

# CalSAWS

California Statewide Automated Welfare System



## Weekly Status Report

### CalSAWS Infrastructure

Reporting Period: December 7, 2024 – December 13, 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:

- I-D02 - Infrastructure Services Plan
  - FDEL Review Completed
    - ✦ Service Desk Plan
    - ✦ BenefitsCal Technical Service Desk Plan
  - Responded to FDEL Comments
    - ✦ Service Desk Plan
  - Submitted Group 3 Services Plans DDELS
    - ✦ Asset Management Plan
    - ✦ Documentation Maintenance Plan
    - ✦ Network Operations Plan
    - ✦ Configuration Management Plan
- I-D05 - Infrastructure Project Control Document
  - Submitted DDED
- I-D07 - Technology Infrastructure Refresh Plan
  - Submitted DDEL
- I-D09 - Infrastructure Technical Design Document
  - FDED Review Completed
- I-D11 - Infrastructure Technical Asset Configuration Report for the Development Test, Staging, Performance and Production Environments
  - Submitted DDED
- Conducted Infrastructure deliverable walkthroughs for:
  - I-D06 - Infrastructure Work Schedule
  - I-D10 - Infrastructure Network Design Plan
  - I-D14 - Infrastructure Technology Recovery Plan
- Presented Imaging workstream scope and transition schedule to the Consortium
- Presented the Contact Center agreed-upon split between Infrastructure and M&E to the Consortium
- Completed submission of tool access requests for the Support Tools team
- Continued knowledge transfer sessions for the following workstreams provided on Accenture's knowledge transfer schedule
  - 09 – Support Tools
  - 12 – NOC/SOC Operations

- Worked with Accenture enable Gainwell resources reverse shadow imaging laptops and active directory

## 1.2 Tasks Due for the Coming Week

Highlights include:

- I-D02 - Infrastructure Services Plan
  - Group 2 DDEL Review Complete
    - ✕ Project Support Plan
    - ✕ Hardware and Software Support Plan
    - ✕ Capacity Management Plan
    - ✕ Technical Management Plan
  - Submit Group 3 Services Plans DDELs
    - ✕ CalSAWS System Operations Plan
    - ✕ Performance Monitoring and Alerting Plan
- I-D05 - Infrastructure Project Control Document
  - DDED Review Complete
- I-D06 - Infrastructure Work Schedule
  - DDEL Review Complete
- I-D08 - Infrastructure Hardware and Software Inventory
  - Submit DDEL
- I-D10 - Infrastructure Network Design Plan
  - DDEL Review Complete
- I-D11 - Infrastructure Technical Asset Configuration Report for the Development Test, Staging, Performance and Production Environments
  - DDED Review Complete
- I-D14 - Infrastructure Technology Recovery Plan
  - DDEL Review Complete

## 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 are in progress which will affect the scope and critical path. Once a recommendation has been approved, a revised cutover date will be determined, 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	No expected change to the cutover date
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 are in progress which will affect the Contact Center scope and critical path. Once a recommendation has been approved, a revised cutover date will be determined, 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

