

# Wave 6 Implementation Readiness Dashboard and Packet

June 9, 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 6. 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 **June 9**, **2023** 



# **Readiness Packet**





### **Development / System Test**

Deploy Release 23.09 09/24/2023 Project



### **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
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### **Functionality**

• '	onenonally			
	everity 1 & 2 Defects Resolved from AT	UAT Complete	No Sev 1 or 2 defects reported	Project
P	erformance Testing			
Н	yland Platform Performance Test	Complete	Metric/Completion to Plan	Project
	dditional Hyland Platform Performance est	Complete	Test completed. Configuration tuned to address findings for 58+ county load.	Project
	ntegrated Imaging Performance Test nformational)	In Progress	58+ county load testing scheduled to be completed 06/16/23.	Project
H A Te	yland Platform Performance Test dditional Hyland Platform Performance est ategrated Imaging Performance Test	Complete	Test completed. Configuration tuned to address findings for 58+ county load.  58+ county load testing scheduled to	Project

#### **Images Migration**

inages Migration			
County Export of Legacy Images	In Progress	Sacramento County progress is being closely tracked. Risk# 264	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,	7/11/22-7/22/22 (retest 8/8/22-8/12/22, 9/8/2022)		22) Completed 61 of 61 scripts comple passed.		completed and
	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete



#### **Contact Center**

Technical Connectivity	0%	
Update IVR Contact Flows for each County	3 of 3 approved	Both
Approval of County Contact Center SCRs*	0 of 3	County
Regression Test of entire Contact Center solution	0%	Project
Model Office Testing – tentative start 10/02/2023	0%	Both

#### \*Contact Center SCRs:

- CA-240171 Sacramento
- CA-240172 San Francisco
- CA-240173 San Luis Obispo

# Application Readiness: Central Print

#### **Kickoff**

Kickoff Meeting	Completed		Both
Configuration/Validation			
Configuration Meetings	In Progress	2 Completed of 3 Planned	Both
Validation Meetings	In Progress	0 Completed of 3 Planned	Both
Configuration Load	Not Started	0 Completed of 3 Planned	Project
Setup and Training			
Portal Users Loaded	Not Started	0 Completed of 3 Planned	Project
Inventory Confirmed	Not Started	0 Completed of 1 Planned	Project
Postage Received	Not Started	0 Completed of 3 Planned	County
Training Materials	Completed		Project
Training Delivery	Not Started	0 Completed of 2 Planned	Both

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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#### **Conversion Readiness**

Provide extract of the CBO to the counties	Not Started	Target 07/04/2023	Project
Extract CBO User information from MyBCW for Wave 6 counties to perform mock run 1	Not Started	Target 06/30/2023	Project
Extract CBO User information from MyBCW Prod for Wave 6 counties	Not Started	Target 10/04/2023	Project
Converted Data Test			
Validate CBO user load into ForgeRock – Mock Run 1	Not Started	Target 08/10/2023	Project

#### **Training Delivery**

Deliver training for CSC and Help Desk staff	Not Started	Target – 09/19/23; 09/21/23; 09/26/23	Project
Deliver training for CBOs - Community Based Organizations	Not Started	Target - 09/28/2023	Project
Communications			
Confirm Communications Plan for BenefitsCal	Not Started	Communication plan will be initially drafted by 08/30/2023	Project
Begin Execution of BenefitsCal Communications Plan	Not Started	Execution will begin 09/2023	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	10/16/2023 - 10/27/2023	Project
Contingency Planning	Not Started	10/16/2023 - 10/27/2023	Project
Prod Deployment Plans			
Develop Production Cutover Checklist	Not Started	Target - 09/29/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 10/14/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision) (Target → MM/DD/YY)	Not Started	10/16/2023 - 10/27/2023	Project
Confirm Wave Cutover to BenefitsCal (Target → MM/DD/YY)	Not Started	10/16/2023 - 10/27/2023	Project

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



## **Conversion Readiness - Wave 6**

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 W6 Go-Live Packet (where applicable) with Worker Actions.	Project
Auto Case Review Match Rate	Match Rate will come as a result of Wave 6 Mock Cutover.	Project
Complete Wave 6 Mock Cutovers	Mock Cutover – On-Schedule to begin in August 2023.	Project
Deliver Wave 6 Golden Data Set (GDS)	Wave 6 GDS#13 New Schedule given Risk 276	Project
Cutover Window (Risk 258)	The Wave 6 Cutover Plan is dependent on the Wave 6 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 6 County Data Validation - Defect Resolution	On-Schedule	Project
Complete Wave 6A (County Preparation) Cutover	On-Schedule as planned 09/18/2023	Project
Complete Wave 6B (Go-Live) Cutover	On-Schedule as planned 10/30/2023	Project

