CALSAWS M&O WEEKLY STATUS REPORT

Reporting Period: October 4, 2021 – October 10, 2021

Table of Contents

1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability	🔴	▶ The CalSAWS System experienced an unplanned outage on October 5, 2021, from 7:40 a.m. to 11:43 a.m.
Defects	🟢	▶ There are 181 active Production defects

Incidents	🔴	▶ Starting at 9:03 a.m. on September 29, 2021, users experienced slowness and a variety of errors when logging into the Imaging system, opening documents, clicking on the Images button within CalSAWS, scanning documents, uploading documents to a Lobby kiosk, etc. The Project team continues to monitor and investigate the Imaging performance issues users are reporting. Updates will be provided as incremental resolutions are applied. Note: This issue does not impact Los Angeles County users
		
		▶ Starting at 7:40 a.m. on October 5, 2021, users were experiencing issues when logging into the CalSAWS application, YBN and the DPSS Mobile App. In addition, case information was not available within BenefitsCal and the OCAT application. The issue was resolved as of 11:43 a.m. on October 5, 2021. The Project team continues to monitor the system.
		
		▶ Starting at 6:00 a.m. on October 5, 2021, the following reports were not generated in Production and users were not able to see the latest version of these reports:
		   ○ LIHEAP Benefit Issuance Register (Daily)
		   ○ Supplemental Benefit Issuance Warrant Register
		   ○ LIHEAP Benefit Prod Reconciliation Report
		   ○ Cash EBT Prod Reconciliation Report
		   ○ CalFresh Supplemental Issuance Register
		   ○ Child Care Warrant Issuance Register
		   ○ Service Payment EBT Issuance Register
		   ○ Supplemental Benefit Issuance EBT Register
		   ○ Supplemental Benefit Issuance Direct Deposit Register

Topic	CalSAWS System	Highlights
		As of 7:59 a.m. on October 5, 2021, the above listed reports were generated successfully and available to users. ► As of 6:00 a.m. on October 1, 2021, the On Request 'Pending Applications Report' is not generating with the latest data. Users can refer to the 'Applications Received Dashboard' to see the latest data for Pending applications. Defect CA-234551 has been created to resolve the issue. ► Starting at 8:33 a.m. on October 8, 2021, some users were intermittently receiving the message "An internal error has occurred unable to save all changes" when attempting to Save or Scan documents to the Imaging System. The issue was resolved as of 9:45 a.m. on October 8, 2021. Hyland adjusted a configuration setting that alleviated this issue on the server side. If users are still experiencing the issue, their session cache needs to be refreshed. They should 'Disconnect' from their Experience session, close their browser, and then log back in. Note: This issue does not impact Los Angeles County users.

Legend	
🟢	On Track
🟡	At Risk
🔴	Not on track/Monitor

1.2   Highlights from the Reporting Period

► The CalSAWS Team did not deploy any CalSAWS Major Releases to CalSAWS Production
► The CalSAWS Team successfully deployed CalSAWS Minor Releases 21.10.04, 21.10.05, 21.10.06, 21.10.07, 21.10.08, and 21.10.09 to CalSAWS Production
► Planned Outages:
   o Scheduled CalSAWS Outage:
      ▪ CalSAWS Production Outage – on October 10, 2021, from 6:00 a.m. until 6:00 p.m. During this period, users had access to CalSAWS in a read-only mode
► Scheduled External System Outage:
      ▪ YBN and BenefitsCal in Offline Mode – on October 10, 2021, from 6:00 a.m. until 6:00 p.m.

2.0 Project Management

2.1 Project Deliverables Summary

Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

Del #	Deliverable Name	Team	Status [1]	Status
15.1.1	Ongoing Specialized Training Reports Q3 (2021)	PMO	🟢	• Submitted DDEL to Consortium on October 4, 2021 for review and response by October 12, 2021. FDEL expected to be submitted to Consortium for final review and comments by October 13, 2021

[1] Status: Green: On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

2.2 Highlights for the Reporting Period

► Continued Project administration, facility management, office management support, and financial management tasks

► Continued supporting the SOC 1 audit for the State Fiscal Year 2020/21 review period

► Continued performing contract management activities:

  o Received the CalSAWS Board of Directors' approval for Change Notice No. 11 on October 8, 2021. Change Notice No. 11 included the use of funds from the base agreement's R&A Change Budget Services allocation for additional enhancements related to the CalWORKs Time Clock, CalWORKs Child Support Passthrough to Families program, Elderly Simplified Application Project, Pandemic Emergency Assistance Fund, Stage One Continuous Eligibility, CalFresh Public Assistance Definition Alignment, and an extension of M&O for the ForgeRock IAM Enterprise Enablement solution

  o Continued development of the documents for Change Notice No. 12 which is planned to be submitted to the CalSAWS JPA Board of Directors for approval in November 2021 and include the use of funds from the base agreement's R&A Change Budget Services allocation for CDSS reports support

  o Continued contract management transition activities in preparation of the start of CalSAWS M&O post C-IV cutover and retirement of the C-IV contract:

