



Weekly Status Report

CalSAWS Infrastructure

Reporting Period: January 4, 2025 – January 10, 2025

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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:

- I-D02 - Infrastructure Services Plan
 - Completed Group 3 Services Plans DDEL Review
 - ✦ Asset Management Plan
 - ✦ Documentation Maintenance Plan
 - ✦ Network Operations Plan
 - ✦ Configuration Management Plan
 - ✦ CalSAWS System Operations Plan
 - ✦ Performance Monitoring and Alerting Plan
- I-D06 - Infrastructure Work Schedule
 - Completed FDEL Review
- I-D07 - Technology Infrastructure Refresh Plan
 - Submitted FDEL
- I-D08 - Infrastructure Hardware and Software Inventory
 - Completed DDEL Review
- I-D09 - Infrastructure Technical Design Document
 - Completed DDEL Review
- I-D10 - Infrastructure Network Design Plan
 - Completed FDEL Review
- I-D11 - Infrastructure Technical Asset Configuration Report for the Development Test, Staging, Performance and Production Environments
 - Submitted DDEL
- I-D14 - Infrastructure Technology Recovery Plan
 - Completed FDEL Review
- Continued efforts on systems access, progress made with tools team workstream
- Conducted Readiness Review for Service Desk, PMO/Procurement and Remote Maintenance
- Conducted internal Infrastructure walk-through of the Critical Incident Management process

1.2 Tasks Due for the Coming Week

Highlights include:

- I-D02 - Infrastructure Services Plan

- Complete Group 2 Services Plans FDEL Review
 - ✕ Project Support Plan
 - ✕ Hardware and Software Support Plan
 - ✕ Capacity Management Plan
 - ✕ Technical Management Plan
- Submit Group 3 Services Plans FDELs
 - ✕ Asset Management Plan
 - ✕ Documentation Maintenance Plan
 - ✕ Network Operations Plan
 - ✕ Configuration Management Plan
 - ✕ CalSAWS System Operations Plan
 - ✕ Performance Monitoring and Alerting Plan
- I-D05 - Infrastructure Project Control Document
 - Complete DDEL Review
 - Submit FDEL
- I-D08 - Infrastructure Hardware and Software Inventory
 - Submit FDEL
- I-D09 - Infrastructure Technical Design Document
 - Submit FDEL
- I-D10 - Infrastructure Network Design Plan
 - Completed FDEL Review
- I-D11 - Infrastructure Technical Asset Configuration Report for the Development Test, Staging, Performance and Production Environments
 - Complete DDEL Review
 - Submit FDEL
- Continue planning for internal support for Go-live
- Continue work on systems access, including planning for Accenture Subcontractors migration to Infrastructure
- Continue Shadowing and begin initial Reverse Shadowing for transition
- Continue process of internal dry runs including, but not limited to, change management, Incident Management and Problem Management.
- Conduct internal Critical Incident Management dry runs
- Schedule Enterprise-wide Critical Incident Management walk-through and dry runs

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 four 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	Discussions have concluded that will affect the scope and critical path. Workplan will be updated, and a request will be made to re-baseline the workstream.
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	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	Discussions are underway that will affect the scope and critical path. Workplan will be updated, and a request will be made to re-baseline the workstream.
4	ForgeRock	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.

- 04 – Contact Center
 - Discussions have concluded that will affect the scope and critical path. Workplan will be updated, and a request will be made to re-baseline the workstream.
- 18 – Imaging
 - Discussions are underway that will affect the scope and critical path. Workplan will be updated, and a request will be made to re-baseline the workstream.

