CalSAWS
California Statewide Automated Welfare System

THE POWER OF 58

Weekly Status Report
CalSAWS M&E

Reporting Period: March 3, 2025 – March 9, 2025

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Weekly Status – CalSAWS M&E

1 TRANSITION-IN WORKPLAN STATUS

The following sections provide an executive-level review of tasks completed in this reporting period, upcoming tasks for the next reporting period, and tasks behind schedule.

Executive Summary

As week five of the project ends, several key activities occurred to continue progress on Transition-in activities. These include securing access to critical project tools (e.g., CalSAWS SharePoint for offshore staff) and productive discussions with Accenture to align on job shadowing and reverse shadowing activities for Release 25.09 in advance of sharing with the Consortium. Additionally, the team continued to address comments received from the Consortium on the ME-D01 M&E Transition-In Master Plan Draft Deliverable (DDEL), as well as submitted the ME-D04 M&E Transition-In Test and Validation Plan DDEL. Looking to next week, major activities include working with the Consortium Security team to submit request and gain approval for usage of Amazon Q for Proof of Concept (POC) and submission of the ME-D01 M&E Transition-In Master Plan Final Deliverable Expectation Document (FDED) and the ME-D03 M&E Transition-In Work Schedule FDED, as well as the signed WAC for the ME-D05 M&E Project Control Document FDED and ME-D06 M&E Work Schedule FDED.

1.1 Tasks Completed from the Prior Week

Highlights include:

- **Initiated the SIRFRA/SCERFRA Estimates Assessment Process**: Initiated the transition of Deloitte's ownership of the SIRFRA (non-query, non-recurring)/SCERFRA estimates assessment process through the development of a robust framework for efficient estimates assessment allowing for a seamless transition and continuity in process management.
- **Defined AWS Workspace Roles:** Collaborated with the Consortium and Gainwell to define the appropriate roles from an AWS Workspaces image standpoint. This effort is aimed at ensuring that the correct software inventory is assigned based on each specific role, thereby optimizing the workspace environment for all users. Meeting held on March 6, 2025.
- **Received Tech CAB Approval for AWS Workspace and SharePoint (Offshore)**: Received Tech CAB approval to create the new AWS Workspace, submitted the request to provision access for the offshore team. Also, secured approval for new directory group for the offshore team in Consortium's Entra AD. Offshore team is the processes of validating the access.
- **Deliverables**: Submitted the ME-D04 M&E Transition-In Test and Validation Plan DDEL on March 3, 2025; Submitted responses to the Consortium's comments on the ME-D05 M&E Project Control Document FDED on March 3, 2025; Submitted the ME-D06 M&E Work Schedule FDED on March 6, 2025.

- **PMO**
  - **Transition-In**
    - **Conducted Weekly Delivery Integration Meeting:** Asked Gainwell for an ETA on finalization of the Accenture-Gainwell OLA/Expectations document, reviewed upcoming GenAI needs with Gainwell to assess asks for Technical Budget Change Requests, and discussed Operational Advanced Planning Document related changes and timeline with Gainwell. Additionally, offered a meeting for Deloitte's SCR team with Gainwell's Imaging team to review Imaging SCRs in Release 25.11 on March 3, 2025.
    - **Conducted the Weekly Meeting with the Consortium Technical and Operations Director:** Presented demo of the transition dashboard and invited input. Additionally discussed delays in providing the team with SharePoint access on March 6, 2025.
    - **DDEL-ME01 M&E Transition-In Master Plan (TIMP):** Addressed the 385 comments provided for the draft TIMP deliverable.
    - **DDEL-ME03 M&E Transition-In Work Plan:** Addressed the 44 comments provided for the draft M&E Transition-In Work Plan.
    - **M&E Transition Command Center:** Continued to add features to the dashboard including real-time reporting on all KT sessions completed by workstream and all RS sessions completed by workstream.
    - **M&E Back Shadow Support Plan:** Developed the M&E Back Shadow (BS) plan for Accenture.
    - **KT and JS Progress:** Completed 64 KT sessions and one JS session this week.
  - **Conducted Onboarding and Access Coordination:** Continued to streamline onboarding and access activities in collaboration with the Consortium, Gainwell, and Accenture to allow for smooth and efficient onboarding processes on March 4-6, 2025.
  - **Participated in CalSAWS Section Director's Meeting:** Presented updates and participated in the meeting to provide critical project updates and facilitated stakeholder engagement on March 5, 2025.
  - **Developed Deloitte - CalSAWS M&E Weekly Status Report - 2025-03-09:** Created a detailed weekly status report with a clear overview of project progress, identified potential risks, and outlined next steps to continue alignment and successful project execution.
  - **Deliverables**
    - ME-D01 M&E Transition-In Master Plan - Received feedback from the Consortium on the DDEL on March 3, 2025.
    - ME-D03 M&E Transition-In Work Schedule - Received feedback from the Consortium on the DDEL on March 3, 2025.
    - ME-D04 M&E Transition-In Test and Validation Plan – Submitted the DDEL on March 3, 2025.
    - ME-D05 M&E Project Control Document – Submitted responses to the Consortium's comments on the FDED on March 3, 2025; Received comment response validation from the Consortium for the FDED on March 6, 2025.
    - ME-D06 M&E Work Schedule - Received feedback from the Consortium on the DDED on March 3, 2025; Submitted the FDED on March 6, 2025.