    ▪ Completed the transition of new performance requirements for CalSAWS M&O into the existing performance management process for monitoring and reporting

  o Tracking of County Purchases:

    ▪ Reference Appendix B for detailed tracking of County Purchases

2.3 CRFI/CIT Communications Status

► The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending October 10, 2021

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0292-21	CA-234235 - Posted List from CalHEERS (CH) of Applications on CH Portal during C-IV Cutover	Informational	October 4, 2021	Elisa Miller	Nina Butler
0293-21	CA-234235 - Posted List from CalHEERS (CH) of Applications on CH Portal during C-IV Cutover	Informational	October 4, 2021	Ignacio Lázaro	Laura Ould
0296-21	Manually Generate the CF 386 Notice of Missed Interview and Deny CF Application	Informational	October 6, 2021	Caroline Bui	Binh Tran
0297-21	CalWIN M&O County Allocation Letters SFY 2020-21 v5	Informational	October 7, 2021	Tracy Berhel	Girish Uppal

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending October 10, 2021

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-042	LA County Staff Participation in Post-Deployment On-Site Support	July 16, 2021	Open	July 26, 2021	Jeffrey Fuller
21-051	CalWIN Counties to Opt-In or Opt-Out of CalFresh Denial PB00E472 Batch Job	September 13, 2021	Open	November 5, 2021	Caroline Bui
21-052	CA-216551 Migrate CalWIN County Batch RE Appointment Scheduling Job for CW/CF	September 15, 2021	Open	October 12, 2021	Caroline Bui
21-054	County Option for Recovery Account Workload Assignment	September 22, 2021	Open	October 14, 2021	Sheryl Eppler
21-055	CalWIN Opt-in for CSF 144 (Collections Billing Statement)	September 23, 2021	Open	November 5, 2021	Sheryl Eppler
21-056	Update Batch jobs for Foster Care program when NMD turns 21	September 23, 2021	Open	November 5, 2021	Ignacio Lázaro
21-057	WTW Sanction Batch Jobs CalWIN County Opt-In/Opt-Out	September 24, 2021	Open	November 5, 2021	Gingko Luna
21-058	CalWIN Counties to Opt-In or Opt-Out of PB00R1903 and PB00R1915 Batch Jobs to generate Important Information about Your Baby Notices	September 24, 2021	Open	November 5, 2021	Virginia Bernal

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CRFIs for the reporting period ending October 10, 2021

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
21-042	LA County Staff Participation in Post-Deployment On-Site Support						Los Angeles County

2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information

► The following tables outline current CalSAWS SAWS Communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), and SAWS Advocates Request for Research and Analysis (SARRA)

Table 2.4-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

Status	Total
Reopened	1
Rejected	1
Assigned	10
Completed	518
Duplicate	16
Withdrawn	20
Pending Clarification	2
Total	**568**

Note: SCIRFRA/SCERFRA/SIRFRA/SARRA requests from November 2018 through the end of the reporting period

Table 2.4-2 – Details of SCIRFRA/SCERFRA/SIRFRA/SARRA Data Received

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1154	1154 - Data request for Non-MAGI ABD Medi-Cal beneficiaries	Pending clarification	September 29, 2021	No response	
SIRFRA 3677	3677 - CalWORKs Home Visiting Program (HVP)	Completed	October 6, 2021	October 6, 2021	
SIRFRA 1156	1156 Accounting of notices mailed with full SSN	Completed	October 8, 2021	October 8, 2021	

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1155	1155 – PHE Unwinding Planning Activities	Assigned	October 14, 2021	No response	
SIRFRA 3680	3680 - List of Citizenship Document Types-Section Codes	Assigned	October 14, 2021	No response	
SIRFRA 3681	3681 - CalFresh Household by Certification Period and by County	Assigned	October 15, 2021	No response	
SIRFRA 1152	1152- Medi-Cal application denials	Pending clarification	October 15, 2021	No response	
SIRFRA 3648	3648 - College Student Data	Reopened	October 15, 2021	No response	
SIRFRA 3682	3682 - PACF Breakout Request September 2021	Assigned	October 15, 2021	No response	
SIRFRA 3684	3684 - SSI/SSP-Only CalFresh Household by Certification Period and by County	Assigned	October 18, 2021	No response	
SIRFRA 3676	3676 - Stage One Child Care Home Provider Data	Assigned	October 20, 2021	No response	
SIRFRA 1158	1158- Redetermination	Assigned	October 22, 2021	No response	
SIRFRA 3683	3683 -Data Dictionary for non-English characters	Assigned	October 25, 2021	No response	
SIRFRA 3686	3686 - CalFresh Standard Medical Deduction (SMD) Annual Report	Assigned	November 4, 2021	No response	
SIRFRA 3685	3685 -Stage One Child Care Home Provider Data	Assigned	November 19, 2021	No response	

