



VISION STATEMENT

“We will establish and maintain an innovative statewide 21st century information technology application that aids child welfare stakeholders in assuring the safety, permanency, and well-being of children at risk of abuse and neglect.”

Child Welfare Digital Services (CWDS) is a software product development organization within the Office of Systems Integration (OSI), which is responsible for two systems: The Child Welfare Services / Case Management System (CWS/CMS) and the Child Welfare Services-California Automated Response and Engagement System (CWS-CARES). In November 2015 the CWS-CARES Project embraced an agile approach to software design and development. Rather than procuring a monolithic, one-time solution, we will instead develop and integrate a suite of digital services through which we can deliver continually improving support and assistance.

HIGHLIGHTS

The CWS-CARES Project team successfully released CARES 1.0 statewide in two releases. The first release on September 5, 2018, included Child Welfare History Snapshot 1.3, and Facility Search 1.1. This release included features that allow child welfare staff to search for clients and view their relationships, demographic information, and child welfare history. The new set of features also allow authorized users to search for and view pending and approved children’s residential licensed facilities and county-approved homes, along with contact information and the responsible licensing or approval worker.

The second release on September 19, 2018, included Identity Management 1.2, which consists of two new features: 1) Secure Login, which ensures Multi-Factor Authentication (MFA) for users to verify identity and permissions, and 2) Manage Users, which allows for local county administrators to add users to CARES 1.0.

CARES 1.0 will be implemented to the counties in a three-phase approach. The first phase was implemented in September and included the Core County Constituents (approximately 200 users) all of whom have been previously working with the Intake and Certification, Approval, and Licensing Services (CALs) Digital Service teams. The second phase, also started in September, and will be implemented to the remaining users in the Core Counties (approximately 1,300 users). This phase is expected to continue to be implemented through October 2018. The third phase will be implemented statewide, to approximately 5200 users. This phase will be executed in 6 waves from October 2018 through January 2019. CARES 1.0 [Release notes](#) and [Interim Processes](#) can be found under Stakeholder Resources on our website: <https://cwds.ca.gov/release notes>.

Once implementation activities are complete, the Project monitors performance and usage of CARES via the third-party tool, New Relic. This tool enables the Project to monitor real-time status including number of active user sessions, application performance, and real-time errors that impact user experience. Since the deployment of CARES 1.0, the average daily user sessions are 34. Since the launch of CARES 1.0 during the month of September, no issues have been reported. The Service Desk addressed a small amount of tickets for new users whom required assistance with first time logon.

As covered in the August 2018 CWDS Update, the visit from ACYF in August and the effort to identify and evaluate acceleration strategies for the project resulted in withdrawal of the Annual APDU that was submitted on August 1. The Project plans to submit an As-Needed Advanced Planning Document Update (APDU) on October 5, 2018, which will request approval for budget and activities from the period of October 1, 2018 through April 2019. The Annual APDU will be submitted in February 2019 for the period May 1, 2019 through September 30, 2019.