- **OCAT**
  - **Received Application Access:** Deloitte OCAT Team conducted exercises through Development and Test environments to build understanding of OCAT navigation and Qlik reporting.
  - **Conducted Comprehensive OCAT Transition Review:** Completed a third comprehensive review of over five OCAT transition documents and five videos on March 5, 2025. This review aimed to deepen the understanding of methodologies, objectives, and anticipated outcomes, thereby acquiring critical insights to inform and enhance transition strategies.
  - **Identified Gap in OCAT Security Scan:** During the OCAT SLA and Technical KT session, a gap was identified related to OCAT code base, monthly code scans have not been performed since October. As the security baseline of the codebase is not established, it may delay OCAT production transition.
- **SCR**
  - **Continued CalHEERS Release 26.2 Scope Discussion**: Met with CalHEERS stakeholders to discuss options for Release 26.2 scope right sizing to allow for alignment on scope and release adjustments on March 3, 2025.
  - **Attended CalHEERS SAWS Integration Weekly Meeting:** Attend the meeting to continue integration planning and coordination between CalHEERS and SAWS for upcoming releases and JADs on March 4, 2025.
  - **Completed Medi-Cal/CalHEERS AppDev session 1 & 2 KT:** Held two Medi-Cal and CalHEERS KT sessions with Accenture on March 4 and 5, 2025.
  - **Completed Release Planning + Management KT:** Held a KT session covering current CalSAWS Release Processes on March 5, 2025.
  - **Collaboration with Accenture on Release 25.09:** Continued collaboration with Accenture determining the scope and specific processes for JS and RS on Release 25.09 on March 6, 2025.
- **Support Services**
  - **Initiated the SIRFRA/SCERFRA Estimates Assessment Process**: Initiated the transition of Deloitte's ownership of the SIRFRA (non-query, non-recurring)/SCERFRA estimates assessment process through the development of a robust framework for efficient estimates assessment allowing for a seamless transition and continuity in process management.
  - **Attended the Bi-Weekly DHCS CalSAWS Touchpoint Meeting:** Attended the Consortium, DHCS, and Accenture's existing bi-weekly SIRFRA review meeting to allow for questions and discussion on issues with open SIRFRAs on March 5, 2025.
  - **Contributed to the Weekly SIRFRA/SCERFRA Review Meeting**: Contributed to the Consortium and Accenture's existing Weekly SIRFRA/SCERFRA Review meeting to allow for up-to-date tracking and resolution of SIRFRA/SCERFRA issues, enhancing operational efficiency on March 6, 2025.
  - **Facilitated Amended SIRFRA 1401 – Updating Member Address NCOA Meeting:** Facilitated a meeting with the Consortium and Accenture to transition a re-submitted SIRFRA by DHCS to understand the previous estimates and assumptions in support of the hand-over to Deloitte on March 6, 2025.
- **Architecture/Innovation/Evolution**

