Stage 4 Project Readiness and Approval

California Department of Technology, SIMM 19 D.2 (Rev. 3.0.9, 2/28/2022)

4.1   General Information

1. **Agency or State Entity Name:** 7100 - Employment Development Department

   If Agency/State entity not in the list, enter here with the organization code.

   Click or tap here to enter text.

2. **Proposal Name: Integrated Claims Management System**

3. **Department of Technology Project Number (0000-000): 7100-222**

4. **S4PRA Version Number:** Version 2

5. **CDT Billing Case Number: 2245471**

   Don't have a Case Number? Click here to get one.

4.2   Submittal Information

1. **Contact Information**

   Contact Name: Adam Brunner

   Contact Email: Adam.Brunner@edd.ca.gov

   Contact Phone: (916) –799-4960

2. **Submission Type:** Updated Submission (Pre-Approval)

   If Withdraw, select Reason: Choose an item.

   If Other, specify reason here: N/A

   Sections Changed if an updated or resubmission (List all the sections that have changed.)

   4.7 Schedule Baseline

   4.8 Cost Baseline

   4.9 Primary Solicitation Results

   Summary of Changes (Summarize updates made.)

4.7 Schedule Baseline - Changed milestone dates to latest schedule, based on CDT feedback

4.8 Cost Baseline - Changed costs to latest FAWs and BCP requested amount, based on CDT/DOF feedback

4.9 Primary Solicitation Results - Clarified Primary Solicitation results to include licensing and third-party tools.

3. Attach **Project Approval Executive Transmittal** to your email submission. **Attachment 4.2.3**

4. Attach Final **Procurement Assessment Form** to your email submission. **Attachment 4.2.4**

5. **Conditions from Stage 3 Approval** (Enter any conditions from the Stage 3 Solution Analysis approval letter issued by CDT): None

No Stage 3 approval conditions.

4.3   Contract Management

The Contract Manager must be a State Employee and should not be the Project Manager. Please complete the questions below in reference to the **primary solicitation**.

Is the Contract Management Plan complete, approved by the designated Agency/state entity authority, and available for the Department of Technology to review? **Choose**: 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

1. **Contract Management Plan (Approved):** Yes **Attachment 4.3.1**

   Status: Approved

2. **Has the role of Contract Manager been assigned, and has the Contract Manager reviewed and gained an understanding of the scope, activities, tasks, and deliverables of the contract?** Yes

   If "No," briefly explain below why both have not been accomplished:

   N/A

3. **Does the assigned Contract Manager understand the processes for post-award contract activities, including contract amendments, contract work authorizations, terms and conditions, and contract escalation/resolution?** Yes

   If "No," briefly explain below why this has not been accomplished:

   N/A

4. **Has a post-award kickoff meeting between the Contract Manager and state project team members been scheduled to align state and contractor expectations related to contract, budget, invoicing, requirements review, and contractor incentives?** No

   If "No," briefly explain below why this has not been accomplished:

   EDDNext Contract Manager will schedule this meeting when it is closer to the contract award.

5. **Does the Contract Manager understand the Agency/state entity and federal processes, policy, and applicable procedures?** Yes

    If "No," briefly explain below why this has not been accomplished:

    N/A

6. **Does the Contract Manager have a plan to collect and assess contractor and project performance information on a regular basis (e.g., establish meetings with Project Managers, communication techniques)? Choose an item.** Yes

    If "No," briefly explain below why this has not been accomplished:

    N/A

4.4   Organizational Readiness

Is the Implementation Management Plan draft complete, approved by the designated Agency/state entity authority, and available for the Department of Technology to review? **Choose**: 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

1. **Implementation Management Plan (Draft):** Yes - **Attachment 4.4.1**

    Status: The high-level Implementation Management Plan has been drafted. The selected solution vendor will work collaboratively with EDD to establish the implementation management plan.

2. **Does the Agency/state entity currently have a mature release management process with a repeatable and scalable testing methodology that supports all stages of testing (system, integration, security, performance, interfaces, regression, user acceptance, and accessibility)?** Yes

    If "No," briefly describe below the release management process that will be used to manage, plan, schedule, and control a software release through the different phases and environments, including testing and deploying software releases:

    N/A

3. **Does the project team have a clear understanding of the areas of business (identified in Stage 1) that will be impacted by the project?** Yes

    If "No," briefly explain below how the Agency/state entity plans to educate the project team to ensure all members have a clear understanding of the impacted business areas by the project:

    N/A

4. **Does the Agency/state entity have processes and methodologies in place to support Organizational Change Management (OCM) activities identified in Stage 2, Section 2.9 Organizational Change Management?** Yes

    EDDNext has a plan for Organizational Change Management and an OCM office.