2.5   Deviation from Plan/Adjustments

► None for the reporting period

3.0   Management and Operations (M&O)

3.1   Service Management

3.1.1   Overview

► Configuration Management Database (CMDB) project development of proof of concept (POC) continues to determine the discovery footprint. The mid-tier polling agent has been established in Amazon Web Services (AWS) development and the team is working towards the first scans of the development environment

► The ServiceNow team is working with the BenefitsCal team on BenefitsCal Jira integration. Currently working on requirements gathering

► Consortium Security team has a request for Change Process Hardening and Plan of Action and Milestones (POA&M) Data and Process handling. Change process handling is waiting

for requirements and the POAM handling is ready for evaluation of Out-Of-The-Box (OOTB) application coverage

► Innovation hub's application status page has been moved into the development environment and is ready for internal process evaluation

► Cherwell integration has been completed and is pending an approved window to deploy within the next week or so

► The Data Source requests second phase will be the creation of workflows for each of the requests to automatically handle distribution to teams. Awaiting requirements associated to workflows

► Consortium Technical team has requested that the ServiceNow team's next major initiative be further integration between ServiceNow and ForgeRock. Initial discussions of requirements underway

Figure 3.1-1 ServiceNow Timeline
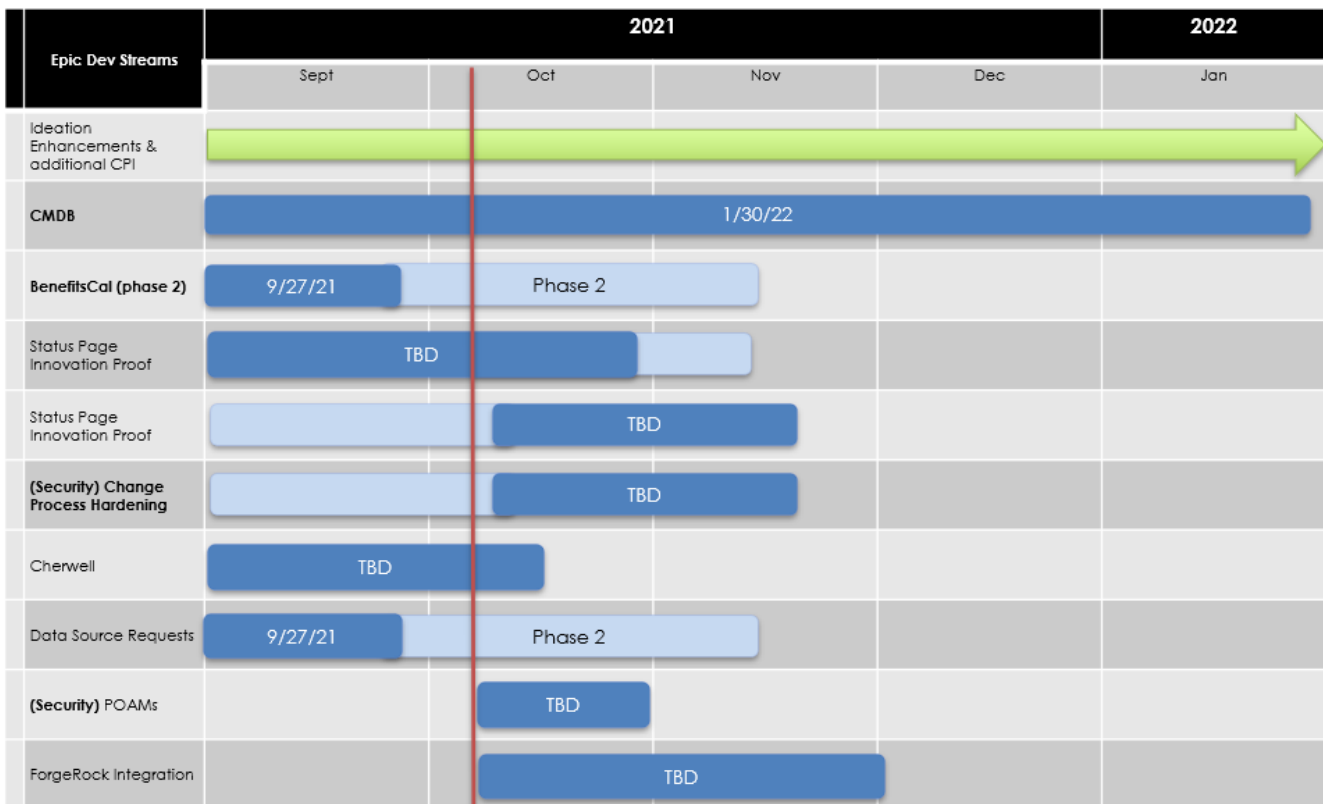
Epic Dev Streams	2021				2022
	Sept	Oct	Nov	Dec	Jan
Ideation Enhancements & additional CPI					
CMDB			1/30/22		
BenefitsCal (phase 2)	9/27/21	Phase 2			
Status Page Innovation Proof	TBD				
Status Page Innovation Proof		TBD			
(Security) Change Process Hardening		TBD			
Cherwell	TBD				
Data Source Requests	9/27/21	Phase 2			
(Security) POAMs		TBD			
ForgeRock Integration		TBD			