KEY PROJECT MILESTONES

Milestone	Planned Finish Date	Actual Finish Date	Status	Notes
Release 1 (R1)	03/2017	03/16/17	Completed	The project reached a major milestone on 3/16/17 with its first release for testing and technical feasibility to a small subset of county users. The Login and Search functionality was made available to the twelve core county participants.
Product Increment 2 (PI-2)	05/2017	05/2017	Completed	CWDS conducted PI-2, a feature development session that began 03/2017 and completed in 05/2017.
Product Increment 3 (PI-3)	08/2017	08/23/17	Completed	CWDS conducted PI-3, a feature development session that began 06/2017 and completed in 08/2017.
Product Increment 4 (PI-4)	11/2017	11/15/17	Completed	CWDS conducted PI-4, a feature development session that began 09/2017 and completed in 11/2017.
Product Increment 5 (PI-5)	03/2018	03/21/18	Completed	CWDS conducted PI-5, a feature development session beginning 11/2017 and completing in 03/2018. The Project extended PI-5 by two additional sprints to discuss the project's legacy strategy approach and implement the changes for an enterprise-wide DesignOps team.
Product Increment 6 (PI-6)	05/2018	05/02/18	Completed	CWDS conducted PI-6, a feature development session that began 03/2018 and completed in 05/2018.
Product Increment 7 (PI-7)	06/2018	06/27/18	Completed	CWDS conducted PI-7, a feature development session that began 05/2018 and completed in 06/2018.
Product Increment 8 (PI-8)	08/2018	8/22/18	Complete	CWDS conducted PI-8, a feature development session that began 06/2018 and completed in 08/2018.
Product Increment 9 (PI-9)	10/2018		In Progress	CWDS is currently conducting PI-9, a feature development session beginning 8/2018 that will be completed in 10/2018.
Procure Organizational Change Management (OCM) Services Contract	10/2018		In Progress	The OCM Services will assist the project in developing an internal OCM strategy. The OCM strategy and techniques will be integrated with the organization's plans and into all of its performance improvement methods and solutions, to create a lasting performance improvement. OCM will provide a framework for managing the effect of new business processes, changes in organizational structure and cultural changes within CWDS. The contract was release for solicitation on August 22, 2018.
Procure Independent Validation and Verification Services (IV&V) Services Contract	11/2018		In Progress	Provide independent verification and validation as well as other specialized technical quality assurance/oversight support on CWS-CARES throughout the Project's Agile scrum development life cycle. Interviews are scheduled the week of October 22, 2018.
Procure Site Reliability Services Contract	11/2018		In Progress	The DevOps 3 procurement has been renamed to "Site Reliability Services" to more closely describe the support provided. This contract will provide support in the following areas: continuous integration, continuous deployment, automated testing, scripting of server configuration, and repeatable process automation. It will also provide operating system administration support. The Request for Offer (RFO) will be released in mid-October 2018.
Procure Product Strategist Services Contract	11/2018		In Development	Provide highly complex and specialized technical expertise with product management experience, including setting direction and driving major strategic and product initiatives. Provide subject matter expertise services to coach, advise, and assist the CWS-CARES product management team. Build close relationships with users to understand their challenges and requirements and lead cross-functional teams in close partnership with engineering and design. Collaborate with engineers to define feasible technical solutions and development/release schedules.
Procure Implementation Services Contract II	12/2018		In Progress	The Implementation Services will prepare counties and tribes for the rollout of Digital Services. The RFO is in review with CDT.

