

CalSAWS

California Statewide Automated Welfare System



Weekly Status Report

CalSAWS Infrastructure

Reporting Period: October 26, 2024 – November 1, 2024

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Weekly Status – CalSAWS Infrastructure

1 TRANSITION-IN WORKPLAN STATUS

The following subsections include highlights only. Please refer to the attached Microsoft Excel spreadsheet for more detailed information.

1.1 Tasks Completed from the Prior Week

Highlights include:

- OCAT workstream
 - Completed KT sessions
 - Completed shadowing and reverse shadowing
 - Received production environment access
 - Completed readiness review
 - Go-Live!
- GA/GR workstream
 - Completed readiness review
 - Go-Live!
- Contact Center workstream (BenefitsCal Technical Service Desk)
 - Completed readiness review
 - Go-Live!
- Initial operations for OCAT, GA/GR, and BenefitsCal Technical Service Desk began
- PMO/Procurement workstream:
 - Delivered Gainwell employee background check letters
- Continued risk owner meetings
- I-D01 - Infrastructure Transition-In Master Plan
 - FDEL Approved
- I-D02 - Infrastructure Services Plan
 - Received comments on DDEL for the main section of the Infrastructure Services Plan
- I-D06 - Infrastructure Work Schedule
 - DDED review completed
- I-D08 - Infrastructure Hardware and Software Inventory – Infrastructure Agreement Monthly Update
 - FDED submitted
- I-D14 - Infrastructure Technology Recovery Plan
 - FDED submitted
- Began knowledge transfer sessions for workstreams provided on Accenture's schedule
 - Scheduled and attended six knowledge transfer sessions

1.2 Tasks Due for the Coming Week

Highlights include:

- I-D02 - Infrastructure Services Plan
 - Submit Appendix A – Service Desk Plan DDEL
 - Submit Appendix A – BenefitsCal Technical Service Desk Plan DDEL
 - Conduct Group 1 deliverable walkthrough of the Service Desk Plan and BenefitsCal Technical Service Desk Plan
- I-D06 - Infrastructure Work Schedule
 - Submit FDED
- I-D08 - Infrastructure Hardware and Software Inventory – Infrastructure Agreement Monthly Update
 - Receive comments on FDED
- I-D09 - Infrastructure Technical Design
 - Submit DDED
- I-D14 - Infrastructure Technology Recovery Plan
 - Receive comments on FDED
- Continue knowledge transfer sessions for the workstreams provided on Accenture's schedule

1.3 Areas in the Work Plan Which Require Attention (Behind Schedule)

This section includes areas of the work plan highlighted due to being behind schedule without active activities to return to plan.

- None for the reporting period

1.4 Critical Path Analysis

Critical path analysis has been divided into three groups with the groups containing the following workstreams shown on the following table.

Table 1: Critical Path Analysis

Group	Workstreams Included	Critical Path Status
2	Contact Center	No expected change to the cutover date
2	Service Desk	No expected change to the cutover date
2	Remote Maintenance	No expected change to the cutover date
2	Technical Support	No expected change to the cutover date
2	PMO/Procurement	No expected change to the cutover date
2	NOC/SOC	No expected change to the cutover date
2	Security	No expected change to the cutover date
2	ServiceNow	No expected change to the cutover date
2	Support Tools	No expected change to the cutover date
2	ForgeRock	No expected change to the cutover date

Group	Workstreams Included	Critical Path Status
2	Network Operations	No expected change to the cutover date
2	Cloud and Data Center	No expected change to the cutover date
2	Production Operations	No expected change to the cutover date
2	Analytics	No expected change to the cutover date
3	Imaging	No expected change to the cutover date

1.5 Suggested Changes to Maintain the Schedule Timelines

This section includes any changes suggested to the work plan for the purpose of remaining on schedule.

- None for the reporting period

1.6 Issues

This section includes enterprise level issues, including those that may affect the schedule.