Not Started On Schedule <14 Days Late >=14 Days Late Complete	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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# Integration Readiness

## Interface Partner Testing – 07/13/2023 - 09/05/2023

Complete Interface Development – County Development Phase (6/14/2023)

In Progress

County

Interface Names	Sacramento	Ready for IPT?	San Francisco	Ready for IPT?	San Luis Obispo	Ready for IPT?
1099 File Writer job	YES	NO	YES	NO	YES	YES
Paid Warrant Reader job	YES	YES	YES	NO	YES	YES
Foster Care Voice Response Unit (VRU) Writer	YES	NO	N/A	N/A	N/A	N/A
Foster Care Voice Response Unit (VRU) Reader	YES	NO	N/A	N/A	N/A	N/A
Outbound Collections	YES	NO	YES	YES	NO	N/A
Inbound Collections	YES	NO	NO	N/A	NO	N/A
Warrant Print Writer	YES	YES	YES	NO	YES	YES
Warrant Print Reader	NO	N/A	YES	NO	NO	N/A
Auditor Controller Writer	YES	YES	YES	NO	YES	YES
Positive Pay File	NO	N/A	NO	N/A	YES	YES
Direct Deposit Writer	YES	YES	YES	NO	YES	YES
Direct Deposit Reader	YES	YES	YES	NO	YES	YES
School Lunch	YES	NO	YES	NO	YES	YES

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



## Interface Partner Testing – 07/13/2023 - 09/05/2023

Execute Interface Testing with CalWIN County Partners	Not Started	0%	Project
Execute Interface Testing with State and Consortium Partners	Not Started	0%	Project

CONSORTIUM PARTNERS INTERFACE TESTING					
CONSORTIUM PARTNER	STATUS	TARGET COMPLETION DATE			
Electronic Inter County Transfer (EICT) - CalWIN	0/3				

STATE PARTNER INTERFACE TESTING					
STATE PARTNER	STATUS	TARGET COMPLETION DATE			
Case Management Information and Payrolling System (CMIPS) - OSI	0/2				
Electronic Benefits Transfer (EBT) - FIS	0/2				
Medi-Cal Eligibility Data System (MEDS) - DHCS	0/2				
Welfare Data Tracking Implementation Project (WDTIP) - OSI	0/2				

CalWIN Wave 6 COUNTIES INTERFACE TESTING						
CalWIN Wave 6 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE				
Sacramento County	0/11					
San Francisco County	0/8					
San Luis Obispo County	0/8					

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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## **Networking**

#### County Networking Connectivity

CalWIN Wave 6 COUNTIES					
NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ	
Overall Network Interconnectivity	On Track	96.0%	59.4%	36.6%	
Critical Path	On Track	98.2%	70.2%	28.1%	

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
16 Sacramento	On Track	94.5%	61.8%	32.7%
17 San Francisco	On Track	92.7%	58.2%	34.5%
18 San Luis Obispo	On Track	92.7%	58.2%	

Milestone	Status
Wave 6 County Networking Connectivity Readiness	<ul> <li>CRFI for Regression testing and Compliance Validation transmitted to all Wave 6 Counties.</li> <li>Additional time granted to Counties to respond to CRFI for IPT enablement</li> <li>Continue to track circuit delivery for San Francisco</li> <li>Risk 288 created to track circuit delivery delays with San Francisco</li> </ul>



### **Contingency Restoration Planning**

Migration Rollback Planning Completed	In Progress	75%	Project
Disaster Recovery Exercise			
Disaster Recovery Test Completed	Complete	100%	Project
Batch Operations			
CalWIN Batch Schedules	In Progress	85%	Project

### Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County)

In Progress

75%

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
10-day cutoff***	May 29, 2023	June 2, 2023	(Run 1) 8 hours 44 minutes
High Volume Forms***	June 5, 2023	June 9, 2023	(Run 1) 8 hours 56 minutes
Main Payroll***	June 12, 2023	June 23, 2023	TBD
Contingency for re- execution	June 26, 2023	June 30, 2023	TBD

<sup>\*</sup>Represents the highest transaction volume day

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

<sup>\*\*\*</sup>Validation of io2 Storage option

## Technical Readiness: Performance Testing

### **CalSAWS** 58 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	05/22/2023	06/30/2023	In Progress
#2 - CalSAWS Online + APIs	09/20/2023	10/20/2023	Not Started

