

CalSAWS



CalSAWS Risk Management Group RMG Report – Off Cycle

April 8, 2026

LIST OF OPEN RISKS

Risk 102 - Lack of annual project funding may cause schedule delay or reduction in scope for CalSAWS & other projects

Risk 203 - The CalSAWS web portal has limited features and accessibility which may impact the project's ability to disseminate information clearly and the counties' ability to locate information easily and timely.

Risk 318 - CARES conversion approach may require significant manual data conversion and/or data entry effort by the counties

Risk 323 - Unconfirmed performance test approach and schedule may impact the ability for CalSAWS to support joint performance testing with CARES

Risk 324 - Delay in communication may impact CalSAWS participation in the process simulation activity prior to the pilot go-live

Risk 326 - Lack of timely policy guidance may impact Medi-Cal HR1 delivery schedule

Risk 327 - Limited Availability of Deloitte Staff May Impact the BenefitsCal Transition Schedule

Risk 328 - Lack of Availability of Deloitte Offshore Resources May Impact Transition of Development KT/JS Activities

Risk 329 - Delay in Providing Accenture Team Timely Access May Impact BenefitsCal Transition Activities

Risk 330 - Current BenefitsCal system performance may not meet the new SLA performance standards set in the new contract

LIST OF OPEN ISSUES

No Open Issues

CalSAWS RMG Risks and Issues Report Off Cycle – April 8, 2026

GENERAL ANALYSIS

The overall average Project risk exposure level, due to ten open risks, is now at 1.42.

The following charts summarize various aspects of these risks and issues. Figure 1 Risk/Issue Exposure Levels plots the risk numbers and their corresponding risk exposures and shows the progression from lowest probability/ risk exposure to highest. Most of the risks have a probability of occurring equal to or less than 50%. Figure 2 shows the trend of risk/issues counts and overall average project risk exposure over the past year. There are eight risks at Medium risk level, and one at High. Figure 5 Count of Open Risks with Trigger Dates Within Risk Horizon Categories shows that there are eight risks having trigger dates occurring within the next 90 days (Near Horizon).

