

Wave 5 Implementation Readiness Dashboard and Packet

August 11, 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 **August 11, 2023**.



Readiness Packet





Application Readiness

Development / System Test

Deploy Release 23.07

July 24, 2023

Project

Deploy Release 23.07 Test Execution Results*

Test Execution Results	Total Scripts	Not Executed	In Progress	Pass	Fail	Blocked	Completed	Remaining	Progress
7/20/2023	988	0% (0)	0.0% (0)	100% (988)	0% (0)	0% (0)	998	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: 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





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)	Complete	58+ county load testing completed on 6/16.	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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Application Readiness: Contact Center

Contact Center

Technical Connectivity	50%	
Update IVR Contact Flows for each County	3 of 3 approved	Both
Approval of County Contact Center SCRs*	3 of 3 approved	County
Regression Test of entire Contact Center solution	100%	Project
Model Office Testing – start 8/07/2023	33%	Both

*Contact Center SCRs:
 CA-240168 – Alameda
 CA-240169 – Sonoma
 CA-240170 – Fresno





Application Readiness: Central Print

Kickoff

Kickoff Meeting	Completed		Both
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Configuration/Validation

Configuration Meetings	Completed	3 Completed of 3 Planned	Both
Validation Meetings	In Progress	1 Completed of 3 Planned	Both
Configuration Load	Not Started	0 Completed of 3 Planned	Project

Setup and Training

Portal Users Loaded	Completed	3 Completed of 3 Planned	Project
Inventory Confirmed	Completed	1 Completed of 1 Planned	Project
Postage Received	In Progress	2 Completed of 3 Planned	County
Training Materials	Completed		Project
Training Delivery	Completed	2 Completed of 2 Planned	Both



Application Readiness: BenefitsCal Conversion



Conversion Readiness

Provide extract of the CBO to the counties	Complete	Target 05/04/2023	Project
Extract CBO User information from MyBCW for Wave 5 counties to perform mock run 1	Complete	Target 05/01/2023	Project
Extract CBO User information from MyBCW Prod for Wave 5 counties	Complete	Target 08/08/2023	Project

Converted Data Test

Validate CBO user load into ForgeRock – Mock Run 1	Complete	06/16/2023	Project
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Training Delivery

Deliver training for CSC and Help Desk staff	Complete	07/18/2023, 07/20/2023, 07/25/2023	Project
Deliver training for CBOs - Community Based Organizations	Complete	07/27/2023	Project

Communications

Confirm Communications Plan for BenefitsCal	Complete	07/11/2023.	Project
Begin Execution of BenefitsCal Communications Plan	On Schedule	Execution began on 08/02/2023.	Both





BenefitsCal Implementation Readiness



System Operations

Confirm Post Implementation Support schedule and extended support	On Schedule	08/07/2023 - 08/18/2023	Project
Provide Contingency Planning efforts to Consortium (Roll Back Plan)	On schedule	08/07/2023 -08/18/2023	Project

Prod Deployment Plans

Develop Production Cutover Checklist	Complete	Target – 08/11/2023	Project
Confirm Consortium reviewed/approved the BenefitsCal cutover and BenefitsCal rollback plans	Not Started	Target – 08/18/2023	Project
Decide to proceed with BenefitsCal Production Cutover (Go-No Go Decision)	Not Started	08/14/2023 - 08/18/2023	Project
Confirm Wave Cutover to BenefitsCal	Not Started	08/14/2023 - 08/18/2023	Project





Conversion Readiness

Conversion Readiness – Wave 5

Conversion defects not resolved prior to Wave Go-Live (Risk 280)	The Conversion and Release Management teams maintain a schedule deploying and resolving some of the 31 defects (as of 8/14/23) that can be resolved without “C” data or if they can be resolved during a week-day, Conversion team will try to resolve some of these during the first 10 days of county being live. All 31 are evaluated to be documented in the W5 Go-Live Packet (where applicable) with Worker Actions.	Project
Auto Case Review Match Rate	Match Rate for Wave 5 was 68.8%, as of 08/01/2023	Project
Complete Wave 5 Mock Cutovers		Project
Deliver Wave 5 Golden Data Set (GDS)	Wave 5 GDS#12 Complete as of June 2023.	Project
Cutover Window (Risk 258)	CIT 0252-23 sent on 7/6 set the cutover window to 84 hours	Project
Support Wave 5 County Data Validation - Defect Resolution	Completed as planned 6/19/2023 - 6/30/2023	Project
Complete Wave 5A (County Preparation) Cutover	Completed 7/17/2023	Project
Complete Wave 5B (Go-Live) Cutover	On-Schedule as planned 9/4/2023	Project