1.6 Issues

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

- None for the reporting period

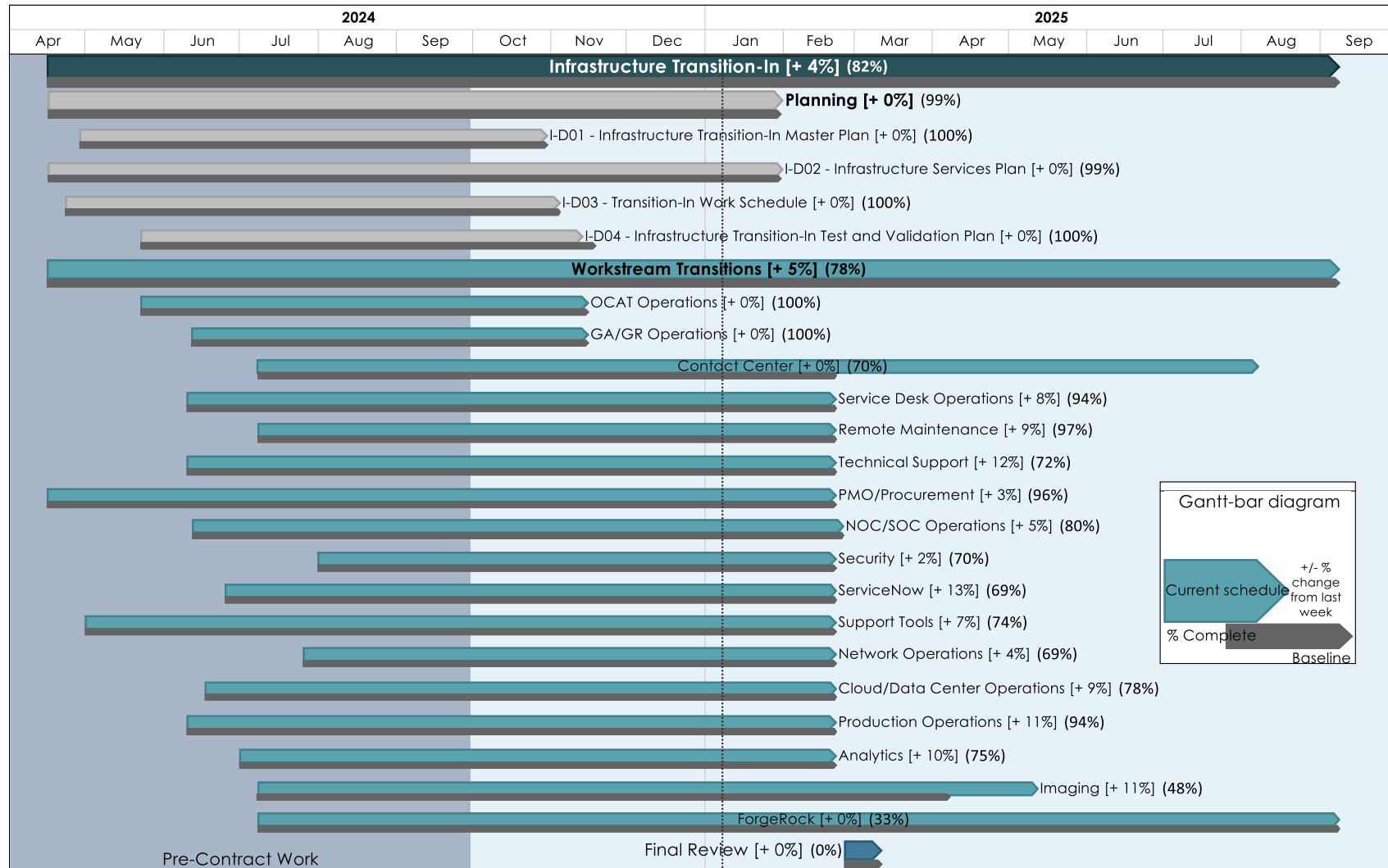
1.7 Risks

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

- Five (5) identified risks have been accepted and are listed below.

ID	Risk Description	Risk Level
306	Limited Availability of Accenture Staff May Impact the Schedule	Medium
307	Failure To Successfully Separate the Contact Center Scope Between the Infrastructure And M&E Contractors May Result in Transition Schedule Delays and/or Cost	Medium
308	Failure To Successfully Separate the Analytics Scope Between the Infrastructure and M&E Contractors May Result in Transition Schedule Delays and/or cost Increases	Medium
309	Failure To Clarify and Confirm Imaging Script Ownership Could Result in Dual Ownership with Cost, Schedule, and/or Quality Impacts	Medium
310	Failure To Successfully Separate the ForgeRock Scope Between the Infrastructure and M&E Contractors May Result in Transition Schedule Delays and/or Cost Increases	Medium

1.8 Overall Transition Progress



Note 1: Imaging scope is under discussion and planned completion dates have pushed out

