

EXHIBIT H: TRANSITION IN PLAN

1. TRANSITION IN PLAN

Transition Period: July 2027 to Dec 2027 (To be Determined)

Primary Parties: Incoming Contractor, Outgoing Contractor, Cal ICH (State)

1. Purpose & Objectives

The purpose of this Transition In Plan is to ensure a seamless onboarding of the Incoming Contractor and transfer of operational ownership for all HDIS platforms, services, data management, and support functions from the Outgoing Contractor to the Incoming Contractor and Cal ICH staff.

Objectives

- Establish full operational readiness for HDIS and supporting platforms (Informatica IDMC & MDM, Snowflake, Tableau, Monitoring & Operations).
- Execute knowledge transfer with shadow → lead → own progression.
- Validate governance, security, compliance, and DR readiness.
- Maintain service continuity, meeting SLA commitments throughout the transition.
- Complete licensing transitions and vendor relationship handoffs with no interruption.

2. Scope

This plan covers Transition In for the following domains (aligned to Transition Out areas):

1. Project Management & Governance
2. HDIS Platform Management / Managed IT
3. Informatica IDMC (Intelligent Data Management Cloud)
4. Informatica MDM (on-prem)
5. Snowflake Data Platform
6. Tableau Cloud
7. Software Licensing
8. HDIS Data Management (quarterly refresh process)
9. Contract Initiation & Compliance Readiness
10. Cutover & Post-Transition Stabilization

3. Transition Period

- Transition period is July 2027 – December 2027, with Incoming Contractor shadowing Q1 load (July) and owning Q2 load (Aug–Oct 2027) per Transition Out plan.
- Outgoing Contractor continues support during transition per contractual terms and provides all documentation, runbooks, SOPs, and system configurations.
- Cal ICH approves entry/exit criteria and transition acceptance deliverables.
- Access provisioning (AD/Okta, RBAC in Snowflake/IDMC/MDM/Tableau) will be pre-authorized by

Cal ICH.

- Licensing constraints (OEM-bound licenses such as Datto) may require replacement strategy coordinated with Cal ICH.

4. Governance & Roles

4.1 Key Roles

- Cal ICH (State): Sponsor, approvals, compliance oversight, environment owner.
- Incoming Contractor: Operational lead; implements configurations, processes, and support ownership.
- Outgoing Contractor: Knowledge transfer provider; continues service delivery during shadow phase; delivers all artifacts.

4.2 RACI (Summary)

Workstream	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Project Mgmt. & Governance	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
Managed IT / HDIS Platform	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
IDMC	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
MDM (on-prem)	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
Snowflake	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
Tableau	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
Licensing	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
Data Management	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
Compliance & Contract Initiation	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders
Cutover & Stabilization	Incoming Contractor	Cal ICH	Outgoing Contractor	Stakeholders

5. Timeline & Milestones (July–Dec 2027)

- July 2027: Kickoff, access provisioning, documentation validation; Incoming Contractor shadows Q1 data load; governance cadence established.

- Aug–Oct 2027: IC leads Q2 data load; platform configuration, RBAC, monitoring, DR validation; licensing updates; dashboards QA/release.
- Nov 2027: Full run-through of all operational cycles, audit readiness, SLA validation, sign-offs on workstreams; cutover rehearsals.
- Dec 2027: Full cutover; Outgoing Contractor contract closeout complete; Incoming Contractor assumes 100% ownership with stabilization period and post-cutover support.

6. Entry & Exit Criteria

Entry Criteria

- Cal ICH-approved Transition In Plan and RACI.
- Incoming Contractor has baseline access to all systems (IDMC, MDM, Snowflake, Tableau, AD/Okta, Jira/GitHub/AWS).
- Outgoing Contractor delivers comprehensive documentation packages and runbooks.

Exit Criteria (per workstream)

- Incoming Contractor demonstrates independent execution of processes (loads, patching, monitoring, DR).
- All SOPs, configurations, and knowledge bases validated and stored in State repository.
- SLA reporting and alerting operational, with tested escalation paths.
- Cal ICH sign-off for each artifact set and final Transition In Report.