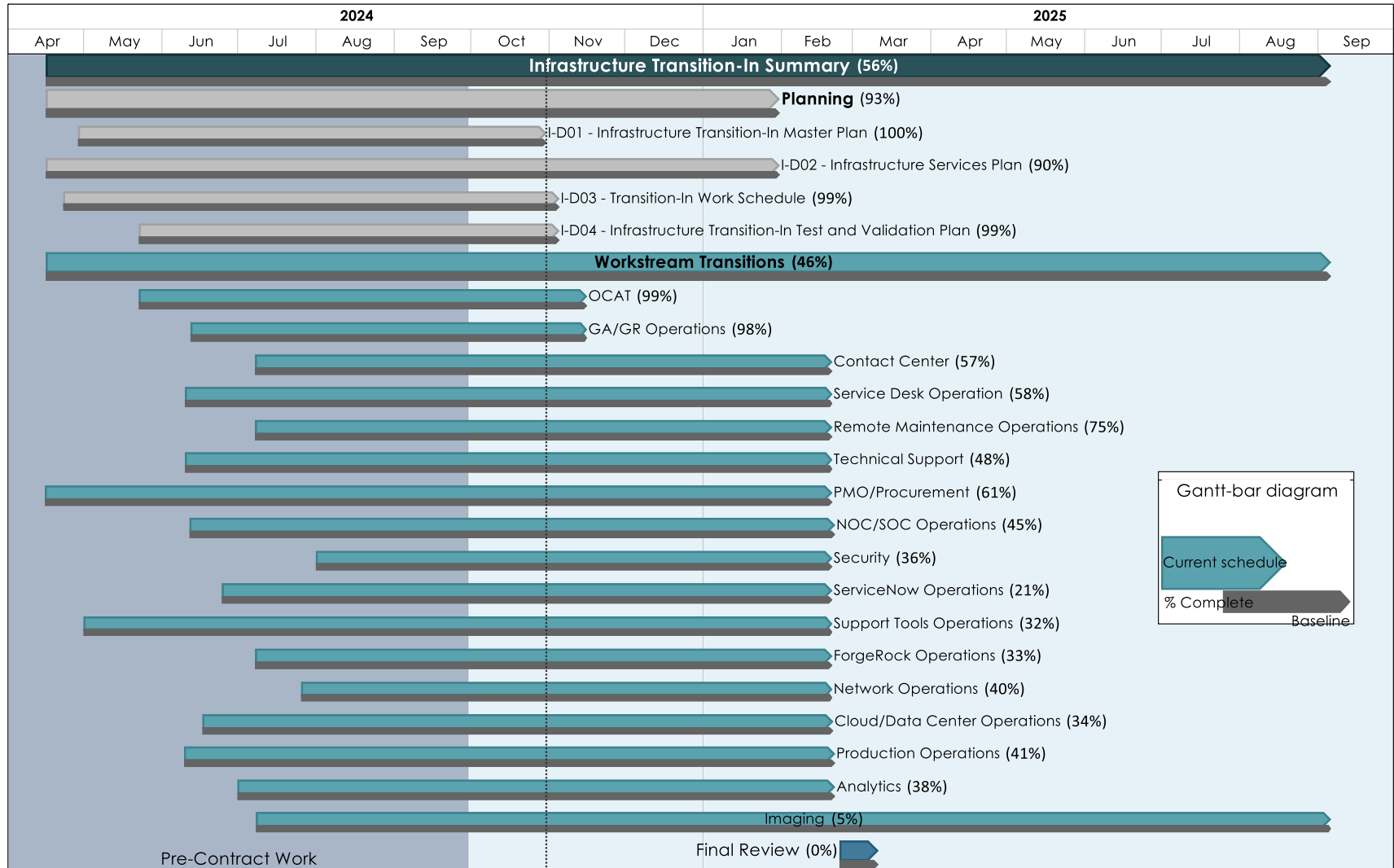
- None for the reporting period

1.7 Risks

This section includes enterprise level risks, including those that may affect the schedule.