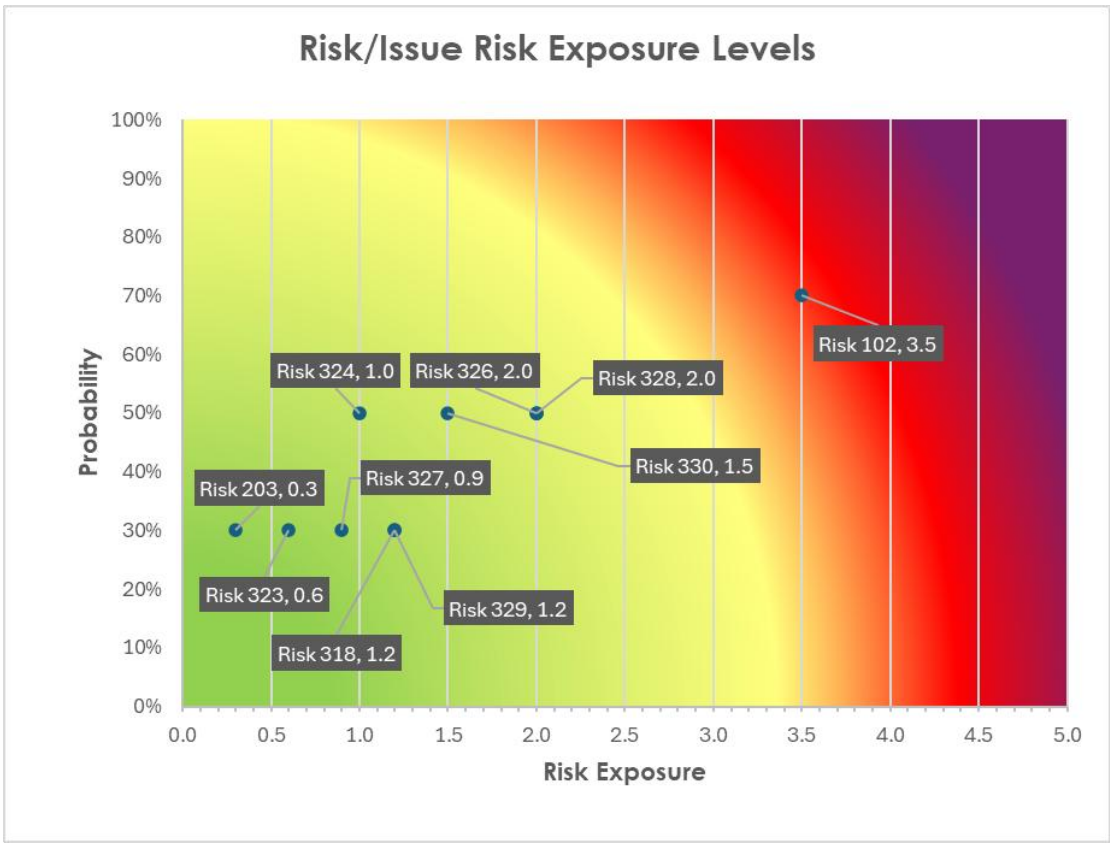


Figure 1 Risk and Corresponding Risk Exposure

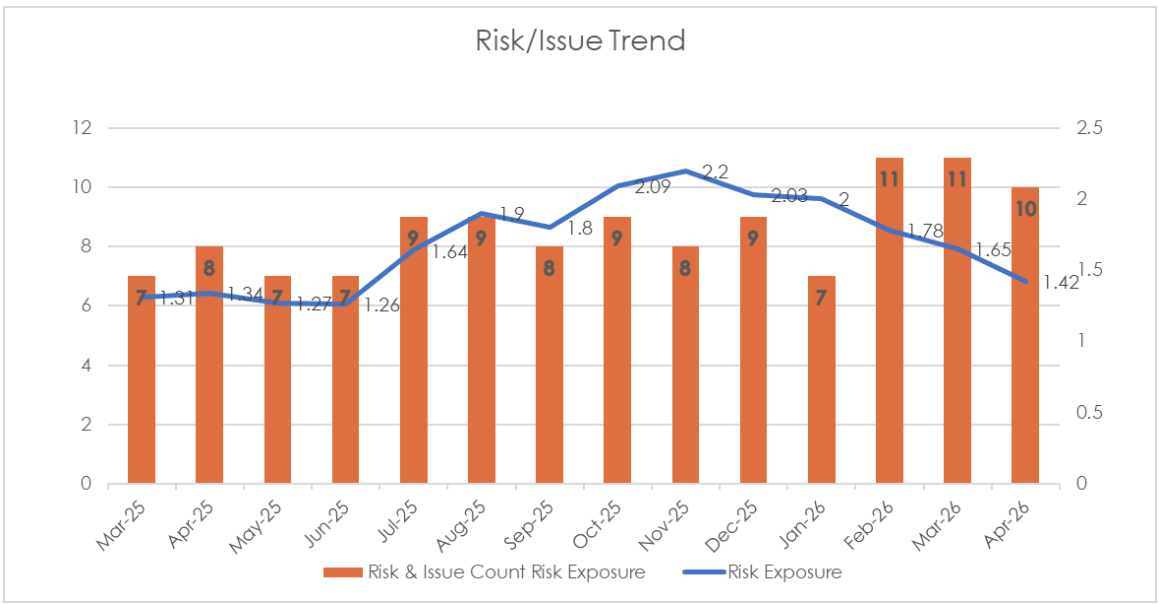


Figure 2 Overall Risk Level and Numerical Analysis

| PROBABILITY | IMPACT | | | | |
|---------------------|-----------|-------|-------|-------|----------------|
| | 1 Minimal | 2 | 3 | 4 | 5 Unacceptable |
| 90% Near Certainty | (0.9) | (1.8) | (2.7) | (3.6) | (4.5) |
| 70% Highly Likely | (0.7) | (1.4) | (2.1) | (2.8) | (3.5) |
| 50% Possible | (0.5) | (1.0) | (1.5) | (2.0) | (2.5) |
| 30% Unlikely | (0.3) | (0.6) | (0.9) | (1.2) | (1.5) |
| 10% Highly Unlikely | (0.1) | (0.2) | (0.3) | (0.4) | (0.5) |