7. Communication Plan

- Cadence: Weekly Transition Stand-up; Bi-weekly Workstream Deep Dives; Monthly Steering Committee.
- Artifacts: Status report, risk log, decision log, action tracker, issues register, change log.
- Channels: Teams (meetings, chat), Jira (work items), SharePoint (documents), Email (formal notices).
- Escalation: Workstream lead → Incoming Contractor PM → Cal ICH Sponsor

8. Risk & Issue Management

- Key Risks: Access delays, license transfer constraints, data quality issues in Q2, DR gaps, RBAC misconfiguration.
- Mitigation: Early access checklist; vendor engagement plan; dual-run validation; DR tabletop and failover test; RBAC peer review.
- Tracking: Risk log with impact/probability, owner, mitigation, ETA; weekly review.

9. Quality & SLA Management

- SLA Metrics: Data load timeliness, ingestion success rate, incident response & resolution time, dashboard availability/refresh SLAs, patch compliance.

- Quality Gates: Pre-load checks, post-load validations (record counts, referential integrity, null thresholds), QA → Prod promotion checklists, DR test evidence.
- Reporting: Monthly SLA dashboard; incident metrics; platform performance and cost optimization reports.

10. Detailed Workstreams & Activities

Note:

- Task numbers are aligned to the Transition Out Plan, with Transition In counterparts and acceptance criteria.
- Shadow/lead notes included where applicable.

10.1 Project Management & Governance

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Conduct onboarding briefing; validate documentation, Transition In/Out timelines	Signed Documentation Validation Checklist	Incoming Contractor / Outgoing Contractor / Cal ICH	7/16/27
2	Configure Jira (projects, boards, workflows), import sprint/backlog; set roles	Jira Configuration Runbook + access matrix	Incoming Contractor	7/30/27
3	Establish meeting cadences & governance (Steering Committee, workstreams)	Published Calendar & Charter	Incoming Contractor / Cal ICH	7/30/27
4	Build an integrated project schedule with milestones/risks/dependencies	Baseline MSP/Smartsheet schedule approved	Incoming Contractor	7/30/27
5	Adopt M&O deliverables, assign future owners	M&O Ownership Map	Incoming Contractor	7/30/27
6	Catalog external support/ compliance efforts	Compliance Support Register	Incoming Contractor	7/30/27
7	Transition tracking & closeout (by workstream)	Signed Workstream Acceptance (IC/Cal ICH)	Incoming Contractor	7/1–11/30/27

10.2 HDIS Platform Management (Managed IT)

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Import HDIS topology; verify environments & connectivity	Platform Topology Diagram verified	Incoming Contractor	7/30/27
2	Implement security tools & SOPs (Datto/	Security SOPs active; alerts	Incoming	7/30/

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
	SentinelOne/BlackPoint or replacements)	tested	Contractor	27
3	Configure AD/Okta structure; access review	Access Governance Report	Incoming Contractor	7/30/27
4	Activate onboarding/offboarding workflow; verify access logs	Workflow documentation; handoff checklist; user access lists	Incoming Contractor	7/30/27
5	Validate DR runbook; schedule DR test; rollback verified	DR Test Evidence & Rollback Plan	Incoming Contractor	7/30/27
6	Implement patching cadence & compliance reporting	Patching Compliance Dashboard	Incoming Contractor	7/30/27
7	Stand-up monitoring & alert thresholds;	Monitoring Architecture & On-call Roster	Incoming Contractor	7/30/27
8	Assume Helpdesk; SLAs; CoC outreach process	Helpdesk SOP & SLA Matrix	Incoming Contractor	7/30/27
9	Adopt full M&O routines/runbooks; acceptance tests	M&O Sign-off	Incoming Contractor	7/30/27
10	Workstream closeout	Cal ICH Approval	Incoming Contractor	7/30/27

10.3 Informatica IDMC

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Configure IDMC environments per handoff	IDMC Config Guide (Validated)	Incoming Contractor	7/30/27
2	Implement RBAC; access review & approvals	RBAC Matrix & Audit Trail	Incoming Contractor	7/30/27
3	Deploy file management scripts; unit tests	Script Inventory + Test Evidence	Incoming Contractor	8/13/27
4	Document/validate quarterly load task flows	Task Flow Docs + Timing Map	Incoming Contractor	8/13/27
5	Implement SPM task flows & control points	SPM Flow Diagrams	Incoming Contractor	8/13/27
6	Stand-up exception handling & alerting	Exception scenarios; remediation steps; alerting logic	Incoming Contractor	8/13/27
7	Configure service accounts; rotation policy	Service Account Register	Incoming Contractor	8/13/27
8	Adopt M&O dashboards; ticketing (Informatica Support)	M&O SOPs & Escalation Matrix	Incoming Contractor	8/13/27