Integration Readiness

Interface Partner Testing: 05/17/2023 - 07/07/2023

Complete Interface Development – County
Development Phase (4/14/2023)

Complete

County

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

Not Started

On Schedule

<14 Days Late

>=14 Days Late

Complete



Integration Readiness

Interface Partner Testing – 05/17/2023 - 07/07/2023

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	May 31, 2023

STATE PARTNER INTERFACE TESTING		
STATE PARTNER	STATUS	TARGET COMPLETION DATE
Case Management Information and Payrolling System (CMIPS) - OSI	2/2	May 17, 2023
Electronic Benefits Transfer (EBT) - FIS	2/2	June 14, 2023
Medi-Cal Eligibility Data System (MEDS) - DHCS	2/2	June 22, 2023
Welfare Data Tracking Implementation Project (WDTIP) - OSI	2/2	May 7, 2023

CalWIN WAVE 5 COUNTIES INTERFACE TESTING		
CalWIN Wave 5 COUNTY PARTNER	STATUS	TARGET COMPLETION DATE
Alameda County	11/11	July 7, 2023
Fresno County	8/8	July 20, 2023
Sonoma County	7/7	June 14, 2023





Technical Readiness: Networking

Networking

County Networking Connectivity

Both

CalWIN WAVE 5 COUNTIES				
NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Overall Network Interconnectivity	Complete	100.0%	98.2%	1.8%
Critical Path	Complete	100.0%	100.0%	0.0%

NETWORKING READINESS	STATUS	ACTUAL	PLANNED	Δ
Alameda	Complete	100.0%	68.0%	32.0%
Fresno	Complete	100.0%	68.0%	20.0%
Sonoma	Complete	100.0%	68.0%	32.0%

Milestone	Status
Wave 5 County Networking Connectivity Readiness	<ul style="list-style-type: none"> All tasks Completed





Technical Readiness: Operations

Contingency Restoration Planning

Migration Rollback Planning	In Progress	95%	Project
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Disaster Recovery Exercise

Disaster Recovery Test	Completed	100%	Project
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Batch Operations

CalWIN Batch Schedules	In Progress	95%	Project
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Technical Readiness: Performance Testing

Performance Testing – Wave 3-6

CalSAWS Batch Performance (58 County) Complete 100% 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
10-day cutoff re-test***	June 19, 2023	June 23, 2023	(Run 1) 7 hours 34 minutes
Contingency for re-execution	June 26, 2023	June 30, 2023	N/A

*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





Technical Readiness: Performance Testing

CalSAWS 55 County Online Performance Test – Schedule

Workload Mix (WL)	Start Date	End Date	Status
#1 - CalSAWS Online	07/24/2023	08/11/2023	Complete
#2 - CalSAWS Online + APIs	08/14/2023	08/25/2023	In progress

CalSAWS 55 County Online Performance Test

Category	SLA	SLA Met % & Avg. Server Response Time
Screen to Screen	Peak - 98% [<=2s]	99.81 % [0.11 s]
	Prime - 99.9% [<= 10s]	100.00% [0.11 s]
EDBC	Peak - 95% [<= 3s]	97.75% [0.60 s]
	Prime - 99.9% [<= 20s]	99.99% [0.60 s]
Search	Peak - 95% [<=6s]	99.55% [0.23 s]

Online Performance Test Findings –

- Overall SLAs continue to be met
- Server CPU/Memory metrics are within normal ranges
- Performance Defect CA-265507 created to track slowness with transaction 'utilities/processDocument/getFormDocument'
 - Status – System test

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)



Training Readiness

Training Plan

Wave 5 County-Specific Training Plans	Complete		Both
Training Environment/Build Training Data	Complete		Project
Create Training Accounts in Training Environment	Complete		Project

Training Materials

Wave 5 County-specific ILT training materials finalized.	Complete		Both
Web-based Trainings updated (Accenture/Consortium)	Complete		Project

