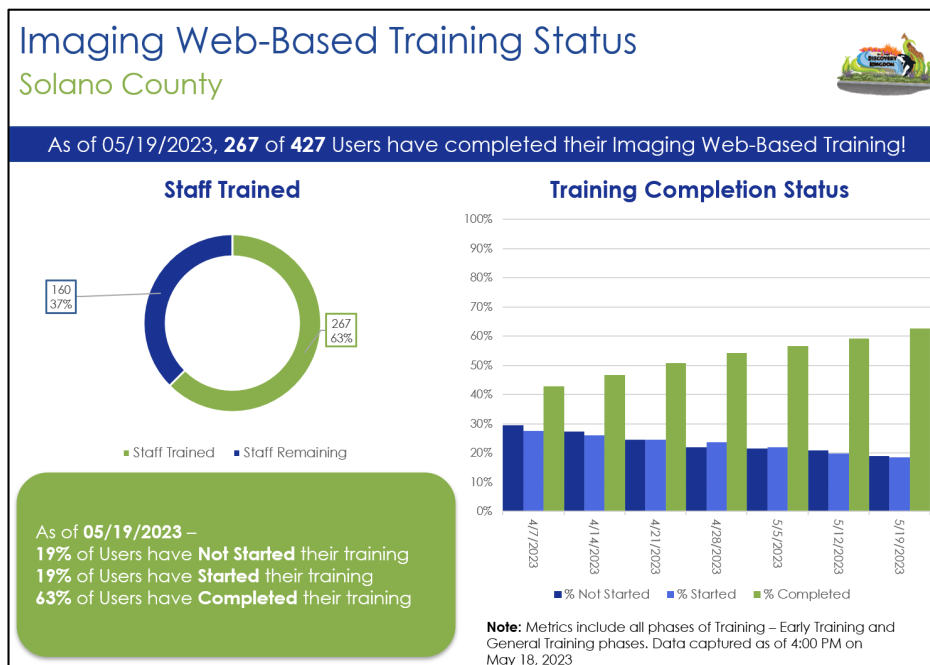
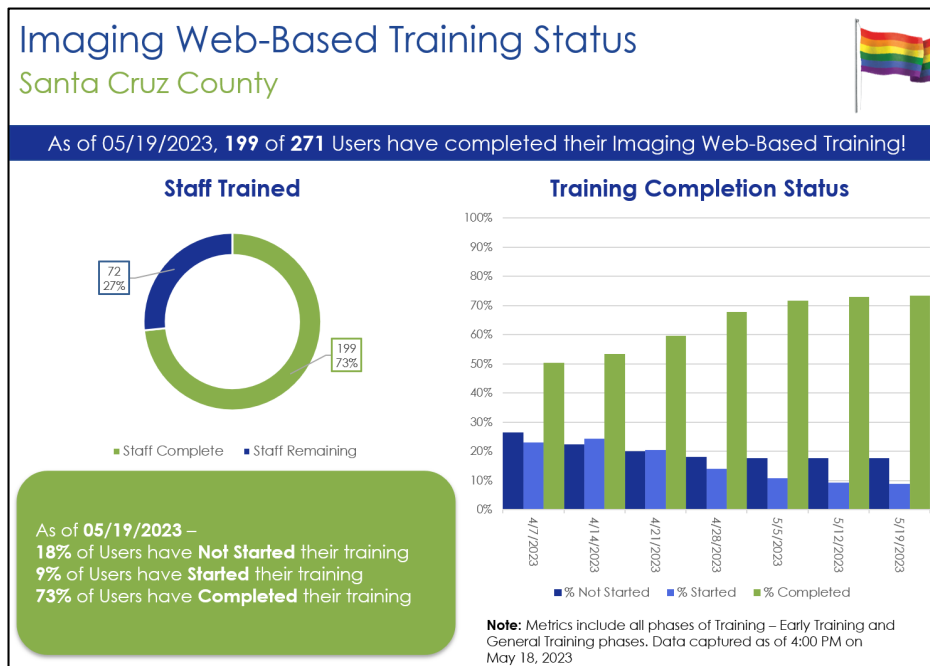
## Imaging WBT Progress by County





