

IAM Replacement

Project Watch Items

Change Management and Non-Technical

- **Delegated Administrator Changes**
 - Identifying changes and developing training materials
- **Awareness of the Upcoming Change and Determining if Other Changes will Occur**
 - Communication at JPA/PSC and Regional meetings
 - Conducting Discovery workshops to identify user journeys and verifying if any changes are needed

Technical

- **Workflow License**
 - Timing of the need for the workflow license may be earlier than originally expected
 - Escalated to Okta management
- **Testing**
 - Thorough functional testing needed
 - Coordinating with M&E and BenefitsCal partners to identify testing plans for applications

Risk 338

Replacement of Identity Access Management Solution

Risk:

If user journeys are not effectively identified, implemented and tested, and the mitigation plan is not effective, users could experience access issues to systems that are authenticated using the CalSAWS IAM.

Mitigation Actions:

1. Constructing a detailed project plan to include testing for each system across the CalSAWS vendor partners
2. Engaging multiple stakeholders in Discovery workshops to identify user journeys to inform the project plan and inform the other vendors
3. Extending the testing period to provide additional time for CalSAWS core system and BenefitsCal
4. Determining the rollback plan in the case of unexpected significant problems.