- Seven (7) identified risks are under review

1.8 Overall Transition Progress



Gainwell I-D03 - Infrastructure Transition-In Work Schedule.mpp

Status Date: 10/31/2024

Note 1: NOC/SOC percent completion decreased 1 point from last week due to KT planned start adjustment

2 DELIVERABLE STATUS

2.1 Deliverable Tracker

Items shaded in light blue are completed.

Deliverable	DDED Submitted	DDED Review Complete	FDED Submitted	FDED Review Complete	DDEL Submitted	DDEL Review Complete	FDEL Submitted	FDEL Review Complete
I-D01 - Infrastructure Transition-In Master Plan	7/22/2024	7/29/2024	8/5/2024	8/20/2024	8/15/2024	8/27/2024	9/13/2024	9/20/2024
I-D02 - Infrastructure Services Plan	9/16/2024	9/23/2024	9/30/2024	10/7/2024				
Infrastructure Services Plan (Main)					10/15/2024	10/29/2024	11/12/2024	11/19/2024
Group 1								
Service Desk Plan					11/4/2024	11/19/2024	12/5/2024	12/12/2024
BenefitsCal Technical Service Desk Plan					11/4/2024	11/19/2024	12/5/2024	12/12/2024
Group 2								
Project Support Plan					12/2/2024	12/16/2024	12/30/2024	1/14/2025
Hardware and Software Support Plan					12/2/2024	12/16/2024	12/30/2024	1/14/2025
Capacity Management Plan					12/2/2024	12/16/2024	12/30/2024	1/14/2025
Technical Management Plan					12/2/2024	12/16/2024	12/30/2024	1/14/2025
Group 3								
Asset Management Plan					12/13/2024	1/6/2025	1/14/2025	1/21/2025
Documentation Maintenance Plan					12/13/2024	1/6/2025	1/14/2025	1/21/2025
Network Operations Plan					12/13/2024	1/6/2025	1/14/2025	1/21/2025
CalSAWS System Operations Plan					12/13/2024	1/6/2025	1/14/2025	1/21/2025
Configuration Management Plan					12/13/2024	1/6/2025	1/14/2025	1/21/2025
Performance Monitoring and Alerting Plan					12/13/2024	1/6/2025	1/14/2025	1/21/2025
I-D03 - Transition-In Work Schedule	7/22/2024	7/29/2024	8/5/2024	8/20/2024	8/15/2024	8/27/2024	9/11/2024	9/18/2024
I-D04 - Infrastructure Transition-In Test and Validation Plan	7/22/2024	7/29/2024	8/5/2024	8/20/2024	9/3/2024	9/10/2024	9/17/2024	9/24/2024
I-D05 - Infrastructure Project Control Document	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
I-D06 - Infrastructure Work Schedule	10/23/2024	10/31/2024	11/5/2024	11/13/2024	11/21/2024	12/11/2024	12/18/2024	1/7/2025
I-D07 - Infrastructure Technology Infrastructure Refresh	9/16/2024	9/23/2024	9/30/2024	10/7/2024	12/2/2024	12/13/2024	12/23/2024	1/8/2025
I-D08 - Infrastructure Hardware and Software Inventory	10/15/2024	10/22/2024	10/30/2024	11/6/2024	12/16/2024	1/6/2025	1/13/2025	1/21/2025
I-D09 - Infrastructure Technical Design	11/8/2024	11/25/2024	12/4/2024	12/11/2024	12/30/2024	1/10/2025	1/17/2025	1/24/2025
I-D10 - Infrastructure Network Design Plan	9/24/2024	10/8/2024	10/15/2024	10/22/2024	12/2/2024	12/16/2024	12/23/2024	1/8/2025
I-D11 - Infrastructure Technical Asset Configuration Report for the Development Test, Staging, Performance and Production Environments	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
I-D12 - Infrastructure Approach to Automation, Artificial Intelligence and Machine Learning	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
I-D13 - Infrastructure Monthly Operations Report	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
I-D14 - Infrastructure Technology Recovery Plan	10/7/2024	10/22/2024	10/28/2024	11/5/2024	12/2/2024	12/16/2024	12/23/2024	1/8/2025
I-D15 - Infrastructure System Security Plan	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD

3 KNOWLEDGE TRANSFER/SHADOWING/REVERSE SHADOWING STATUS

Highlights include:

- Knowledge Transfer is complete with Ernst and Young for OCAT.
- Knowledge Transfer is underway and on schedule for the following workstreams.
 - Service Desk
 - Technical Support
 - Security
 - Cloud and Data Center
- Knowledge Transfer is not applicable for the GA/GR workstream.
- Knowledge Transfer matrix has been created and initial scheduling provided for a subset of workstreams by Accenture.

