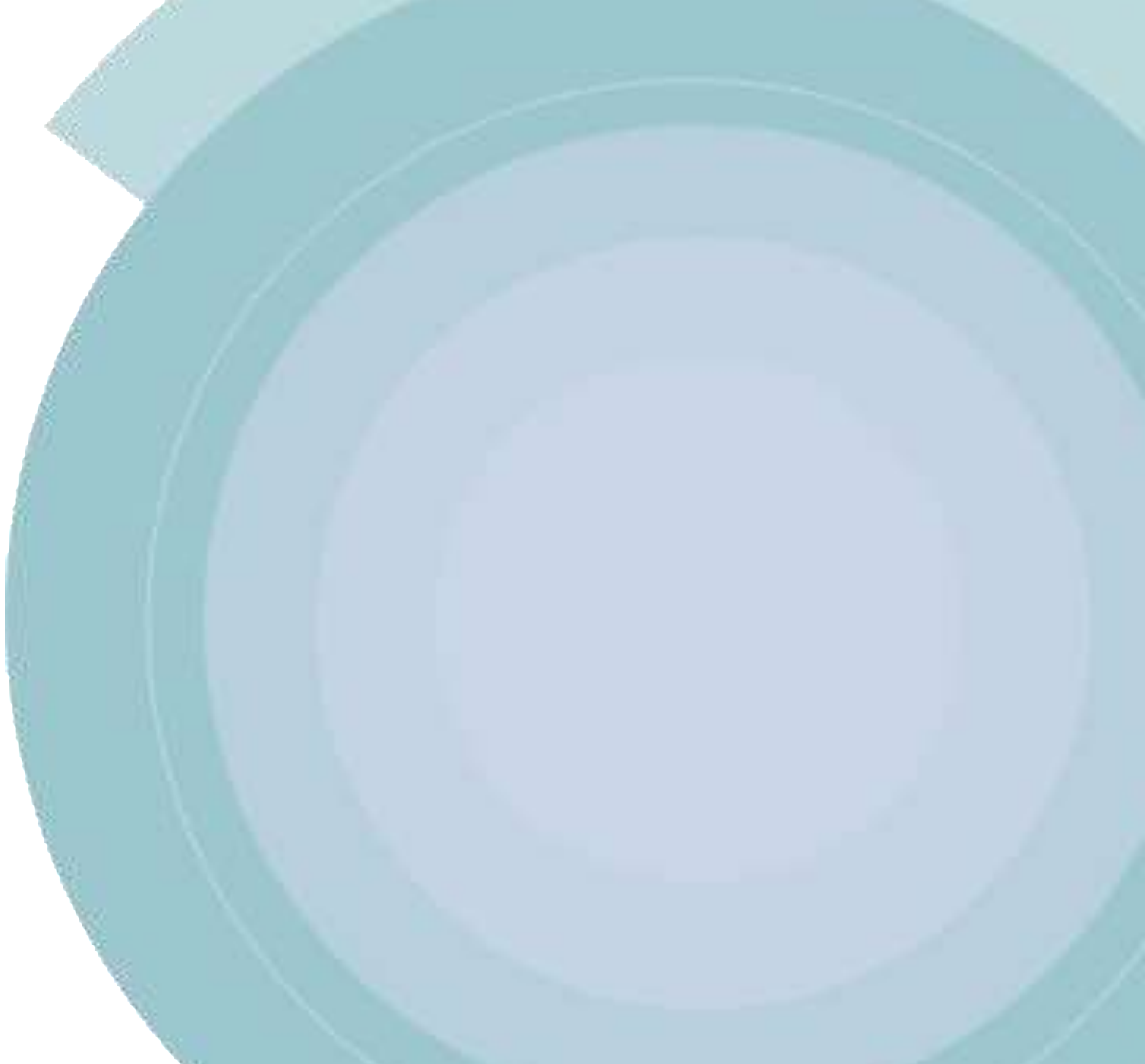


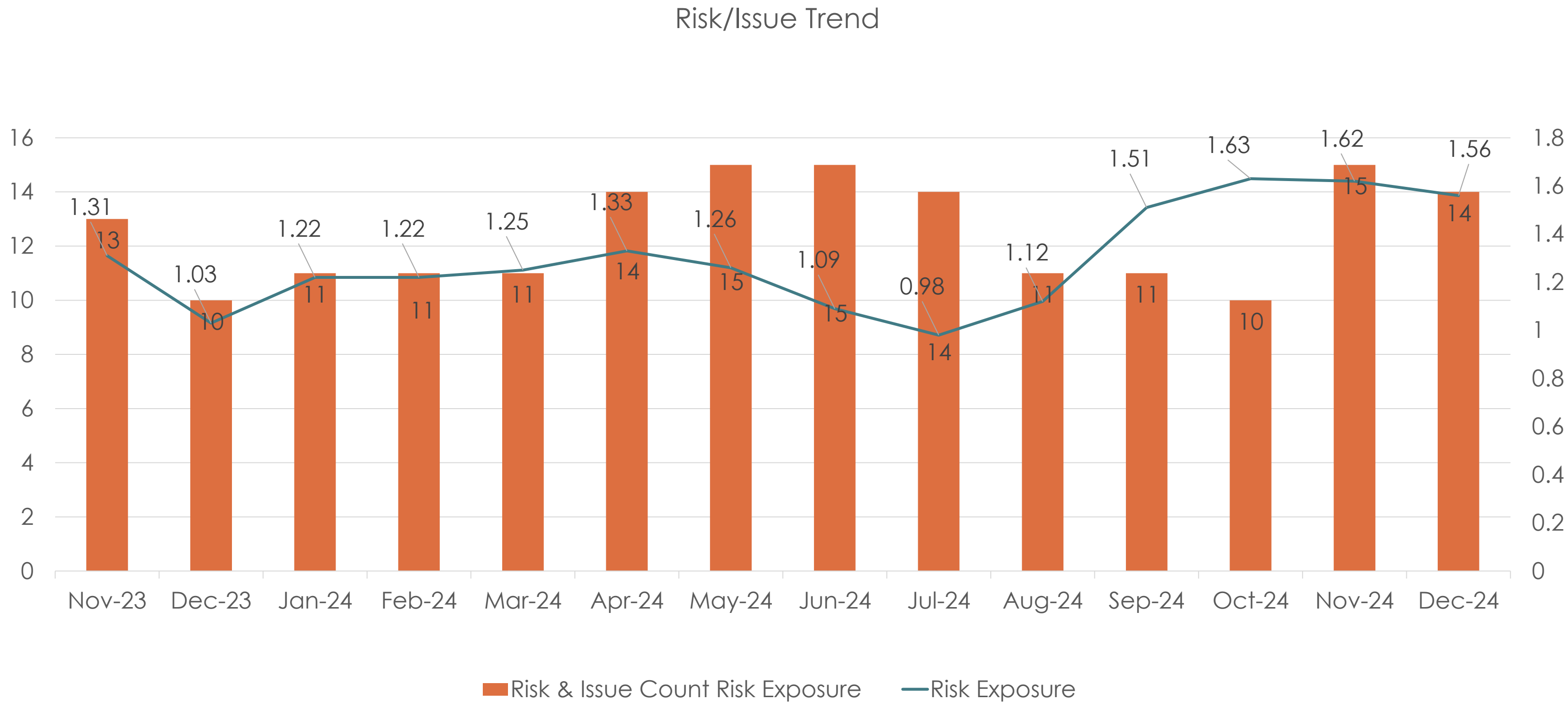
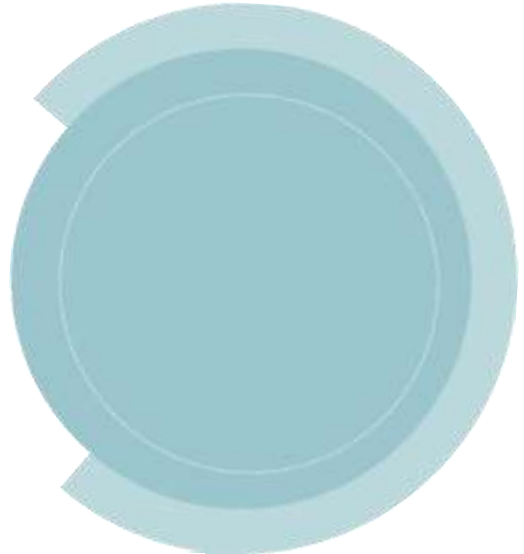
M&E Risks