Training Delivery

Wave 5 Early Training & TTT Trainees loaded and assigned curriculum in the CalSAWS LMS	Complete	100%	Project
Wave 5 staff course assignments / registration for Early Training & TTT	Complete	100%	Project
Wave 5 Early Training & TTT Instructor-led Training Ready (Training environment connectivity, Participants Enrolled)	Complete	100%	Project
Wave 5 Early Training & TTT Started (WBT) – start 03/13/2023	Complete	100%	Both
Wave 5 End-User Training Started (WBT) – start 04/03/2023	In Progress	84%	Both
Wave 5 Early Training & TTT Started (ILT) – start 05/30/2023	Complete	72 Completed of 72 Planned	Both
Wave 5 End User Training (EUT) - start 07/10/2023	In Progress	318 Completed of 467 Planned	Both

Not Started

On Schedule

<14 Days Late

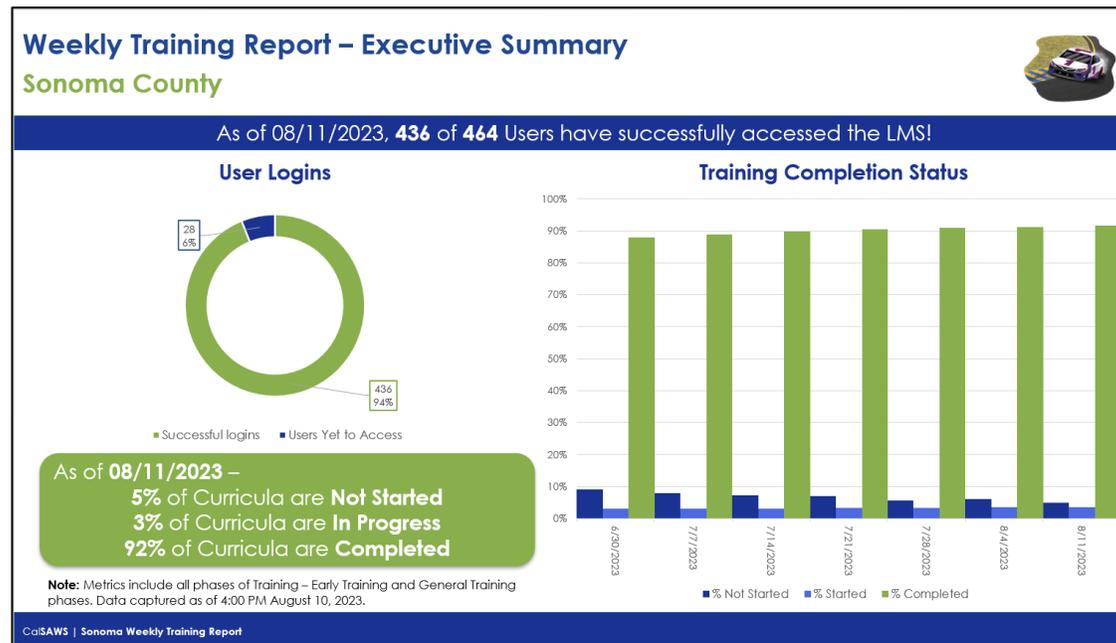
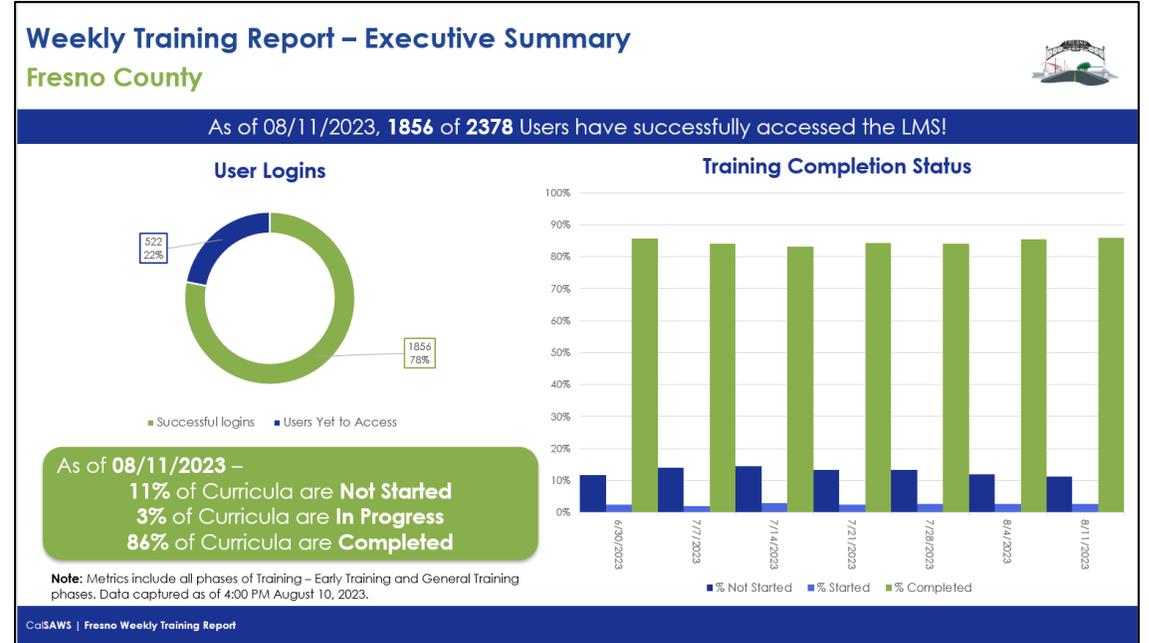
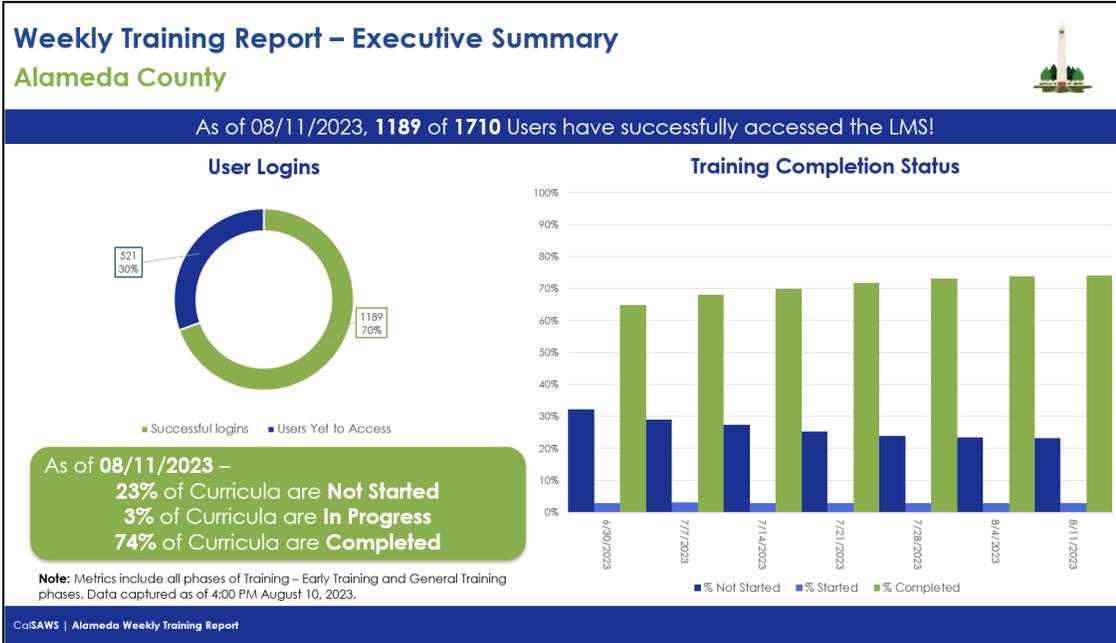
>=14 Days Late