- **Continued Architecture Document Review:** Reviewed a large volume of architecture documents and diagrams in preparation for KT sessions and gained a thorough understanding of the architectural landscape, facilitating effective KT sessions. Documents reviewed, but not limited to, DB Archival Architecture, Analytics RDS Sharding, Adobe, Child Care Portal, etc.
- **Completed Second Architecture KT Session**: Completed the second KT session for architecture and successfully initiated the transfer of critical architectural knowledge to stakeholders on March 4, 2025.
- **Met to discuss Amazon Q Experiments/PoC Results**: Met with internal security team to discuss security posture of Amazon Q Developer, built business case for Amazon Q Developer POC, and drafted SCR request for Amazon Q Developer on March 5, 2025.
- **Met with the Chief Technology Officer on March 5, 2025**: Discussed use of Amazon Q Developer to reverse engineer code for documentation, evaluate approach to write efficient, performant, and scalable code, and explore tools for accelerated modernization to cloud native technology presenting the business case to achieve successful implementation.
- **Contributed to Analytics Brainstorming**: Contributed to multiple internal discussions on forecasting analytics strategies and defining tentative solution stack.
- **Production Operations**
  - **Defined AWS Workspace Roles:** Collaborated with the Consortium and Gainwell to define the appropriate roles from an AWS Workspaces image standpoint. This effort is aimed at ensuring that the correct software inventory is assigned based on each specific role, thereby optimizing the workspace environment for all users. Meeting held on March 6, 2025.
  - **Completed Environment and Code Management KT Session**: Completed the KT session on environment management. The session provided a comprehensive understanding of the environment strategy and the parallel release development process, with a particular emphasis on the code merge process within a multi-branch environment model. Additionally, the various tools utilized in the DevOps process, focusing on deployments for platforms such as ODMs and Adobe Experience Manager, among others were discussed. KT Session completed on March 7, 2025.
  - **Received Application Access:** Received access to the online application, allowing us to run through the screens end to end, such as Data Collection. Eligibility, Disposition, etc. This access will be useful in preparation for the upcoming KT sessions.
  - **Continued Document Review:** In preparation for the Prod-Ops DevSecOPs KT session, the team has reviewed Operational Working Documents (OWDs) such as the "OWD - Build and Continuous Integration".
- **Technology Recovery**
  - **Continued Technology Recovery Transition in Review updates**: Addressed the review comments received for the TIMP. The necessary revisions have been made to ensure the document meets required expectations.
- **Security**

- **Completed Encryption and Data Security KT session**: Completed the KT session for Encryption and Data Security focusing on protecting data security, encryption methodology, data masking, and data protection in transit and at rest across all the environment on March 5, 2025.
- **Attended the Consortium Security Team Meeting**: Continued discussion with the Consortium Security team to review the new AWS groups/permission that to be created for Deloitte M&E vendor and provisioning of the same to allow access for M&E vendor team on March 6, 2025.
- **Conducted SSP Revision 5 Scope and Schedule Discussion**: Continued the review of SSP Revision 5 Scope with the Consortium Security team to come up with a schedule for timely and accurate updates to the SSP, on March 6, 2025.
- **Received Tech CAB Approval for AWS Workspace and SharePoint (Offshore)**: Received Tech CAB approval to create the new AWS Workspace, submitted the request to provision access for the offshore team. Also, secured approval for new directory group for the offshore team in Consortium's Entra AD. Offshore team is the processes of validating the access.

1.2 Tasks Due for the Coming Week

Highlights include:

- **Submit SIRFRA/SCERFRA estimates:** Submit SIRFRA (non-query, non-recurring) and SCERFRA estimates to the Consortium, Accenture, and Gainwell for review as part of back shadowing activities and to facilitate a seamless transition and continuity in process management.
- **Participate in Security Compliance Review of Amazon Q:** Work with the Consortium Security team to submit request and gain approval for usage of Amazon Q for Proof of Concept (POC).
- **Continue AWS Groups/Permissions Review:** Continue to meet with the Consortium Security team to review the AWS groups/permissions for Phase 2 & Phase 3 groups to allow accurate provisioning of M&E resources, on March 12, 2025.
- **Submit Deliverables**: Submit the ME-D01 M&E Transition-In Master Plan FDED and the ME-D03 M&E Transition-In Work Schedule FDED, as well as the signed WAC for ME-D05 M&E Project Control Document FDED and ME-D06 M&E Work Schedule FDED.

