



**ISAWS Consortium Project**  
**Monthly Status Report**

**September 2009**

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## **1. PROJECT MANAGEMENT**

This document is the Monthly Status Report for the ISAWS Consortium for the month of September 2009.

### **Deliverable Status**

The following table summarizes the status of the deliverables.

<b>September 2009</b>		
<b>Deliverables</b>	<b>Due Date</b>	<b>Status</b>
Deliverable 1.4 – ISAWS Consortium Monthly Status Report June 2009	September 10, 2009	Delivered
Deliverable 1.2 – Weekly Status Report (verbal)	Weekly	Delivered
<b>Plans for October 2009</b>		
<b>Deliverables</b>	<b>Due Date</b>	<b>Status</b>
Deliverable 1.4 – ISAWS Consortium Monthly Status Report July 2009	October 10, 2009	On Schedule
Deliverable 1.2 – Weekly Status Report (verbal)	Weekly	On Schedule

## **2. FISCAL MANAGEMENT**

The Fiscal Management activities include ISAWS Consortium budget development, review of the ISAWS MOP and budget, and administration and control of submissions from the Counties to the State for travel reimbursement.

### **Consortium Budget Development and Maintenance**

Develop and maintain the ISAWS Consortium budget. Produce budget reports as required by the ISAWS Consortium Manager, Executive Committee, Board of Directors, CMC, and other stakeholders.

### **ISAWS Fiscal Documents**

Met with the ISAWS Project Director, State budget staff, and ISAWS Consortium Manager to review ISAWS budget projections and vendor "burn report".

### **County Travel Reimbursement Submission**

#### **Monitor and Control County Travel Reimbursement Submissions**

Reviewed and authorized the submission of cost claims for ISAWS County Travel reimbursements to ISAWS System Support. Travel claims are initially received by San Joaquin County and then provided to the the Consortium's Fiscal Consultant for review. The following claims were reviewed and approved for FY 09/10;

Mendocino  
Madera  
Humboldt

### **3. MAINTENANCE SUPPORT**

The ISAWS Consortium Office serves as an advocate for the ISAWS Counties, participates in the System Development Life Cycle (SDLC) and encourages and coordinates County participation in maintenance activities.

#### **Consortium Management Committee Meeting**

Coordinated, facilitated and chaired the monthly Executive and Joint Consortium Management Committee (CMC) meeting on September 24, 2009.

#### **Policy Clarification**

Obtained the final ACIN from CDSS-FS for the 2009 Food Stamp COLA which is effective October 1, 2009.

#### **MCR Integrated Team Participation**

Reviewed and commented on Vendor deliverables through every phase of the SDLC.

SDLC Deliverables included: Impact Analysis; MCR Planning Document; Requirements; Functional Design; System Detail Design; Integrated Testing Plan & Results; Regression Testing Plan & Results; County Testing Plan & Results; Change Summary; and, Post Implementation Report.

Promoted, encouraged, and coordinated the participation of County Subject Matter Experts (SME's) as part of the MCR Integrated Team.

Promoted, encouraged, and coordinated the participation of county staff in the county testing phase.

Attended and participated in the daily System Status meetings.

Attended and participated in the weekly Application Status meeting.

The following table provides a listing of all the Maintenance and Operation MCRs in which the Consortium staff participated:

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MCR #	Title	Status	Implementation Date
2409	EBT Contractor Conversion	<p>Participated in weekly Consortia, State EBT and EBT Vendor conference calls. Discussed the re-tests of some fixes and changes ACS made following their testing efforts.</p> <p>Participated in calls held multiple times daily with the State EBT Project and EBT Vendor to assist ISAWS Counties with the problems they encountered following the contractor conversion.</p>	9/19/09
2435	Disable Logic for Combination NOAs	Participated in the review of the documents for this minor maintenance MCR that went into production in September.	9/17/09

**Other Maintenance Activities**

Met with the Customer Support Manager and participated in bi-monthly Quick Fix and Minor Maintenance meetings.

Reviewed performance reports provided by Customer Support for adherence to Service Level Agreements between ISAWS System Support and the ISAWS Consortium.

**Committees**

The business consultants co-chair all ISAWS Consortium Committees and workgroups.