# Training Readiness

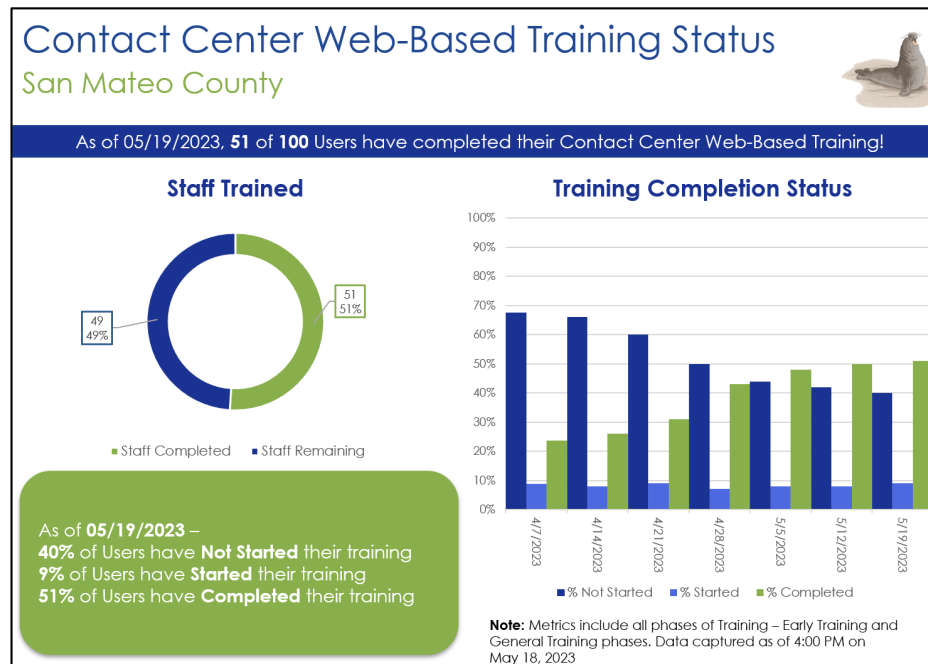
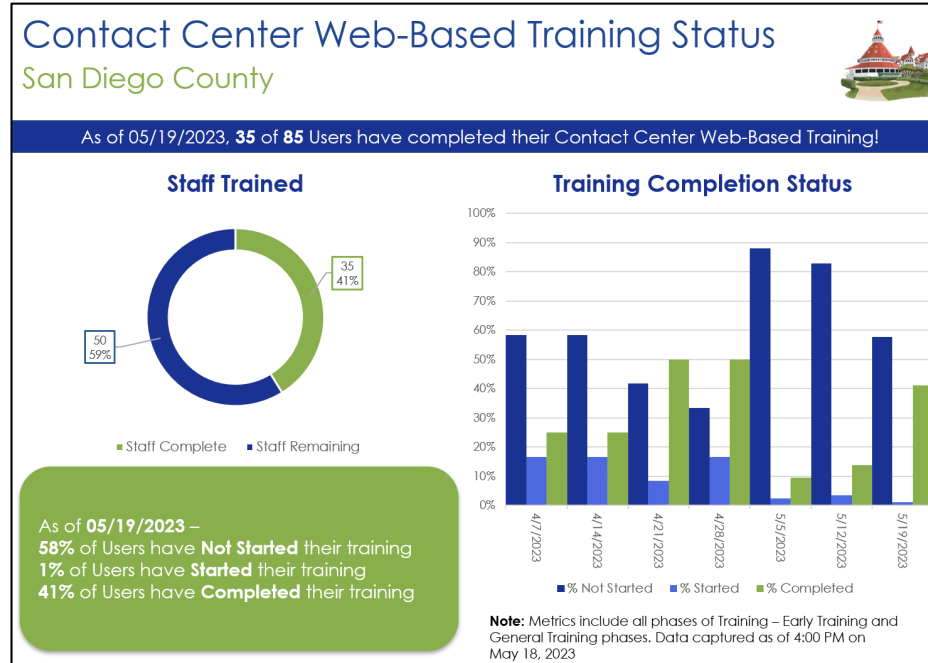
## Imaging WBT Progress by County