Legend: Low Medium High

Figure 3 Probability / Impact

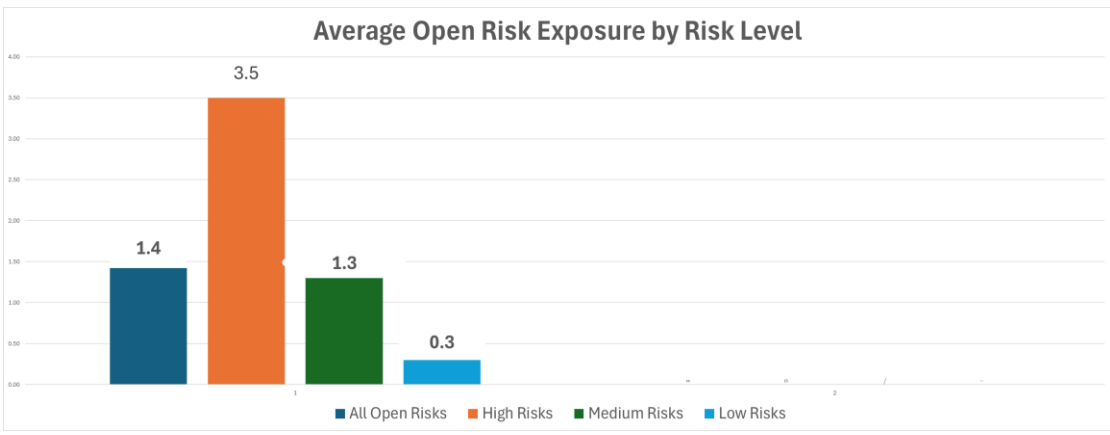


Figure 4 Avg of Open Risk Exposures within Risk Level Category

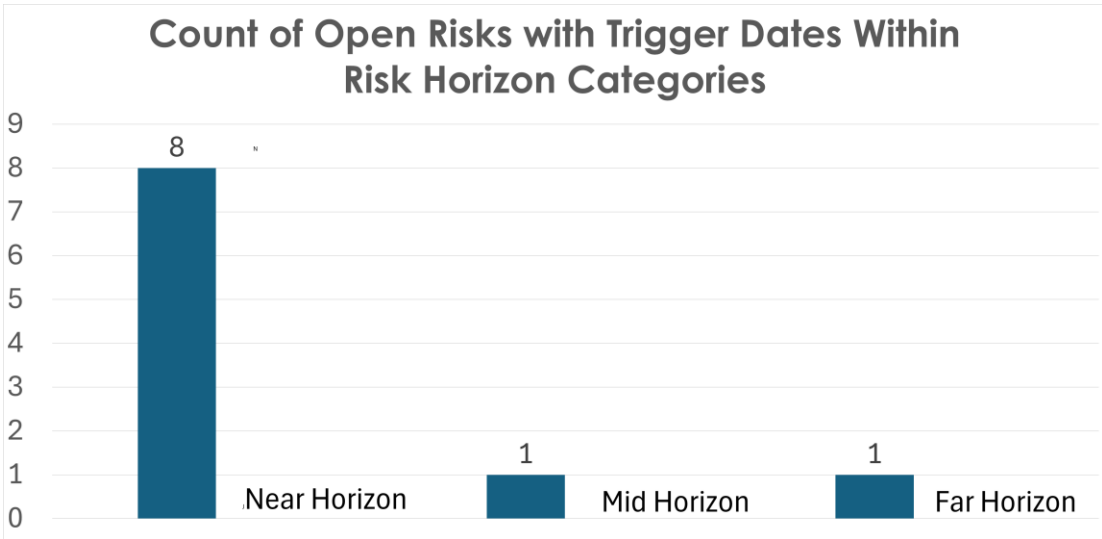



Figure 5 Count of Open Risks with Trigger Dates Within Risk Horizon Categories

CALSAWS MAINTENANCE AND OPERATIONS

RISK 102 - LACK OF ANNUAL PROJECT FUNDING MAY CAUSE SCHEDULE DELAY OR REDUCTION IN SCOPE FOR CALSAWS & OTHER PROJECTS

| DESCRIPTION | OWNERS |
|--|--------------|
| The project is subject to state funding approval each year. State general fund payments may be deferred, or budget cuts may cause schedule delays, scope reductions, or staff reductions | Holly Murphy |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|-------------|---|-------------------|-----------------|
| HIGH | Remains same  | 5/8/2026 | 7/1/2026 |

LATEST STATUS NOTES

- Apr 6, 2026: CPMO submitted the Annual OAPDU on March 30, 2026, and will continue working with the State to provide clarifications as needed for funding adjustments.
- Mar 9, 2026: No new updates.
- Feb 9, 2026: CPMO is working with OTSI on spring budget updates.