Coming week tasks due summary:

- **PMO**
  - **Transition-In**
    - **Conduct Weekly Delivery Integration Meeting:** Discuss status of GenAI activities, Imaging SCRs, OCAT operational metrics, and shared requirement working sessions on March 10, 2025.
    - **Conduct Weekly Deloitte/ Accenture Transition Team Sync Meeting:** Review previous week's KT sessions, follow up on action items, and plan for the coming sessions on March 11, 2025.
    - **Conduct Weekly M&E Transition Touchpoint:** Weekly touchpoint with the Consortium to discuss progress of the M&E transition on March 11, 2025.

- - **Conduct Weekly Meeting with the Consortium Technical and Operations Director:** Review the ME-D02 Services Plan and OWDs DED outline, leading to a working session with other involved vendors.
  - **Conduct Onboarding and Access Coordination:** Continue to streamline onboarding and access activities in collaboration with the Consortium, Gainwell, and Accenture to allow for smooth and efficient onboarding processes on March 11-13, 2025.
  - **Participate in CalSAWS PMO Status Meeting**: Engage with the Consortium PMO during the weekly meeting to strengthen project management oversight and alignment on March 11, 2025.
  - **Participate in CalSAWS Bi-Weekly Status Meeting**: Present updates and participate in the meeting to provide critical project updates and facilitate stakeholder engagement on March 12, 2025.
  - **Participate in CalSAWS JPA Board of Directors Meeting**: Present updates and participate in the meeting to provide a detailed overview of transition-in progress on March 14, 2025.
  - **Develop Deloitte - CalSAWS M&E Weekly Status Report - 2025-03-16:** Create a detailed weekly status report with a clear overview of project progress, identify potential risks, and outline next steps to ensure continued alignment and successful project execution.
  - **Deliverables:**
    - ME-D01 M&E Transition-In Master Plan - Facilitate a comment review session on March 10, 2025; Submit the FDED on March 10, 2025.
    - ME-D03 M&E Transition-In Work Schedule - Facilitate a comment review session on March 10, 2025; Submit the FDED on March 10, 2025.
    - ME-D04 M&E Transition-In Test and Validation Plan – Receive feedback from the Consortium on March 10, 2025; Submit the FDED on March 13, 2025.
    - ME-D05 M&E Project Control Document – Submit the signed WAC on March 10, 2025.
    - ME-D06 M&E Work Schedule – Receive feedback from the Consortium for the FDED on March 11, 2025; Submit the signed WAC on March 13, 2025.
- **OCAT**
  - **Conduct Strategic KT Session:** Conduct a high-impact KT session with the Consortium, Gainwell, and ClearBest, focusing on OCAT Response Time, OCAT SLA #3, Help Desk, OCAT/ForgeRock User Issues, and Report Preparation for takeover to achieve enhanced alignment and strategic clarity on key operational initiatives on March 10, 2025.
  - **Continue Application and Tools Access Coordination:** Continue working with Gainwell to gain access to the required application tools to build and operate the application for a successful transition.
- **SCR**
  - **Continue CalHEERS 2026 Release Planning**: Continue discussion with the Consortium and DHCS on the scope of CalHEERS 2026 releases to allow for alignment on the scope of 2026 releases. The meeting will be held on March 10, 2025.

- **Attend the CalHEERS SAWS Integration Weekly Meeting:** Attend the meeting to continue integration planning and coordination between CalHEERS and SAWS for upcoming releases and JADs on March 11, 2025.
- **Meet to initiate discovery - requirements gathering:** Meet with the Consortium to understand pain points in the current requirements gathering process with a goal to streamline requirements gathering process. The first session will be held on March 13, 2025.