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	11/14/2024	11/25/2024
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	12/6/2024	12/13/2024
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	12/31/2024	1/15/2025
Group 3								
Asset Management Plan					12/11/2024	1/6/2025	1/14/2025	1/21/2025
Documentation Maintenance Plan					12/11/2024	1/6/2025	1/14/2025	1/21/2025
Network Operations Plan					12/10/2024	1/6/2025	1/14/2025	1/21/2025
CalSAWS System Operations Plan					12/16/2024	1/7/2025	1/14/2025	1/21/2025
Configuration Management Plan					12/13/2024	1/7/2025	1/14/2025	1/21/2025
Performance Monitoring and Alerting Plan					12/16/2024	1/7/2025	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	12/10/2024	12/17/2024	12/23/2024	12/30/2024	1/2/2025	1/13/2025	1/17/2025	1/27/2025
I-D06 - Infrastructure Work Schedule	10/23/2024	10/31/2024	11/5/2024	11/13/2024	12/3/2024	12/17/2024	12/24/2024	1/9/2025
I-D07 - Technology Infrastructure Refresh Plan	9/16/2024	9/23/2024	9/30/2024	10/7/2024	12/12/2024	12/30/2024	1/7/2025	1/22/2025
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 Document	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	12/12/2024	12/19/2024	12/23/2024	1/3/2025	1/6/2025	1/13/2025	1/17/2025	1/27/2025
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	12/3/2024	12/17/2024	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

Knowledge Transfer has been completed for 108 sessions.

Workstreams with Knowledge Transfer In Progress, Complete, On Hold or Not Applicable are shown on the following table.

#	Workstream Name	Status
2	OCCAT	Complete
3	GA/GR	Not Applicable
4	Contact Center	On Hold
5	Service Desk	Complete
6	Remote Maintenance	Not Applicable
7	Technical Support	Complete
8	PMO/Procurement	Complete
9	NOC/SOC Operations	Complete
10	Security	Complete
11	ServiceNow	Complete
12	Support Tools	Complete
13	ForgeRock	On Hold
14	Network Operations	Complete
15	Cloud and Data Center	Complete
16	Production Operations	Complete
17	Analytics	Complete
18	Imaging	On Hold

- Knowledge Transfer is on hold pending timing decisions for the following workstreams.
 - 04 – Contact Center
 - 13 – ForgeRock
 - 18 – Imaging
- Knowledge Transfer is not applicable for the GA/GR and Remote maintenance workstreams.

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.