Additionally, the ICMS/IDM Organizational Change Management (OCM) Plan is a vendor deliverable as described in the Statement of Work (Section 15.1.6) of the RFP:

15.1.6. DEL06 ORGANIZATIONAL CHANGE MANAGEMENT PLAN (OCMP)

The OCMP must include:

- Organizational change management methodology used for defining and evaluating the organizational changes resulting from system implementation at each implementation release and the procedures and processes used to prepare the organization to implement and accept the system at each implementation release.
- Processes and techniques for creating an organizational change management strategy (readiness assessments), engaging senior managers as change leaders (sponsorship), building awareness of the need for change (communications), developing skills and knowledge to support the change (education and training), helping ICMS project stakeholders move through the transition (coaching by managers and supervisors), and methods to sustain the change (measurement systems, rewards, and reinforcement).
- Collaborate and work with the state to define Roles and Responsibilities of both Contractor and State personnel in all aspects of transitioning users impacted by the ICMS System from the current way of doing business to the future way of doing business. This includes integration of updates into the states OCM Plan.
- Approach to preparing and educating external users (e.g., customers) regarding the ICMS, including types and descriptions of materials to be developed.
- Approach to preparing and educating external stakeholders (e.g., advocacy groups, legislators, and American Job Centers' partners).
- Key Performance Indicators (KPI) to measure the benefits of OCM efforts.

If "No," briefly describe below how the Agency/state entity will perform OCM activities for this proposal:

N/A

5. **Does the Agency/state entity have dedicated knowledge transfer resources assigned to business process improvement or business process reengineering activities resulting from the new solution?** Yes

   If "Yes," specify the areas of business process improvement:

   EDDNext plans to improve DI, PFL, and UI business processes.

   If "No," briefly explain below how the Agency/state entity will perform business process improvement or business process reengineering activities resulting from the new solution:

   N/A

6. **Attach** Updated Project Organization Chart to your email submission. **Attachment 4.4.6**

4.5   Project Readiness

1. **Select the system development methodology you plan to use to design and develop the new system: Hybrid**

   Provide a brief description of your methodology and reason for selecting it below:

   The EDDNext Hybrid Agile Framework (HAF) methodology is a combination of Agile and Waterfall System Development Lifecycle (SDLC) models. The HAF is an alternative approach to conducting IT development projects that are best suited to an iterative/incremental approach and allows the Project teams the flexibility to get more done in less time.

   Describe below the Agency/state entity's past project experience using the system development methodology selected. If this methodology has never been used before, describe the training and staff development that will be provided to prepare staff to utilize this methodology.

   The EDD has developed a HAF training program that is provided to EDDNext ICMS/IDM team members. Additionally, HAF coaching will be provided.

2. **Has the Agency/state entity engaged the Office of Technology Services (OTech) for capacity planning and the development of the solution delivery timeline? Yes**

   If "No," and data center capacity planning and alignment services are needed, explain below the reason OTech has not been engaged and what is the alternative plan:

   N/A

3. **Have resource commitments been obtained for all those identified in the Resource Management Plan?** Yes

   If "No," explain below why commitments have not been obtained and the plan to mitigate this risk:

   N/A

4. **Does the Resource Management Plan ensure resources are sufficiently committed to perform project activities if they are <u>also</u> committed to other responsibilities?** Yes

   If "No," explain below how sufficient resource levels will be maintained for all project activities:

   N/A

5. **Have all identified project leads received at a minimum basic project management training?** Yes.

   If "No," explain how the Agency/state entity will educate the project team leads on project management basics:

   N/A

4.6 Business Objective Valuation

1. **Attach** the Requirements/Backlog Baseline and/or Deliverables Baseline to your email submission. **Attachment 4.6.1**

2. **Insert your Objectives (ID, Objective, Metric, Baseline, and Target Result) from Stage 1 Section 1.7, along with changes and reason for changes, and assign a percent score value to each. The total of all scores should be 100%.**

   The Five Objectives noted in Stage 1 are listed below with a percentage of valuations assigned, that sums up to 100%. However, some of the Objectives have more than one metrics. Therefore, we have further broken out the Valuation percentage per metric.