# Training Readiness

## Contact Center WBT Progress by County

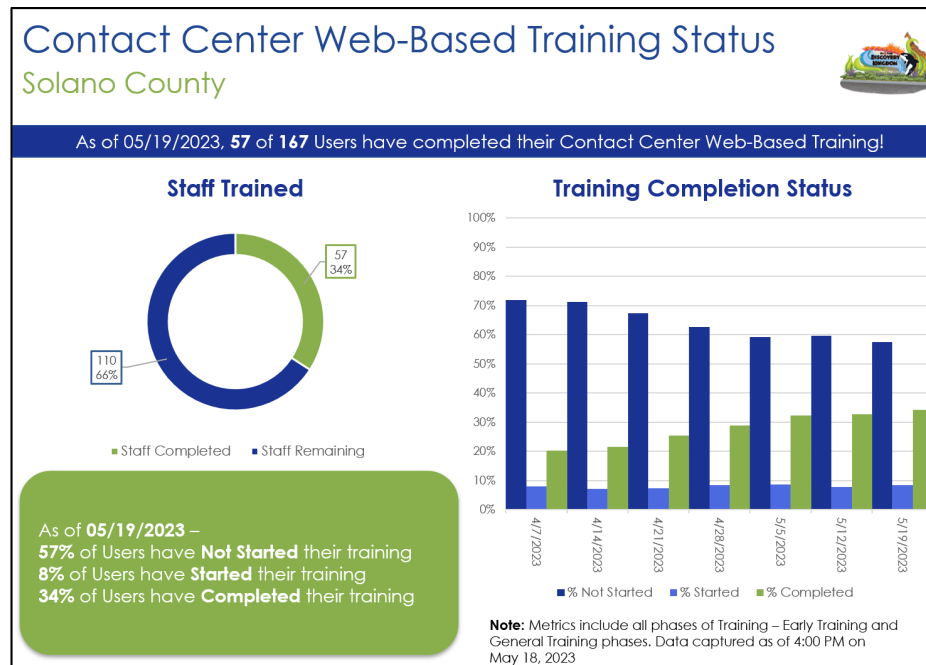
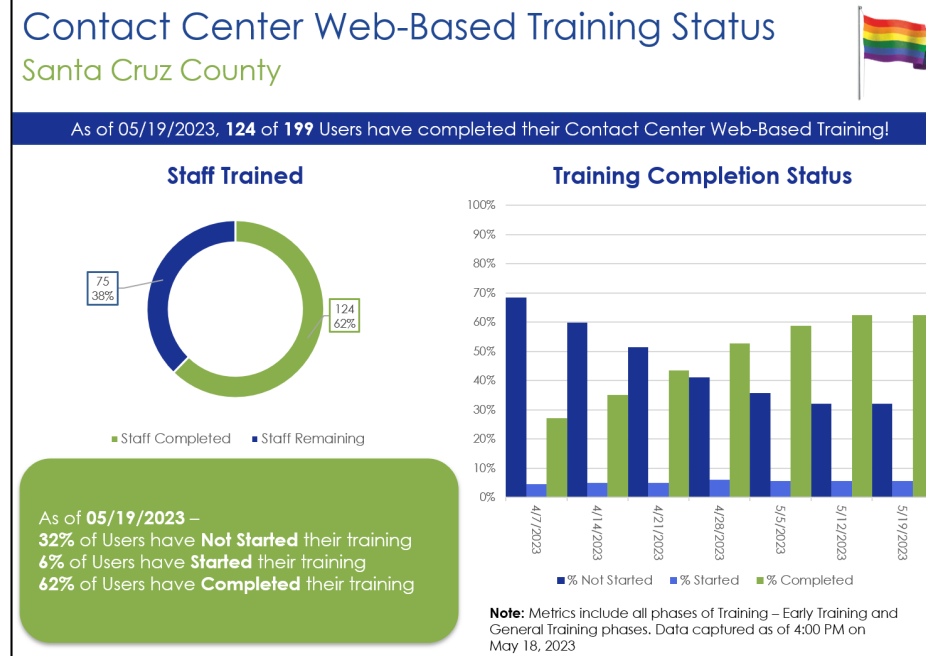