October 18, 2024



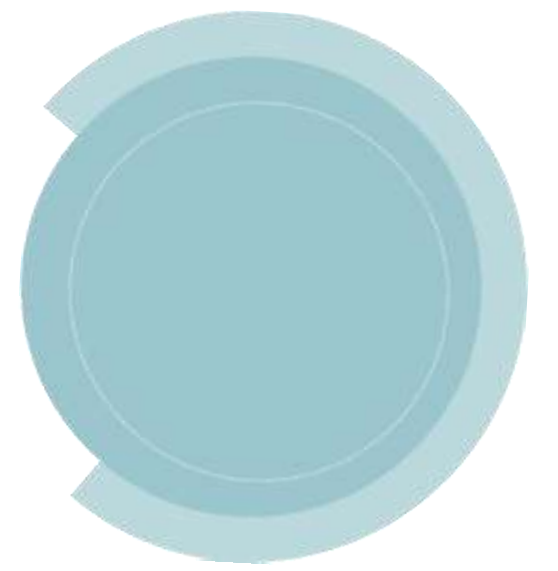
CalSAWS Project Risks

Risk Exposure Trend



CalSAWS Transition Risks

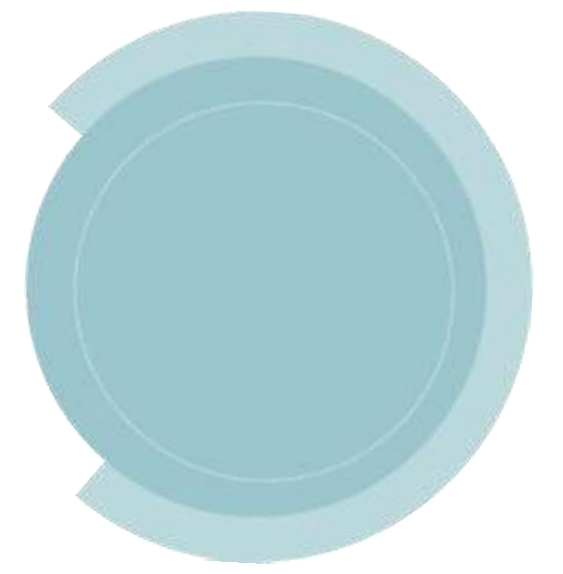
High and Medium Risk Summary



Category	Number	Title	Level
Transition Risks	306	Limited availability of Accenture staff may impact the schedule	Medium
Transition Risks	307	Failure to successfully separate the Contact Center scope between the Infrastructure and M&E contractors may result in transition schedule delays and/or cost increases	Medium
Transition Risks	308	Failure to successfully separate the Analytics scope between the Infrastructure and M&E contractors may result in transition schedule delays and/or cost increases	Medium
Transition Risks	309	Failure to clarify and confirm imaging script ownership could result in dual ownership with cost, schedule, and/or quality impacts.	Medium
Transition Risks	310	Failure to successfully separate the ForgeRock scope between the Infrastructure and M&E contractors may result in transition schedule delays and/or cost increases	Medium

CalSAWS Project Management or M&O Risks

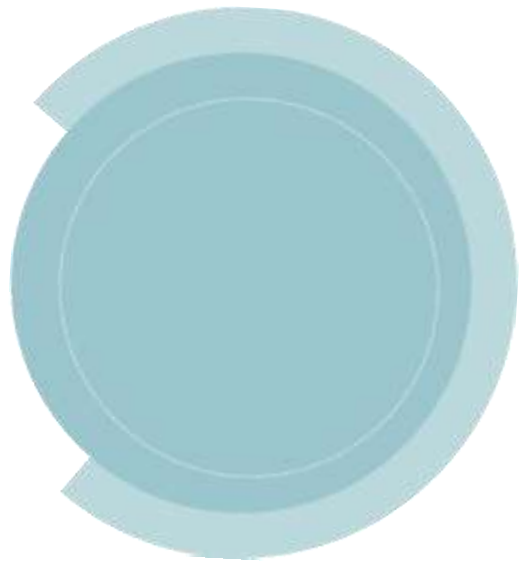
High and Medium Risk Summary



Category	Number	Title	Level
CalSAWS Project Management Risks	102	Lack of annual project funding may cause schedule delay or reduction in scope for CalSAWS & other projects	Medium
CalSAWS Project Management Risks	203	Project communications must continuously evolve, otherwise stakeholder / audience needs will not be met	Medium
M&O Production Risks	246	Perceived gap in functionality with GetCalFresh may impact adoption of BenefitsCal	Medium
M&O Production Risks	290	Recently released ROI policy lacks clarity which may create privacy and liability exposure for counties and customers	Medium
M&O Production Risks	296	Counties may not be prepared to reconcile Fiscal Reports and submit State Reports, timely	Medium
M&O Production Risks	297	Counties may face challenges in adopting management and ad hoc reports if additional support is not provided	Medium
M&O Production Risks	300	Stability of the CalSAWS Enterprise Identity and Access Management Services	Medium

CalSAWS Project Issues

Issue Summary



Category	Number	Title	Level
M&O Production	305	Fluctuating FCED Integrated Schedule and Communication impacts CalSAWS Delivery and Support	Issue