

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS BenefitsCal M&O Transition-In Bi-Weekly Status Report

Reporting Period: March 23, 2026 – April 5, 2026

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Bi-Weekly Status – BenefitsCal M&O Transition-In

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
Management (PMO)	<ul style="list-style-type: none"> ▪ Received acceptance from the Consortium on April 3, 2026 for one Final Deliverable Expectation Document (FDED): <ul style="list-style-type: none"> • BC-D02 – BenefitsCal Services Plan and Operational Working Documents (OWDs) ▪ Submitted two Draft Deliverables (DDELs) to the Consortium for review on April 1, 2026: <ul style="list-style-type: none"> • BC-D05 – BenefitsCal Project Control Document (PCD) • BC-D06 – BenefitsCal Work Schedule
Transition-In	<ul style="list-style-type: none"> ▪ Received 119 out of the 128 document requests (93%) ▪ Received 15 out of 20 technology and tools-related requests ▪ Continued to troubleshoot connectivity issues from the CalSAWS workstations to the Deloitte workspaces and Postgres databases. This has been escalated to an issue. ▪ Continued reviewing code in Bitbucket and copy of code in SharePoint from the 13 repositories provided by Deloitte ▪ Commenced planning Group 1 cutover readiness for the Management and Support Services workstreams targeted April 30, 2026
Knowledge Transfer (KT) Session Highlights	<ul style="list-style-type: none"> ▪ Completed a total of 67 of 85 KT sessions to date (79%) ▪ Accenture has requested a total of 85 KT sessions and Deloitte has provided 79 available dates for these sessions (92%), with one date to be provided still pending
Job Shadow (JS) Session Highlights	<ul style="list-style-type: none"> ▪ Completed a total of 23 of 303 JS sessions to date (8%) ▪ Accenture has requested a total of 303 JS sessions and Deloitte has provided 35 available dates for these sessions (11%) with 241 dates to be provided still pending

2 TRANSITION-IN

2.1 Tasks Completed from the Reporting Period

- Continued daily BenefitsCal Transition standup meeting series
- **Planning and Reporting**
 - **Document Requests:**

- ✦ Received a total of 119 out of 128 documents requested at 93% of documents received to date. Pending 9 documents to be received by mid-April.
- ✦ The following table outlines the documents requested for the target week and the documents received to date:

Date	Requested Count	Received Count	Overdue Count	% Received
2/1 - 2/15	31	31	-	100%
2/16 - 2/20	4	4	-	100%
2/23 - 2/27	65	65	-	100%
3/2 - 3/6	6	6	-	100%
3/9 - 3/13	8	7	1	88%
3/16 - 3/20	6	5	1	83%
3/23 - 3/27	1	-	1	0%
3/30 - 4/3	1	1	-	100%
4/6 - 4/10	-	-	-	0%
4/13-4/17	6	-	-	0%
4/20-4/24	-	-	-	0%
4/27-4/30	-	-	-	0%
Not Dated	-	-	-	0%
Total	128	119	3	93%

Figure 1: BenefitsCal Transition-In Document Requests Status Table

- **Technology Enablement (Action Items):**
 - ✦ Continued to work with Deloitte, Gainwell, and Consortium Security to troubleshoot connectivity issues from the CalSAWS workstations to the Deloitte workspaces and databases for the Accenture team. Access was targeted for March 9, 2026. This has been escalated to an issue.
 - ✦ Continued daily meetings with Deloitte, Consortium, and Quality Assurance (QA) teams to discuss software, licensing, and environment transition
 - ✦ The following table outlines the Technology Enablement (Action Items) requests and their completion statuses (requested quantity may be limited due to the number of available licenses):