**Co-chaired the following Consortium meetings in September 2009**

CalWORKs/Food Stamps/Welfare to Work Committee

- No meeting held in September

Medical Services Committee

- September 22, 2009 – Monthly Meeting via conference call

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Fiscal Committee

- September 16, 2009 – Monthly Meeting via conference call

Help Desk Ad Hoc Committee Meeting

- September 10, 2009 – Monthly Meeting via conference call

NOA Task Force

- No meeting held in September

County Managers Committee Executive and Joint Meetings

- September 24, 2009 – Monthly Meeting

**Participated in the following meetings to support the Counties needs in September 2009**

County Advisory Team (CAT)

- September 2, 2009

Food Stamp Review Advisory Team (FRAT)

- September 3, 2009

CWDA Food Stamps, CalWORKs and Medical

- September 3, 2009

CWDA Self-Sufficiency

- September 10, 2009

CMSP Eligibility Committee

- September 21, 2009

CMAG

- September 17, 2009

## **4. MIGRATION SUPPORT**

As an advocate for the ISAWS Counties, the ISAWS Consortium Office facilitates and participates in the migration planning, development and implementation activities in partnership with State ISAWS Management, the ISAWS Maintenance Vendor, the Consortium IV (C-IV) Management, C-IV Vendors and other stakeholders.

### **Facilitate and Serve as ISAWS Consortium Representative at Migration Meetings**

Facilitated meetings involving C-IV staff, ISAWS staff, migration Vendors and the ISAWS Counties to ensure the Counties' interests are represented in the migration planning, development, and implementation.

### **Migration Plans, Processes, and Procedures**

Consulted with ISAWS Counties to develop or provide input for ISAWS System Support migration planning, processes, and procedures.

### **Attend Migration meetings, Create and Distribute Report**

Participated in recurring Migration meetings and prepare and distribute the Weekly Migration Status Report.

Identify and track issues and risks for Counties associated with ISAWS Migration.

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**Deliverable Status**

September 2009		
Deliverables	Due Date	Status
Deliverable – Weekly Migration Status Report	Weekly	Delivered
Plans for October 2009		
Deliverables	Due Date	Status
Deliverable – Weekly Migration Status Report	Weekly	On Schedule

**Migration MCR Status**

The following table provides a status of the current Migration MCRs:

MCR #	Title	Status	Implementation Date
2381	Migration Work Activities	<p>Facilitated the weekly MRT meetings. Monitored recurring activities:</p> <p>Managed schedule for Help Desk/Ad Hoc Committee Data Cleansing meetings.</p> <p>CR 731 ISAWS/Ad Data transfer to C-IV;</p> <p>CR 739 Connection Protocol for C-IV access to ISAWS;</p> <p>CR 760 ISAWS database changes; and</p> <p>Monitored data build sessions.</p> <p>Monitored progress of work efforts tracked in the Migration Request/Manager form.</p> <p>Participated in Interface Partner Meetings. Currently have</p>	7/30/10

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MCR #	Title	Status	Implementation Date
		<p>agreements with the following partners:</p> <ul style="list-style-type: none"> <li>▪ CCSAS</li> <li>▪ MEDS &amp; IEVS applicant</li> <li>▪ IEVS Recipient</li> <li>▪ WDTIP</li> <li>▪ Foster Care Provider Updates</li> <li>▪ WIS</li> <li>▪ TANF and FS Payroll Sampling</li> <li>▪ EBT</li> </ul> <p>Participated in meetings with C-IV to discuss impacts for WIS Conversion Detailed Processes and MM 158 (Analysis between State Reports and Data Validation Report results).</p> <p>Participated in meetings with MEDS and ITSD to discuss and finalize dates regarding MEDS Recon.</p>	
2405	Legacy Data Solution	<p>Participated in technical meetings regarding LDS Printing with C-IV as well internally to resolve before migration.</p> <p>Participated in daily calls during the county review period for LDS.</p> <p>Participated in the Implementation Readiness Workshop.</p>	10/29/09 Wave 1
2412	Mock Conversion Activities	<p>Participated in meetings with CIV regarding October System Load for cutover.</p> <p>Participated in Wave 1 Part 1b Cutover Readiness Status calls.</p>	5/27/10

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<b>MCR #</b>	<b>Title</b>	<b>Status</b>	<b>Implementation Date</b>
2415	Cutover Activities	<p>Monitored and assisted application team to gather information on the County checklist.</p> <p>Worked with the application team and reviewed all the communications sent to Counties regarding cutover activities.</p>	6/30/10
2421	Convert WTW NOAs to PDF format	Participated in internal meeting to go over WTW cutover tasks related to the second incremental run.	6/12/09
2436	LDS Enhancements for MR, BI and CI	<p>Reviewed the final Minor Maintenance documents for consistency, accuracy, and clarity and sent comments.</p> <p>Reviewed the Test Plan and participated in the Test Plan Walkthrough.</p>	10/31/09
2437	Post Migration Ad-Hoc Solution	<p>Reviewed Minor Maintenance documents for consistency, accuracy, and clarity.</p> <p>Reviewed the Test Plan and participated in the Test Plan Walkthrough.</p> <p>Collaborated with the application team and worked on the communication sent to counties regarding Placeware session as part of implementation deliverable.</p> <p>Did an outreach to all the Ad hoc users via email and phone to request their participation for the Placeware presentation.</p>	11/02/09

