



CalSAWS | Project Risks and Issues



August 20, 2020

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# CalSAWS Risk & Issues Executive Summary

## Impact

	1 Minimal	2 Minor	3 Significant	4 Major	5 Unacceptable
90% Near Certainty					201
70% Highly Likely				203, 226, 211	
50% Possible			208, 219, 227	P	204, 225
30% Unlikely				209, 214, 230	221
10% Highly Unlikely			206, 223	104	102

## Legend

**Risk 102 (Downgraded):** 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:** Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates

**Risk 214:** 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:** 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 224 (Retired; Created New Issue #119):** The implementation of ForgeRock may delay the OCAT Schedule

**Risk 225:** 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 228 (Retired; Refer to New Issue #119):** Delayed access to the OCAT system may impact review/approval timeline for OCAT Training Material deliverable.

**Risk 230 (New; Issue #118 downgraded):** Some non-production environments using Delphix software do not have the desired responsiveness

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

## P Overall Project

High = 6  
Med = 7  
Low = 4

DD&I = 15  
M&O = 2

Risk Total: 17

Risk Retired Total: 2








New Risk Total: 1

Issue Retired Total: 1

New Issue Total: 1

Project Average Risk Exposure: 1.7

# CalSAWS Project Issue and High/New Risk Update

Risk/ Issue #	Risk/Issue Name	Risk Status	Risk Trend
<b>Issue 119 (New)</b>	The OCAT Readiness metrics have not been met. The Implementation Schedule and Go-Live dates have been delayed	Cambria submitted revised plan on July 15, 2020, and subsequent updates on July 22 and July 28. Latest revision proposes a new go live date of November 2, 2020. The plan includes several sections and proposed dates for System Test (including Non-Functional Tests), UAT, Training, ADA Compliant Reports, Business Rule UI, Chatbot, and remaining 3 deliverables. The proposed plan is in review with Consortium and QA. Will update dates for UAT, Training, Deliverables submission and review as new plan is finalized/approved.	N/A
<b>201</b>	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: Consortium staff continue to work closely with CWDA, OSI, CDSS and DHCS to align on policy priorities and to assess impact on migration activities. The Project is working with DHCS to confirm a 20.11 release for a December Benefit Month implementation of ABD Expansion.	
<b>203</b>	Project communications must be enhanced, otherwise stakeholder / audience needs will not be met	The CalSAWS website includes a new page that lists current/planned system outage broadcasts for YBN and C4Yourself. This change was deployed as part of Release 20.07. As part of the CalSAWS Enhanced Communications Strategy, the team has reviewed the Communication strategy approach with the Section Directors and confirmed next steps for campaign execution. The Communication strategy team has started to document the Final Communication Strategy as well as develop the Power of 58 Core Branding Assets and defining the Power of 58 Tactical Roadmap.	
<b>204</b>	Volume of changes to baseline code may cause degradation in quality & increase in defects	Mitigation measures include: Future scheduled Automated Regression Test (ART) enhancement including OCAT Automation R20.05 and transaction coverage by business area (R20.05.x priority). Automate Test workgroup met on July 30, 2020 and provided latest update on Transaction by Business area is now complete as captured in Risk Mitigation plan above. Action Item opened to add the new ART coverage details to the CalSAWS Wiki.	
<b>211</b>	Delay in consolidated portal procurement and implementation may impact C-IV and CalWIN go-live dates	The onboarding of the Deloitte team is in process with the Consortium. The vendor plans to start the Statewide Portal/Mobile App work on August 10, 2020 and deploy in September 2021. Received confirmation from CMS on approval letter and clearance process. The C-IV and CalWIN go-live dates remain at risk until the vendor commences work.	
<b>225</b>	The ForgeRock solution may not perform as expected, causing LRS production performance degradation	The 20.07 Performance Test with ForgeRock was successfully executed on July 10, 2020 and the Operational Readiness Verification was completed on July 17, 2020. The Performance test results demonstrate that the ForgeRock platform is able to support the load/scale and expected response times of the LRS/CalSAWS application. The Security Stack Replacement Regression Test execution is scheduled to complete by August 5, 2020. The Security Stack replacement is scheduled for August 7, 2020 as part of the 20.07 Priority Release.	
<b>226</b>	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 outstanding item of significance is the turning on of MC RE/discontinuances. At this time, the PHE will be extended for another 90 days, through October 25, 2020 and the project has discussed with DHCS the need to put together ideas for moving forward once the PHE is ended. DHCS has been made aware that MC batch running of rules (i.e. COLAs or other mass EDBC changes) are on hold until the MC RE/Discontinuance issue is resolved in a manner that will prevent cases with a currently overdue RE date being discontinued when the batch runs.	
<b>230 (New)</b>	Some non-production environments using Delphix software do not have the desired responsiveness	Simulated online and batch performance tests on the new Delphix version showed significant improvement over the existing Delphix engine. The performance results were reviewed with QA team and it was agreed to move forward with rolling out the new Delphix version on the remaining non-production environments. Issue # 118 was recommended to downgrade to a risk. This risk will be closed after rollout of new Delphix version on last environment is complete.	

## Risk Trend Legend