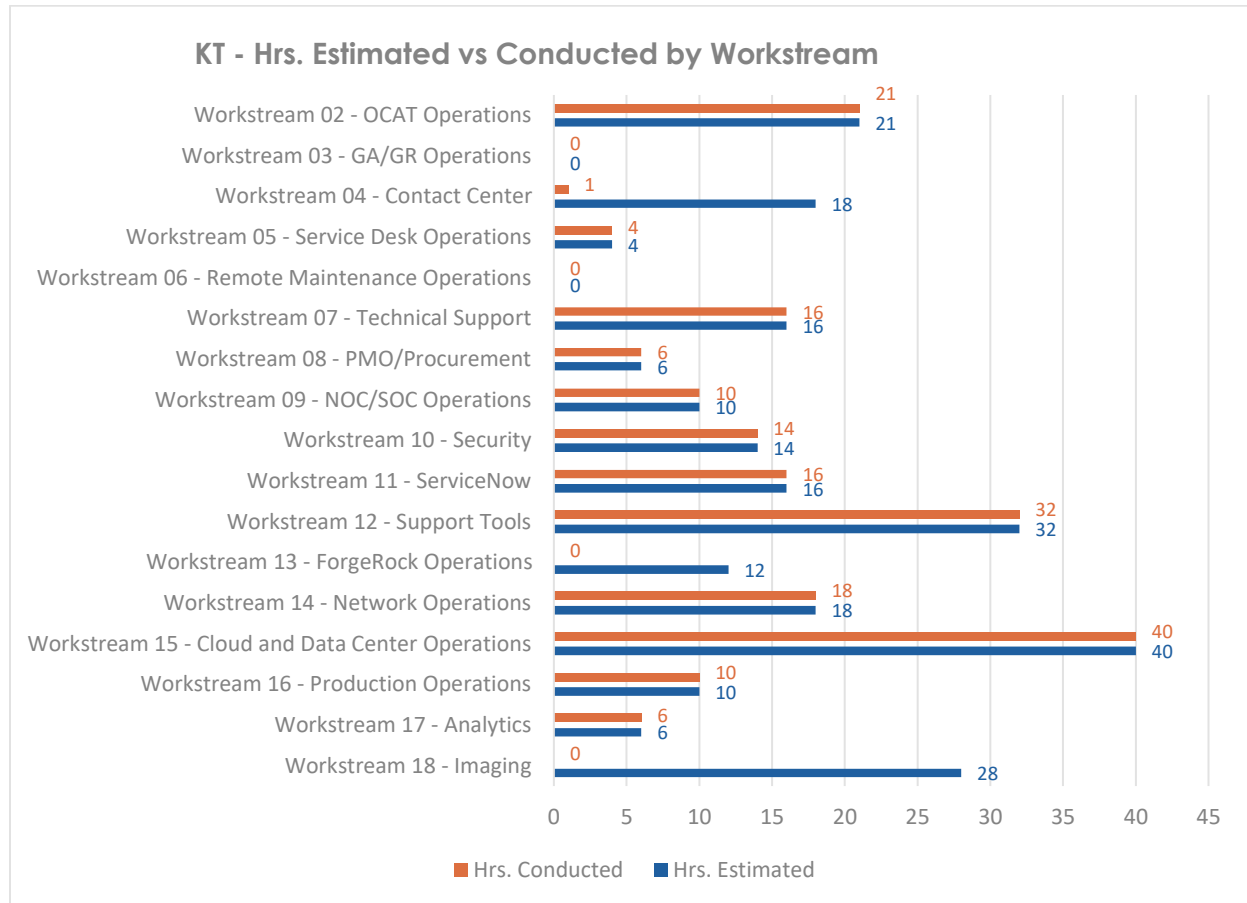


Figure 1: Knowledge Transfer Hours Planned versus Conducted by Workstream

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

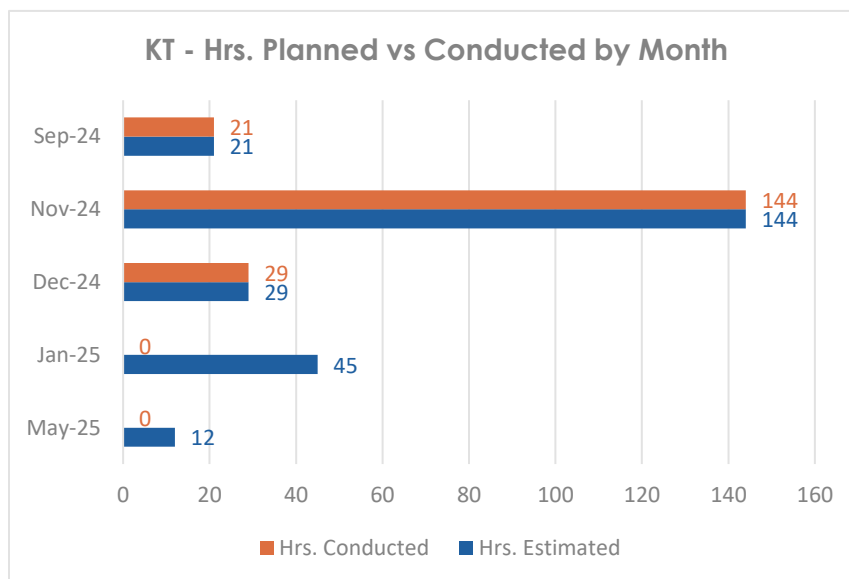


Figure 2: Knowledge Transfer Hours Planned versus Conducted by Planned Month

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

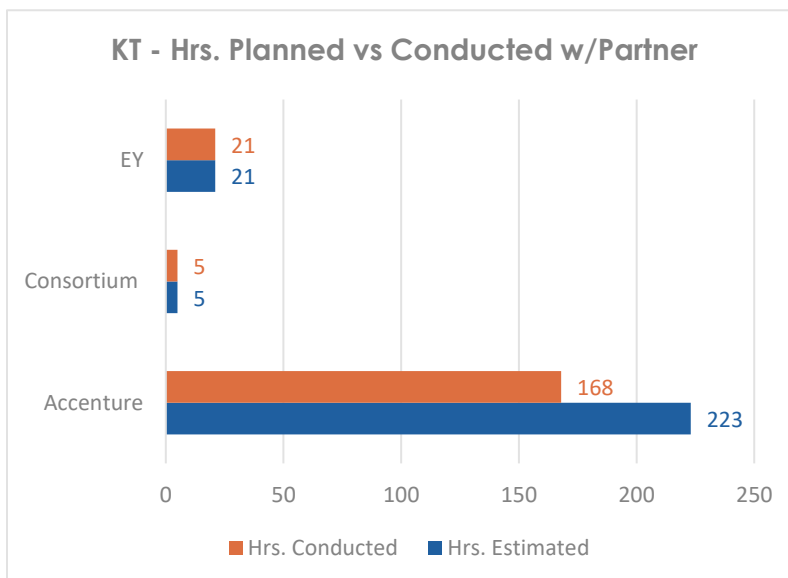


Figure 3: Knowledge Transfer Hours Planned versus Conducted

3.2 Shadowing

Thirteen workstreams of seventeen workstreams have reached the shadowing step. Additionally, disaster recovery and 24.11 Baseline Release shadowing has completed.

Workstreams with Shadowing In Progress, Complete, On Hold or Not Applicable are shown on the following table.

#	Workstream Name	Status
2	OCAT	Complete
3	GA/GR	Not Applicable
4	Contact Center	On Hold
5	Service Desk	Complete
6	Remote Maintenance	Not Applicable
7	Technical Support	Complete
8	PMO/Procurement	Complete
9	NOC/SOC Operations	In Progress
10	Security	In Progress
11	ServiceNow	Complete
12	Support Tools	In Progress
13	ForgeRock	On Hold
14	Network Operations	In Progress
15	Cloud and Data Center	In Progress
16	Production Operations	Complete
17	Analytics	Complete
18	Imaging	On Hold

- Shadowing is also not applicable for the BenefitsCal Technical Service Desk service.

The following figure illustrates the planned job shadowing sessions with Accenture by workstream in blue with the completed sessions shown in orange.