## **Migration Meetings**

During September, the Migration Readiness Team facilitated and participated in various migration meetings to discuss status, issues, schedule, upcoming events and project direction. The standard weekly meetings and other key meetings held in September are listed below.

### **Key Weekly Meetings**

- Monday – Migration Readiness Team
- Tuesday – Data Mapping (handled via email if face to face not needed)
- Tuesday – ISAWS Migration Change Control Board
- Wednesday – C-IV Weekly Status Meeting

### **Key Bi-Weekly Meetings**

- 2<sup>nd</sup> and 4<sup>th</sup> Wednesday – Migration Conversion Workgroup

### **Key Monthly Meetings**

- September 17, 2009 – C-IV Migration County Project Steering Committee
- September 17, 2009 – Joint C-IV/ISAWS/OSI Management meeting

## **5. TECHNICAL SUPPORT**

The ISAWS Consortium Technical Support (CTS) Staff provide input to ISAWS Project regarding technical and operational initiatives. CTS performs network and infrastructure development and design; provide onsite technical support to Counties by performing troubleshooting and repair services, evaluations and installations; monitors County technical issues and coordinates with ISAWS Technical Support to document, resolve and/or escalate issues.

### **M&O Support**

- EBT – Provided support to the State EBT Project in relation to connectivity and installation of the the Flat Card Printer in the following counties:
  - Imperial
  - Mariposa
  - Mono
  - Alpine
- Provided support to both Mariposa County and ISAWS Technical Team with the creation of a new ISAWS site in Mariposa County
- Printing
  - Provided support to Mono and Monterey County related to the with printing issues that resulted from the ISAWS/V-IV printer shuffle.
  - Provided support to Mariposa County related to printing issues related to the EBT Flact Card printer

### **Migration**

- Wave 1
  - Inyo
  - Imperial
  - Kern, Monterey, San Benito, Kings, and Mono
- Wave 2

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- OTECH/DTS PoP
  - Alpine
  - Amador
  - Calaveras, El Dorado, Glenn, Lake,
- Wave 3
- LDS

### **Consortium Technical Initiatives**

The current Consortium sponsored technical initiatives are related to the site preparation and equipment installation activities the Counties are undertaking for the migration to the C-IV system.

- During September 2009 CTS provided assistance to the following Counties:

- Alpine
- Amador
- Colusa
- Imperial
- Inyo
- Kings
- Lake
- Mariposa
- Mono
- Monterey
- Plumas
- Tehama
- Trinity

- Coordinated activity schedule and information exchange with C-IV staff at weekly meetings;
- Coordinated with OTech, ISAWS, and Counties for Project Closure network connectivity discontinuation activities;
- Participated in EBT migration meetings and activities;
- Continued assisting counties with identifying and migrating county workers' ISAWS supplied email to county based email;
- Continued consultation with Imperial County regarding setup for remote site connectivity by VPN via site host's network infrastructure;

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- Coordinated with Imperial County IT staff for implementation of DTS PoP (county network routing, ACLs, etc);
- Consulted with Mariposa County to connect a new ISAWS site via county network;
- Assisted with LDS printer name resolution coordination (DNS vs Hosts file)
- Monitored progress on LDS GUI client configuration deployment;
- Continued to monitor DTS POP deployment progress for Alpine, Amador, Colusa and Inyo Counties.
- Attended Plumas County's C-IV Site Prep Kickoff meeting. Consulted with Plumas County Human Services and County IT to identify infrastructure modifications to accommodate post C-IV migration network access needs and support options.
- Assisted Trinity County Human Services with DTS PoP deployment planning. Attended C-IV Site Prep Kickoff and worked up preliminary APD for county network infrastructure additions.

### **Reporting**

Provided monthly report of technical support activities at monthly September 24, 2009 CMC meeting.

### **Technical Meetings**

#### **Key Weekly Meetings**

- Mondays – ISAWS CTS/C-IV Technical Co-op Meeting

#### **Key Monthly Meetings**

- ISAWS Consortium Technical Committee