CURRENT MITIGATION PLAN


Consortium PMO will monitor actual and projected costs against plan to assess utilization and monitor new funding needs for future funding requests as part of standard processes and apply updates per State schedule:

- Verify monthly updates to the State's Master Automation Effort Tracker to identify gaps– Ongoing Monthly
- Prepare and submit Automated Budget Questionnaire (ABQ) – August/February
- Coordinate with State partners to address comments and questions – Fall and Spring budget cycles
- Verify proposed budget – January/May
- Address funding gaps – February/June

CALSAWS TRANSITION RISK

RISK 203 - THE CALSAWS WEB PORTAL HAS LIMITED FEATURES AND ACCESSIBILITY WHICH MAY IMPACT THE PROJECT'S ABILITY TO DISSEMINATE INFORMATION CLEARLY AND THE COUNTIES' ABILITY TO LOCATE INFORMATION EASILY AND TIMELY.

| DESCRIPTION | OWNERS |
|--|-------------------------------|
| March 6, 2025 The CalSAWS web portal has limited features and accessibility which may impact the project's ability to disseminate information clearly and the counties' ability to locate information easily and timely. | Holly Murphy, Peggy Macias |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|-------|--|-------------------|--------------|
| Low | Remains same  | 1/31/2026 | 4/30/2026 |

LATEST STATUS NOTES

- April 6, 2026: New Communication Portal was successfully implemented on March 30, 2026, and the team is currently providing post implementation support. A process to account for ongoing enhancements for subsequent phases is in place. Propose closing risk.
- March 6, 2026: Design of overall site is finalized. First set of User Guides, How-to Videos, Crosswalk are in final stages of approval. Review of Permissions and Access are being refined. Maintenance and Permissions process documents are in development. On-target for 3/30/2026 Go-Live date.
- Feb 9, 2026: User testing completed, pilot underway.

CURRENT MITIGATION PLAN

March 6, 2025/Aug 8, 2025, Mitigation Plan: Update the web portal to improve access to information, improve user experience, and streamline organization of information:

- Develop requirements for a new web portal (CPMO/Customer Engagement, target May 1, 2025 - Completed)
- Complete alternatives analysis of software options and assess costs (Gainwell Tools Team/CPMO/Customer Engagement, target August 31, 2025 - Completed)
- Design and develop new web portal (Gainwell Tools Team/CPMO/Customer Engagement, target December 31, 2025)
- Develop standards and maintenance processes to support integrity of the web portal – (CPMO/Customer Engagement, target January 31 2026)

CURRENT MITIGATION PLAN


- Facilitate organizational change management and training – (CPMO/Customer Engagement, target Feb 2026)

Implement new web portal pilot (Gainwell Tools Team/CPMO/Customer Engagement target January 2026)

CALSAWS MAINTENANCE AND OPERATIONS

RISK 318 - CARES CONVERSION APPROACH MAY REQUIRE SIGNIFICANT MANUAL DATA CONVERSION AND/OR DATA ENTRY EFFORT BY THE COUNTIES

| DESCRIPTION | OWNERS |
|--|--|
| The conversion approach that the CARES project has put forward assumes that all case data for CARES-FCED programs exists in CWS/CMS or can be derived from existing data. Discussions to synchronize CalSAWS AAP and Kin-Gap case data that may be missing from CWS/CMS have been rejected thus far. | Michele Peterson, Rachel Hernandez, Ramya Raghunathan, Jerald Nielson |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|---------------|--|-------------------|--------------|
| MEDIUM | Downward  | 3/2/2026 | 4/1/2026 |

LATEST STATUS NOTES

- 4/3/2026:
 - March Case Link %s: KG match is 98% ; AAP is 97%.
 - Residual Unmatched cases handling process is defined by CARES, reviewed with CalSAWS.
 - Close in coming days. ETA: 4/20.
- 3/9/2026:
 - The CARES team completed the design for handling residual unmatched cases.
 - Next step: CARES will review the recommendation with CalSAWS during the week of 3/9
 - Risk posture: Marking the related risk as trending downward.


CURRENT MITIGATION PLAN

Discuss alternative conversion approaches with the CARES/OTSI/CDSS leadership to avoid impacting counties by assuming a manual effort for a subset of the total AAP/Kin-Gap population.