Complete



Training Readiness

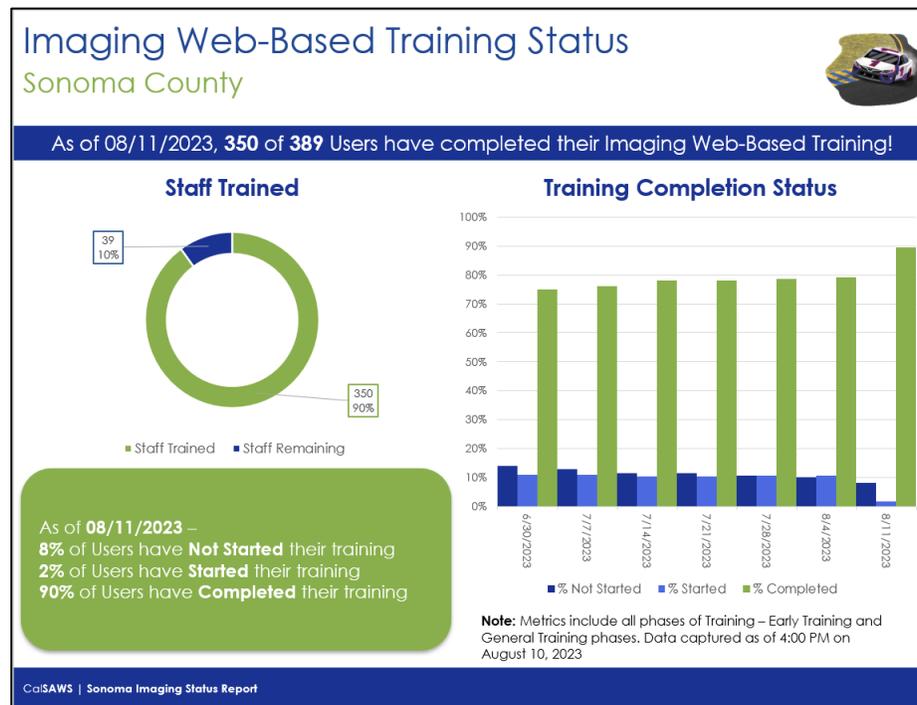
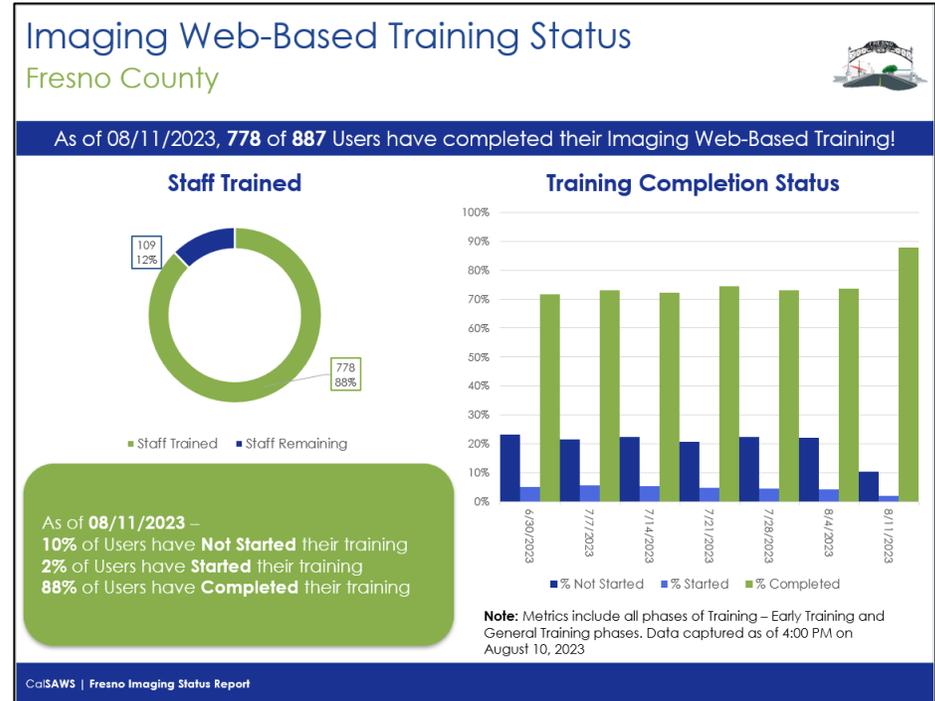
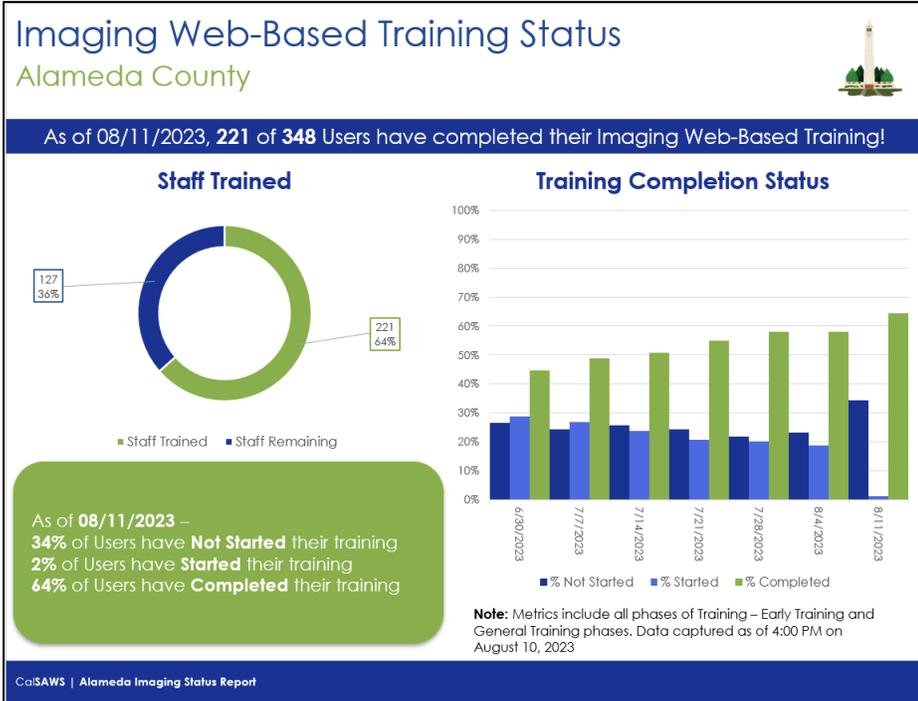
WBT Progress by County