#### **CalSAWS 58 County Online Performance Test**

Category	SLA	SLA Met % & Avg. Server Response Time
	Peak - 98% [ <=2s ]	99.97% [0.11s]
Screen to Screen	Prime - 99.9% [ <= 10s ]	100% [0.11s]
	Peak - 95% [ <= 3s ]	99.62 [0.35s]
EDBC	Prime - 99.9% [ <= 20s ]	100% [0.35s]
Search	Peak - 95% [ <=6s ]	99.47% [0.25s]

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)



## **Application Security**

CalSAWS Scans/Remediation Completed	Completed	100%
Penetration Testing		
Signed with 3 <sup>rd</sup> 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%





## **Training Plan**

Wave 6 County-Specific Training Plans	Complete	100%	Both
Training Environment/Build Training Data	Complete	100%	Project
Create Training Accounts in Training Environment	Complete	100%	Project

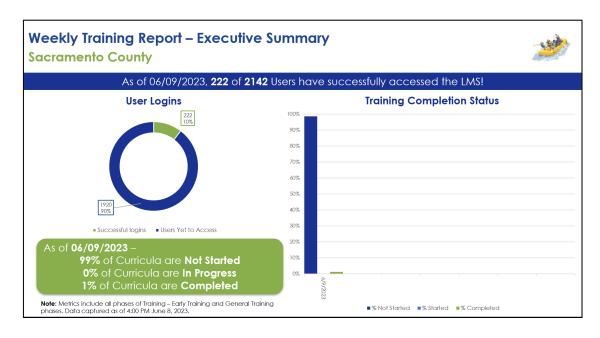
## **Training Materials**

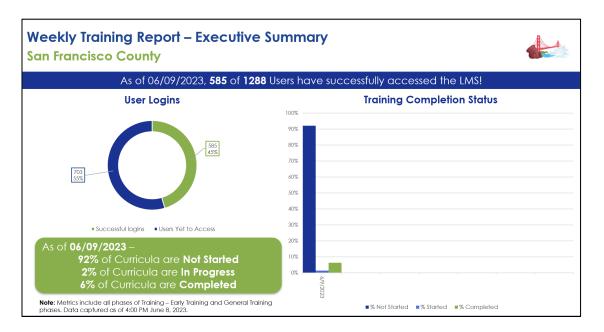
Wave 6 County-specific ILT training materials finalized and reviewed – County-specific tailoring in progress. Walkthroughs complete for Sacramento; begin 06/12/2023 for San Francisco and 06/19/2023 for San Luis Obispo.	In Progress	70%	Both
Web-based Trainings updated (Accenture/Consortium)	Complete	100%	Project

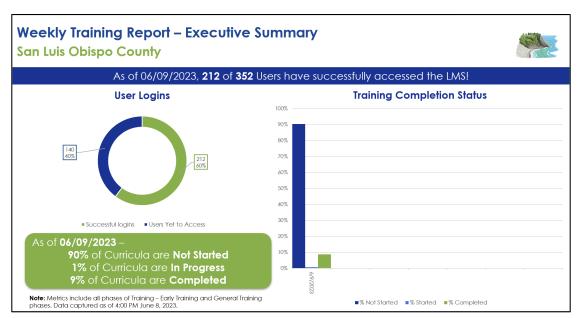
## **Training Delivery**

Wave 6 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 6 staff course assignments / registration for Early Training & TTT	Complete	100%	Project
Wave 6 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Not Started	0%	Project
Wave 6 Early Training & TTT Started (WBT) – start 05/15/2023	In Progress	30%	Both
Wave 6 End-User Training Started (WBT) – start 06/05/2023	Not Started	0%	Both
Wave 6 Early Training & TTT Started (ILT) – start 07/25/2023	Not Started	# Completed of # Planned	Both
Wave 6 End User Training (EUT) - start 09/06/2023	Not Started	# Completed of # Planned	Both