   - Objective 1 Valuation – 20%

   - Objective 2 Valuation – 20%

   - Objective 3 Valuation – 20%

   - Objective 4 Valuation – 10%

   - Objective 5 Valuation – 30%

Objective ID: 1.

Objective: Increase self-service opportunities - Simplify the claims intake process by expanding self-service functionality across all benefit programs.

Change and Reason for Change from Stage 1: *No Change from Stage 1*

Metric: *1.1 -* The proportion of claims that are filed through the online portal vs. all other means (e.g., phone, in person etc.)

Baseline: *1.1 -* UI: 77% online, 23% other means (16% paper, 7% telephone claim filing). DI: 74% online, 26% other means (2021). PFL: 0% online, 100% other means

Target Result: *1.1 -* By the end of the project, target the proportion of claims filed through online portal vs other means as: *U*I: 95%*, D*I: 85% online*,* PFL: 85% online.

Metrics Valuation: *2%*

Metric: *1.2 -* The number of unique self-service actions available to claimants, employers, and medical providers.

Baseline: Current number of existing self-service actions available to claimants, employers, and medical providers.

Target Result: By the end of the project, increase of 5 self-service actions by the end of project. Examples:
o   Claimant profile/preferences update.
o   Claimant view transaction history.
o   Claimant view DI/PFL claim status.

- o Claimant view electronic notices.
- o Claimant/Employer/Physician document upload.
- o Claimant/Employer/Physician embedded help.
- • The current system does not have any of the above self-service actions.

Metrics Valuation: *10%*

Metric: *1.3* - Ratio of phone calls entering the Customer Support Center (CSC) to unique callers within one year of going live.

Baseline: Peak ratio: UI Call Center 14.9 calls for every unique caller week of 2/6/2021. Current ratio: UI Call Center 2.7 calls for every unique caller week of 3/19/2022.

Target Result: By the end of the project, peak ratio: Less than 5.0 calls for every unique caller. Normal operations ratio: 1.5 call for every unique caller.

Metrics Valuation: *2%*

Metric: *1.4* - Percent of errors in initial claims determinations found through Field Office Basic Evaluation System (FOBES) check.

Baseline:

o UI: 9.5% error rate (2,470 claims reviewed in 2019)
o DI: 2.1% error rate in initial claims (501 initial claims examined from Q1 2019 to Q1 2020).
o PFL: 0% error rate in initial claims (114 initial claims examined from Q1 2019 to Q1 2020).

COVID:
o DI: 8.4% error rate in initial claims (1,327 initial claims examined from Q2 2020 to Q3 2021).
o PFL: No FOBES conducted.
o UI: No FOBES conducted.

Target Result: 18 months after project implementation, the percent of errors in initial claims determinations will be reduced to:
o UI: 5%.
o DI: 5%.
o PFL 5%
• DI and PFL were updated from TBD to a value.

Metrics Valuation: *2%*

Metric: *1.5* - The average wait time for a caller before speaking to a representative

Baseline:
o UI: 9 minutes (in Contact 11/2021-12/2021)
o DI: 21.3 minutes (01/2019 - 02/2020).
o PFL: 23.7 minutes (01/2019 - 02/2020).
o Tax: 7 minutes (2019 and 2020).

Covid:

o UI: 45 minutes (in Contact 08/2020 - 10/2021).
o DI: 26.9 minutes (03/2020 - 12/2021).
o PFL: 32.4 minutes (03/2020 - 12/2021).
o Tax: 21 minutes (2020).

Target Result: 18 months after project implementation, the average wait time for a caller before speaking to a representative UI: 10-15 min., Tax: 10 min. DI: 10 min.,*. PFL: 10 min.,*
• DI and PFL were updated from TBD to a value.

Metrics Valuation: *2%*

Metric: *1.6* - The number of abandoned calls while a customer was waiting on hold to connect with a human agent (Abandon Rate).

Baseline:

o UI: 9% (in Contact 11/2020-12/2020, 226K abandoned calls).
o DI: 11.7% (01/2019 - 02/2020, 486K abandoned calls).
o PFL: 12.5% (01/2019 - 02/2020, 90K abandoned calls).
o Tax: 3% (6,427 abandoned in 2021).