- **Support Services**
  - **Submit SIRFRA/SCERFRA estimates:** To allow for seamless transition and continuity in process management, submit SIRFRA (non-query, non-recurring) and SCERFRA estimates to the Consortium, Accenture, and Gainwell for review and as part of back shadow activities.
  - **Contribute to the Weekly SIRFRA/SCERFRA Review Meeting**: Contribute to the Consortium and Accenture's existing Weekly SIRFRA/SCERFRA Review meeting to allow for up-to-date tracking and resolution of SIRFRA/SCERFRA issues, enhancing operational efficiency on March 13, 2025.

- **Architecture/Innovation/Evolution**
  - **Implement Chief Technology Officer Feedback:** Implement and take the first steps on the outcomes from the meeting with the CTO on March 5, 2025.
  - **Define and test Amazon Q Roadmap:** Define and test Amazon Q features in the Deloitte sandbox, review SCR/DBRs, and submit required approvals.
  - **Continue with CalSAWS Capability Mapping:** Continue to review documentation and map CalSAWS services to appropriate documents.

- **Production Operations**
  - **Attend the CalSAWS M&E Prod-Ops DevSecOPs pipeline KT Session:** Attend an upcoming session to gain insights into CI/CD pipelines, including their components and the various tools used across different applications on March 12, 2025.

- **Technology Recovery**
  - **Observe Disaster Recovery Test**: Observe Accenture activities for the next Disaster Recovery (DR) test on April 27, 2025, to acquire knowledge of DR test procedures and best practices.

- **Security**
  - **Participate in Security Compliance Review of Amazon Q:** Work with the Consortium Security team to submit request and gain approval for usage of Amazon Q for Proof of Concept (POC).
  - **Continue AWS Groups/Permissions Review:** Continue to meet with the Consortium Security team to review the AWS groups/permissions for Phase 2 & Phase 3 groups to allow accurate provisioning of M&E resources, on March 12, 2025.
  - **Continue Security Transition Documents Review:** Continue reviewing the OCAT Security transition documents to gain an understanding of the security architecture and outcomes

- **Continue System Security Plan (SSP) Revision 5 Review:** Conduct review of the SSP rev 5 template and discuss the controls and sub control assignment and finalize the template, identify the in-scope controls for the M&E vendor.

1.3 Areas in the work plan which require attention (behind schedule)

- None for the reporting period.
- NOTE: The draft deliverable ME-D03 M&E Transition-In Work Schedule was submitted on February 14 and is currently under Consortium review.

1.4 Critical Path Analysis

Critical path analysis has been divided into cutover groups, which contain the workstreams shown in the following table.

- NOTE: The draft deliverable ME-D03 M&E Transition-In Work Schedule was submitted on February 14. The critical path status analysis is based on current identified dates.

Table 1 – Critical Path Analysis

GROUP	WORKSTREAMS INCLUDED	CRITICAL PATH STATUS
1	OCAT	No expected change to the cutover date
2	Production Operations	No expected change to the cutover date
2	Security	No expected change to the cutover date
2	Technology Recovery	No expected change to the cutover date
3	System Change Request	No expected change to the cutover date
3	Support Services	No expected change to the cutover date
4	Project Management	No expected change to the cutover date
4	Organizational Change Management	No expected change to the cutover date
4	Architecture Evolution and Innovation	No expected change to the cutover date

1.5 Suggested Changes to Maintain Schedule Timelines

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

- None for the reporting period.
- NOTE: The draft deliverable ME-D03 M&E Transition-In Work Schedule was submitted on February 14 and is currently under Consortium review.

1.6 Issues

This section includes enterprise-level issues 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.

RISK #	PROJECT PHASE	RISK NAME	RISK DESCRIPTION
313	Transition	Failure to provide M&E team timely access may impact M&E transition	Deloitte staff may be unable to perform certain reverse shadowing activities without access to CalSAWS environment and tools.
314	Transition	Limited Availability of Accenture Staff May Impact the M&E Transition Schedule	Limited availability of Accenture Knowledge Transfer (KT) providers to support the timely transition of M&E Services to Deloitte while also supporting ongoing M&E Releases, Premise and other critical projects (e.g., CARES, WDTIP, etc.). The impact would be during KT (3/3-5/30) and Reverse Shadow (5/5-10/3/2025). Deloitte's Reverse Shadow transition activities include overlap on top of the Accenture team Design/Build/Test for Release 25.09 (April-Sept). Examples of additional transition activities where Accenture may have limited staffing capacity (e.g., provide review of updated documentations, troubleshooting outcome differences from Deloitte's RS, provide data integrity for batch jobs/maintenance/ad-hoc queries, data fixes, L3 ticket triage/resolution, etc.).