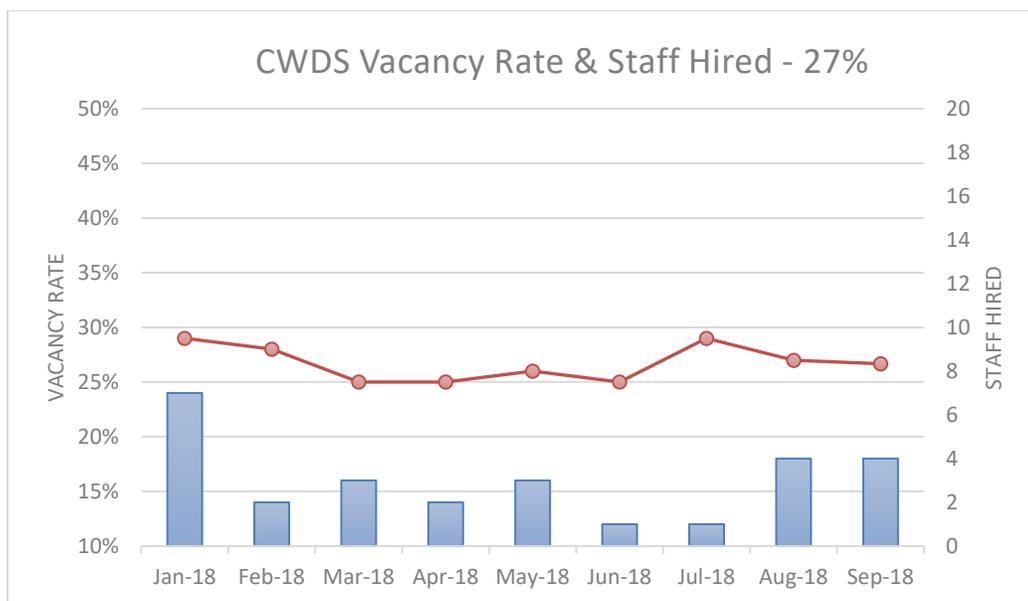
DIGITAL SERVICE UPDATE

Digital Service	Progress to Date
The Intake digital service will provide county Child Welfare Agencies an easy to navigate and efficient way to record and access information regarding child abuse, neglect, exploitation allegations, investigative findings and outcomes.	<ul style="list-style-type: none"> • Released Snapshot 1.3 in Production environment, as part of CARES 1.0 release • Built Fields for Search by Address, city, county • Configured existing address information to be read only • Date of Birth validation business rules were developed, in that it will not allow for a future date to be entered • Developed capability of using the screening format to populate a contact in CWS/CMS • Probation youth are now displayed in search results • Built the ability to save newly created relationships • CSEC data submitted from CARES is populating in the special projects section in CWS/CMS • Bug fixes: cross report time data mapping • Significant (45%) gain in performance with the removal of fuzzy search functionality • Accessibility to Screening workflow is now provided
The Identity Management (Cognito) digital service will provide State and County user administrators a tool to facilitate identifying, authenticating and authorizing individuals, groups of people or office access to CWS-CARES.	<ul style="list-style-type: none"> • Delivered version 1.2 of Identity Management as part of the CARES 1.0 release to Counties • Continued work on IDM 1.3 goals of improved administrative roles and enhancing self-service features • Began prioritization efforts for Identity Management 1.4
The Certification, Approval and Licensing Services (CALs) digital service will provide state and county licensing and approval staff and managers with a simple and efficient tool for facility licensing, certifying and resource family home approval.	<ul style="list-style-type: none"> • Delivered enhancements to Facility Search & Profile for CARES 1.0 release to Counties • Began prioritization of work for version 1.2 of Facility Search & Profile • Completed legacy database snapshot for CWS\LIS\FAS databases in CARES • Began design strategy sessions with DesignOps team for CALS initiatives
The Case Management (CANS) digital service will provide county Child Welfare Agencies a comprehensive, automated case management system that fully supports the child welfare practices and incorporates the functional requirements mandated by federal regulations.	<ul style="list-style-type: none"> • Continued gathering feedback from CWDA to gain input on CANS features and capabilities • Completed document which captures CANS core county research findings • Provided a demonstration of CANS version 1.0 to CWDA and CWS Oversight Committee • Continued working with CDSS Information Security Office to ensure proper security is in place before the release of CANS 1.0 • Work concluded to have all lower level CARES development environments utilize the newly encrypted CARES database • Actively working to the CARES production environment utilize the encrypted CARES database • Prepared for county testing of CANS version 1.0 • Began accessibility testing on CANS version 1.0 • Preparing for the release and implementation of CANS 1.0 • Began preparing scope of CANS version 1.1 • Continued development of the Relationship feature of Intake Hotline product • Working to identify business rules needed for the Relationship feature
The Resource Management digital service will provide caseworkers a single, integrated database to search for goods or services that have been purchased or contracted out, so clients can receive proper assistance in the most efficient and effective manner.	<ul style="list-style-type: none"> • Not started
The Court Processing digital service will enable CWDS to exchange data with court systems.	<ul style="list-style-type: none"> • Conducting research and design activities
The Eligibility digital service will provide an automated solution to determine Title IV-E eligibility.	<ul style="list-style-type: none"> • Pending – Foster Care Eligibility Determination (FCED) solution is being developed under direction of Statewide Automated Welfare Systems (SAWS) as a separate web service. SAWS is currently determining strategy and is expected to initiate development of an RFO/RFP in 2019.
The Financial Management digital services will provide an automated solution necessary to ensure accurate and timely financial record and transaction authorization, processing and reconciliation.	<ul style="list-style-type: none"> • Not started

Digital Service	Progress to Date
The Administration digital service addresses the overall business organizational structure, staff management, and supporting tools, including forms and reports. This service manages state and county staff work and outcome measures that support California's Child Welfare program. Counties administer their own users and roles via a super-user capability.	<ul style="list-style-type: none"> Not started

STAFFING VACANCY

Current Vacancy Rate: 27%



Current Vacancies - 28 of 105 CWS-CARES positions. The CWS-CARES vacancy rate decreased from 28 to 27 percent as of September 28, 2018.

