



ISAWS Consortium Project
Monthly Status Report

October 2009

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1. PROJECT MANAGEMENT

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

Deliverable Status

The following table summarizes the status of the deliverables.

October 2009		
Deliverables	Due Date	Status
Deliverable 1.4 – ISAWS Consortium Monthly Status Report September 2009	October 10, 2009	Delivered
Deliverable 1.2 – Weekly Status Report (verbal)	Weekly	Delivered
Plans for November 2009		
Deliverables	Due Date	Status
Deliverable 1.4 – ISAWS Consortium Monthly Status Report October 2009	November 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
Nevada
Tuolumne

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 October 22, 2009.

Policy Clarification

Actively pursuing ACWDLs, ACINs and ACLs from CDSS and DHCS regarding:

1. The annual Social Security Administration Cost of Living Adjustment (SSA COLA), including the related changes to the PICKLE, Aged and Disabled and Medicare programs;
2. CalWORKs Short Term Reforms Implementation; and
3. County TANF Work Participation Data Reporting.

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	Participated in conference calls held multiple times daily/weekly with the State EBT Project, EBT Vendor and Counties/Consortia. Discussion revolved around the issues encountered by both the Counties and Consortia systems associated with the EBT Vendor transition.	9/19/09

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 October 2009

CalWORKs/Food Stamps/Welfare to Work Committee

- No meeting held in October. An ad-hoc meeting was held October 29, 2009 to discuss the draft ACLs regarding CalWORKs Short Term Reforms and the TANF Work Participation Reporting.

Medical Services Committee

- No meeting held in October

Fiscal Committee

- October 21, 2009 – Monthly Meeting in-person

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Help Desk Ad Hoc Committee Meeting

- No meeting held in October. An ad-hoc meeting was held October 29, 2009 to discuss the draft ACLs regarding CalWORKs Short Term Reforms and the TANF Work Participation Reporting.

NOA Task Force

- No meeting held in October

County Managers Committee Executive and Joint Meetings

- October 9, 2009 – Monthly Friday Conference Call
- October 22, 2009 – Monthly Meeting

Participated in the following meetings to support the Counties needs in October 2009

County Advisory Team (CAT)

- No meeting held in October

Food Stamp Review Advisory Team (FRAT)

- No meeting held in October

CWDA Food Stamps, CalWORKs and Medical

- No meeting held in October

CWDA Self-Sufficiency

- No meeting held in October

CMSP Eligibility Committee

- No meeting held in October

CMAG

- No meeting held in October

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

October 2009		
Deliverables	Due Date	Status
Deliverable – Weekly Migration Status Report	Weekly	Delivered
Plans for November 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>	06/30/10

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MCR #	Title	Status	Implementation Date
		<p>agreements with the following partners:</p> <ul style="list-style-type: none"> ▪ CCSAS ▪ MEDS & IEVS applicant ▪ IEVS Recipient ▪ WDTIP ▪ Foster Care Provider Updates ▪ WIS ▪ TANF and FS Payroll Sampling ▪ EBT <p>Participated in meetings with MEDS and ITSD to discuss and finalize dates regarding MEDS Recon.</p> <p>Participated in multiple meetings with CCSAS and CIV regarding IV-A Member Identifier issue.</p>	
2405	Legacy Data Solution	<p>Participated in multiple technical meetings regarding LDS Printing with C-IV as well internally to resolve before migration.</p> <p>Participated in LDS P1 Go Live Activity Coordination with C-IV.</p>	<p>10/29/09 Wave 1</p> <p>2/25/10 Wave 2</p> <p>5/28/09 Wave 3</p>
2412	Mock Conversion Activities	<p>Participated in meetings with CIV regarding October System Load for cutover.</p> <p>Participated in multiple Wave 1 Part 2 Cutover Readiness Status calls.</p> <p>Coordinated and facilitated multiple meetings with the 7 migration counties regarding Benefits Issuance and Check Printing Tasks on cutover night.</p>	5/27/10

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MCR #	Title	Status	Implementation Date
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> <p>Ensured that all the 7 migration counties were providing information on their County Checklist tasks. Did an outreach to all the counties via phone calls and/or emails to confirm they had all tasks completed at their end.</p>	6/30/10
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>Ensured that the Minor Maintenance document was sent to all Counties before the MCR got implemented.</p>	10/31/09
2437	Post Migration Ad-Hoc Solution	<p>Reviewed Minor Maintenance documents for consistency, accuracy, and clarity.</p> <p>Ensured that the Minor Maintenance document was sent to all Counties before the MCR got implemented.</p> <p>Monitored that the County requests regarding Load Ready Files were met in a timely manner.</p>	11/02/09

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MCR #	Title	Status	Implementation Date
2438	ISAWS Migration Recovery Work Plan.	Reviewed Minor Maintenance documents for consistency, accuracy, and clarity. Sent my comments to the track lead. Participated in the meeting regarding a work plan that would meet the needs should this MCR take effect due to recovery decision.	11/2/09

Migration Meetings

During October, 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 October 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

- 1st and 3rd Wednesday – Migration Conversion Workgroup

Key Monthly Meetings

- October 15, 2009 – Joint C-IV/ISAWS/OSI Management meeting
- October 29, 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.

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 October 2009 CTS provided assistance to the following Counties:

- Alpine
- Amador
- Colusa
- Imperial
- Inyo
- Kern
- Kings
- Lake
- Mariposa
- Mendocino
- Mono
- Monterey
- Plumas
- San Benito
- 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;
- Monitored and assisted in resolving Mono County's MEDS printing issue related to C-IV printers replacing ISAWS printers;
- Monitored Mono's DTS PoP implementation;

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- 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;
- Coordinated with Imperial County IT staff for implementation of DTS PoP (county network routing, ACLs, etc);
- 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.
- Consulted with Plumas County on site preparation survey;
- Assisted Trinity County Human Services with DTS PoP deployment planning.
- Monitored Mail server outage status in Kern County.

Reporting

- Provided monthly report of technical support activities at monthly October 22, 2009 CMC meeting.
- Weekly Network Readiness Matrix provided to C-IV in preparation for the weekly ISAWSCTS/C-IV Technical Co-Op Meeting.

Technical Meetings

Key Weekly Meetings

- Mondays – ISAWS CTS/C-IV Technical Co-op Meeting
- Tuesdays – County Asset De-Installation/Migration Site Readiness

Key Monthly Meetings

- ISAWS Consortium Technical Committee