Covid:

o UI: 18% (in Contact 08/2020 - 10/2021, 3.2M abandoned calls).
o DI: 12.2% (03/2020 - 12/2021, 271K abandoned calls).
o PFL: 13.7% (03/2020 - 12/2021, 51K abandoned calls).
o Tax: 8.5% (21,918 abandoned calls in 2019).

Target Result: 18 months after project implementation, the number of abandoned calls while a customer was waiting on hold to connect with a human agent (Abandon Rate) will reduce to: UI: 5-8%. DI: 5-8%*. PFL: 5-8%*
•DI and PFL were updated from TBD to a value.

Metric Valuation: 2%

Objective ID: 2

Objective: Mitigate fraud - Protect claimant identity, reduce fraudulent activities, and reduce this costly risk to the state by enhancing technology-driven security.

Change and Reason for Change from Stage 1: No Change from Stage 1

Metric: 2.1 - Number of multi-factor authentication options available for claimant to authenticate their access to online systems for Unemployment, Disability, and Paid Family Leave programs by the end of the project.

Baseline: Current Unemployment, Disability, and Paid Family Leave online systems use security questions in addition to login password to authenticate user access which does not constitute multi-factor authentication (MFA).

Target Result: By the end of the project, implement one or more multi-factor authentication option for claimants to access EDD benefit system (Unemployment, Disability, and Paid Family Leave).

Metric Valuation: 20%

Objective ID: 3

Objective: Enhanced customer-centric design - Ensure equity by optimizing service channel design in multiple-languages across channels such as mobile, social-media, self-service websites, live chat, emailed and mailed notices.

Change and Reason for Change from Stage 1: No Change from Stage 1

1. Metric: 3.1 - Number of supported languages by EDDNext systems across channels (e.g., mobile, social-media, self-service websites, live chat, emailed and mailed notices).

Baseline: 2 supported languages: English and Spanish across channels (e.g., mobile, social-media, self-service websites, live chat, emailed and mailed notices).

Target Result: By the end of the project, EDDNext systems will support 8 languages including English and Spanish across channels (e.g., mobile, social-media, self-service websites, live chat, emailed and mailed notices).

Metric Valuation: 12%

Metric: 3.2 - The percentage of claims that were processed timely based on their targets and relative to fraud levels. UI metric is first payment promptness.

Baseline:

• UI: 76% 14 days / 88% 21 days in 2019 (784,695 claims).
• UI: 62% 14 days / 79% 21 days in 2020 (4,709,534 claims).
• UI: 36% 14 days / 48% 21 days in 2021 (1,217,611 claims).
• DI: 95% 14 days in 2019 (616,285 claims).
• DI: 95% 14 days in 2020 (598,729 claims).
• DI: 93% 14 days in 2021 (640,707 claims).
• PFL: 88% 14 days in 2019 (242,345 claims).
• PFL: 87% 14 days in 2020 (245,177 claims).
• PFL: 85% 14 days in 2021 (268,416 claims).

Target Result: 18 months after project implementation, target: UI: >=87% of all 1st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year. DI and PFL: 86% first payment promptness in 14 calendar days.

Metric Valuation: 4%

Metric: 3.3 - Percent of claims paid within one week of first certification received

Baseline: 81% UI claims paid within one week of first certification received.

Target Result: By the end of the project, target 90% of UI claims are paid within one week

Metric Valuation: 4%

Objective ID: 4

Objective: Improved consistent and integrated program delivery - Enhance standardization in user experience. Enhance data analytics to expand dashboards, provide daily reporting on claims processing and backlog, and assist in fraud analysis. Enhance standardization in user experience. Enhance training modules

Change and Reason for Change from Stage 1: No Change from Stage 1

Metric: 4.1 - Customer satisfaction results from an equitably distributed survey (ex. SARS unit) on claimant, employer (future state), and/or medical (future state) experience with their online portals, particularly focused on effectiveness and intuitiveness of the portals.

Baseline: UI: 60% of respondents who used UI Online/Mobile rated the online methods very easy for finding their claim or payment status. DI: 64% of respondents whose goal was to "Access DI Online" achieved their goal.

Target Result: 18 months after project implementation:
• UI: 80% of respondents rate UI Online or UI Online mobile as very easy to find claim status.
• DI: >90% of respondents whose goal it is to "Access DI Online" are able to meet their goal.
• PFL: New functionality.
• Employer/Medical Provider: New functionality.