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
9	Validate GitHub integration; branching; permissions	Source Control Standards	Incoming Contractor	8/13/27
10	Execute code migration process & approvals	Migration Checklist & Approvals	Incoming Contractor	8/13/27
11	Workstream closeout	Cal ICH Approval	Incoming Contractor	8/15/27

10.4 Informatica MDM (On-Prem)

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Review & adopt MDM upgrade runbook; rollback tested	Upgrade SOP + Test Evidence	Incoming Contractor	7/30/27
2	Validate system configuration (env, params, data model)	Config Reference Guide	Incoming Contractor	7/30/27
3	Apply RBAC; provisioning & audit process	Role Matrix & Audit Logs	Incoming Contractor	8/13/27
4	Validate match/merge rules; trust scores; schedule	Match/Merge Documentation	Incoming Contractor	8/13/27
5	Build support playbook; triage & resolution matrix	Support Playbook	Incoming Contractor	8/13/27
6	Inventory service accounts & rotation	Account Inventory	Incoming Contractor	8/13/27
7	Establish quarterly refresh calendar & validation	Refresh Calendar & Validation SOP	Incoming Contractor	8/13/27
8	Adopt M&O routines, dashboards & escalation	M&O Sign-off	Incoming Contractor	8/13/27
9	Workstream closeout	Cal ICH Approval	Incoming Contractor	8/15/27

10.5 Snowflake Platform

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Configure identity access (RBAC), MFA, groups	Access Strategy & MFA Evidence	Incoming Contractor	8/6/27
2	Enable monitoring & SLAs; alerts	Monitoring Dashboard + SLAs	Incoming Contractor	8/6/27
3	Validate environment architecture &	Architecture & Metadata Map	Incoming	8/6/27

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
	metadata		Contractor	
4	Service accounts inventory & credential mgmt.	Service Account Register	Incoming Contractor	8/6/27
5	Assume pipeline orchestration; SLA monitoring	Pipeline Docs & Orchestration SOP	Incoming Contractor	8/6/27
6	Implement data security (masking, encryption)	Security Policy Pack	Incoming Contractor	8/6/27
7	Prepare for 3rd-party audit; response playbook	Audit Readiness Checklist	Incoming Contractor	8/6/27
8	Cost & performance optimization policies	Cost Model & Tuning Reports	Incoming Contractor	8/6/27
9	Quarterly refresh calendar & reconciliation	Refresh & Reconciliation Checklist	Incoming Contractor	8/6/27
10	Adopt M&O runbooks & escalation	M&O Sign-off	Incoming Contractor	8/6/27
11	Workstream closeout	Cal ICH Approval	Incoming Contractor	8/10/27

10.6 Tableau Cloud

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Provisioning & deactivation process; access governance	Provisioning SOP & Governance	Incoming Contractor	8/13/27
2	Catalog & validate HDIS Work Products	Dashboard Catalog	Incoming Contractor	8/13/27
3	Validate dashboard logic, calcs, filters, business rules	Logic Mapping Docs	Incoming Contractor	8/27/27
4	Permissions matrix & landing page experience	Permissions & UX Matrix	Incoming Contractor	8/13/27
5	Data source connections & refresh schedules	Connection Map + Schedules	Incoming Contractor	8/13/27
6	Maintenance calendar; DR/failover readiness	Maintenance & DR Checklist	Incoming Contractor	8/13/27
7	QA/validation playbook; sign-off checklist	QA Playbook & Checklist	Incoming Contractor	8/13/27
8	Support guide; resolution flows & escalation	Support Guide	Incoming Contractor	8/13/27

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
10	Adopt M&O routines & runbooks	M&O Sign-off	Incoming Contractor	8/6/27
11	Workstream closeout	Cal ICH Approval	Incoming Contractor	8/30/27