Entity CWS- CARES	Classification [New]	Service Team	Date Vacant	# of Days Vacant	Efforts/Notes
OSI	Associate Governmental Program Analyst	Communications	7/1/2017	454	FFD 8/3/18 - Interviews underway-9/27/18.
OSI	Associate Governmental Program Analyst	Communications	10/1/2017	362	FFD 8/3/18 - Interviews underway-9/27/18.
OSI	Associate Governmental Program Analyst	Procurement and Contract Management	7/30/2018	60	RPA under construction/ re-class to ITA -. Manager reviewing duty statement-9/27/18.
OSI	Information Technology Associate	Security	7/1/2017	454	Duty statement to be re-written due to new classification requirements.
OSI	Information Technology Associate	Application Development	7/1/2017	454	Holding for reclassification.
OSI	Information Technology Manager I	Product Chief	7/1/2017	454	FFD 9/14/18. Screening in progress-9/27/18.
OSI	Information Technology Manager I	Technical Chief	7/6/2018	84	FFD 7/11/18. 2nd Interviews to be held 9/27/18.
OSI	Information Technology Specialist I	Security	7/1/2017	454	RPA in progress.
OSI	Information Technology Specialist I	Application Development	7/1/2017	454	RPA is in progress.
OSI	Information Technology Specialist I	Application Development	7/1/2017	454	RPA is in progress.

OSI	Information Technology Specialist I	Application Development	7/1/2017	454	Hiring Manager to write duty statement.
OSI	Information Technology Specialist I	Product Strategy, User Research and Design	7/1/2017	454	Leadership is reviewing this position.
OSI	Information Technology Specialist I	Data Management	1/1/2018	270	Duty statement in progress.
OSI	Information Technology Specialist I	Security	10/1/2017	362	RPA pending final HR approval.
OSI	Information Technology Specialist I	Procurement and Contract Management	1/1/2018	270	Completed RPA 18-184.
OSI	Information Technology Specialist I	Data Management	7/1/2017	454	Holding for reclassification.
OSI	Information Technology Specialist I	Procurement and Contract Management	5/22/2018	129	Job re-advertised. Posting to occur week of 8/24/18. JC-115217.
OSI	Information Technology Specialist II	Architecture	7/1/2017	454	Hiring Manager is rating applications.
OSI	Information Technology Specialist II	Architecture	7/1/2017	454	Hiring Manager is rating applications.
OSI	Information Technology Specialist II	DevOps Engineering	7/1/2017	454	Holding for reclassification.
OSI	Information Technology Supervisor II	Data Management	7/1/2017	454	Position is being reclassified and redirected to another area of the Project.
OSI	Information Technology Supervisor II	QA Engineering	7/1/2017	454	RPA pending final HR approval.
OSI	Information Technology Supervisor II	Security	5/31/2018	120	RPA routing for signatures.
OSI	Staff Services Manager II	Financial Manager	7/13/2018	77	FFD 8/23/18, interviews started on 9/24/18
CDSS	SSM III		9/1/2018	27	RPA in progress.
CDSS	AGPA		9/1/2018	27	RPA in progress.
CDSS	Staff Services Manager I	Intake Product Owner	7/25/2018	65	Waiting for budget approval
Filled Positions					
OSI	Information Technology Specialist I	QA Engineering	7/1/2017	454	Effective Start Date 9/10/18
OSI	Information Technology Associate	Implementation/Training	12/21/2017	281	Accepted position on 9/18/18
OSI	Information Technology Specialist I	QA Engineering	7/27/2017	428	Accepted position on 9/18/18
OSI	Information Technology Specialist I	Product Owner	7/1/2017	454	Accepted position on 9/18/18

RISKS

For this reporting period, there were no new high-level risks opened and there are currently a total of three (3) high priority risks to report.

Risk	Impact	Mitigation
Continued Risks		
<p>The current approach to the two-factor authentication is to use a code sent via an e-mail to the user, which can be restricting for County workers when email outages occur.</p> <p>RI-35</p>	<p>In the event of a County e-mail outage, the child welfare workers may not have access to the CWS-CARES system. As designed, their initial logon is tied to another system that is different in each County.</p>	<ol style="list-style-type: none"> 1. CWDS Security Officer to Contact CDSS Security Officer to approve rolling back to one factor authentication. 2. Roll back to one factor authentication. 3. Research alternate authentication methods with counties that can be selected by the user at the time of the login (phone call, text, e-mail). 4. Communicate to all stakeholders how and when to use these options.