Training Readiness

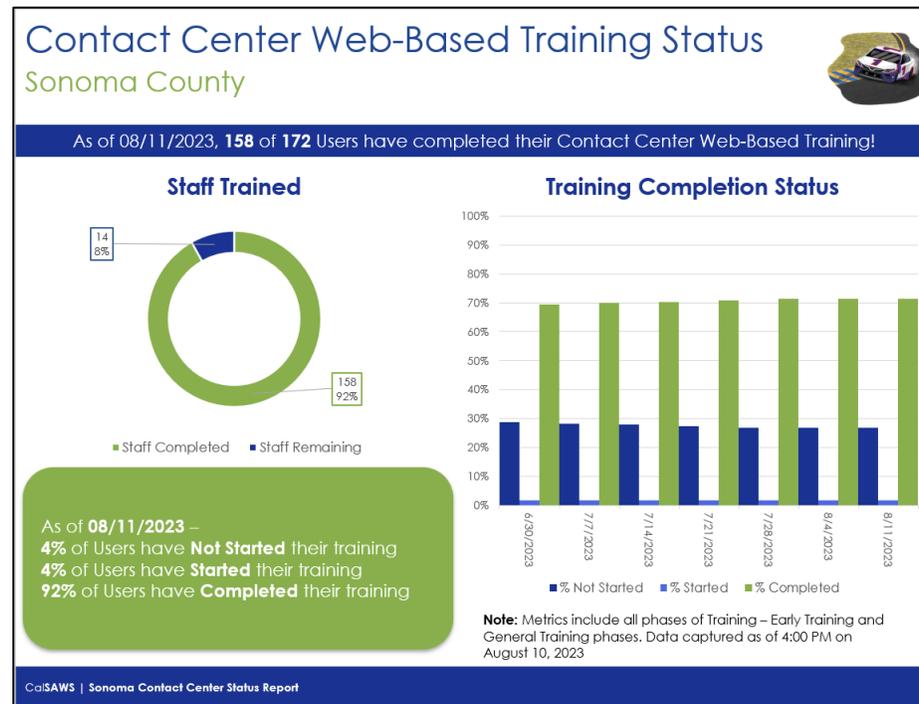
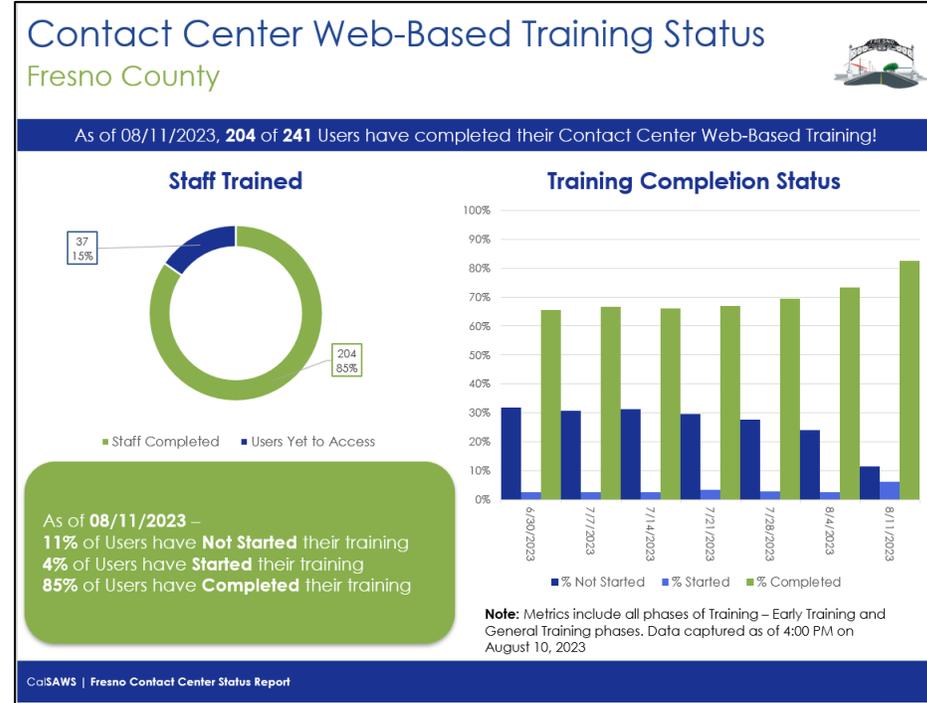
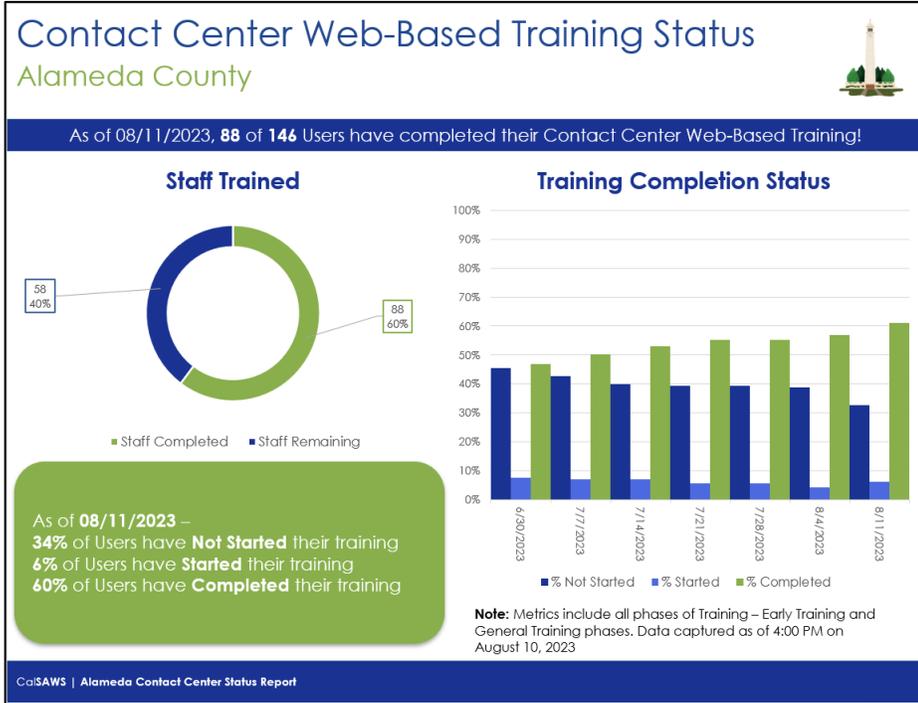
Imaging WBT Progress by County