10.7 Software Licensing Transition

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Validate license inventory & terms	Master License Tracker (IC)	Incoming Contractor / Outgoing Contractor	9/3/27
2	Transition month-to-month licenses (AWS, Jira, GitHub)	Admin & Billing Transfer Evidence	Incoming Contractor	9/3/27
3	OEM-bound licenses replacement plan (Datto, etc.)	Replacement Strategy & 30-day Plan	Incoming Contractor / Cal ICH	9/3/27
4	Import security monitoring configurations	Security Config Summary	Incoming Contractor	9/3/27
5	Cal ICH approval of replacement path	Approved Decision Record	Cal ICH	9/3/27
6	Review annual expirations (Tableau, IDMC, Snowflake, Okta)	Renewal Timeline & Guidance	Incoming Contractor	9/3/27
7	Finalize transfer/renewal (WOA/continuation)	Legal & Financial Docs	Incoming Contractor / Cal ICH	9/3/27
8	Confirm discount impacts & budgeting	Cost Forecast	Incoming Contractor	9/3/27
9	Complete WOA/payment updates	Financial Transition Docs	Incoming Contractor	9/3/27
10	Document vendor contacts, renewals, support	Vendor Contact Handoffs	Incoming Contractor	9/3/27

10.8 HDIS Data Management (Quarterly Refresh)

Shadow Q1 (July). IC runs Q2 (Aug–Oct 2027).

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Window
1	CoC data upload SOP; communications; run Q2 intake	CoC Submission SOP + Comm Plan	Incoming Contractor (Outgoing Contractor shadows Q1)	Jul–Oct 2027
2	Snowflake data load (encryption, movement, storage)	Load Sequence Docs & Path Map	Incoming Contractor	Jul–Oct 2027

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Window
3	File validation (structure, naming, pre-load checks)	File Validation Checklist	Incoming Contractor	Jul–Oct 2027
4	Post-load QA (counts, nulls, referential, QA→Prod)	QA Validation Evidence	Incoming Contractor	Jul–Oct 2027
5	Data refinement (business rules & transforms)	Transformation Logic Docs	Incoming Contractor	Jul–Oct 2027
6	Data mastering workflow (dedupe, entity resolution)	MDM Match/Trust Reports	Incoming Contractor	Jul–Oct 2027
7	Data warehouse load (order, dependencies, exceptions)	DW Load & Exception SOP	Incoming Contractor	Jul–Oct 2027
8	SPM load sequence & mappings	SPM Load Docs	Incoming Contractor	Jul–Oct 2027
9	Data lake refresh (ZCC schedule, versioning, retention)	DL Refresh & Retention SOP	Incoming Contractor	Jul–Oct 2027
10	Dashboard release cycle (QA/ Prod, publication)	Release Checklist & Sign-offs	Incoming Contractor	Jul–Oct 2027
12	Work product updates post-quarterly release	Work Products Release Pack	Incoming Contractor	Jul–Oct 2027
11	Troubleshooting guide for ingestion/transform/reporting	Troubleshooting Playbook	Incoming Contractor	Jul–Oct 2027
10b	Adopt M&O tasks & documentation	M&O Sign-off	Incoming Contractor	10/30/27
11b	Workstream closeout	Cal ICH Approval	Incoming Contractor	11/15/27

10.9 Contract Initiation & Compliance Readiness

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
1	Confirm roles & responsibilities (State vs Contractor)	Transition In RACI	Incoming Contractor / Cal ICH	7/9/27
2	Joint support coverage during transition	Support Calendar & Coverage Plan	Incoming Contractor / Outgoing Contractor	7/1–11/30/27
3	Execute training & OJT; populate knowledge repositories	Training Schedules & Repo Links	Incoming Contractor / Outgoing Contractor	7/1–11/30/27
5	Finalize design/config deliverables; sign-offs	Final Design Package	Incoming Contractor	7/1–11/30/27
6	Entry & exit criteria for Transition In	Criteria Checklist (Approved)	Incoming Contractor / Cal ICH	7/1–11/30/27