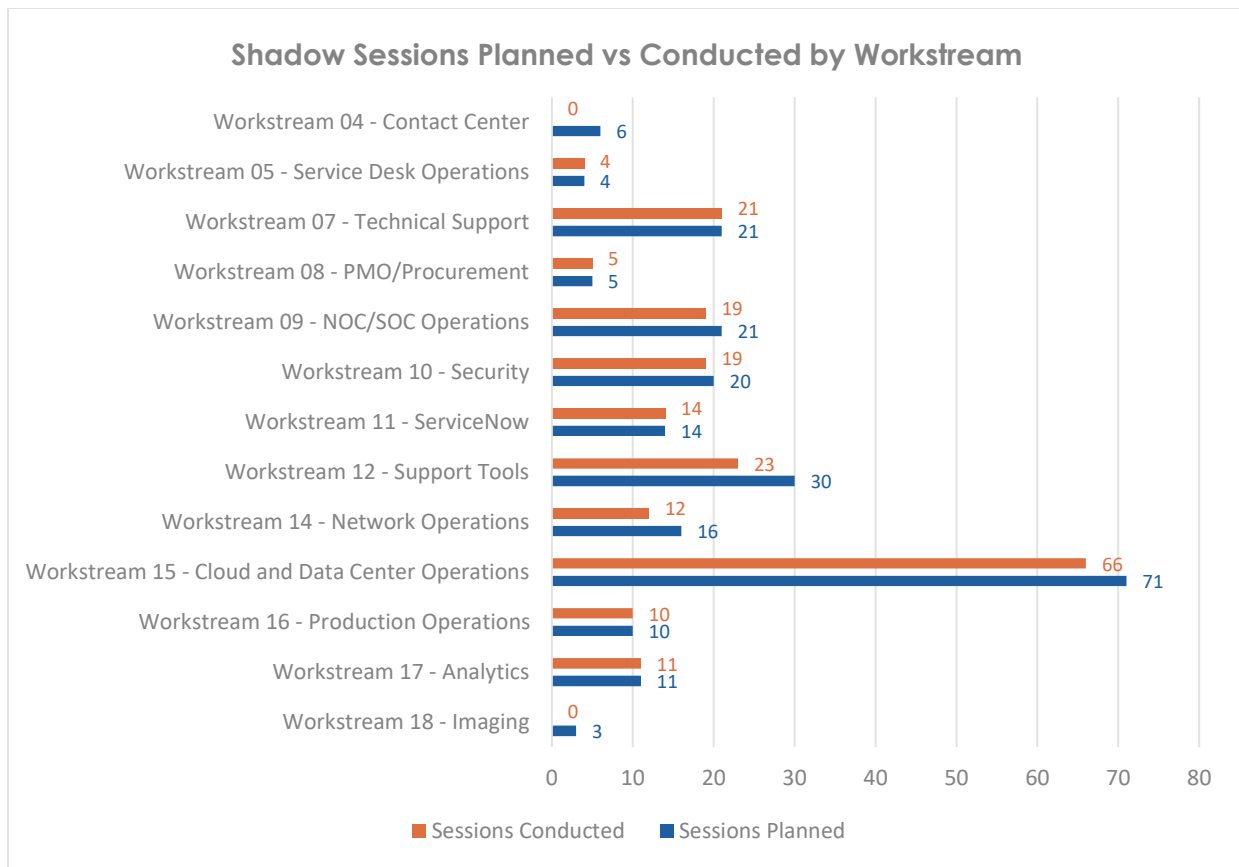


Figure 4: Shadowing Sessions Planned versus Conducted by Workstream

The following figure illustrates the planned job shadowing sessions with Accenture by month in blue with the completed sessions shown in orange.

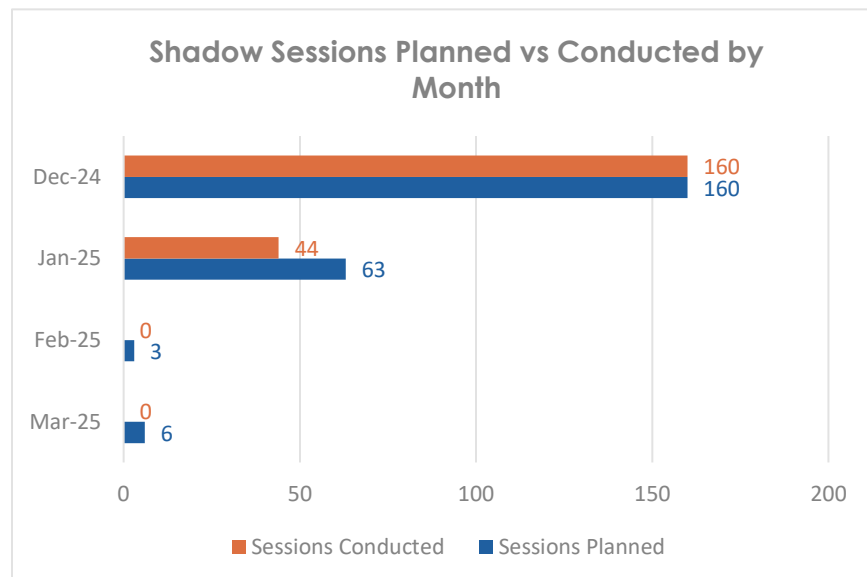


Figure 5: Shadowing Sessions Planned versus Conducted by Planned Month

3.3 Reverse Shadowing

The following workstreams have reached the reverse shadowing step.

- Completed Workstreams:
 - OCAT (Ernst and Young)
- Reverse shadowing in progress for:
 - Technical Support
 - Network Operations
- Reverse shadowing is not applicable for the following workstreams:
 - GA/GR
 - Remote Maintenance
 - Service Desk Operations
 - PMO/Procurement
- Reverse shadowing was not required for the BenefitsCal Technical Service Desk service.
- Reverse shadowing has not begun for remaining workstreams

The following figure illustrates the planned reverse job shadowing sessions with Accenture by workstream in blue with the completed sessions shown in orange.