Table 2: Technology Enablement (Action Items) Requests and Statuses

ACCESS REQUESTS	ASSIGNEE	DATE REQUESTED	TARGET DUE DATE	HOW MANY REQUESTED	HOW MANY RECEIVED	TOTAL (% COMPLETE)
BenefitsCal Bitbucket	Deloitte	2/13/2026	2/16/2026	4	4	100%
BenefitsCal Jira	Deloitte	2/13/2026	2/16/2026	9	9	100%
ServiceNow Fulfiller	Consortium	2/17/2026	2/26/2026	21	21	100%
Add BenefitsCal Bitbucket Code to SharePoint Folder	Deloitte/ Gainwell	2/18/2026	2/18/2026	1	1	100%
SPRMG (Security Folders)	Consortium	2/20/2026	2/24/2026	2	2	100%
BenefitsCal Jira	Deloitte	2/23/2026	2/24/2026	12	12	100%
SPRMG (Security Folders)	Consortium	2/24/2026	2/25/2026	1	1	100%
SIT CalSAWS Env	Consortium	2/24/2026	2/25/2026	2	2	100%
Code Copy Access Request	Gainwell	2/18/2026	2/25/2026	23	23	100%
Amazon Web Services (AWS) Single-Sign On (SSO) Read-Only Accounts for Environments	Deloitte	2/25/2026	3/4/2026	12	12	100%
ServiceNow POAM Access through Deloitte Compliance Group	Deloitte	2/26/2026	3/3/2026	2	2	100%
Add BenefitsCal Bitbucket code to SharePoint folder	Deloitte	3/3/2026	3/5/2026	1	1	100%
Read Only BenefitsCal Non-Prod Database Access Requests	Deloitte	3/6/2026	3/9/2026	19	0	0%
Read Only BenefitsCal Bitbucket Access	Deloitte	3/9/2026	3/13/2026	2	2	100%
Read-Only Jira Access	Deloitte	3/9/2026	3/13/2026	1	1	100%
Code Access in Secure SharePoint folder for Offshore team	Consortium	3/18/2026	3/19/2026	6	6	100%
Access to AWS Deloitte Security Onshore Monitoring group/role	Consortium	3/25/2026	3/26/2026	3	0	0%
Figma Workspace Extract	Deloitte	3/26/2026	4/10/2026	1	0	0%
Access to CAPTCHA solution	Deloitte	3/26/2026	4/10/2026	1	0	0%
SonarQube Rules Extract	Deloitte	4/1/2026	4/6/2026	1	0	0%

■ **Knowledge Transfer (KT):**

- Completed 67 out of 85 KT sessions planned (79%), with one date to be provided still pending
- The figure below illustrates the number of completed and remaining KT sessions by group:

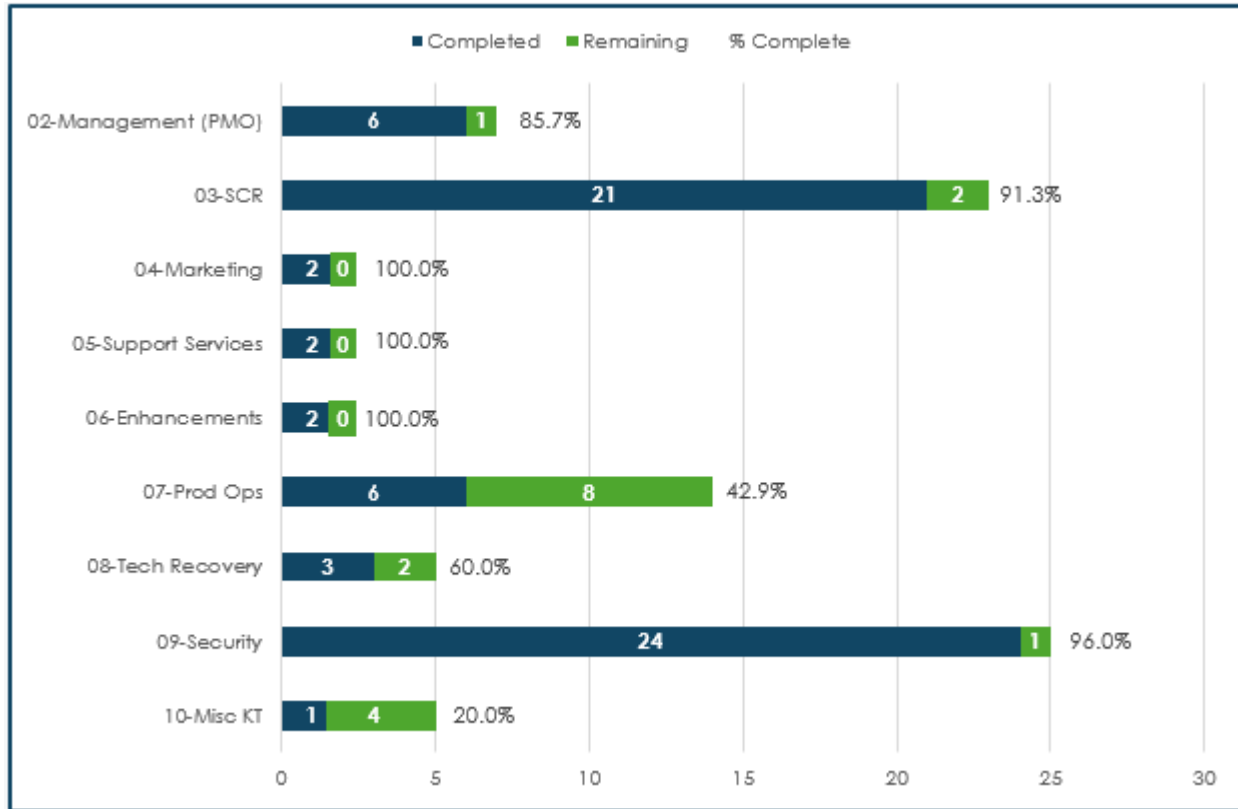


Figure 2: BenefitsCal Transition-In KT Session Group Completion Chart

- The figure below illustrates the number of KT sessions requested by Accenture on a weekly basis and the corresponding KT sessions date provided by Deloitte for the respective weeks:

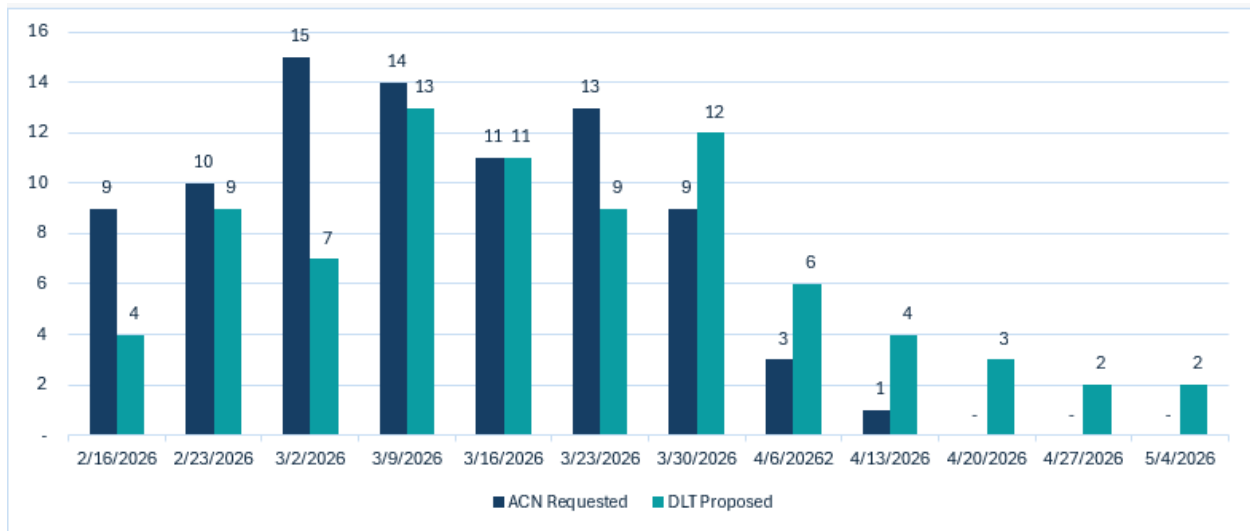


Figure 3: BenefitsCal Transition-In KT Sessions Weekly Schedule

- Continued reviewing documentation and drafting KT session agendas
- **Job Shadow (JS):**
 - Continued reviewing KT session documentation and adding JS session topics to the JS Dashboard
 - Completed a total of 23 of 303 JS sessions to date (8%)
 - The figure below illustrates the number of completed and remaining JS sessions by group:

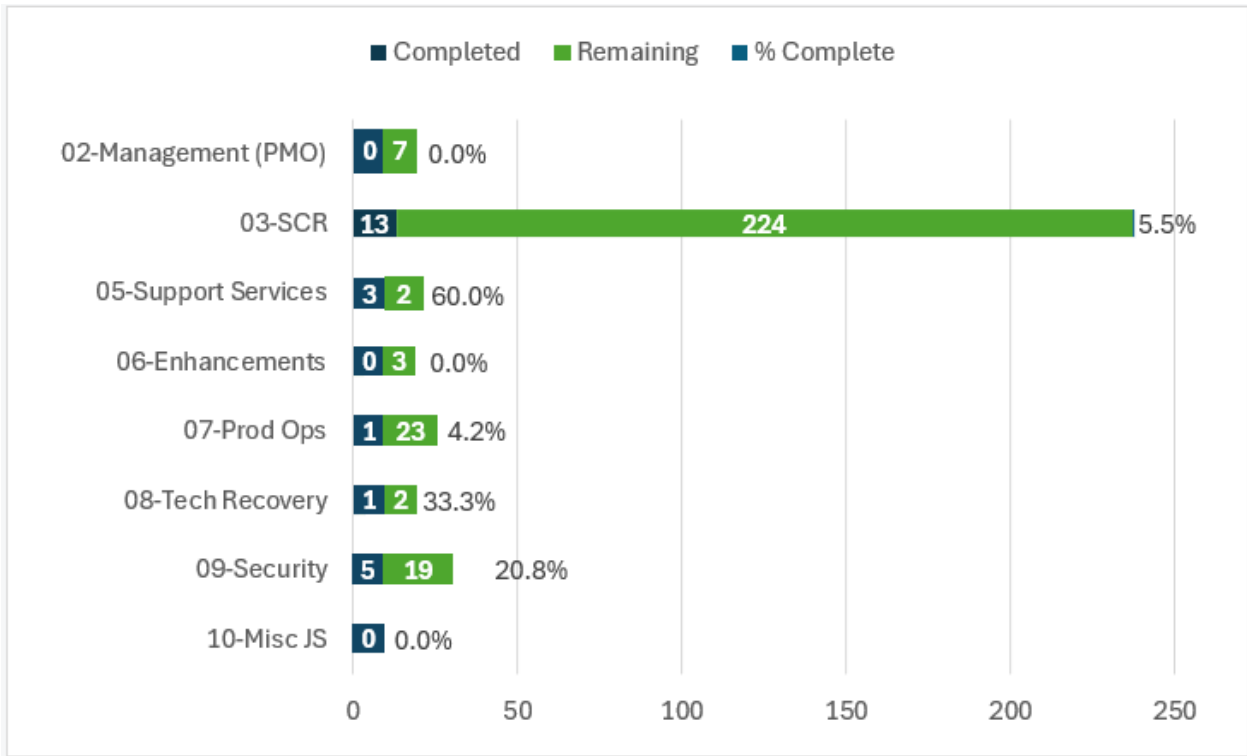


Figure 4: BenefitsCal Transition-In JS Session Group Completion Chart

- The figure below illustrates the number of JS sessions requested by Accenture on a weekly basis and the corresponding JS sessions date provided by Deloitte for the respective weeks:

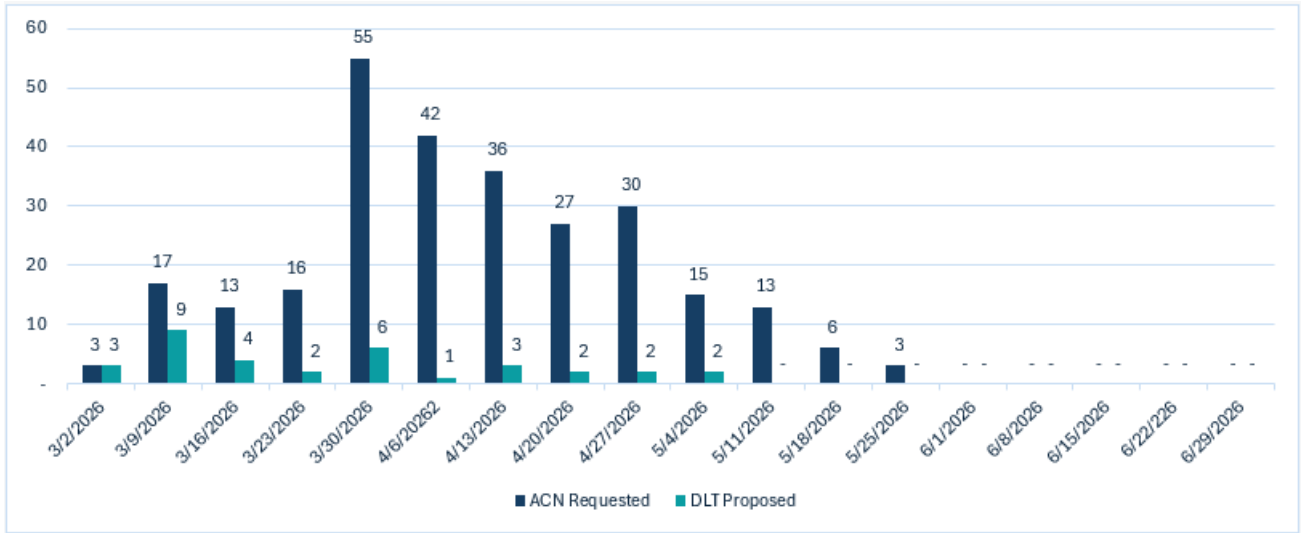


Figure 5: BenefitsCal Transition-In JS Sessions Weekly Schedule

2.2 Tasks Due for the Next Reporting Period

- **Planning and Reporting:**
 - Receive all 9 remaining documents of the 128 documents requested
 - Receive 1 remaining KT session date from Deloitte of the 85 total KT sessions
- **Technology Enablement:**
 - Receive 5 pending technology and tools-related requests that were due in March 2026 and 3 due in April 2026
 - Receive 19 pending database access requests and workspaces
- **Knowledge Transfer:**
 - Continue reviewing existing documentation and BenefitsCal code
 - Continue preparing for 18 remaining KT sessions scheduled in April 2026
 - Conduct 6 KT sessions targeted for the next reporting period
- **Job Shadow:**
 - Work with Deloitte team on scheduling JS sessions planned in April 2026
- **Reverse Job Shadow:**
 - Work with Deloitte team to plan Reverse Job Shadow (RJS) sessions for Project Management and Support Services workstreams in Group 1
- **Cutover Readiness:**
 - Kick off Group 1 Cutover Readiness Process with Consortium and QA teams
 - Prepare for Group 1 cutover readiness for Project Management and Support Services workstreams targeted for April 30, 2026

2.3 Transition-In Work Plan

- Submitted weekly Transition-In Work Schedule to Consortium on March 27, 2026 and April 3, 2026

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

- **Technology Enablement** – Connectivity issues from the CalSAWS workstations to the Deloitte workspaces and databases for the Accenture team are causing delays. Access was targeted in March 9, 2026. This has been escalated to an issue as the Accenture, Gainwell, Deloitte, and Consortium Security teams are working together daily to resolve.

