



CalSAWS | Project Risks and Issues



September 17, 2020

CalSAWS Risk & Issues Executive Summary

Probability	Impact				
	1 Minimal	2 Minor	3 Significant	4 Major	5 Unacceptable
	90% Near Certainty				201
	70% Highly Likely			203 211 226 231	
	50% Possible		208 219 227	P	204
	30% Unlikely			230	
	10% Highly Unlikely		206 223 232	104 209	102

Legend

Risk 102: Lack of Annual Project Funding may cause schedule delay or reduction in scope for CalSAWS M&O, and all existing projects

Risk 104: Functionality gaps between the 3 systems may result in a loss of functionality for some counties during migration to CalSAWS

Risk 201: Pace of Policy Changes may exceed capacity of App-Dev team, resulting in less automation

Risk 203: Project communications must be enhanced, otherwise stakeholder / audience needs will not be met

Risk 204: Volume of changes to baseline code may cause degradation in quality & increase in defects

Risk 206: Delays in staffing the Consortium and/or Accenture teams may delay the project schedule

Risk 208: CalHEERS release readiness delays may negatively impact CalSAWS delivery timelines, slowing critical updates to counties

Risk 209 (moved from medium): CalWIN Counties may not be adequately supported for change readiness prior to December 2020 until the CalWIN Change Management Procurement vendor starts

Risk 211: Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates

Risk 214 (retired): If counties are not able to adapt to the regional governance structure, the project schedule is at risk regarding decision making

Risk 219: Facilitation across Committees is inconsistent, which may impact the project schedule and quality of decisions

Risk 221 (retired): The instability of two 3rd party software products from Oracle causes LRS production performance degradation.

Risk 223: CalSAWS DD&I / LRS Technology Operations ability to manage, maintain, monitor, and deliver a scalable and sustainable 58 county CalSAWS.

Risk 225 (retired): The ForgeRock solution may not perform as expected, causing LRS production performance degradation.

Risk 226: COVID-19 relief efforts may impact CalSAWS DD&I schedule.

Risk 227: County ancillary funding availability may impact counties' availability to align with the Ancillary System Conversion project plan.

Risk 230: Some non-production environments using Delphix software do not have the desired responsiveness

Risk 231 (New): Delay of Web Browser compliance may impact users who do not use MS Internet Explorer

Risk 232 (New): Delay in receiving the Non-State Forms translations may result in forms not being available prior to C-IV cutover

Risk 233 (New): Potential delay in delivering CalSAWS Contact Center Solution

Issue 119: The OCAT Readiness metrics have not been met. The Implementation Schedule and Go-Live dates have been delayed

P Overall Project

High = 6
Med = 4
Low = 7

DD&I = 15
M&O = 2

Risk Total: 17

New Risk Total: 3

Retired Risk Total: 3

Issue Total: 1

Project Average Risk Exposure: 1.5

CalSAWS Project Issue and High/New Risk Update

Risk/ Issue #	Risk/Issue Name	Risk Status	Risk Trend
Issue 119	The OCAT Readiness metrics have not been met. The Implementation Schedule and Go-Live dates have been delayed	The Cambria contract amendment was approved by the board on 8/28. Cambria and Consortium worked together to develop a revised project plan and timeline to address quality and readiness concerns. Revised timeline includes: • System Test Complete: 9/4; County UAT: 9/8 – 10/12; County Training: 10/5 – 10/30; Green Light: 10/26; Go-Live: 11/2	N/A
201	Pace of Policy Changes may exceed capacity of the project teams, resulting in less automation	For SFY 20-21, COVID-19 changes continue to be a priority along with migration changes and upcoming key State policy changes: As part of the upcoming DHCS Policy Implementation, the ABD and Medicare Part B changes are targeted for the November release for all SAWS systems with a December 2020 benefit month effective date.	↔
203	Project communications must be enhanced, otherwise stakeholder / audience needs will not be met	The Communication strategy team continues to document the Final Communication Strategy and Roll Out Plan. They are also developing the Power of 58 Core Branding Assets and Tactical Roadmap.	↔
204	Volume of changes to baseline code may cause degradation in quality & increase in defects	Mitigation measures include: Increased Automated Regression Testing (ART). Scripts now cover 95% of production transaction volumes. Alignment of each system transaction to a Business Area is complete as of July 2020, and automated test coverage will be tracking in this manner going forward in addition to Usage Tiers. Additional proposed efforts include Batch Infrastructure, NOA Snippet Verification, and Ongoing Case Maintenance Scenarios-Continuing vs. Intake. Code quality checks, impact analysis, training new staff on testing processes and procedures.	↔
211	Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates	The vendor started the Statewide Portal/Mobile App work on August 10, 2020. The Portal/Mobile App Go-Live date is in September 2021. Received confirmation from CMS on approval letter and clearance process. The C-IV and CalWIN go-live dates remain at risk.	⬇
226	COVID-19 relief efforts may impact CalSAWS DD&I schedule	The priority for the CalSAWS Project is responding to emergency and policy updates related to COVID-19. The project continues work to undo COVID-19 changes. The project received a new Executive Order N-75-20 which will continue to stop the ticking of the CW 48-month time clock. The state/feds have approved emergency allotments for August and those benefits will run for a 9/13 availability date.	↔
231 (New)	Delay of Web Browser compliance may impact users who do not use MS Internet Explorer	LRS (base CalSAWS) is built to work primarily with Microsoft Internet Explorer (IE). It is not browser agnostic nor fully compatible with Google Chrome or other browsers. The IE-centric architecture creates compatibility issues such as document preview, handle data population logic in certain data fields, trigger forms, or proper rendering of Notice Of Actions (NOAs). IE is also being obsoleted by the industry. Consortium, Accenture and QA are working together to align web browser expectations, needs, design documents, and requirement language to best meet the needs of the 58 counties and industry standards. Working to resolve discrepancy with DDID 1776 (Chrome and IE) and 1768 (IE for AMP performance monitor).	↔
232 (New)	Delay in receiving the Non-State Forms translations may result in forms not being available prior to C-IV cutover	The original Non-State Forms (NSF) schedule was modified to allow for State and advocacy reviews. All reviews are now complete. For those forms that are being converted into new State forms, (a) The Consortium and CDSS have agreed on target delivery dates for the State to provide the English and Spanish versions. Failure to meet these dates may impact the ability to add these forms to the system prior to the C-IV Counties go-live. (b) Target dates are still under discussion for translations.	↔
233 (New)	Potential delay in delivering CalSAWS Contact Center Solution	If CalSAWS Contact Center solution is not approved timely, the CalSAWS Contact Center solution may not be implemented in time for the C-IV and CalWIN go-live dates.	↔

Risk Trend Legend

