Cal**SAWS** | Project Risks and Issues

November 05, 2020

P **Overall Project**

High = 6	DD&I = 12
Med = 2	M&O= 2
Low = 6	

Risk Total: 14

Retired Risk Total: 4

New Risk Total: 1

Issue Total: 1

Project Average Risk Exposure: 1.6

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: CalWIN Counties may not be adequately supported for change readiness prior to December 2020 until the CalWIN Change Management Procurement vendor starts

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

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

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

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 (Retired): Some non-production environments using Delphix software do not have the desired responsiveness

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

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

Risk 233: Potential delay in delivering CalSAWS Contact Center Solution

Risk 235 (New): The Portal/Mobile App Phase 1 may be delayed, and/or cause delays to the CalSAWS Migration Timeline

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

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	Cambria and Consortium worked together to develop a revised project plan and timeline to address quality and readiness concerns. **Revised timeline includes:** • County UAT (Week 3 of 5) on track: 9/8 – 10/12; • County Training: 10/5 – 10/30; • Green Light: 10/26; • Go-Live: 11/2 **Current Status as of 10/21:** UAT Test Execution: • 100% Interfaces complete – 78 scenarios; • 99% of Core app complete – 1014 scenarios; • UAT to continue past 10/19 to validate resolution of open defects • Training Material FDEL Accepted • Green Light T-4, T-3, and T-2 prep have completed, incorporating updates into Green Light documentation. T-1 was held on 10/19 with Green light on 10/26 and Go Live planned for 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 finalize the Roll Out Plan and Launch Artifacts. The Power of 58 communication campaign has been approved by Consortium leadership. Outcomes and toolset will be shared at the All-Staff meeting in November and subsequently with PSC.	↔
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. Implement Automated Code Quality assessment with each build. SonarQube configuration change planned for 10/8/2020 to enhance code coverage.	↔
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. With the PHE extended through at least January 2021, the project is assessing potential impacts to the system/workers/customers due to the rescinds and changes to the share of cost. These changes have caused SAWS and MEDS to become out of sync.	↔
231	Delay of Web Browser compliance may impact users who do not use MS Internet Explorer	From a replacement product and technology perspective, the POC is split into three tasks – conversion of XDP to HTML5, HTML5 designer/editor, and conversion from HTML to PDF. Several products in all three categories have been reviewed with five more remaining as we compare and evaluate against our set of feature requirements. Final choice of products is still pending completion of evaluation and resolution of product specific issues.	↔
235 (New)	The Portal/Mobile App Phase 1 may be delayed, and/or cause delays to the CalSAWS Migration Timeline	The CalSAWS project team will estimate the level of effort to meet the interface requirements, to confirm whether the scope is feasible within the Portal/Mobile Project Schedule. Sequence/prioritize the integration test activities to support testing of core functionality (existing legacy portal capabilities) followed by net new functionality. <u>Contingency Options:</u> 1. **De-couple releases: Build a temporary interface** between C4Yourself and CalSAWS systems to enable potential schedule changes if the C-IV migration and Portal/Mobile Phase 1 go live dates do not stay aligned. 2. **Modify the scope of the Portal/Mobile Phase 1 release** to a subset of the planned functionality in order to minimize the impact to CalSAWS and move the balance of the functionality to a future release. 3. **Extend the timeline** of the Portal/Mobile Phase 1 release and the CalSAWS changes needed for Portal/Mobile Phase 1 in order to minimize the risk to delivery. The temporary interface between C4Yourself and CalSAWS systems is also required (assuming the C-IV migration continues). Will need to evaluate impact to releases 2.1 and 2.2 4. **Extend the timeline/No temporary Interface:** Extend the timeline of the Portal/Mobile Phase 1 release and the overall CalSAWS migration. No temporary interface would be needed. Will need to evaluate impact to releases 2.1 and 2.2.	↔