



# CalSAWS | Project Risks and Issues



March 11, 2021

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# CalSAWS Risk & Issues Executive Summary

Probability	Impact				
	1 Minimal	2 Minor	3 Significant	4 Major	5 Unacceptable
	90% Near Certainty		236		201
	70% Highly Likely		234	203 226 237 231	
	50% Possible		208	235 238 204	
	30% Unlikely	239			
	10% Highly Unlikely		206 232	104	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 (lowered from high):** 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 226:** COVID-19 relief efforts may impact CalSAWS DD&I schedule.

**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 234:** The November 2021 implementation of Imaging and BenefitsCal for LA county may be impacted due to a delay of the complete migration of LA county's images

**Risk 235 (lowered from high):** The BenefitsCal project release 1.0 may be delayed due to integration with the CalSAWS interface

**Risk 236:** The scaling of Analytics dashboards for 58 counties may have an impact on system performance

**Risk 237:** The scaling of Batch for 58 counties may have an impact on system performance

**Risk 238:** Without an integrated UAT plan, counties may be unable to properly plan for or participate in UAT as needed

**Risk 239 (New):** Lack of consistent State language translation approach may cause schedule delays and rework



## Overall Project

High = 6  
Med = 5  
Low = 5








DD&I = 13  
M&O = 3

Risk Total: 16







New Risk Total: 1

Project Average Risk Exposure: 1.8

# 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	Policy, Design and Governance (PDG) has several staff attending CWDA legislative committee to help address potential SAWS impacts and timelines. This year, there are some urgent policy items that have a potential short implementation timeline, which may impact other SCRs as legislation is passed.	
203	Project communications must be enhanced, otherwise stakeholder / audience needs will not be met	The CalWIN Implementation Support Services team has issued 3 CRFIs to communicate with CalWIN counties since the beginning of December 2020: <ul style="list-style-type: none"> <li>• 20-038 to solicit BPR documentation and participants; meeting daily with CalWIN counties on BPR in February to discuss as-is processes</li> <li>• 21-001 to solicit Training Advisory Council participation</li> <li>• 21-006 to solicit participants for a Visioning Lab for Feb 24</li> </ul> The BenefitsCal project team is developing a Communications Strategy and Plan that will be inclusive of all impacted stakeholders, for example internal stakeholders (State agencies, Counties, Caseworkers, Call Center teams) as well as external stakeholders (Residents, CBOs/Assisters, Legislators, Advocates, Unions, and organizations like CWDA). The initial communications strategy draft is targeted for 03/26/21.	
226	COVID-19 relief efforts may impact CalSAWS DD&I schedule	On 2/23/2021, Governor Newsom signed off on the Golden State Grant, a \$600 grant benefit for CalWORKs (and some other outside SAWS) customers. This is expected to be implemented by all SAWS on 3/27/2021. In order to meet this priority timeline, a few SCRs may need to shift to later dates.	
231	Delay of Web Browser compliance may impact users who do not use MS Internet Explorer	Adobe Experience Manager (AEM) was prototyped and validation was completed with all the identified types of forms and threshold languages. There were some minor font related and dynamic rendering issues identified in the initial validation. The team is working with Adobe support on the font issue and a timeline for a solution is expected early March 2021. A ticket has been opened with Adobe to look at the dynamic rendering issue (date TBD). Development estimate/timeline has been completed and tech estimate/timeline is in progress.	
236	The scaling of Analytics dashboards for 58 counties may have an impact on system performance	<b>Action Item #1:</b> Minor update requests are pending for 2 of 5 documents delivered. The Analytics team is working with Consortium Tech and QA team members to review and incorporate the remaining detail requested. ETC is 3/3/2021. <b>In-progress:</b> Refinements to the documentation continue based on reviews and feedback <b>Action Item #2:</b> Demonstrate stability in batch job run times and adherence to 6am batch window over a 5-10 day period. <b>Complete</b> <b>Action Item #3:</b> 40 County System Test is underway and test script execution is tracking to current plan. However, availability of reports is shifting out as releases G and H are re-planned to accommodate potential change in on-request approach. <b>In-progress:</b> Release re-planning will push out completion date beyond May. Revised date will be provided early March 2021. <b>Action Item #4:</b> 58 county performance and load testing. <b>Not started;</b> dependent on converted CalWIN data	
237	The scaling of Batch for 58 counties may have an impact on system performance	<ul style="list-style-type: none"> <li>• Project schedule is being updated by Accenture for C-IV Specialized Test Phase: <ul style="list-style-type: none"> <li>◦ Batch Regression Test start date update with plan for completion by 5/3/21</li> <li>◦ Batch Performance Test start date moving from 7/1/21 to 6/1/21. Pending outcomes of Batch Regression, the start date could move sooner into May 2021. Current plans show a contingency period from 5/3/21 to 6/1/21</li> </ul> </li> <li>• Accenture is investigating use of Qlik (vs. Excel) to assist with Batch Operations Reporting by C-IV Go Live</li> <li>• Latest updates to Child Support interface (changes to driving query, threading, and cache) have resulted in a reduction in runtime by 80%. Additional batch processes are being assessed for similar changes</li> </ul>	
239 (New)	Lack of consistent State language translation approach may cause schedule delays and rework	If translations are not provided by the State in a consistent manner, increased costs will be incurred for reopening code each time a translation is received. This will lead to schedule delays in getting the correct translations out to customers.	

## Risk Trend Legend

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