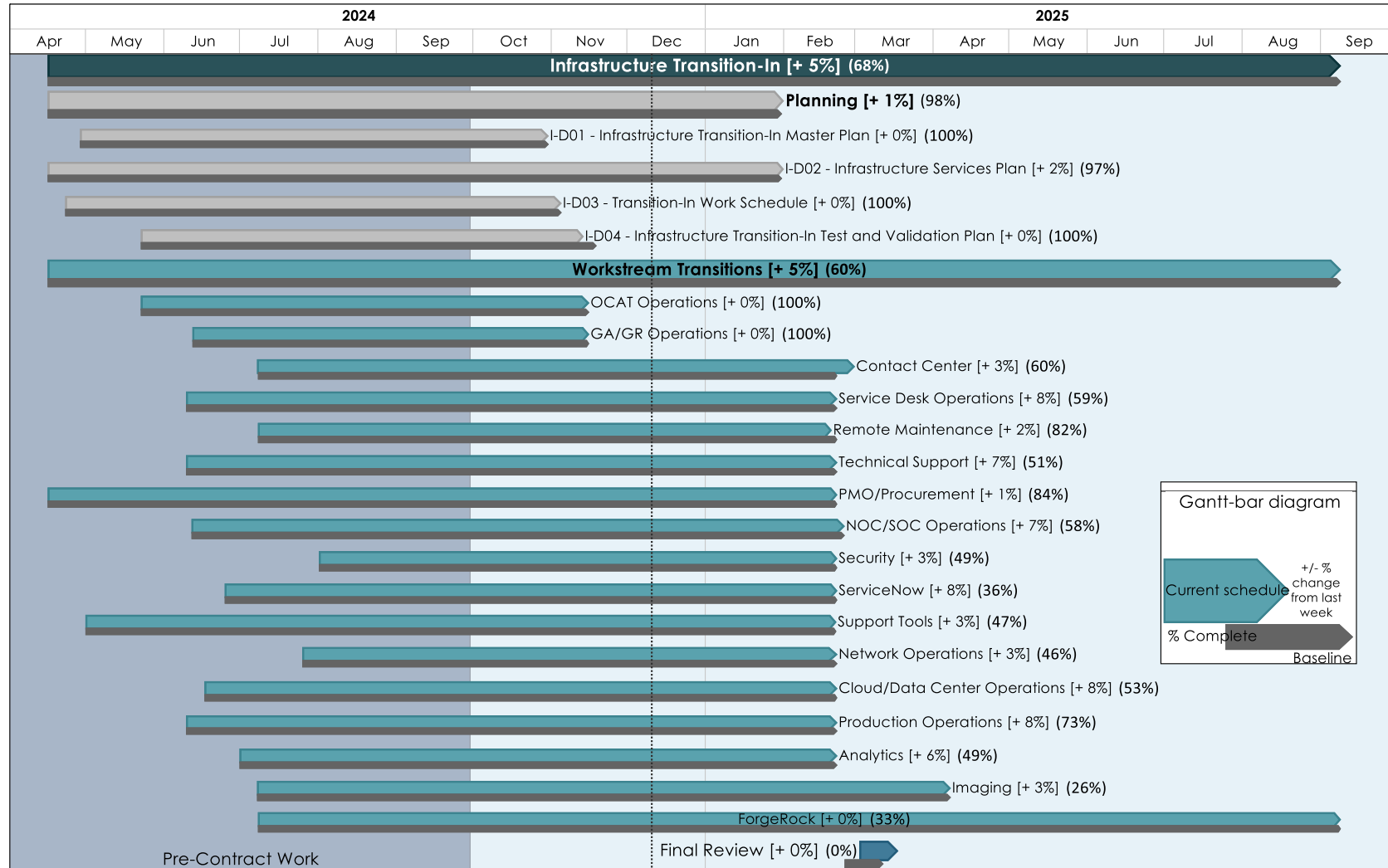
## 1.7 Risks

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



Status Date: 12/11/2024

## 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	12/30/2024	1/14/2025
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	1/6/2025	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	12/23/2024	1/8/2025
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	12/26/2024	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

Highlights include:

- Knowledge Transfer has been completed for 108 sessions.
- Knowledge Transfer is complete with Ernst and Young for OCAT.
- Knowledge Transfer with Accenture is complete for the following workstreams.
  - 05 – Service Desk Operations
  - 07 – Technical Support
  - 08 – PMO/Procurement
  - 09 – NOC/SOC
  - 10 – Security
  - 11 – ServiceNow
  - 14 – Network Operations
  - 15 – Cloud and Data Center
  - 16 – Production Operations
  - 17 – Analytics
- Knowledge Transfer is underway and on schedule 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.