# Training Readiness

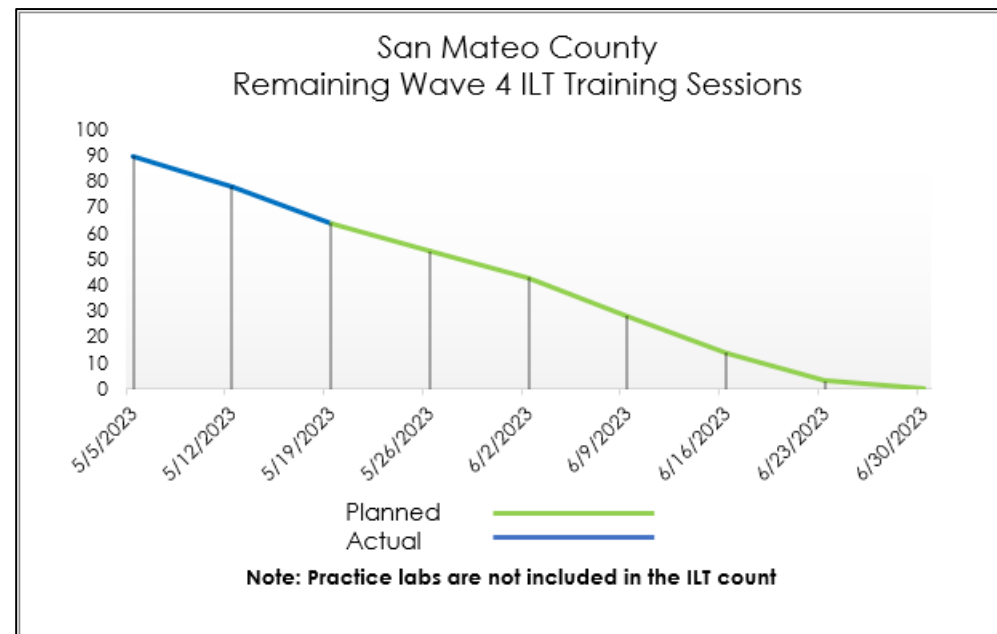
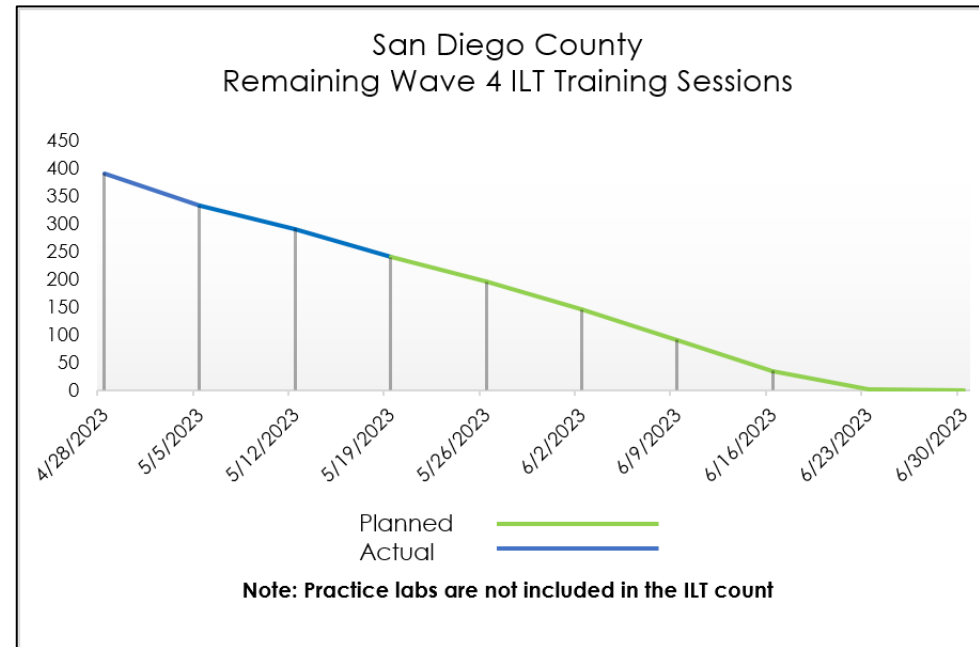
## Contact Center WBT Progress by County