3.1.2   CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases

Note: The graphs represent the ServiceNow cases associated to all 40 counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week
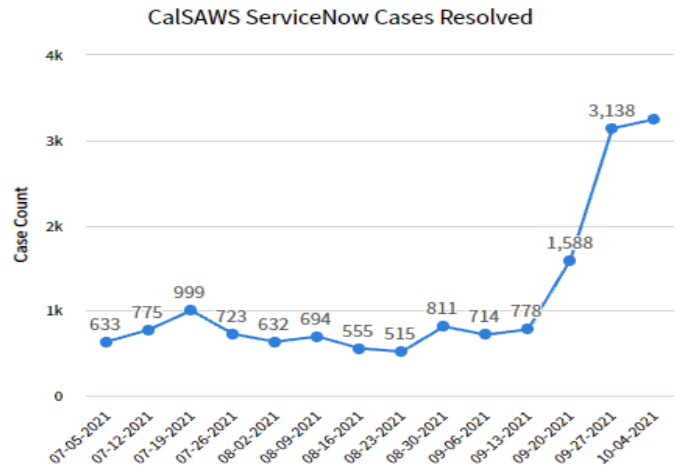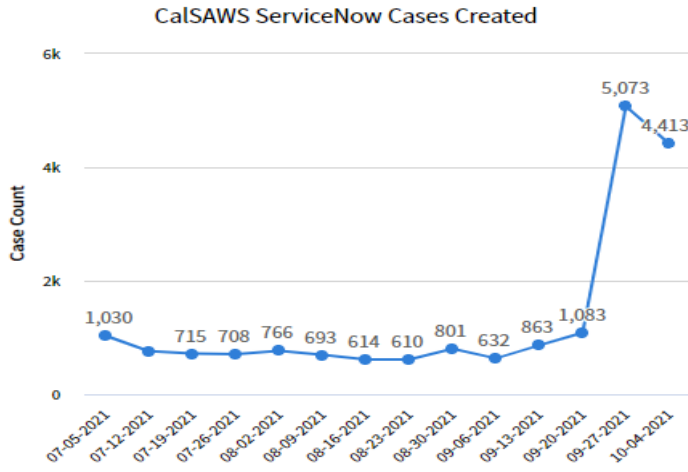
Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents

Note: The graphs represent the ServiceNow Incidents associated to all 40 counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week
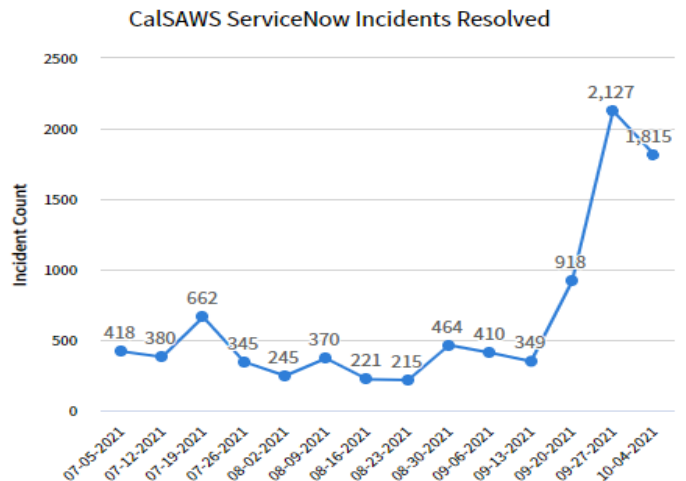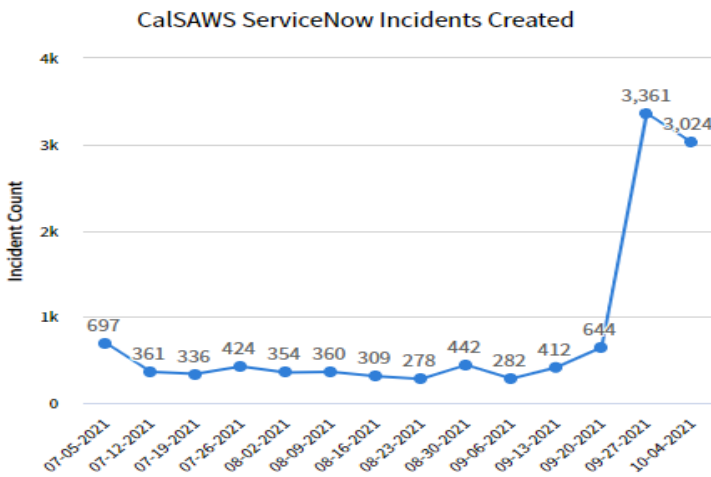
Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems