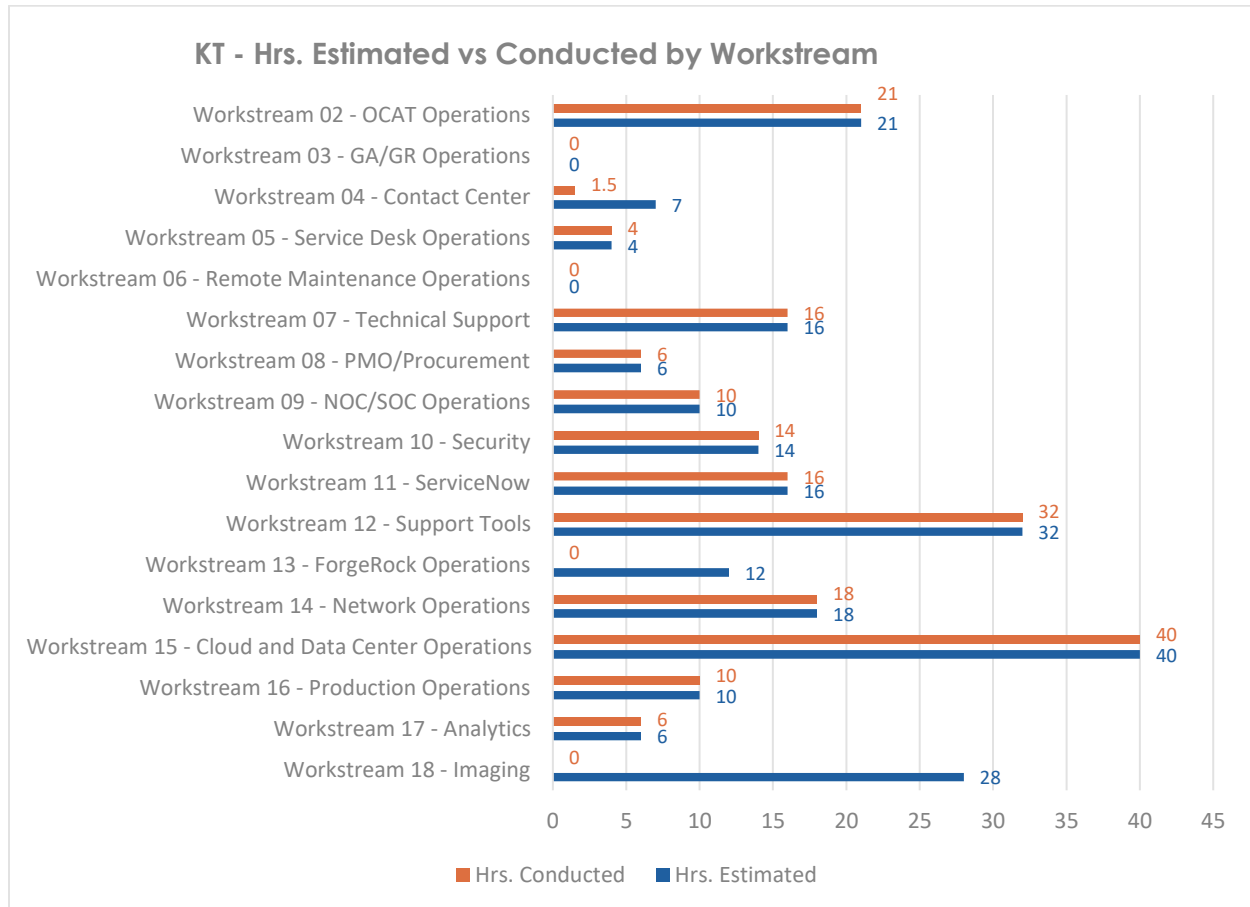


Figure 1: Knowledge Transfer Hours Planned versus Conducted by Workstream

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

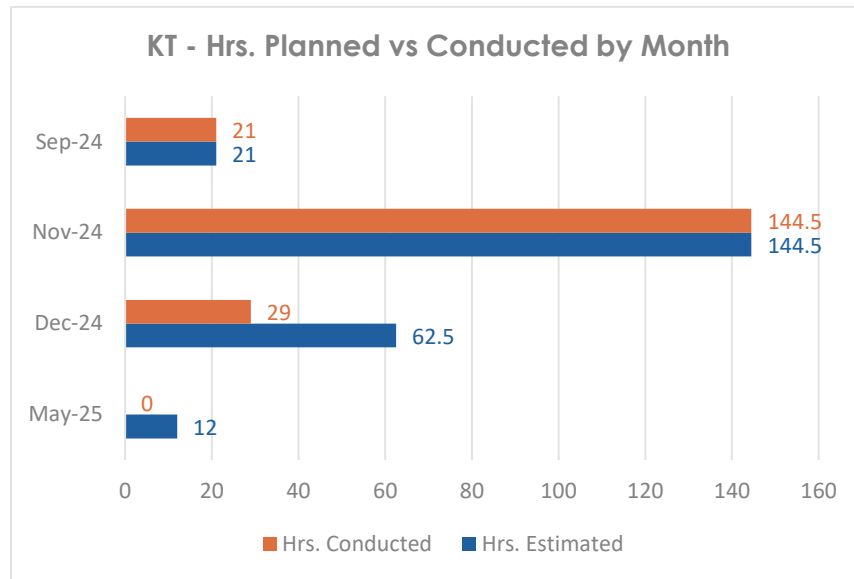


Figure 2: Knowledge Transfer Hours Planned versus Conducted by Planned Month

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

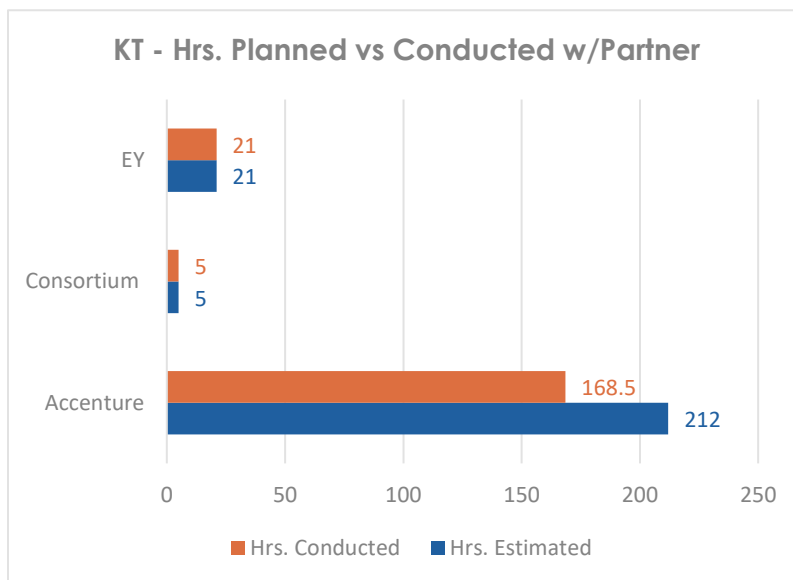


Figure 3: Knowledge Transfer Hours Planned versus Conducted

## 3.2 Shadowing

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

- Completed Workstreams
  - 24.11 Baseline Release (Accenture)
  - 01 – OCAT (Ernst and Young)
  - 05 – Service Desk Operations
  - 07 – Technical Support
  - 08 – PMO/Procurement
  - 16 – Production Operations
- Shadowing is not applicable for the GA/GR and BenefitsCal Technical Service Desk workstreams.