CALSAWS TRANSITION RISK

RISK 323 - UNCONFIRMED PERFORMANCE TEST APPROACH AND SCHEDULE MAY IMPACT THE ABILITY FOR CALSAWS TO SUPPORT JOINT PERFORMANCE TESTING WITH CARES

| DESCRIPTION | OWNERS |
|--|---|
| <p>Conversations with the CARES project about performance test planning have included schedule, approach, and metrics. During the discussion of performance metrics, the volume of assumed CARES to CalSAWS transactions was identified to be inaccurate. The CARES team had based estimates on the 10-year high of created Foster Care cases in CWS/CMS. That number failed to account for daily system updates, Kin-GAP, or AAP cases. CARES has since provided metrics that appear to capture likely volumes CalSAWS will experience during production operations. Recently, the CARES project updated the CalSAWS team with new schedules and approaches for performance testing that CalSAWS will have issues aligning to. Specifically, the schedule calls for December 1st start dates, which will impact other CalSAWS performance testing/validation efforts. Additionally, the CARES team informed us that the CARES performance environment would include production un-masked data. The CARES team would only send newly created fabricated data, but the production un-masked data cannot be supported by CalSAWS under the current I-MOU with CARES.</p> | <p>Michele Petersen, Rachel Hernandez, Jerald Nielson, Jason Horton</p> |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|---------------|--|-------------------|-----------------|
| MEDIUM | Downward  | 3/23/2026 | 4/1/2026 |

LATEST STATUS NOTES

- 4/3/2026:
 - Integrated PERF test is in progress
 - Few findings logged for team's review
 - Risk will be closed upon PERF testing completion. ETA: 4/20
- 3/9/2026:
 - Performance test preparations are in progress (Test window: 3/23–4/20).
 - Status change: Transitioning the issue to a risk
- Risk 323 is reopened and set to Open for monitoring

CURRENT MITIGATION PLAN

Coordinate with the CARES project on our bi-monthly performance meetings to refine the metrics being used to mitigate impacts on the performance team's test planning activities. In

CURRENT MITIGATION PLAN

the absence of reasonable metrics, the performance test team will provide educated estimates by using the CalSAWS estimated outbound volumes. The assumption that CARES will have a similar number of updates in their system to CalSAWS is possibly an inaccurate approach but the best that can be done in the absence of CARES metrics.

Timeline:

- September 2025 - Define acceptable and agreed upon threshold metrics
- October 2, 2025 - Finalize approach and begin performance test planning

CALSAWS MAINTENANCE AND OPERATIONS

RISK 324 - CARES - DELAY IN COMMUNICATION MAY IMPACT CALSAWS PARTICIPATION IN THE PRODUCTION SIMULATION ACTIVITY PRIOR TO THE PILOT GO-LIVE.

| DESCRIPTION | OWNERS |
|---|--|
| <p>CARES requested CalSAWS participation and support in a Process Simulation activity prior to the pilot go-live, representing an additional scope of work. CARES implementation activities—including the Pilot, Process Simulation, Training, and Sandbox—are currently paused due to the October 1, 2025, Federal shutdown, impacting the CARES request for additional funding. CARES has confirmed that all discussions regarding the Process Simulation will remain on hold until further notice. This delay in coordinating Process Simulation activities has several downstream impacts, including potential effects on overall project schedule, resource allocation, joint testing, environment allocations and configuration, and funding needs to accommodate the expanded CalSAWS scope. Furthermore, funding for the CalSAWS STG6 environment is currently set to expire in May 2026 and allocated for County EUST3 testing between February and March 2025. Without clear Process Simulation timelines, there is a risk that an environment is not available and/or additional funding may be required to procure or extend environment availability in support of Process Simulation. Additionally, the current assumption is that Process Simulation would be conducted using unmasked production data, which is not compliant with the terms of the existing I-MOU between CalSAWS and CARES, and will require resolution before Process Simulation activities can proceed.</p> | <p>Michele Petersen, Rachel Hernandez, Jerald Nielson, Ramya Raghunathan</p> |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|--------|--|-------------------|--------------|
| MEDIUM | Remains same  | 3/1/2026 | 3/15/2026 |

| LATEST STATUS NOTES |
|--|
| <ul style="list-style-type: none"> ■ 4/3/2026: <ul style="list-style-type: none"> • Env credentials shared across the two teams • Connectivity test / Smoke test dates are being decided. CalSAWS is ready to test with CARES. Awaiting dates from the CARES team • Joint simulation support planning underway which includes – Entry criteria, County Support Planning, Defect Hand-Offs. Risk remains open to track these activities. • Risk Posture: Remains Same ■ 3/9/2026: CalSAWS shared the readiness timeline to meet the Production Simulation start date of May 4. |