Task No.	Transition In Activity	Deliverable / Acceptance	Owner	Target Date
7	Supporting documentation for all transition tasks	SOPs, Guides, Diagrams centralized	Incoming Contractor	7/1–11/30/27
8	Data retention/destruction for superseded assets	Sanitization Certificates	Outgoing Contractor (w/ Incoming Contractor oversight)	7/1–11/30/27
9	Full cutover schedule & Transition In Report	Cutover Timeline + Final Report	Incoming Contractor	11/30/27
10	Tracking tools for status & issues	Live Status Board & Notifications	Incoming Contractor	7/1–11/30/27
11	Transition risk assessment	Risk Log & Mitigation Plan	Incoming Contractor	7/1–11/30/27
12	Post-transition support	Stabilization Plan (Dec 2027)	Incoming Contractor	12/1–12/31/27

11. Cutover Plan (High-Level)

1. Go/No-Go Readiness Review: Verify all workstream exit criteria met; confirm staffing and blackout windows.
2. Pre-Cutover Tasks: Freeze non-critical changes, backup configs, confirm DR availability.
3. Cutover Window: Transition ownership of runbooks, support queues, admin roles, vendor contacts, billing.
4. Validation: Run smoke tests (access, monitoring alerts, pipeline triggers, dashboard availability).
5. Contingency: Rollback steps per DR and change calendar; Outgoing Contractor standby support.
6. Sign-off: Cal ICH formal acceptance; publish Transition In Report.

12. Post-Transition Stabilization (Dec 2027)

- Hypercare: Incoming Contractor provides elevated support coverage and faster SLAs.
- Operational Reviews: Weekly health checks on ingestion success rate, incident trends, platform performance/costs.
- Continuous Improvement Backlog: Document improvement opportunities (automation, governance, cost optimization).
- Final Acceptance: Cal ICH signs off on stabilization completion.

13. Appendices

Appendix A – Detailed RACI (Task-Level)

Appendix B – Document Index

- System Architecture & Topology

- SOPs (M&O, DR, Patching, Helpdesk, Onboarding/Offboarding)
- Platform Configurations (IDMC, MDM, Snowflake, Tableau)
- Security Policies (RBAC, MFA, Masking, Encryption, ZCC)
- Runbooks (Loads, Exception Handling, Code Migration)
- QA & Validation Checklists (Pre-/Post-load, QA→Prod)
- Licensing Tracker & Vendor Contact Sheet
- Risk Log, Issue Register, Decision Log, Change Log
- Training Materials & Knowledge Base Links

14. Signatures

- **Cal ICH Representative:** Date: ____
- **Incoming Contractor (IC) Representative:** Date: ____
- **Outgoing Contractor (OC) Representative:** Date: ____

Appendix A – Detailed RACI (Task-Level)

Workstream / Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Project Mgmt – Transition briefing & docs	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Project Mgmt – Jira handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
HDIS Platform – Security software review	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
HDIS Platform – DR process review	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
IDMC – Config handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
IDMC – RBAC review	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
MDM – Upgrade runbook handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Snowflake – Identity & security handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Tableau – Dashboard logic handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Licensing – Inventory & transfer	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders
Data Mgmt – Quarterly refresh handoff	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders

Workstream / Task	Responsible (R)	Accountable (A)	Consulted (C)	Informed (I)
Contract Closeout – Risk assessment	Outgoing Contractor	Cal ICH	Incoming Contractor	Stakeholders

Appendix B – Document Index

- **System Architecture & Topology**
 - HDIS platform diagrams
 - Snowflake environment architecture
 - Tableau dashboard architecture
- **Configuration Guides**
 - IDMC environment setup
 - MDM configuration reference
 - RBAC matrices for all platforms
- **Runbooks & SOPs**
 - Data load sequences (Snowflake, IDMC, MDM)
 - Exception handling playbooks
 - DR procedures and rollback plans
 - Monitoring & alerting SOPs
- **Security Policies**
 - MFA and RBAC enforcement
 - Data masking and encryption standards
- **Operational Documentation**
 - M&O schedules and escalation paths
 - Helpdesk workflows and SLA matrices
- **Source Control**
 - GitHub repositories and branching strategy
- **Licensing**
 - Master license tracker
 - Vendor contact sheet
- **Compliance**
 - Audit readiness checklists
 - Risk logs and mitigation plans
- **Training Materials**
 - Knowledge transfer session decks
 - Recorded sessions