Risk	Impact	Mitigation
The only person at CWDS who can perform penetration testing is leaving the Project on 8/31 and another person has not been identified to fill this requisite. RI-71	CANS data encryption cannot be properly tested without penetration testing, which may delay the projects ability to put CANS in production as scheduled.	1. ELT Agreement for former security officer to perform tests on weekends alongside the current security officer.
If DevOps dependencies are not clearly identified, it will impact the ability to deliver code on time. RI-75	Delayed delivery of code.	1. Teams need to take time to identify dependencies and communicate them early and frequently. 2. There should be a due date established for the Development Team to report all tickets where DevOps support is needed for the next release in October.

ISSUES

For this reporting period, there were no new high-level issue created, and are currently ten (10) high priority issues being tracked and managed on the project.

Issue	Impact	Resolution
Continued Issues		
The trigger date/event is unknown for the Implementation Team, so they do not know when they need to start preparation of materials, training, and OCM to meet Statewide rollout readiness. RI-33	Organizations may not have time to prepare for or execute OCM, training, and implementation activities. This may result in an organization delaying the use of functionality if they are not prepared. This may also cause more organizations to stack within a given timeframe, limiting the implementation team's ability to support the organizations while they transition from CWS/CMS to the Intake Digital Service.	<ol style="list-style-type: none"> 1. Logical product roadmap continually updated to reflect evolving priorities and technical dependencies. 2. Product delivery target dates provided to stakeholders on a regular basis via multiple communication channels. 3. Product delivery target dates defined as prioritized work approaches completion. 4. Project is currently exploring ways to decouple implementation support from development of product features. The goal is to provide counties with a predictable implementation schedule.
ACYF has expressed concerns about the approach CWS-CARES proposes to take to provide an FCED solution. California is planning to leverage the new statewide single SAWS system to support a shared service that would also supply the necessary information and audit trail for CWS-CARES. ACYF is concerned about the dependency CARES has on the development on the statewide SAWS solution. RI-34	If the State chooses not to describe or become CCWIS compliant, the CWS-CARES Project will receive a reduced level of Federal funding as a non-CCWIS project.	<p>The State is taking the following steps with the intent to become CCWIS compliant:</p> <ol style="list-style-type: none"> 1. Form a state/county workgroup. (Complete) 2. Define and develop consensus for the minimum level of automation in SAWS that is needed to support end-to-end FCED business processes. (In Progress) 3. (Will build the gap analysis with one of the consortiums) Conduct a gap analysis to compare current SAWS business processes against the minimum level of automation required to support end-to-end FCED business processes. 4. Work with OSI CMU as it coordinates the design, acquisition, development, and implementation of a FCED business rules engine that will be consumed by CalACES and CalWIN (and eventually CalSAWS) and identify opportunities to incrementally bring the SAWS' end-to-end FCED business processes to an acceptable level of automation. 5. Decide how to fund changes to the SAWS. (Complete) 6. Advocate with ACYF, CMS and FNS for consensus on an "acceptable" level of automation that is most efficient, effective and economical for California. 7. Complete Phase III, which consists of categorizing information gathered during Phase II of FCED Workgroup (questions from eligibility forms used in tandem with child welfare) and define data fields for CARES/FCED interface. 8. Decision needs to be made if an Eligibility Digital Service Team will be formed for CARES, or if the Eligibility SME will work with the existing teams (i.e., Case Management and Intake) including the Interfaces Team. (Complete) 9. The FCED solution will be incorporated into the CARES APD and forwarded to ACYF for written approval. 10. A workshop will be held between SAWS and CARES to strategize how the two entities will sync up for FCED purposes.