Note: The graphs represent the ServiceNow problems associated to all 40 counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

CalSAWS ServiceNow Problems Created

CalSAWS ServiceNow Problems Resolved
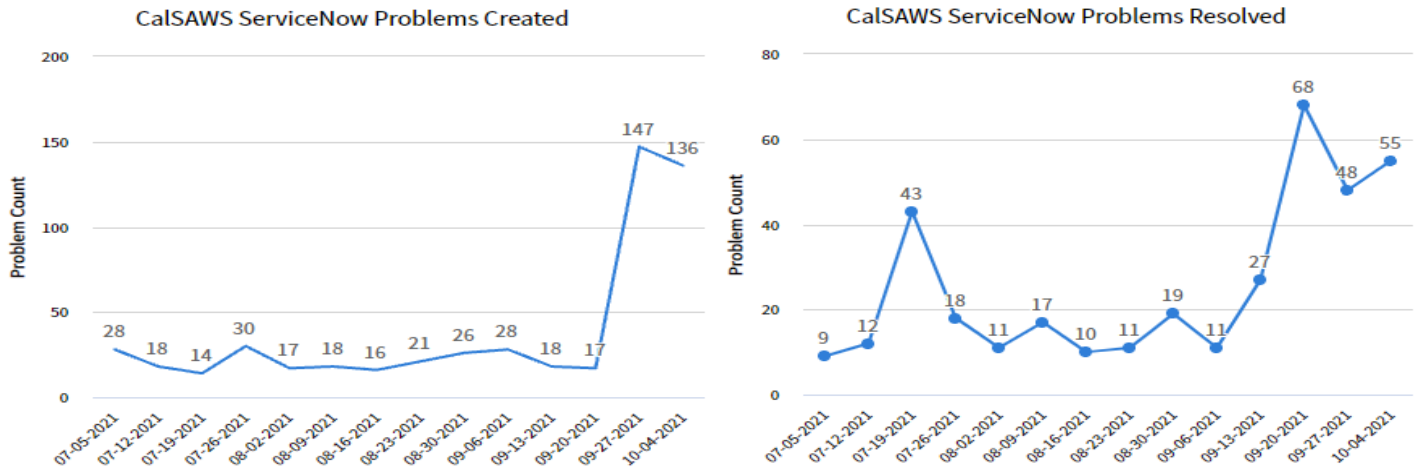
► There are 469 CalSAWS Problems linked to defects

Figure 3.1.2-7 – CalSAWS ServiceNow Cases by State and Age

Note: In the pivot table below, the (empty) aging category represents tickets less than a day old

CalSAWS ServiceNow Cases by State and Age

| State	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	(empty)	Total
Pending	598	447	226	80	60	95	79	1,585
New	119	55	51	27	3	2	31	288
Work in Progress	35	21	18	0	0	0	4	78
Open	303	258	278	49	21	20	27	956
Awaiting Info	25	20	34	6	14	14	1	114
Dispatched	0	0	1	0	0	0	0	1
Diagnosed	179	187	297	9	6	4	7	689
Awaiting External Partner	17	4	2	10	27	44	0	104
Total	1,276	992	907	181	131	179	149	3,815