# Training Readiness

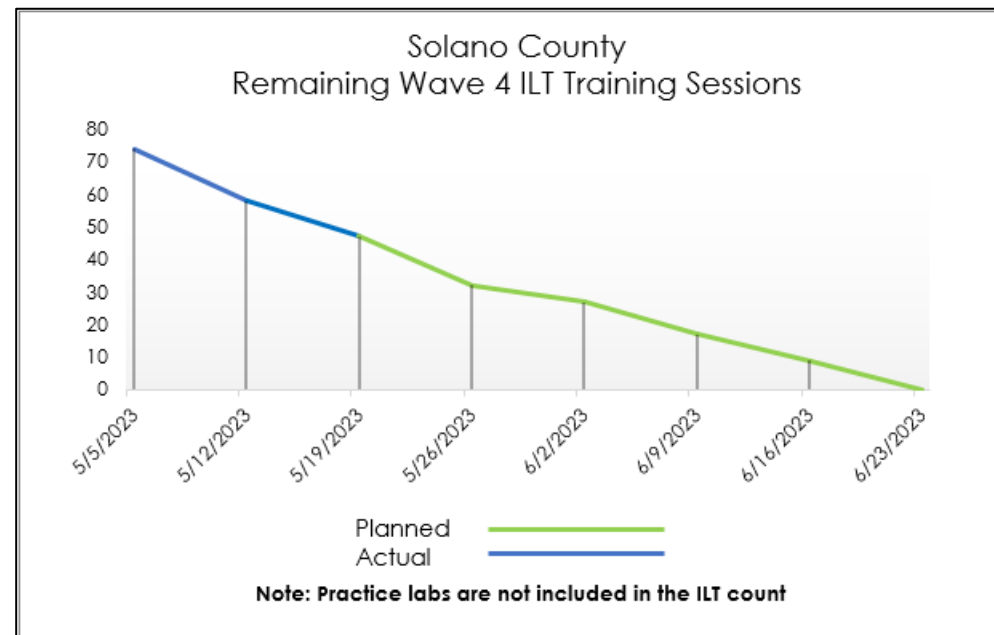
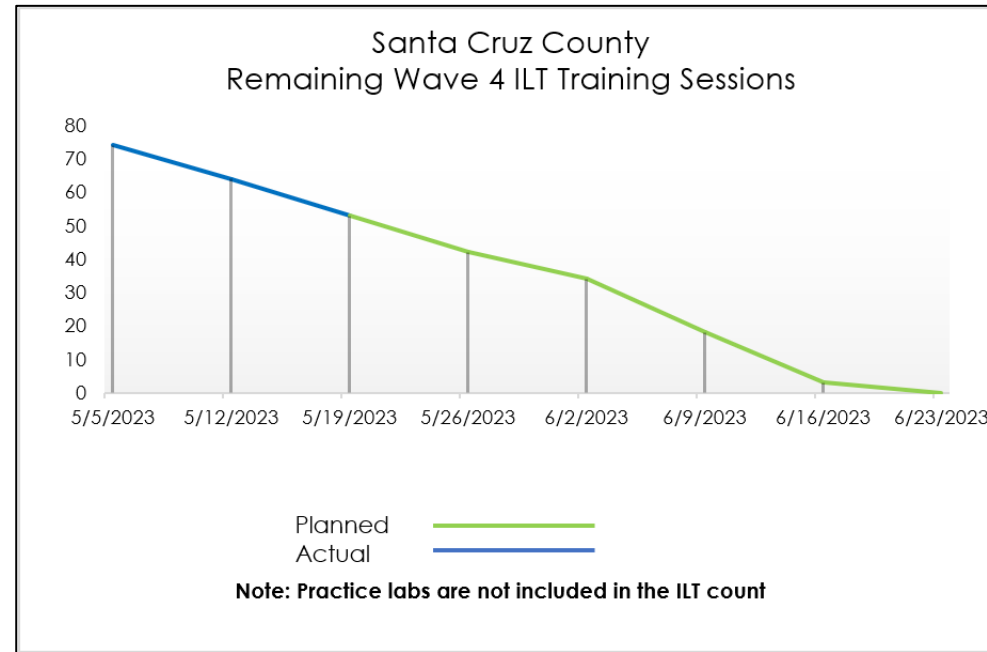
## ILT Progress by County