<p>Security team staffing is insufficient to meet the work effort assigned to the team. Because of lack of resources, technical debt is accumulating. RI-29</p>	<p>Without additional security resources, a high volume of technical debt is expected, non-critical security tasks will be deferred, and critical security tasks may not be completed in expected timeframes.</p>	<ol style="list-style-type: none"> 1. Escalation of recruiting efforts from HR/Hiring manager to fill positions. 2. RFO in progress from Security Management and a Security Advisor.
<p>Without a definition of "Done" established for the Blueprint, measurement of the Projects progression on the Roadmap is difficult to gauge. RI-56</p>	<p>Difficulty for the Blueprint to define the project's as-is (Where are we now?) and to-be (Where are we going?) states, as well as identify enterprise level needs, approaches, and solutions (How do we get there?).</p>	<ol style="list-style-type: none"> 1. Obtain a definitive decision on the definition of "Done." 2. Communication of decided definition to all teams on Project.
<p>Without a definition of "Done" established for the Legacy Strategy, measurement of the Projects progression on the Roadmap is difficult to gauge. RI-57</p>	<p>Difficulty to define the project's as-is (Where are we now?) and to-be (Where are we going?) states, as well as identify enterprise level needs, approaches, and solutions (How do we get there?).</p>	<ol style="list-style-type: none"> 1. Obtain a definitive decision on the definition of "Done." 2. Communication of decided definition to all teams on Project.
<p>The project added four senior engineering resources to support DevOps in the completion of the delivery pipeline. However, it is unclear that the addition of these resources have made a significant impact toward reaching this goal, as the project continues to struggle with consistency across environments, environment availability, along with other technical challenges. A maturity assessment would shed light on this concern. RI-58</p>	<p>Pipeline development is unclear. Continuous lack of consistency across environments and environment unavailability.</p>	<p>When a new Independent Verification and Validation (IV&V) contract is executed, the vendor to perform a maturity assessment within the first 30 days on the DevOps team and the delivery pipeline. The assessment should consider:</p> <ul style="list-style-type: none"> - Pull request automation and peer review. - Test automation, including code coverage and build failure threshold configuration. - Integration of code review, build, deployment, and issue tracking tools, including integrated workflow. - Security of code repositories, including access and change permission restrictions. - Audit logging of build, test, and deploy results - Failover and disaster recovery automation, including deployment rollback capability.
<p>There are only three Product Owners (PO) responsible for approving, prioritizing, updating the backlog, negotiating, determining user value, providing clarification, creating the backlog and working with stakeholders for PI-7, which is inadequate for them to serve their teams appropriately. RI-60</p>	<p>The various teams will not be given adequate direction in the development of features within the PI as the PO's are spread so thin.</p>	<ol style="list-style-type: none"> 1. Designate new Interim Product Owners for Cognito, Snapshot and CANS. 2. Designate Managers from CDSS & OSI (SSM III, SSM II, DPM III, DPM II, DPM IV) to be the Product Owners of new features. 3. Define "Product Adviser" role versus Product Owner.
<p>Not enough time from now until release target date to complete full or extensive performance testing. RI-65</p> <p>This risk was closed on October 10, 2018 and will be addressed in the October legislative report.</p>	<p>Without sufficient time for performance testing, the following items may not be able to be carried out:</p> <ul style="list-style-type: none"> - Team Introduction of Performance test tools in code. (This is done a digital service level) - Executing test at the digital service level. - Fixing existing test cases to account for Performance testing needs. - Executing of test at an enterprise level. (A coordinated set of executed tests with all teams that can be recreated for regression purposes) - Fixing issues derived from enterprise level testing and performing the coordinated regression tests. (In most testing, this is the most time consuming) 	<p>Simplify the testing at an enterprise level immediately in order to expose issues that require examining.</p>
<p>The implementation of the Cognito Identity Management system includes several custom developed components which utilize new technologies that are not part of our current technology stack. Although the custom coding required for these</p>	<p>The statewide rollout of Cognito could be impacted.</p>	<p>DevOps to identify resource dedicated to this work effort.</p>