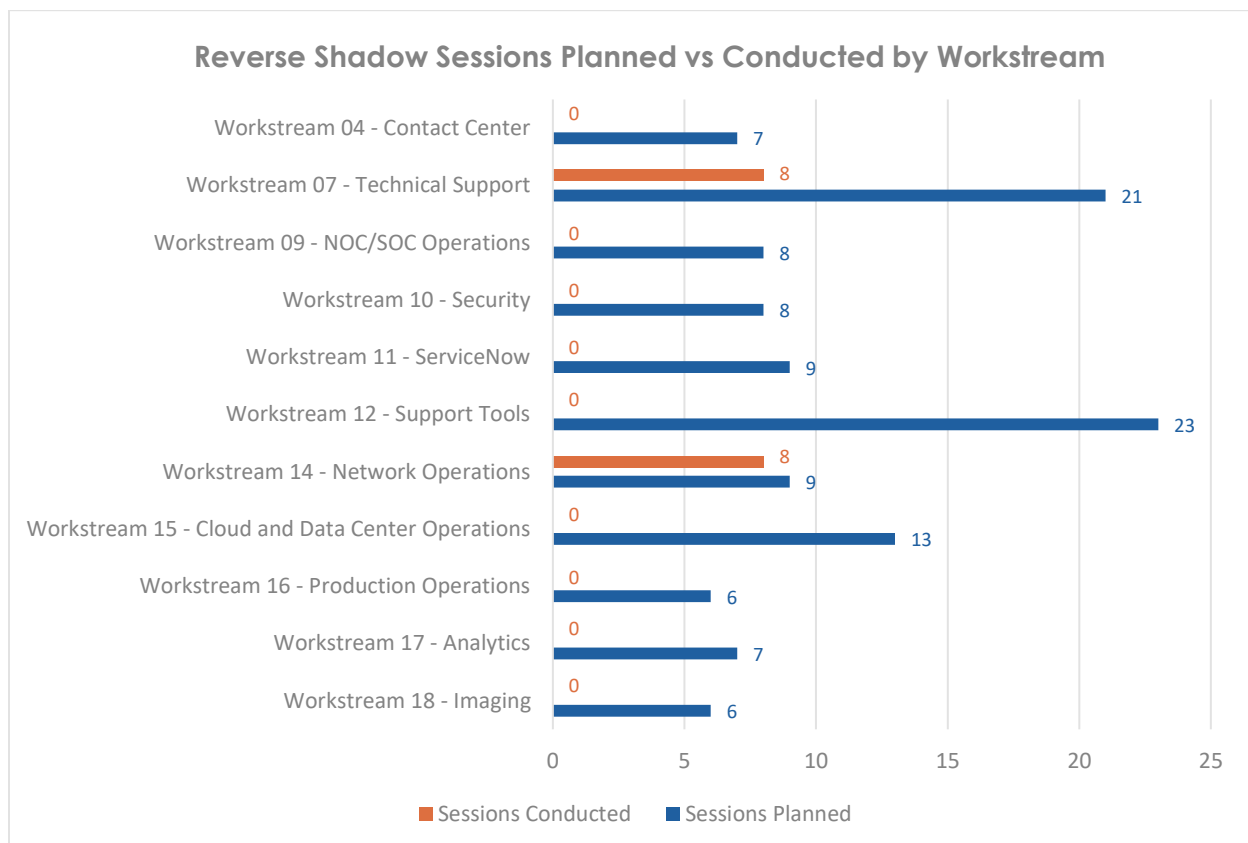


Figure 6: Reverse Shadowing Sessions Planned versus Conducted by Workstream

The following figure illustrates the planned reverse job shadowing sessions with Accenture by month in blue with the completed sessions shown in orange.

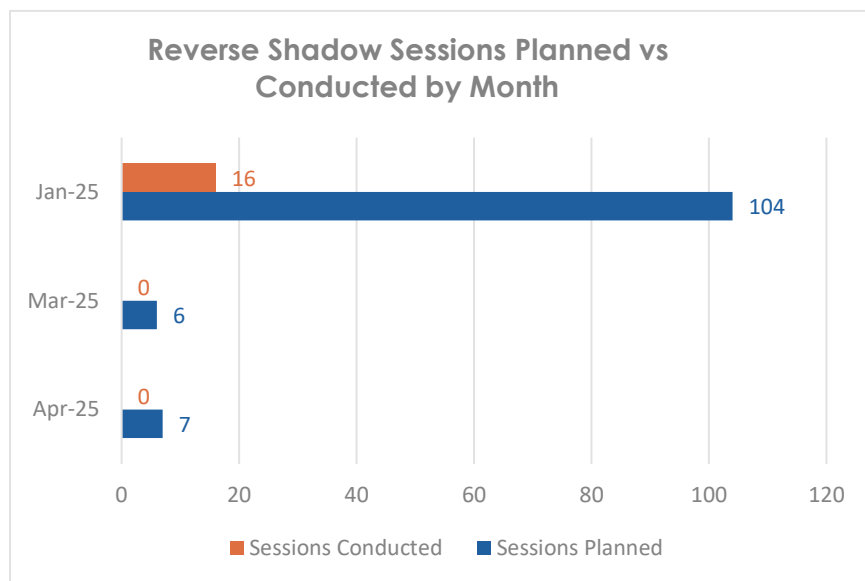


Figure 7: Reverse Shadowing Sessions Planned versus Conducted by Planned Month