Figure 3.1.2-8 – CalSAWS ServiceNow Cases by Resolution Code

CalSAWS ServiceNow Cases by Resolution Code

- Defect Fixed = 1,988 (21.51%)
- Not a System E... = 1,837 (19.88%)
- How To - Steps... = 1,788 (19.35%)
- Unable to Recr... = 1,410 (15.26%)
- Customer Reque... = 830 (8.98%)
- Outage / Perfo... = 462 (5%)
- Solved (Perman... = 444 (4.8%)
- CalHEERS Issue... = 207 (2.24%)
- SCR Implemente... = 133 (1.44%)
- Duplicates = 57 (0.62%)
- Service Reques... = 28 (0.3%)
- LMS Access Req... = 24 (0.26%)
- (empty) = 22 (0.24%)
- Service Reques... = 8 (0.09%)
- Closed/Resolve... = 2 (0.02%)
- OCAT Issue Ide... = 2 (0.02%)
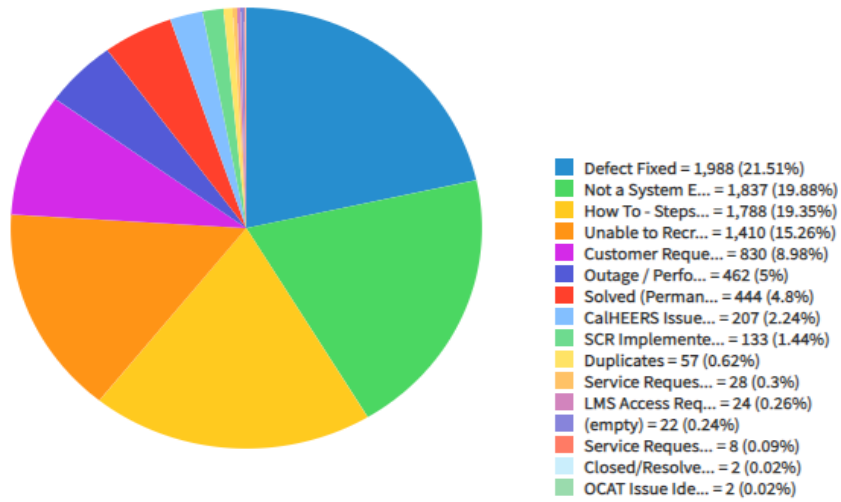
Resolution code	Case Count	Percentage of Cases
Defect Fixed	1,988	21.51%
Not a System Error - With Explanation	1,837	19.88%
How To - Steps to Proceed Provided	1,788	19.35%
Unable to Recreate Issue	1,410	15.26%
Customer Requested Closure	830	8.98%
Outage / Performance Degradation	462	5%
Solved (Permanently)	444	4.8%
CalHEERS Issue Resolved	207	2.24%
SCR Implemented	133	1.44%
Duplicates	57	0.62%
Service Request Created - With Request Number	28	0.3%
LMS Access Request	24	0.26%
(empty)	22	0.24%
Service Request Created - With Request N	8	0.09%
Closed/Resolved by Caller	2	0.02%
OCAT Issue Identified	2	0.02%
Total	**9,242**	**100%**

Figures 3.1.2-9 and 3.1.2-10 – CalSAWS ServiceNow Cases Created by Category and Assignment Group