<p>components has been completed and the functionality can be demonstrated in local development environments, unforeseen problems may arise with the deployment of these components into the CWDS pipeline. Furthermore, these components are new to DevOps and will further stretch an already resource-constrained team RI-68</p> <p>This risk was closed on October 10, 2018 and will be addressed in the October legislative report.</p>		
<p>Closed Issues</p>		
<p>An All County Letter (ACL) was sent to the counties earlier this year stating that CANS implementation would start on 7/1/2018 with 33 counties. There are two subsequent implementations that would happen on 10/1/2018 with 24 counties and 1/1/2019 with 1 county. The Implementation Team does not have enough information to start implementation activities on 7/1/2018 for the 33 counties identified in the ACL. Therefore, the Implementation Team cannot currently support a 7/1/2018 go-live for CANS. RI-61 Closed 9/12/18 Reason: The July date has passed and CANS is scheduled for release on 10/1/18.</p>	<p>Counties will be expecting implementation support and will not be receiving it from CWDS.</p>	<ol style="list-style-type: none"> 1. Work with CDSS on Implementation Plan. (Completed) 2. Confirm and communicate "Plan B" to CWDS so we can align with CDSS. (Paper based application). 3. Identify perimeters of a CANS user. (Completed) <p>Send out new ACL to clarify support that will be provided and when support will be available. (Complete)</p>
<p>Lack of IBM Enterprise Extender Support RI-13 Closed 9/12/18 Reason: Closed this issue and created a risk in its place for the CWS/CMS system.</p>	<p>The IBM Enterprise Extender protocol used by the CWS/CMS application will not be supported by major vendors of Routers at the end of 2022.</p>	<ol style="list-style-type: none"> 1. Research potential alternatives. 2. Recommend and obtain approvals for solutions. 3. Implement a solution to mitigate this risk.
<p>There can be significant delays in completing the build request when requesting a deployment to multiple environments (e.g., integration, integration02, demo). RI-15 Closed 9/26/18 Reason: A streamlined process has been created and implemented for each environment that allows for clear communication channels and audit trails for changes made in said environments.</p>	<p>The delay in Deploying Pipeline Changes can cause delay in the overall release process.</p>	<ol style="list-style-type: none"> 1. DevOps to obtain initiatives to automate the pipeline deployments so code can be deployed and promoted from the development environment to a higher-order environment. (Completed) 2. Configure applications to enable code to be promoted automatically. (Completed) 3. Conduct further investigation to find solution that will resolve the issue. (Completed) 4. Work with development teams and plan out the automation of all the applications to promote code through the pipeline. (Completed) 5. From the information gathered in #3, #4, expand upon existing workload as needed and establish timelines. 6. Execute on the user stories created for test bubble. (Time estimation: 1 month)

<p>There is a lack of test bubble environment creation process to allow developers to test in an on-demand environment that can be stood up and mimic a certain environment for testing purpose. RI-17</p> <p>Closed 9/26/18 Reason: DevOps developed a process for creating sandbox test bubbles and has created two environments thus far.</p>	<p>Developers are not able to test their code instantly in an integrated environment and must wait until their code gets promoted to the higher-level environments, which can cut down on the testing time.</p>	<ol style="list-style-type: none"> 1. DevOps to provide an environment with complete integrated stack for developers to test. (Completed) 2. Conduct an initial discussion on the requirements/need for a test bubble. (Completed) 3. Capture all the requirements and form workload accordingly. (Completed) 4. Develop a solution on the implementation of a test bubble. (4/16/18) 5. Execute planned workload for development of a test bubble. (Time estimation: 1 month)
<p>There is a lack of an automated acceptance functional test environment (inability to add automated tests to upper-order environments). RI-16</p> <p>Closed 9/26/18 Reason: DevOps has created a process to run automated smoke tests to verify that a given environment is working, running and can deploy code.</p>	<p>Automated tests are required to test and promote code faster to upper-order environments and lack of these tests, slows down the overall release process.</p>	<ol style="list-style-type: none"> 1. Implement automated test in lower order environments such as pre-integration and integration. (Completed) 2. DevOps to develop the framework to implement automated tests. (Completed) 3. Have discussion with development teams regarding their plans to develop functional tests and a timeline. (Completed) 4. Develop a plan to implement automated acceptance functional tests. (4/25/18) 5. From the information gathered in #3/#4, expand upon existing workload as needed and establish timelines. (Completed) 6. Execute planned workload created for test bubble. (Time estimation: 1 month)
<p>The continuous delivery pipeline is not stable and is inconsistent. RI-19</p> <p>Closed 9/26/18 Reason: DevOPS has created the ability to create "sandbox" environments, in order to allow unstable code to be safely worked on by developers outside of the pipeline without disruption of development work.</p>	<p>The environment instability and inconsistency can cause slowdown for development and prevent Quality Assurance to be able to promote their code through the pipeline quickly, hence causing delays in overall releases.</p>	<ol style="list-style-type: none"> 1. DevOps to develop a Manifest file that will provide consistent release of the various applications. The Manifest file will contain the versions of the applications deployed, environment configuration and dependencies in an environment at any given time. (Complete) 2. Present proposal to implement the Manifest file. (complete) 3. DevOps is working with the various development teams to discuss the proposal and work on the implementation. (Complete) 4. From the information gathered in #3, expand upon existing workload as needed and establish timelines. (Complete) 5. Execute planned workload associating with mitigating this Issue. (Time estimation: 1 month) 6. Conduct further investigation to understand the pain points and the expectations once this issue is resolved. (Complete)
<p>Continued problems with audio at the All Staff meeting or Stakeholder Quarterly Forums is affecting the ability of counties to hear the content presented. RI-26</p> <p>Closed 9/26/18 Reason: The new version of WebEx has been rolled out and training meetings have been conducted the past few weeks available to anyone of the Project for further acclamation. There have been no reports of any audio lag to FRUITS knowledge at this time.</p>	<p>Counties are raising concerns and requesting a higher quality solution. External staff that call into the All Staff or the Quarterly Stakeholder Forum are unable to hear the content clearly, cannot follow along with the meeting material, and may not feel engaged in the process that could lead to external staff no longer participating.</p>	<ol style="list-style-type: none"> 1. Notify the audience if you are having problems immediately (via email or Slack). 2. Conduct a dry run one hour before to make sure the technology is up and running. (Complete) 3. Have back-up plans in place when technology breaks or does not work as expected to meet user needs (could use a different facility). (Complete) 4. Work with the audio contractor to fix the problems with the in-house sound system so it works reliably – either strip out the automation or replace the system so it works. (Complete) 5. While the vendors are on site, conduct a test conference call with county members that includes both audio and video in order to ensure that changes are effective. (Complete)