LATEST STATUS NOTES

- Dependency / critical path: Infrastructure and Tech Ops require environment credentials from CARES by 3/10 to complete infrastructure setup by the last week of March.
- Current Status: The MOU was received 3/6 and is under CalSAWS review. Environment access forms must be signed/submitted before CARES can share credentials which is dependent on the MOU. Significant delays in receiving the environment credentials would result in downstream delays impacting the readiness timelines.
- Additional open Prod Sim strategy open items:
 - Entry and exit criteria
 - Defect tracking and handoff
 - Case Linking, data refreshes
 - County communication/recruitment processes
- Per the bi-weekly executive meeting on 3/5, CARES will schedule ongoing touchpoints focused on Prod Sim readiness.
- Considering delays in receiving environment credentials and multiple open tasks, recommend escalating the risk to an issue.
- 2/9/2026: Per CWDA directive, pilot and process simulation activities have been replaced with Production Simulation activities that will occur between May 2026 – October 2026. The risk will remain open until several activities and key milestones are established, such as:
 - Entry and Exit criteria
 - Environment and Readiness Timeline
 - Defect tracking and hand off
 - Case Link testing strategy and data refreshes
 - County Communication Processes

CURRENT MITIGATION PLAN


The CalSAWS project team can:

- Starting January 2026, identify Process Simulation testing activities that can be done within CalSAWS using current funding, to prepare for future work.
- Starting February January review and document options to extend or replace the CalSAWS STG6 environment before funding ends in May 2026, so solutions are ready when planning resumes.
- Once Process Simulation process discussion resume, coordinate with CARES to determine how masked production data can be used for Process Simulation in CalSAWS.

CALSAWS TRANSITION RISK

RISK 326 - LACK OF TIMELY POLICY GUIDANCE MAY IMPACT MEDI-CAL HR1 DELIVERY SCHEDULE

| DESCRIPTION | OWNERS |
|---|--|
| <p>Effective October 1, 2026 through January 1, 2027, House Resolution 1 (HR1) introduces several Medi-Cal policy changes, including new work requirements, moving from annual to six-month redetermination, for specific populations, an amended definition of Qualified Non-Citizens, and reduced retroactive Medi-Cal period. These changes add complexity to how individual and household details are used when determining eligibility, impacting county intake, change reporting, and renewal processes. Implementation depends on CMS guidance, which is pending. The redetermination and work requirement policy changes must be implemented by the January 1, 2027 effective date. The changes above will affect several areas within CalSAWS and BenefitsCal, as well as county operations. Without timely policy guidance, project planning and delivery timelines may be affected. To help manage these risks, the following mitigation efforts have been put in place.</p> | <p>Pragati Sharma , Jerald Nielson, Michele Peterson, Emmeil Davis</p> |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|---------------|---|-------------------|------------------|
| MEDIUM | Remains same  | 2/27/2026 | 4/16/2026 |

LATEST STATUS NOTES

- 4/3/2026 - Added 26.09 QNC final policy due to CMS VLP changes and extended 26.09 CalSAWS design to 4/30/2026.
- 3/9/2026 - 26.06: Final policy extended to 3/20/2026 - DHCS informed final policy is in alignment to CalSAWS changes. Final forms and NOAs extended to 3/27/2026 to support DHCS HR 1 correspondence finalization.
- 2/9/2026 - 26.06: Final policy extended to 2/28/2026 and Final forms and NOAs extended to 3/3/2026 to support threshold language NOAs from DHCS

CURRENT MITIGATION PLAN

- Use an Agile SDLC approach per agreement with DHCS, CalHEERS, and CalSAWS – Completed
- Create delivery schedule, including cross-organization dependencies (e.g., CalSAWS Project, DHCS, CalHEERS, and BenefitsCal) – Completed
- DHCS to provide final policy – Due Date:
 - 26.06: 3/20/2026 - In Progress

CURRENT MITIGATION PLAN

- 26.09: 12/31/2025 – Completed
- DHCS to provide final forms and NOAs – Due Date:
 - 26.06: 3/27/2026 - In Progress
 - 26.09: 3/27/2026 – In Progress
- Complete CalSAWS Design – Due Date:
 - 26.06: 1/15/2026 – Completed,
 - 26.09: 4/23/2026 - In Progress
- Complete BenefitsCal Design –
 - 26.06: 3/27/2026,
 - 26.09: 5/29/2026 Complete
- Integration Test:
 - 26.06: 5/22/2026;
 - 25.09: 8/28/2026 Complete
- System Test – Due Date:
 - 26.06: 5/29/2026,
 - 26.09: 9/4/2026 Complete
- BenefitsCal System Test:
 - 26.06: 6/19/2026;
 - 26.09: 9/11/2026