# Training Readiness

## ILT Progress by County



# ↔ Organizational Readiness: OCM

## Communications & Change Discussion Guides

San Mateo (11/23) and Solano (11/22) DWP signoff	Complete	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.	Complete	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.	Complete	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	Complete	2 Completed of 2 Planned	Both
San Diego and Santa Cruz Consortium comments addressed to get to county FWP signoff by 1/25	Complete	1 Completed of 1 Planned	Both
Prep Sessions for Supervisors, Managers, and CNCs on CDG discussion	Complete	3 Completed of 3 Planned	Both

## Readiness Surveys

Wave 4 Readiness Surveys T-6 (1/17/23 -1/30/23)	Complete	3 Completed of 3 Planned	Both
Wave 4 Readiness Surveys T-3 (4/3/23-4/14/23)	Complete	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 (Wraparound Payments and Rescind v. Reapply) (CIT 0163-23)	Complete	0 Completed of 2 Planned	Project
Infographics and Newsletter for May	On Schedule	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	On Schedule	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	Guides and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-4 Counties	Complete	March 15, 2023	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Complete	May 5, 2023	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Complete	May 8, 2023	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	On Schedule	May 26, 2023	Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	On Schedule	May 26, 2023	Both
Load Configuration into PROD environment during County Prep	On Schedule	June 30, 2023	Project
Configuration Complete	Not Started	July 3, 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	Completed	4/28/2023	Project
Complete W4 Process Simulation Scenario Development	Completed	4/28/2023	Project
Complete data staging and JIRA prep	Completed	5/12/2023	Project
Complete configuration setup	Completed	5/12/2023	Both
Complete Process Simulation Orientation	Complete	4/27/2023	Project
Complete Process Simulation Execution	In Progress	5/26/2023	Both
Evaluate and confirm Exit criteria	In Progress	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	In Progress	Initial distribution targeted by end of May 2023	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project

## County Prep

County Prep Materials Finalized	Complete	CIT 0138-23 sent 04/10/23	Project
County Prep Kick Off	Complete	Conducted 4/25/23	Both
County Prep Phase	In Progress	05/15/23 - 06/30/23	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 and office contact sheets in progress	Project
W4 Gap Analysis	In Progress	Initial draft analysis conducted and additional refinement to be added	Project
County Volunteer CRFI	In Progress	CRFI distributed for onsite/virtual support	Project

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



# Implementation Readiness: Help Desk

## Help Desk

County Delegated Admin Training	Completed	Hosted on 1/5/2023	Both
County Tier 1 Fulfiller Training	Completed	Hosted week of 1/30/2023	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	Completed	Hosted on 4/20/2023	Both
Optional Q&A Session	Completed	Hosted on 5/11/2023	Both
Optional ServiceNow Support Line	Complete	Scheduled for 5/15/2023 – 5/19/2023	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 212 need to be refactored by go live for Wave 4 Counties

County

County	Gainwell Assisted Refactoring				Total
	In Process	Not Required	Dev-Test Complete	County Approved	
San Diego	30	2	11	0	43 - Day 1 176 - Total
San Mateo	4	0	0	0	4 – Day 1 74 - Total
Santa Cruz	1	0	0	0	1 – Day 1 33 - Total
Solano	9	0	10	0	18 – Day 1 62- Total

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete

# Contact Information

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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