<p>Integrating Case Management with Intake has been very challenging to align the proper tech stack, document coding standards and merging processes between both digital services. RI-67</p> <p><i>Closed 9/26/19 Reason: Since work on Case Management has been halted due to shifting priorities, a new Issue will be opened to more appropriately cover the multiple teams involved in aligning tech stack and coding standards.</i></p>	<p>There will be rework required when the proper tools for this solution are procured and utilized. Technical debt will accrue over time.</p>	<ol style="list-style-type: none"> 1. Develop and implement coding standards. 2. Develop and implement development standards. 3. Hire architecture manager.
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BUDGET/EXPENDITURES
AS OF SEPTEMBER 30, 2018

2018-19 CWS-CARES Budget/Expenditure Report Summary

OSI Spending Authority Budget Item	2018-19 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/ Projections
Personnel Services*	9,935,256	470,516	7,862,645	8,333,161
Other OE&E*	5,577,563	-	5,577,563	5,577,563
Data Center Services**	1,998,818	-	1,998,818	1,998,818
Contract Services*	56,694,103	-	56,694,103	56,694,103
Enterprise Services*	5,420,394	73,144	5,347,250	5,420,394
OSI Spending Authority Total	79,626,134	543,660	77,480,379	78,024,039

CDSS Local Assistance Budget Item	2018-19 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/ Projections
Contract Services*	1,074,180	-	1,074,180	1,074,180
Other OE&E*	3,400,732	-	3,400,732	3,400,732
County Participation Costs***	19,157,746	-	19,157,746	19,157,746
CDSS Local Assistance Total	23,632,658	-	23,632,658	23,632,658

CDSS State Operations Budget Item	2018-19 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/ Projections
Personnel Services**	1,930,359	391,716	1,538,643	1,930,359
Facilities**	568,000	570	567,430	568,000
Other OE&E**	224,497	1,064	223,434	224,498
CDSS State Operations Total	2,722,856	393,350	2,329,507	2,722,857

CWS-NS Project Total	105,981,648	937,010	103,442,544	104,379,554
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* Per the July 2018 FI\$Cal Reports (two months in arrears)

** Per the July 2018 CalSTARS Reports (two months in arrears)

*** Actual Expenditures will be received mid-October 2018