Training Readiness

Contact Center WBT Progress by County



↔ Organizational Readiness: OCM

Communications & Change Discussion Guides

Wave 5 Counties DWP Signoff by 03/13/23	Complete	1 Completed of 1 Planned	Project
Wave 5 Counties FWP Signoff by 03/20/23-03/22/23	Complete	1 Completed of 1 Planned	Project
Alameda County CDG county and Consortium comments to get to FDEL signoff by 04/27	Complete	1 Completed of 1 Planned	Both
Fresno County and Consortium comments addressed to get to county FDEL signoff by 04/27	Complete	1 Completed of 1 Planned	Both
Wave 5 Counties DDEL signoff by 04/18	Complete	1 Completed of 1 Planned	County
Sonoma County and Consortium comments addressed to get to county FDEL signoff by 04/27	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 5 Readiness Surveys T-12 (9/26 to 10/7)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T-9 (1/9 to 1/23)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T-6 (3/20 to 4/3)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T-3 (6/5 to 6/16)	Complete	3 Completed of 3 Planned	Both
Wave 5 Readiness Surveys T+6 (10/9 to 10/20)	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 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
Newsletter for May (CIT 0199-23)	Complete	1 Completed of 1 Planned	Project
Infographics for June (Building CalSAWS Knowledge, Money Management, Rush Warrants, and Supervisor Authorizations) (CIT 0235-23)	Complete	4 Completed of 4 Planned	Project
Infographics for July (Foster Care in CalSAWS, Periodic Reporting & Reevaluation, Rescind vs. Reapply, Denial/Discontinuance, and 1 Month to Go-Live Poster) (CIT 0260-23)	Complete	5 Completed of 5 Planned	Project
Newsletter for August (CIT 0289-23)	Complete	1 Completed of 1 Planned	Project
Infographics for August (Wraparound Payments, Special Investigations, Add vs. Edit Income, and Packing for Go-Live)	On Schedule	0 Completed of 4 Planned	Project