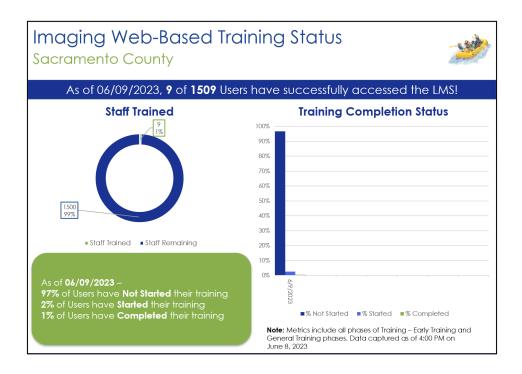
### **WBT Progress by County**

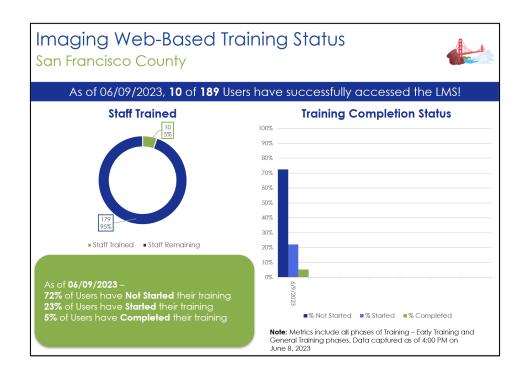


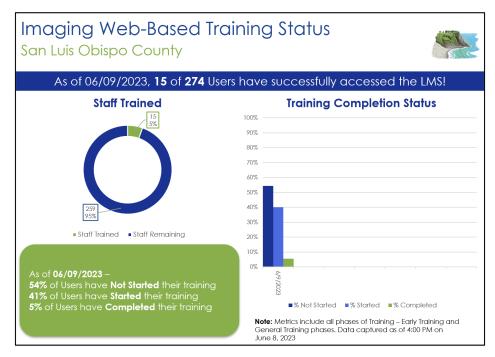




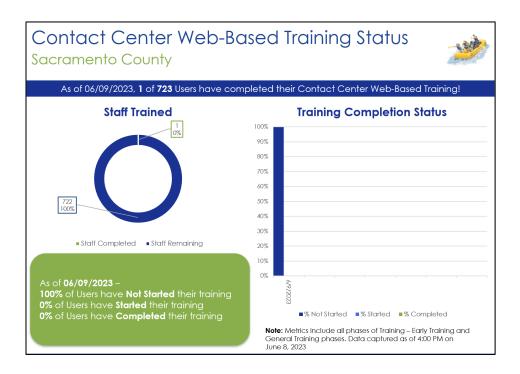
#### **Imaging WBT Progress by County**

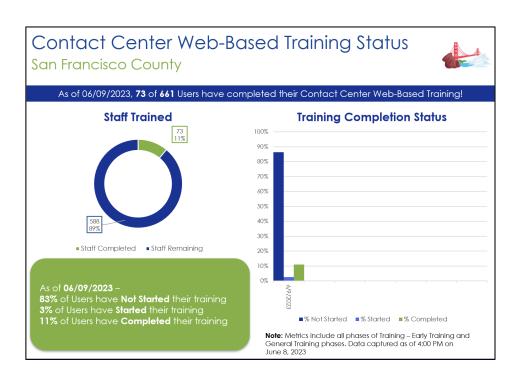


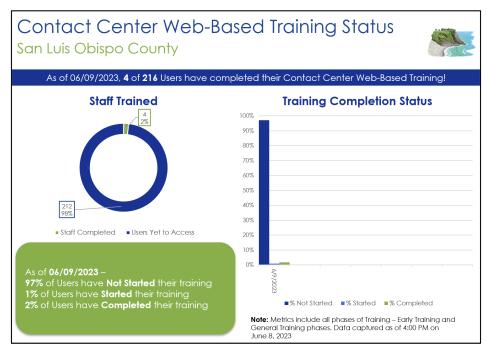




#### **Contact Center WBT Progress by County**







#### **Communications & Change Discussion Guides**

Wave 6 Counties and Consortium comments addressed to get to county DWP by 05/08	Complete	0 Completed of 1 Planned	Both
Wave 6 Counties and Consortium comments addressed to get to county FWP signoff by 05/12	Complete	0 Completed of 1 Planned	Both
Wave 6 DWP signoff by 05/08	Complete	0 Completed of 1 Planned	County
Wave 6 FWP signoff by 05/15	Complete	0 Completed of 1 Planned	County
CDG Prep Session 5/14 to 5/31	Complete	9 Completed of 9 Planned	Both
Wave 6 Counties CDG county and Consortium comments to get to DDEL signoff by 06/06	Complete	1 Completed of 1 Planned	Both
CDG Office Hour Support 06/5 to – 06/16	On Schedule	0 Completed of 1 Planned	Both
Wave 6 Counties CDG county and Consortium comments to get to FDEL signoff by 06/22	Not Started	0 Completed of 1 Planned	Both