Distribute enhanced project communications - Ongoing

CALSAWS TRANSITION RISK

RISK 327 - LIMITED AVAILABILITY OF DELOITTE STAFF MAY IMPACT THE BENEFITSCAL TRANSITION SCHEDULE

| DESCRIPTION | OWNERS |
|--|--|
| Limited availability of Deloitte Knowledge Transfer (KT) providers to support the timely transition of BenefitsCal to Accenture while also supporting ongoing BenefitsCal operation. The impact would be during KT (Feb-Apr), Job Shadow (Mar-Jun) and Reverse Shadow (RS) (March-July). | Lulu Fou, Jim Yemm, Yong Vangbliayang, Onur Senman, Pandu Gupta, Liji Joseph |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|--------|--|-------------------|--------------|
| MEDIUM | Upward  | 3/9/2026 | 4/10/2026 |

LATEST STATUS NOTES

- 4/3/2026: Accenture has received 119 out of 128 document requests (93%). Completed 67 KT out of 85 KT sessions (79%); with 1 KT session that is pending Deloitte providing proposed KT Date/Time. KT had varying degrees of success. During the KT sessions, Deloitte team has responded that information will be provided at Job Shadows (e.g., LIFT, generation of Metrics, etc.) Completed 24 Job Shadow sessions out of 303 sessions requested to date (8%), with 243 JS sessions are pending Deloitte review and to provide dates/time. Accenture will take the lead to optimize/consolidate/reduce JS where we can. Out of 144 total Action Items assigned to Deloitte, 48 action items have been completed (33%) with 96 action items outstanding (67% open). Accenture sees this overall risk as trending higher.
- 3/4/2026: To date, Accenture has requested 117 documents and received 76 documents (65% received). The majority of the documents requested were needed by the end of February to prepare for the remaining KT sessions expected to occur in March. To date, Accenture has planned 87 KT sessions majority is expected to complete in March using April as a contingency month to add KT sessions to address questions from the documents received in February and findings from the KT sessions. Out of 87 sessions requested, Deloitte has provided dates for 70 sessions with 15 outstanding dates to be provided by Deloitte. Closely monitoring the remaining dates to see if they can fit in March and the impact it may have on Job Shadow that will commence in March for the SCR, Support Services, Security workstreams. Discuss if the risk is trending high.


CURRENT MITIGATION PLAN

Fulfill the document request list (provided on 1/26/2026) as soon as possible in order for Accenture to develop the KT plan. There is a dependency on the document requests/actions list in order to develop the KT plan. The KT plan will lay out the KT session requests in order for Deloitte to assign participants to the KT sessions. Action for Deloitte team to provide the dates for remaining KT sessions and review the overlap against the JS sessions that will commence in March for the SCR, Support Services and Security workstreams. Review that Deloitte Team will be able to support the parallel KT and JS activities and action all the follow-up take away from the KT sessions without impact BenefitsCal Operations or the BenefitsCal Transition timeline completion by end of July 2026. Accenture will be providing the Knowledge Transfer (KT) and Job Shadow (JS) plans for Deloitte to review and schedule participants availability. This collaborative KT scheduling approach will allow Deloitte staff to balance both BenefitsCal commitments and support the BenefitsCal Transition. In addition, propose recording JS sessions that does not contain production data.

CALSAWS TRANSITION RISK

RISK 328 - LACK OF AVAILABILITY OF DELOITTE OFFSHORE RESOURCES MAY IMPACT TRANSITION OF DEVELOPMENT KT/JS ACTIVITIES

| DESCRIPTION | OWNERS |
|---|--|
| Deloitte to provide offshore resources to participate in Knowledge Transfer (KT) session for offshore development work upon Accenture providing the KT Plan. Accenture to hold a session with KT recipients to establish when to do KT with the Deloitte offshore team. Accenture to shift the onshore team schedule to conduct JS when the offshore team will be doing the work. | Lulu Fou, Jim Yemm, Yong Vangbliayang, Onur Senman, Pandu Gupta, Liji Joseph |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|--------|--|-------------------|--------------|
| MEDIUM | Upward  | 3/9/2026 | 4/10/2026 |

LATEST STATUS NOTES

- 4/3/2026: Accenture has received 119 out of 128 document requests (93%). Completed 67 KT out of 85 KT sessions (79%); with 1 KT session that is pending Deloitte providing proposed KT Date/Time. KT had varying degrees of success. During the KT sessions, Deloitte team has responded that information will be provided at Job Shadows (e.g., LIFT, generation of Metrics, etc.) Completed 24 Job Shadow sessions out of 303 sessions requested to date (8%), with 243 JS sessions are pending Deloitte review and to provide dates/time. Accenture will take the lead to optimize/consolidate/reduce JS where we can. Out of 144 total Action Items assigned to Deloitte, 48 action items have been completed (33%) with 96 action items outstanding (67% open). Accenture sees this overall risk as trending higher.
- 3/9/2026: KT sessions that include offshore Deloitte resources have been scheduled between 8:30am-10:30am PST to allow participation. To date, 5 session that include offshore resources have been conducted successfully.