The following information is extracted from the Infrastructure Transition-In dashboard.

3.1 Knowledge Transfer Sessions

The following figure illustrates the total planned knowledge transfer hours by workstream in blue with the completed hours shown in orange.

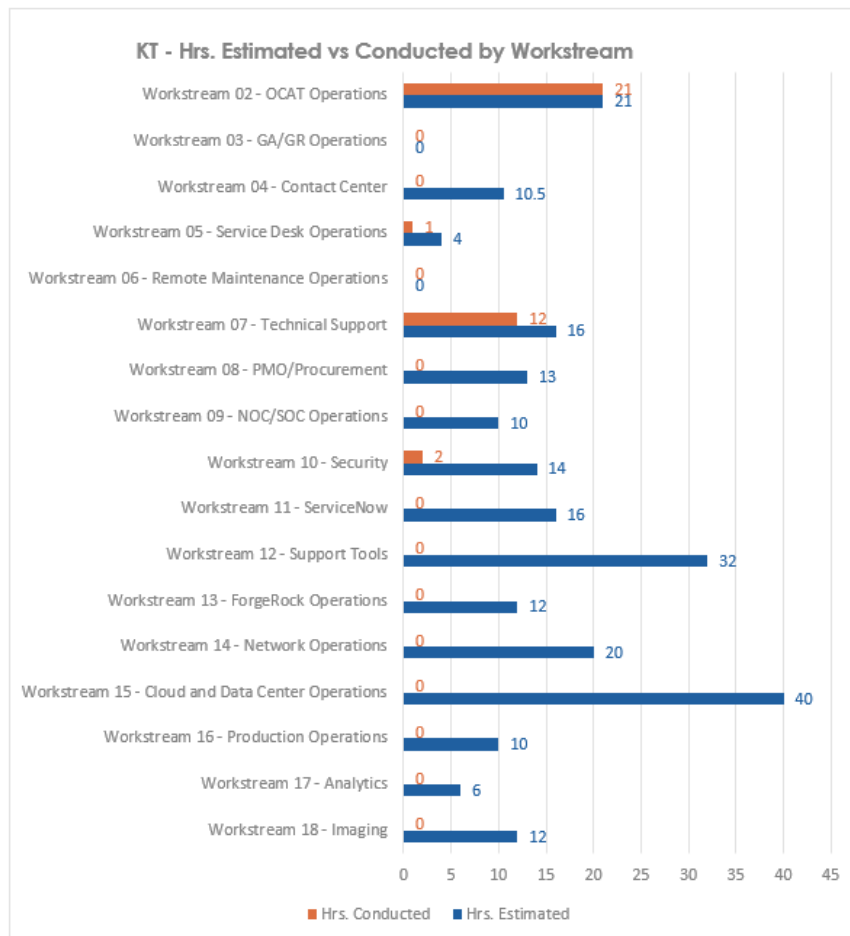


Figure 1: Knowledge Transfer Hours Planned versus Conducted by Workstream

The following figure illustrates the planned knowledge transfer hours by month in blue with the completed hours shown in orange.