Metric Valuation: 10%

Objective ID: 5

Objective: Greater adaptability for faster program changes - Eliminate the siloed systems in place of an integrated, interoperable, modular framework that enables rapid program changes, can scale to meet the demand of unusual spikes in claim submissions, and seamlessly implement U.S. Department of Labor (DOL) and California government modifications.

Change and Reason for Change from Stage 1: No Change from Stage 1

Metric: 5.1 - Number of configurable and interoperable components available in the data and system integration platform that are shared across programs.

Baseline: : No configurable and interoperable components are shared across programs.

Target Result: By the end of the project, the expected result is that claimants have one login/profile for all EDD services and can see their benefits history and outstanding items for all programs on their claimant portal.

Metric Valuation: 10%

Metric: 5.2 - Benefit systems performance and stress tests results from simulating peak user demand (i.e., peak COVID numbers) to include number of system crashes, total downtime, and number of users negatively impacted.

Baseline: : Peak COVID demand ~500,000 UI claims per day. Does not count claimants that were unable to file due to issues. Peak COVID Baseline: 1,064,826 UI claims filed week of 03/21/2020. Does not count claimants that were unable to file due to technical issues. Source. >500,000 claims a day.

Target Result: 18 months after project implementation, all benefits systems pass stress tests at simulated peak claims filed +25% (625,000) with no crashes Metric or recorded system downtime during performance testing.

Metric Valuation: 20%

TIP: Copy and paste or click the + in the lower right corner of the above seven fields to add multiple objectives.

4.7   Schedule Baseline

1. **Schedule Summary**

   Project Execution Start Dates

   Proposed Project Start Date (from most recently approved schedule/roadmap)(S2AA): 6/24/2025

   Baseline Project Start Date (S4): 2/2/2026

   Variance: ~ 7 months

   Project End Dates

   Proposed Project Finish Date (from most recently approved schedule/roadmap)(S2AA): 6/25/2029

   Baseline Project Finish Date (S4): 2/1/2033

   Variance: 3 years and 8 months

2. **Reason(s) for Variances**

   Regarding **project execution start date**, the variance was due to the ICMS procurement and PAL Stage 4 closeout required seven months longer than planned.

   Regarding **project end date**, the variance was a combination of:

   - Needing more time for the procurement phase
   - Vendor's proposed DDI schedule
   - Correcting end date to include maintenance and operations/closeout

3. **Master Schedule and Key Milestones**

   Attach Master Schedule with highlighted Key Milestones to your email submission.

   Attachment 4.7

4.8   Cost Baseline

Is the Cost Management Plan complete, approved by the designated Agency/state entity authority, and available for the Department of Technology to review? **Choose**: 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

1. **Cost Management Plan (Approved):** Choose an item. **Attachment 4.8.1**

      Status: Approved

2. **Cost Summary**

   Total Planning Cost (One-Time)

      Estimated Proposed Cost (from most recently approved FAW) (S2AA): $126,977,111

      Baseline Cost (S4): $127,246,353

      Variance: $269,242

      *Note: The FAWs template's Executive Cost Summary tab does not currently allow multiple planning inputs. In order to include Benefit System Modernization (BSM) planning costs, an extra tab has been included: **Executive Cost Summary (+BSM)**.*

   Total Project Cost (One-Time)

      Estimated Proposed Cost (from most recently approved FAW) (S2AA): $662,529,946

      Baseline Cost (S4): $523,773,775

      Variance: ($138,756,171)

   Total Future Operations IT Staff and OE&E Cost (Continuing)

      Estimated Proposed Cost (from most recently approved FAW) (S2AA): $45,107,976

      Baseline Cost (S4): $166,559,432

      Variance: $121,451,456

   Total Cost

      Estimated Proposed Cost (from most recently approved FAW) (S2AA): $834,615,032

      Baseline Cost (S4): $817,579,559

      Variance: ($17,035,473)

   Annual Future Operations IT Costs (Annual M&O)

      Estimated Proposed Cost (from most recently approved FAW) (S2AA): $35,850,918

      Baseline Cost (S4): $64,359,348

      Variance: $28,508,430

TIP: Baseline costs should match the submitted Financial Analysis Worksheet for Stage 4.