2.3.2 Critical Path Analysis

- No issues for this reporting period

2.3.3 Schedule Issues and Risks

- Updated risk status and trigger date in preparation for the Risk Management Group (RMG) meeting, which is scheduled to take place April 8, 2026 for the following risks:
 - 327 - Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule
 - 328 - Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities

- 329 - Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities
- 330 - Current BenefitsCal System Performance May Not Meet The New Service Level Agreement (SLA) Performance Standards Set In The New Contract
- Discussed new connectivity issue and LIFT framework risk on March 31, 2026 and with Leadership on April 1, 2026

2.3.4 Other Areas Requiring Discussion

- None for this reporting period

3 MANAGEMENT (PMO)

3.1 Tasks Completed from the Reporting Period

- **Mobilization Activities:**
 - Received AWS workspaces for offshore staff
- Submitted Accenture BenefitsCal Integrated Organizational Chart and Contact List on March 24, 2026
- Submitted Accenture BenefitsCal Staffing Matrix to Consortium on March 27, 2026
- Submitted the Accenture Portal Retainer Tracker on March 27, 2026
- Participated in contract compliance review with Consortium on April 2, 2026
- Deliverables from the reporting period:

Table 3: Deliverable Summary from the Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and Operational Working Documents (OWDs)	<ul style="list-style-type: none"> • Submitted FDED to Consortium for review on March 31, 2026 • Received FDED acceptance from Consortium on April 3, 2026
BC-D05	BenefitsCal Project Control Document (PCD)	<ul style="list-style-type: none"> • Submitted DDEL to Consortium for review on April 1, 2026
BC-D06	BenefitsCal Work Schedule	<ul style="list-style-type: none"> • Submitted DDEL to Consortium for review on April 1, 2026
BC-D07	BenefitsCal User Centered Design (UCD) Plan	<ul style="list-style-type: none"> • Received Draft Deliverable Expectation Document (DDED) comments from Consortium on April 1, 2026
BC-D12	BenefitsCal Marketing and Public Communications Plan	<ul style="list-style-type: none"> • Received DDED comments from Consortium on April 1, 2026

3.2 Tasks Due for the Next Reporting Period

- Deliverables for the next reporting period:

Table 4: Deliverable Summary for the Next Reporting Period

DEL #	DELIVERABLE NAME	STATUS
BC-D02	BenefitsCal Services Plan and Operational Working Documents (OWDs)	<ul style="list-style-type: none"> • Receive FDED and Work Acceptance Certificate (WAC) approval from Consortium, originally due on April 7, 2026 • Prepare for DDEL submission planned for May 1, 2026
BC-D05	BenefitsCal PCD	<ul style="list-style-type: none"> • Receive DDEL comments from Consortium on April 15, 2026
BC-D06	BenefitsCal Work Schedule	<ul style="list-style-type: none"> • Receive DDEL comments from Consortium on April 15, 2026
BC-D07	BenefitsCal UCD Plan	<ul style="list-style-type: none"> • Submit FDED to Consortium for approval on April 6, 2026 • Receive FDED comments from Consortium on April 6, 2026 and approval on April 9, 2026
BC-D12	BenefitsCal Marketing and Public Communications Plan	<ul style="list-style-type: none"> • Submit FDED to Consortium for approval on April 6, 2026 • Receive FDED comments from Consortium on April 6, 2026 and approval on April 9, 2026
BC-D15	BenefitsCal Technology Recovery Plan	<ul style="list-style-type: none"> • Draft DDED in preparation for DDED submission to Consortium on April 22, 2026

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

- None for this reporting period

3.4 Critical Path Analysis

- None for this reporting period

3.5 Schedule Issues and Risks

- Provide risk updates on April 6, 2026 in preparation for the RMG meeting, which is scheduled to take place April 8, 2026

3.6 Other Areas Requiring Discussion

- None for this reporting period