1.8 Other areas requiring discussion

- None for the reporting period.
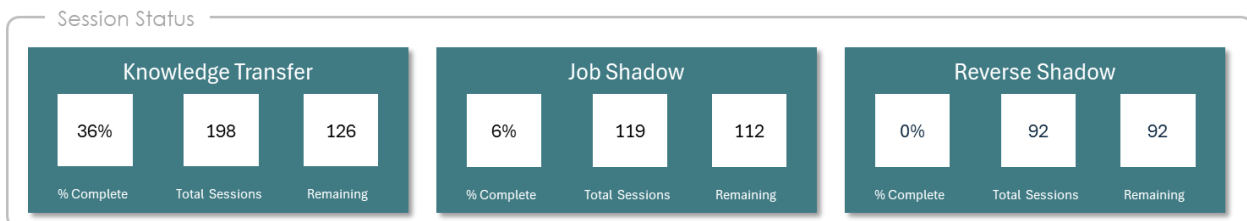
1.8.1 Deliverable Status

The following table outlines the due dates for deliverables from the Transition-In Work Plan. Items shaded in light blue are completed.

Table 2 – Deliverable Due Dates

DELIVERABLE	DDED SUBMITTED	DDED REVIEW COMPLETE	FDED SUBMITTED	FDED REVIEW COMPLETE	DDEL SUBMITTED	DDEL REVIEW COMPLETE	FDEL SUBMITTED	FDEL REVIEW COMPLETE
ME-D01 M&E Transition-In Master Plan	8/28/24	9/13/24	9/20/24	1/29/25	2/14/25	3/3/25	3/10/25	3/24/25
ME-D03 M&E Transition-In Work Schedule	9/18/24	9/25/24	9/30/24	1/29/25	2/14/25	3/3/25	3/10/25	3/24/25

Deliverable	DDED Submitted	DDED Review Complete	FDED Submitted	FDED Review Complete	DDEL Submitted	DDEL Review Complete	FDEL Submitted	FDEL Review Complete
ME-D04 M&E Transition-In Test and Validation Plan	2/3/25	2/11/25	2/14/25	2/27/25	3/3/25	3/10/25	3/13/25	3/18/25
ME-D05 M&E Project Control Document	2/19/25	2/26/25	3/3/25	3/6/25	4/1/25	4/8/25	4/11/25	4/16/25
ME-D06 M&E Work Schedule	2/24/25	3/3/25	3/6/25	3/11/25	4/1/25	4/8/25	4/11/25	4/16/25
ME-D02 M&E Services Plan and Operational Working Documents	3/19/25	3/26/25	4/1/25	4/4/25	5/1/25	5/8/25	5/13/25	5/16/25
ME-D16 System Application Recovery Plan	4/16/25	4/23/25	4/28/25	5/1/25	6/2/25	6/9/25	6/12/25	6/17/25
ME-D17 M&E System Security Plan	4/16/25	4/23/25	4/28/25	5/1/25	6/2/25	6/9/25	6/12/25	6/17/25
ME-D07 CalSAWS Annual Strategic Plan	6/18/25	6/26/25	7/1/25	7/7/25	8/1/25	8/8/25	8/13/25	8/18/25

1.8.2 Knowledge Transfer/Job Shadowing/Reverse Shadowing Status

Session Status

Knowledge Transfer		
36%	198	126
% Complete	Total Sessions	Remaining

Job Shadow		
6%	119	112
% Complete	Total Sessions	Remaining

Reverse Shadow		
0%	92	92
% Complete	Total Sessions	Remaining

1.8.3 Knowledge Transfer Status

- **Total KT Sessions Completed this week: 64**
- **Total KT Sessions Completed to Date: 72**
- Continued the KT plan scheduling coordination with Accenture's Transition team.
- Added the KT Sessions Complete/Closed by workstream report to the M&E Transition Command Center Dashboard:

Figure 1: KT Sessions Completed by Workstream
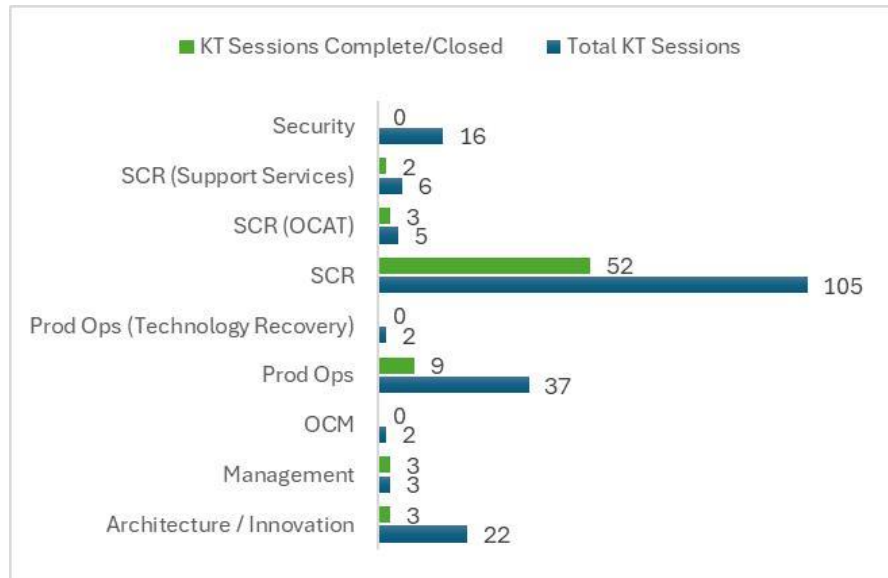
1.8.4 Job Shadowing Status

- **Total JS Sessions Completed this week: 1**
- **Total JS Sessions Completed to Date: 7**
- Continued the JS plan scheduling coordination with Accenture's Transition team.
- Added the JS Sessions Complete/Closed by workstream report to the M&E Transition Command Center Dashboard:

Figure 2: Job Shadow Sessions Completed by Workstream
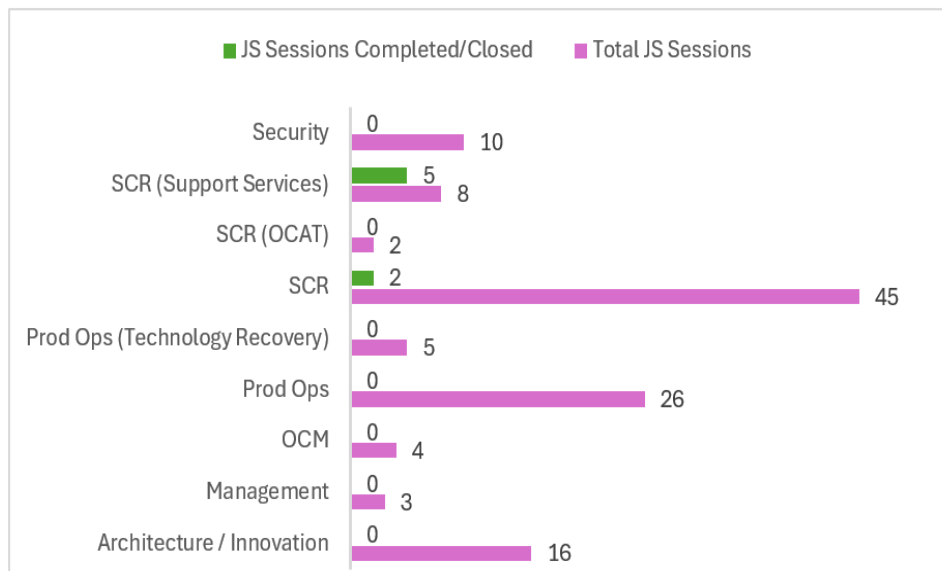
1.8.5 Reverse Job Shadowing Status

Reverse Job Shadowing has not started:

- Next steps: Continue with the KT/JS/RS plan synchronization with Accenture.