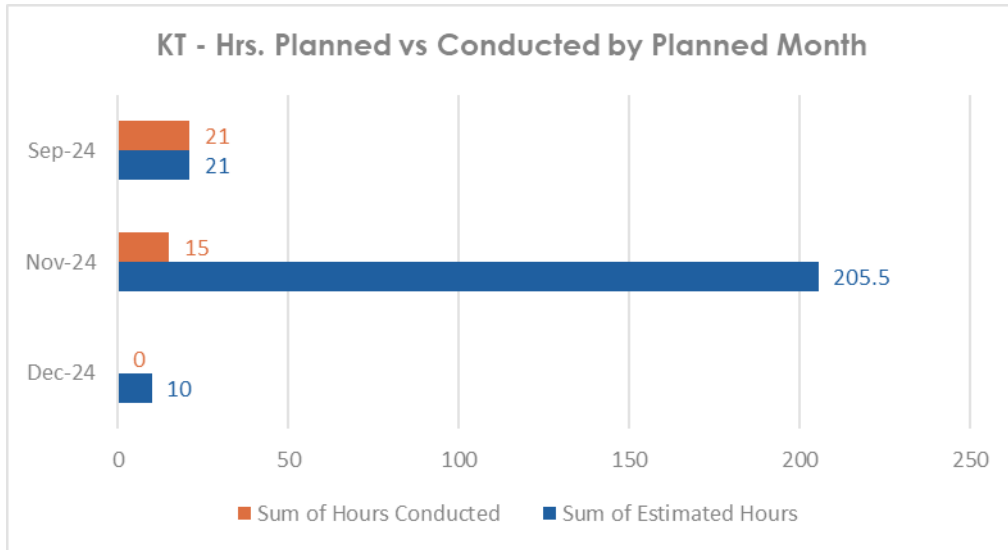


Figure 2: Knowledge Transfer Hours Planned versus Conducted by Planned Month

The following figure illustrates the planned knowledge transfer hours by organization in blue with the completed hours shown in orange.

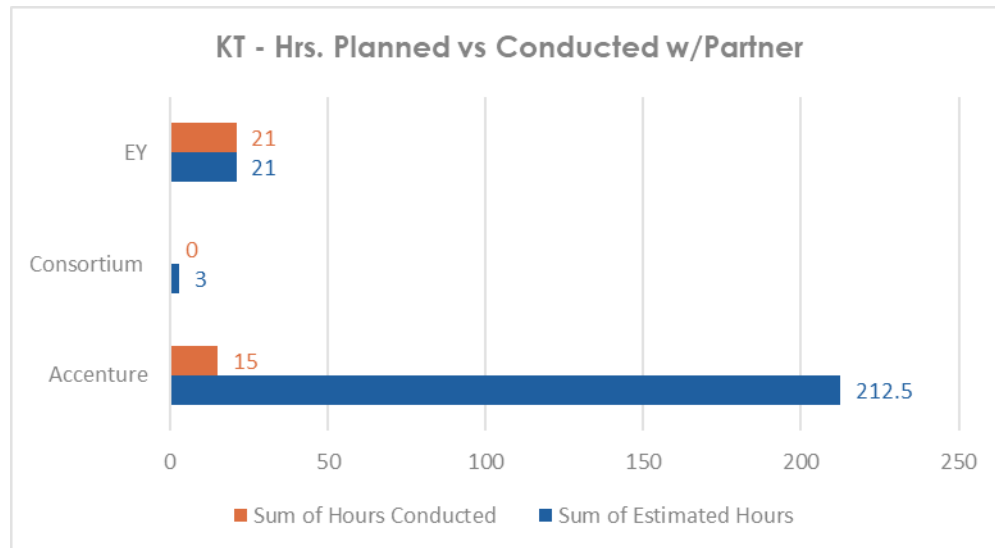


Figure 3: Knowledge Transfer Hours Planned versus Conducted

3.2 Shadowing

Two workstreams have reached the shadowing/reverse shadowing step. Additionally, disaster recovery shadowing has completed.

- Shadowing has completed with Ernst and Young in the OCAT workstream.
- Shadowing is not applicable for the GA/GR and BenefitsCal Technical Service Desk workstreams.

3.3 Reverse Shadowing

Two workstreams have reached the shadowing/reverse shadowing step.

- Reverse shadowing has completed in the OCAT workstream.
- Reverse shadowing is not applicable for the GA/GR and BenefitsCal Technical Service Desk workstreams.
- Reverse shadowing for other workstreams has not begun.