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

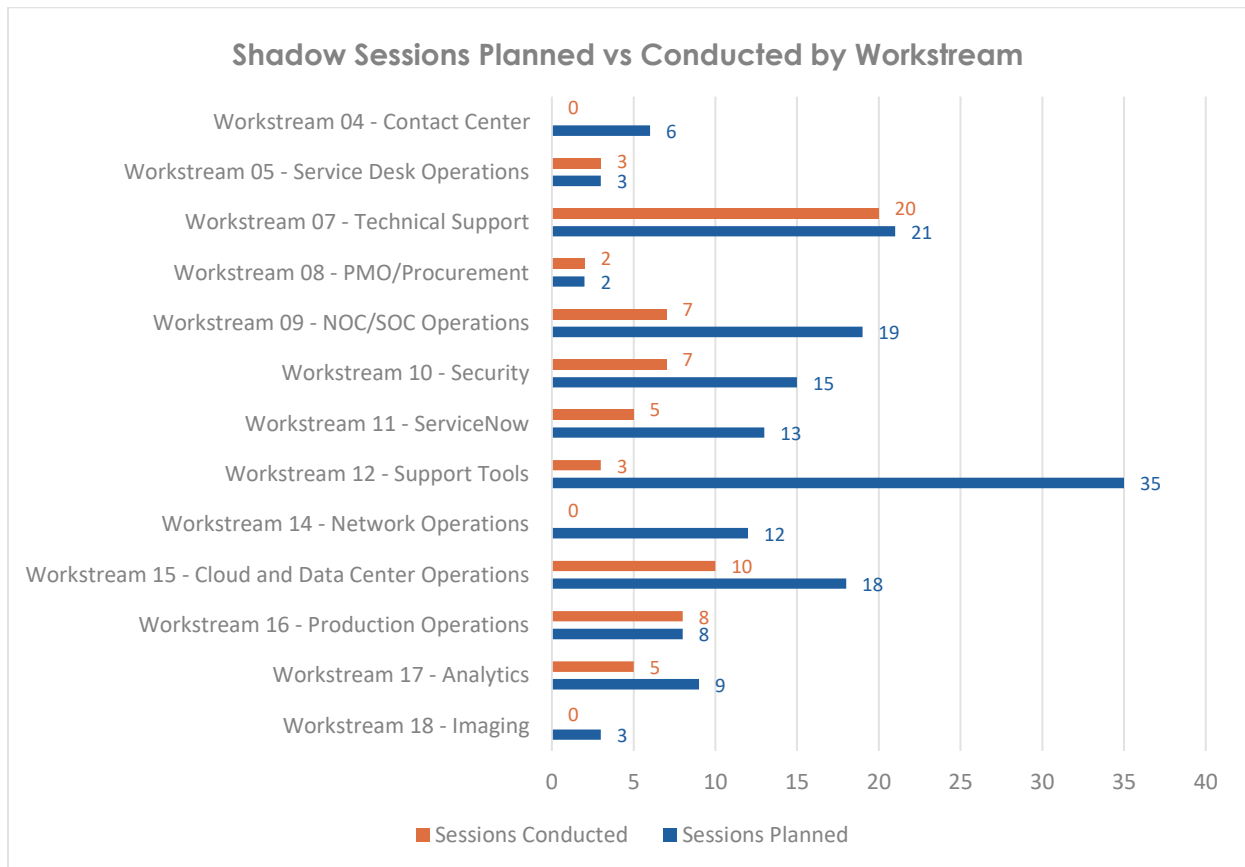


Figure 4: Shadowing Sessions Planned versus Conducted by Workstream

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

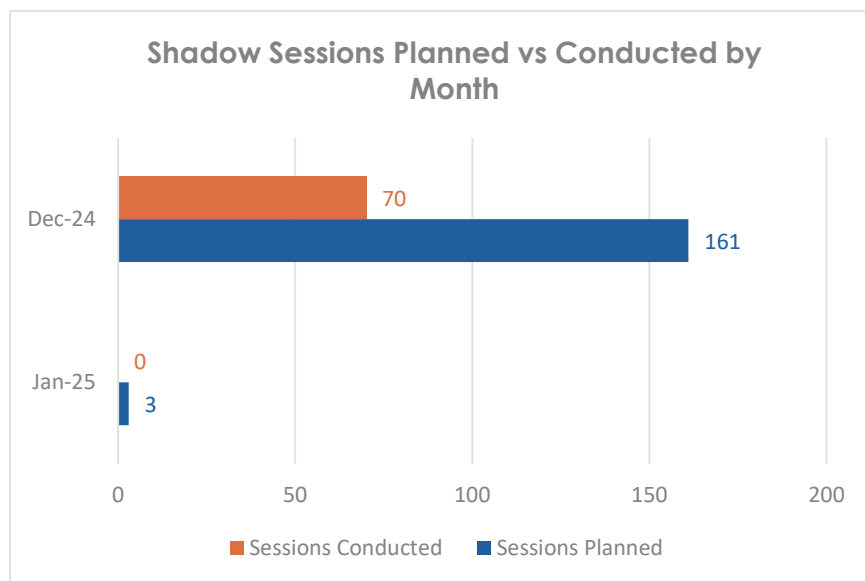


Figure 5: Shadowing Sessions Planned versus Conducted by Planned Month

### 3.3 Reverse Shadowing

Two workstreams have reached the reverse shadowing step.

- Completed Workstreams:
  - OCAT (Earnst and Young)
- Reverse shadowing is not applicable for the GA/GR and BenefitsCal Technical Service Desk workstreams.
- Reverse shadowing for other workstreams has not begun.