CalSAWS Cases created by Category

- Imaging > Othe... = 639 (5.49%)
- CalSAWS Applic... = 616 (5.29%)
- Imaging > Perc... = 586 (5.03%)
- CalSAWS Applic... = 505 (4.34%)
- CalSAWS Applic... = 479 (4.11%)
- CalSAWS Applic... = 474 (4.07%)
- CalSAWS Applic... = 440 (3.78%)
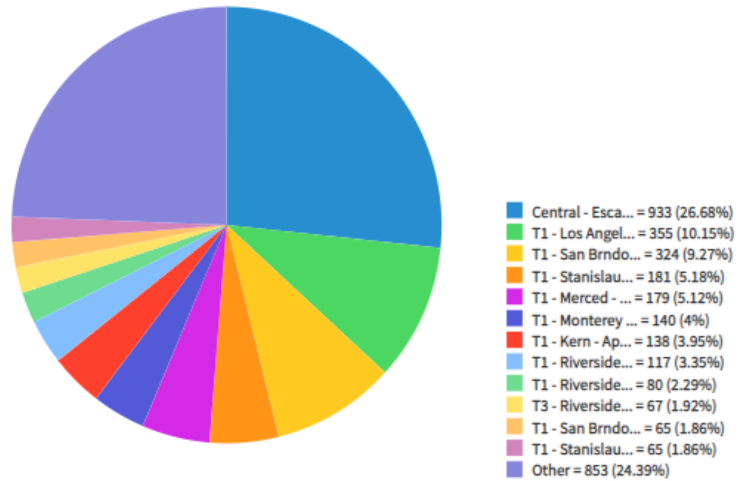- Non-CalSAWS Mi... = 438 (3.76%)
- CalSAWS Applic... = 378 (3.25%)
- Non-CalSAWS Mi... = 372 (3.19%)
- Imaging > Scan... = 358 (3.07%)
- CalSAWS Applic... = 338 (2.9%)
- Other = 6,023 (51.72%)
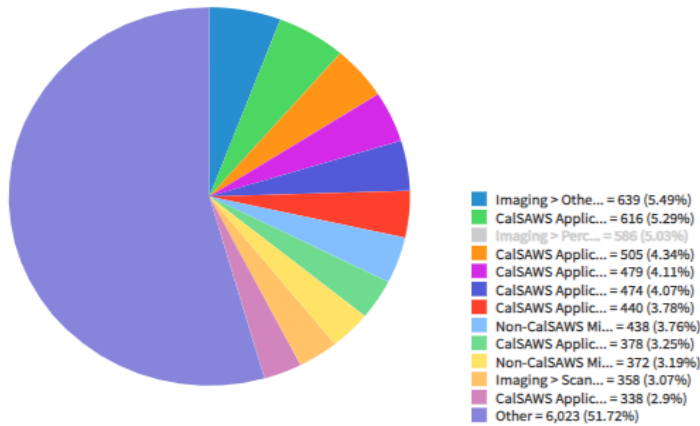
Category	Case Count	Percentage of Cases
Imaging > Other	639	5.49%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	616	5.29%
Imaging > Perceptive Experience	586	5.03%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	505	4.34%
CalSAWS Application/Related Systems > Production > Performance > Other	479	4.11%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	474	4.07%
CalSAWS Application/Related Systems > Production > Access Issue > Login Issue	440	3.78%
Non-CalSAWS Miscellaneous > Caller Hang Up	438	3.76%
CalSAWS Application/Related Systems > Production > Eligibility Determination	378	3.25%
Non-CalSAWS Miscellaneous > Other	372	3.19%
Imaging > Scanning Documents	358	3.07%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	338	2.9%
Other	6,023	51.72%
Total	**11,646**	**100%**

CalSAWS Active Cases by Assignment Group

- Central - Esca... = 933 (26.68%)
- T1 - Los Angel... = 355 (10.15%)
- T1 - San Brndo... = 324 (9.27%)
- T1 - Stanislau... = 181 (5.18%)
- T1 - Merced - ... = 179 (5.12%)
- T1 - Monterey ... = 140 (4%)
- T1 - Kern - Ap... = 138 (3.95%)
- T1 - Riverside... = 117 (3.35%)
- T1 - Riverside... = 80 (2.29%)
- T3 - Riverside... = 67 (1.92%)
- T1 - San Brndo... = 65 (1.86%)
- T1 - Stanislau... = 65 (1.86%)
- Other = 853 (24.39%)

Assignment group	Case Count	Percentage of Cases
Central - Escalate	933	26.68%
T1 - Los Angeles - DPSS	355	10.15%
T1 - San Brndo - Policy	324	9.27%
T1 - Stanislaus - Policy Expert	181	5.18%
T1 - Merced - Help Desk	179	5.12%
T1 - Monterey - System Support	140	4%
T1 - Kern - App/Support	138	3.95%
T1 - Riverside - Program Technology	117	3.35%
T1 - Riverside - Nav/Policy Support	80	2.29%
T3 - Riverside - ServiceNow Identity Admin	67	1.92%
T1 - San Brndo - Help Desk	65	1.86%
T1 - Stanislaus - Help Desk	65	1.86%
Other	853	24.39%
Total	**3,497**	**100%**

Figures 3.1.2-11 – CalSAWS ServiceNow Cases Created for Remote Maintenance
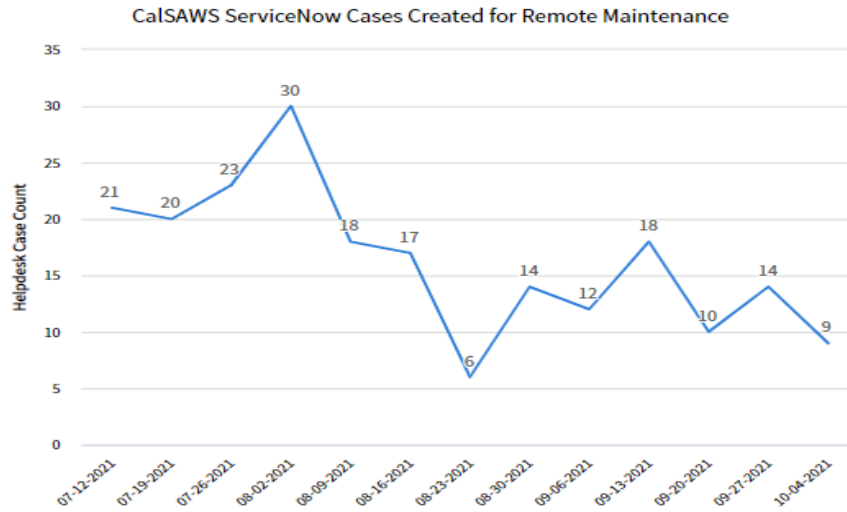
3.2 Production Defects Backlog