CURRENT MITIGATION PLAN

Deloitte to provide offshore resources to participate in Knowledge Transfer (KT) session for offshore development work upon Accenture providing the KT Plan. Accenture shared the initial KT and JS plans with Deloitte. The initial target per Deloitte is to provide offshore KT before 10:30 a.m. Monday - Friday, to be confirmed once scheduling confirmed. Accenture will be shifting some of our onshore staff schedule to accommodate the JS sessions that will occur during the late evenings/early morning during when the Deloitte offshore team will be working.

CALSAWS TRANSITION RISK

RISK 329 - DELAY IN PROVIDING ACCENTURE TEAM TIMELY ACCESS MAY IMPACT BENEFITS CAL TRANSITION ACTIVITIES

| DESCRIPTION | OWNERS |
|---|---|
| Accenture staff may be unable to conduct KT sessions if access to documentation, code/Bitbucket (read only), etc. is not provided timely. Accenture staff may be unable to perform certain Job Shadow/Reverse Shadowing activities timely without access to BenefitsCal environment and tools (e.g., Bitbucket, software licenses, etc.). | Lulu Fou, Jim Yemm, Yong Vangbliayang, Onur Senman, Pandu Gupta, Liji Joseph, Michael Johnson |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|---------------|--|-------------------|-----------------|
| MEDIUM | Remains Same  | 2/16/2026 | 4/3/2026 |

LATEST STATUS NOTES

- 4/3/2026: Accenture has received 119 out of 128 document requests (93%). Completed 15 out of 20 Technology Enablement/Access requests. The outstanding technology enablement includes connectivity from the CalSAWS workstations to the Deloitte workspaces, access to read only of the BenefitsCal Non-Prod databases, CAPTCHA, Figma Workspace Extract 4/1 Read-only, and SonarQube (workaround Rules extract target 4/6 week).
- 3/10/2026: Revised Trigger Date to align with start of Job Shadow phase
- 3/4/2026: To date, Accenture has requested 117 documents and received 76 documents (65% received). The majority of the documents requested were needed by the end of February to prepare for the remaining KT sessions expected to occur in March.

CURRENT MITIGATION PLAN

Plan is to have Consortium and Deloitte provide document request list (provided on 1/26/2026), resolve access, tools, and environment challenges for both on-shore and offshore team members prior to the knowledge transfer sessions starting. Access includes SharePoint, Environment, AWS Workspaces, ForgeRock, and ServiceNow.

CALSAWS MAINTENANCE AND OPERATIONS

RISK 330 - CURRENT BENEFITS CAL SYSTEM PERFORMANCE MAY NOT MEET THE NEW SLA PERFORMANCE STANDARDS SET IN THE NEW CONTRACT

| DESCRIPTION | OWNERS |
|--|---|
| Current BenefitsCal System performance may not meet the new Service Level Agreement (SLA) performance standards set in the new contract. | Dana Peterson, Jason Horton, Robert Lusk, Jerald Nielson, Rahul Upadhyay, Pandu Gupta |

| LEVEL | TRENDING | EARLY IMPACT DATE | TRIGGER DATE |
|---------------|--|-------------------|------------------|
| MEDIUM | Remains Same  | 3/27/2026 | 4/30/2026 |

LATEST STATUS NOTES

- 4/2/2026 - Accenture has access to Cloudwatch and is likely able to clone and modify the existing queries to run against 1 years worth of data against the Accenture BenefitsCal SLAs. TBCR has been submitted.
- 3/6/2026 - Requested KT session 7-3 for the week of 3/9 to review current BenefitsCal SLA reporting metrics. Coordinating with the Deloitte team to either get access to Cloudwatch to evaluate current performance against new contract SLAs or to work with Deloitte to run ad-hoc Cloudwatch queries to assist with that analysis.
- 2/24/2026: Requested to receive production volume in order to conduct testing against the new SLA requirements defined in the Accenture BenefitsCal Agreement. Risk profile remains the same.

CURRENT MITIGATION PLAN

Conduct a comprehensive assessment of current system performance against new SLA requirements. If gaps are identified, develop and implement targeted remediation actions such as infrastructure upgrades, code optimization, or query tuning to ensure compliance with SLA standards.