#### **Readiness Surveys**

Wave 6 Readiness Surveys T-12 (11/28 to 12/9)	Completed	3 Completed of 3 Planned	Both
Wave 6 Readiness Surveys T-9 (2/13 to 2/27)	Completed	3 Completed of 3 Planned	Both
Wave 6 Readiness Surveys T-6 (5/22 to 6/5)	On Schedule	0 Completed of 2 Planned	Both
Wave 6 Readiness Surveys T-3 (8/21 to 9/1)	Not Started	0 Completed of 2 Planned	Both
Wave 6 Readiness Surveys T+6 (12/4 to 12/15)	No Started	0 Completed of 2 Planned	Both

### Infographics/Newsletters

Infographics for March (Resource Databank and Imaging #2) (CIT 0124-23)	Complete	2 Completed of 2 Planned	Project
Newsletter for March (CIT 0122-23)	Complete	1 Completed of 1 Planned	Project
Infographics for April (Skip Issuance and WTW Assistance Unit Page) (CIT 0154-23)	Complete	2 Completed of 2 Planned	Project
Infographics for May (Caseloads and Notices of Action) (CIT 0189-23)	Complete	2 Completed of 2 Planned	Project
Infographics for June	On Schedule	0 Completed of 3 Planned	Project
Newsletter for June	On Schedule	0 Completed of 1 Planned	Project
Infographics for July	Not Started	0 Completed of 3 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	Complete	1 Completed of 1 Planned	Both
CNC Meeting for June	On Schedule	0 Completed of 1 Planned	Both
CNC Meeting for July	Not Started	0 Completed of 1 Planned	Both
CNC Meeting for August	Not Started	0 Completed of 1 Planned	Both

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



## Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-6 Counties	Complete	June 13, 2023	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Not Started	August 11, 2023	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Not Started	August 21, 2023	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Not Started	September 22, 2023	Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Not Started	September 22, 2023	Both
Load Configuration into PROD environment during County Prep	Not Started	October 26, 2023	Project
Configuration Complete	Not Started	October 30, 2023	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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#### **Process Simulation**

Wave 6 Participants Confirmed	Not Started	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Not Started	Project
Complete W6 Process Simulation Scenario Development	Not Started	Project
Complete data staging and JIRA prep	Not Started	Project
Complete configuration setup	Not Started	Both
Complete Process Simulation Orientation	Not Started	Project
Complete Process Simulation Execution	Not Started	Both
Evaluate and confirm Exit criteria	Not Started	Project
Process Simulation Complete	Not Started	Project

Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
Noi Sidiled	On schedule	TH Day's Late	7 - 14 Duy3 Luie	Complete



# Implementation Readiness

### **Planning**

Wave 6 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, August 2023	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project
County Prep			
County Prep Materials Finalized	Not Started	Will Revise if Applicable July 2023	Project
County Prep Kick Off	Not Started	Targeted for August 2023	Both
Post-Implementation Support			
Pre- and Post- Go Live Support Structure Established	Complete	County Profile drafts complete. Initial escalation model/approach planned.	Project
W6 County Review	In Progress	County Profiles are being reviewed with	Project

Not Started On Schedule <14 Days Late >=14 Days Late Complete	Not Started	On Schedule	<14 Days Late	>=14 Days Late	Complete
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County Profiles are being reviewed with

offices for changes, shifts or adjustments

Project

In Progress



## Implementation Readiness: Help Desk

### Help Desk

Helpdesk Kickoff	Complete	Hosted on 3/14/23	Both
County Delegated Admin Training	Complete	Hosted on 4/18	Both
County Tier 1 Fulfiller Training	Complete	Hosted Week of 6/5/2023	Both





# 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





## | Implementation Readiness: County Ad Hoc Reporting

## **Ad-Hoc Reporting Functionality**

CalWIN County Education Sessions (i.e., Planned Curriculum)	<ul> <li>Wave 6: CalSAWS has facilitated 100% planne Ad Hoc Support Curriculum to the Wave 6 Counties.</li> </ul>	d Both
CalWIN County Ad Hoc Reports Refactoring	<ul> <li>Wave 6: Reviewed 1,062 reports for refactoring. Approximately 131 need to be refactored for Wave 6 Counties</li> <li>Sacramento has identified fewer than 50 reports that need to be refactored and are continuing to review.</li> <li>San Francisco has identified 56 reports that need to be refactored. 22 are needed by go-live.</li> <li>San Luis Obispo has identified 33 reports to be refactored and are determining how many are needed by go live.</li> </ul>	County

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

## Contact Information



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