



CalSAWS | Project Risks and Issues



December 03, 2020

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# CalSAWS Risk & Issues Executive Summary

		Impact				
		1 Minimal	2 Minor	3 Significant	4 Major	5 Unacceptable
Probability	90% Near Certainty			236		201
	70% Highly Likely			234	209, 226, 235, 231	
	50% Possible			208		204
	30% Unlikely					
	10% Highly Unlikely			206, 233, 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:** CalWIN Counties may not be adequately supported for change readiness prior to December 2020 until the CalWIN Change Management Procurement vendor starts
- Risk 226:** COVID-19 relief efforts may impact CalSAWS DD&I schedule.
- Risk 227 (Retired):** County ancillary funding availability may impact counties' availability to align with the Ancillary System Conversion project plan.
- 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 234 (New):** The delay of the full implementation of LA County's imaging solution by November 2021 Go-Live may impact deployment of the Imaging software in LA.
- Risk 235:** The BenefitsCal Project Release 1.0 may be delayed, and/or cause delays to the CalSAWS Migration Timeline.
- Risk 236 (New):** As the Analytics Dashboards are scaled for 58 Counties, Performance / SLAs may be impacted.

## P Overall Project

High = 7                      DD&I = 13  
 Med = 2                      M&O = 2  
 Low = 6

**Risk Total: 15**  
**Retired Risk Total: 1**  
**New Risk Total: 2**  
**Retired Issue Total: 1**  
**Project Average Risk Exposure: 1.8**

**Issue 119 (Retired):** 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
201	Pace of Policy Changes may exceed capacity of the project teams, resulting in less automation	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. State partners and CalSAWS are preparing a legislative staff briefing in December to provide information on policy and CalSAWS commitments for upcoming session.	
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 were shared at the All-Staff meeting in November and subsequently with PSC in December.	
204	Volume of changes to baseline code may cause degradation in quality & increase in defects	SonarQube was configured in October 2020 to automate code coverage tracking. Accenture is updating test scripts to be included in future statistics.	
226	COVID-19 relief efforts may impact CalSAWS DD&I schedule	DHCS is meeting with SAWS later this month to begin discussions around Medi-Cal REs after the PHE ends (PHE currently runs through 1/25/2021).	
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 were evaluated against the set of feature requirements and prototyped on the selected form templates. The converted templates were validated from a stability and maintenance perspective. Based on the findings, an additional conversion approach with the Adobe Experience Manager (AEM) product will be prototyped.	
235	The BenefitsCal Project Release 1.0 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 BenefitsCal Project Schedule. Sequence/prioritize the integration test activities to support testing of core functionality (existing legacy portal capabilities) followed by net new functionality. The BenefitsCal Project Schedule risk and 3 contingency options were provided to PSC members on 11/5/2020 and JPA members on 11/6/2020. JPA members were asked to provide a status/decision at the JPA meeting in December 2020.	
236 (New)	As the Analytics Dashboards are scaled for 58 Counties, Performance / SLAs may be impacted	The Analytics hard-launch dashboard production release experienced delays in data refresh impacting CalSAWS (LRS). Performance and measurements for a single county may not scale with the current configurations. Accenture to provide the following: <ul style="list-style-type: none"> <li>• Performance and scalability plan to support the 58 county load and schedule for delivery. The plan will include baseline and benchmarking of performance testing for each stage of delivery</li> <li>• Successful execution of planned performance testing and 58 county load testing</li> <li>• Analytics batch processing consistently meeting the 6:00 am daily completion time with the CalSAWS (LRS) data in production</li> </ul>	
234 (New)	The delay of the full implementation of LA County's imaging solution by November 2021 Go-Live may impact deployment of the Imaging software in LA	As of November 2020, LA has selected a vendor to help facilitate their export. Since that process has not yet started, there is a risk that LA will not complete the export in time for CalSAWS to complete the import by LA's Go-Live in November of 2021. If this risk becomes an issue and LA's Imaging Go-Live is impacted, the schedule for deploying BenefitsCal Phase 1 in LA may be impacted. <p><b>Option 1:</b> Adhere to the current Nov 2021 Go-Live date, however not all historical documents will be available within the CalSAWS Imaging Solution at Go-Live.</p> <p><b>Option 2:</b> The CalSAWS project will work with LA county and their vendor to determine a new Go-Live date for the CalSAWS Imaging Solution. This delay will ensure that there is enough time to migrate all of LA's historical documents into the CalSAWS Imaging Solution.</p>	

## Risk Trend Legend

	Remains same		Trending to High		Trending to Medium		Trending to Low		Realized into an Issue		Retired Risk
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