Change Network Champion Meetings

CNC Meeting for May	Complete	1 Completed of 1 Planned	Both
CNC Meeting for June	Complete	1 Completed of 1 Planned	Both
CNC Meeting for July	Complete	1 Completed of 1 Planned	Both
CNC Meeting for August	Complete	1 Completed of 1 Planned	Both
CNC Meeting for September	Not Started	0 Completed of 1 Planned	Both

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



↔ Organizational Readiness: Configuration

Configuration

Document Configuration Guides and Worksheets	Complete	Guide and Worksheets Documented	Project
Distribute Configuration Documentation to Wave-5 Counties	Complete	May 11, 2023	Project
Conduct Working Sessions w/Counties to document base CalSAWS Configuration	Complete	June 23, 2023	Both
Review, Refine and Confirm Configuration is ready for load into UAT for Process Simulation	Complete	July 10, 2023	Both
Review Findings out of Process Simulation and Update "Must Have" Configuration items for PROD/County Prep	Complete	July 26, 2023	Both
Update Configuration Worksheets to with Findings from Process Simulation in advance of County Prep	Complete	July 26, 2023	Both
Load Configuration into PROD environment during County Prep	In Progress	August 31, 2023	Project
Configuration Complete	In Progress	September 4, 2023	Project





Organizational Readiness: Process Simulation

Process Simulation

Wave 5 Participants Confirmed	Completed	Both
Users Loaded to ForgeRock/UAT Environments & Applications	Completed	Project
Complete W5 Process Simulation Scenario Development	Complete	Project
Complete data staging and JIRA prep	Complete	Project
Complete configuration setup	Complete	Both
Complete Process Simulation Orientation	Completed	Project
Complete Process Simulation Execution	In Progress	Both
Evaluate and confirm Exit criteria	In Progress	Project
Process Simulation Complete	In Progress	Project





Implementation Readiness

Planning

Wave 5 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 Version released August 04, 2023	Project
Distribute Monthly Implementation Packets	In Progress	Ongoing	Project

County Prep

County Prep Materials Finalized	Complete	Distributed with CIT 206-23 on 06/02/23	Project
County Prep Kick Off	Complete	Conducted on 6/29/23	Both
County Prep Phase	In Progress	7/17/23 - 8/31/23	Both

Post-Implementation Support

Pre- and Post- Go Live Support Structure Established	Complete	County Profile drafts complete. Initial escalation model/approach planned.	Project
County Profile Review	Complete	Confirmed office profile specifics with W5 counties and completed gap analysis	Project





Implementation Readiness: Help Desk

Help Desk

County Delegated Admin Training	Complete	Hosted on 2/15/23	Both
County Tier 1 Fulfiller Training	Complete	Hosted Week of 3/27/23	Both
Tier 1 Fulfiller and Delegated Admin Refresher Training	Complete	Hosted on 6/20/23	Both
Q&A / Office Hour Session	Complete	Hosted on 7/13/23	Both
ServiceNow Support Line	Complete	Hosted on 7/17/23 – 7/21/23	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



Ad-Hoc Reporting Functionality

CalWIN County Education Sessions (i.e., Planned Curriculum)

- **Wave 5:** CalSAWS has facilitated 100% planned Ad Hoc Support Curriculum to the Wave 5 Counties. Both

CalWIN County Ad Hoc Reports Refactoring

- **Wave 5:** Reviewed 687 reports for refactoring. Approximately 33 need to be refactored for Wave 5 Counties by go live. County

County	Gainwell Assisted Refactoring				Total
	In Process	Not Required	Dev-Test Complete	County Approved	
Alameda	11	0	20	2	33 – Day 1 95 - Total
Fresno	0	0	0	0	0 – Day 1 0 - Total
Sonoma	0	0	0	0	0 – Day 1 10- Total