3. **Reason(s) for Variances**

   Provide reasons for any cost variances:

   1) **Total Planning Cost (One-Time)** – ICMS/IDM required an extra year of planning, which increased the total planning costs.

   2) **Total Project Cost (One-Time)** – Vendor's project costs were less than those estimated during S2, which was informed by the Request for Information (RFI).

   3) **Total Future Operations IT Staff and OE&E Cost (Continuing)** – AWS cloud services, staffing, and other services costs were underrepresented in S2.

   4) **Total Cost** – See above explanations for the other variances.

   5) **Annual Future Operations IT Costs (Annual M&O)** - See explanation for Total Future Operations.

4. **Budget Change Proposal (BCP) Summary**

   Budget Request ID: 7100-005-BCP-2026-GB

   Budget Request Year (0000-00): 2026-27

   Requested Amount (specific to the project): $43,946,887

   Status: Future

   Budget Bill Language (if supported): N/A

   TIP: Copy and paste or click the + button in the lower right corner to add BCPs as needed (e.g., Planning and Project related).

5. **Financial Analysis Worksheets (Baseline)**

   Attach Final FAWs to your email submission.

   Attachment 4.8.5

   Note: The FAWs template's Executive Cost Summary tab does not currently allow multiple planning inputs. In order to include Benefit System Modernization (BSM) planning costs, an extra tab has been included: **Executive Cost Summary (+BSM)***.*

4.9   Primary Solicitation Results

1. **Attach** the approved Evaluation and Selection Report for the primary solicitation to your email submission.

   Attachment 4.9.1

2. **Attach** the proposed contract resulting from the primary solicitation to your email submission.

   Attachment 4.9.2

3. **Was one of the viable solutions in Stage 2 selected for final contract award?** Yes

    If "No", please describe:

    N/A

4. **Selected Vendor Name:** Deloitte

5. **Contract Number:** TBD

    Base contract is for DI/PFL design, development, and implementation (DDI) and maintenance and operations (M&O), as well as Licensing, Subscriptions, Third-Party Software Tools (LST) for both DI/PFL and UI for all 5 years of the base term.

    a. Contract Start Date: 2/2/2026
    b. Contract End Date: 2/1/2031

6. **Total Contract Cost (without optional years) (A): $101,417,505.96**

    a. Optional Years (Number of Months): 2 years

7. **Total Cost of Optional Years (B):** $8,983,376.84

    The contract treats this as a consolidated line item and includes both UI and DI/PFL costs. The first 5 years of licensing, therefore, are included in the Base Contract cost, while the final 2 years are included in the UI Option, regardless of the program they support.

8. **Total Contract Cost (with optional years) (E): $221,669,777.00**

    The vendor provided costing and timeline information for the UI DDI and M&O. UI DDI and M&O is an option in the contract that requires execution by EDD to pursue this work.

    Total Contract Cost (with optional years) assumes that the UI cost option is executed.

    Total UI Cost option (once executed) **(C)**: **$93,012,856.20.**

    Total ICMS M&O **(D)**: **$18,256,038.00.**

    Total Contract Cost (with optional years) (E) = (A) + (B) + (C) + (D)

Are the following Project Management Plan Drafts approved by the designated Agency/state entity authority and available for the Department of Technology to review? **Choose**: 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided. These plans may be completed with the selected primary vendor.

1. **Configuration Management Plan (Draft):** Yes **Attachment 4.9.9.1**

    Status: Draft

2. **Data Management Plan (Draft):** Yes **Attachment 4.9.9.2**

    Status: Draft

3. **Maintenance and Operations Transition Management Plan (Draft):** Yes **Attachment 4.9.9.3**

    Status: Draft

4.10 Risk Register

Attach Risk Register to your email submission. **Attachment 4.10**

End of Stage 4 Project Readiness and Approval Document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 4 and all attachments in an email to ProjectOversight@state.ca.gov.

TIP: Use the Gate 4 Project Readiness and Approval Evaluation Scorecard (SIMM Section 19-D) as an internal tool to ensure a quality submission.

Department of Technology Use Only

Original "New Submission" Date: 11/14/2025

Form Received Date: 1/15/2026

Form Accepted Date: 1/15/2026

Form Status: Completed

Form Status Date: 1/26/2026

Form Disposition: Approved

Form Disposition Date: 1/26/2026