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

Figure 3.2-1 – Production Defects Backlog Weekly Trend
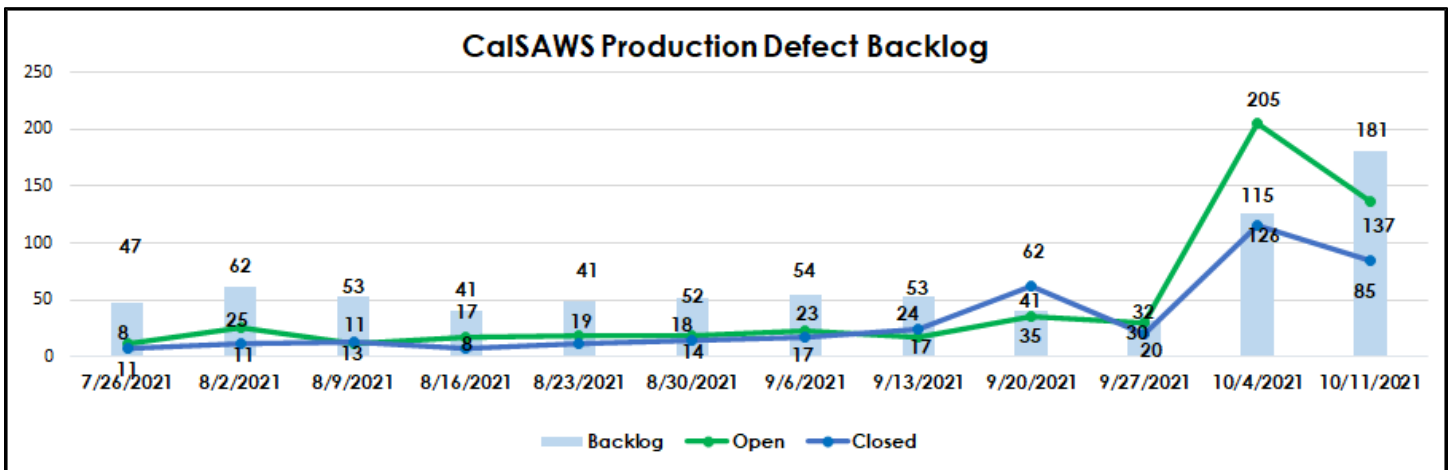
3.2.1 Production Defect Fix – Release Schedule Production Defect Fix – Release Schedule

The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (20.01, 20.02, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

Table 3.2.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release						
Count of Defects	**Release**					
Severity	**21.07**	**21.11**	**22.01**	**22.03**	**TBD**	**Grand Total**
2-Normal/Medium	**71**	**1**			**2**	**74**
New	8				1	9
InProgress	12	1				13
Closed	51				1	52
3-Normal/Low	**392**	**50**	**1**		**4**	**447**
New	35	9	1		1	46
InProgress	68	39			2	109
Closed	289	2			1	292
4-Cosmetic	**15**	**3**		**1**		**19**
New				1		1
InProgress	1	3				4
Closed	14					14
Grand Total	**478**	**54**	**1**	**1**	**6**	**540**

Note: Data Change Requests (DCRs) have been excluded from the above reporting because they follow a separate deployment process

3.3   Technology Operations

The CalSAWS Technology team provides technical infrastructure support for the deployment of system changes and system maintenance activities in accordance with the CalSAWS Change Control Process. Technical infrastructure support activities include configuration and setup of development and non-Production environments for work items, infrastructure (middleware and database)/architecture changes, promotion of application builds through the development stages, and deployment of application builds into the CalSAWS Production environments

3.3.1   CalSAWS Management and Operations

► Switch Automation
  o Switch Refresh completed for 71% of sites (391 of 582 switches)
  o Third wave of switch hardware procurement (250 Switches). Hardware expected to start arriving mid to late October. So far, 100 have arrived and delivered to warehouse for asset tagging.
  o Switch refresh effort to restart by Last week of October.
► Remote Connectivity
  o ZScaler POC completed for Project team members
  o Work to scale up ZScaler for Project users and deployment of connectors to start by first week of November
  o Equinix Pilot Successful. Identified defects resolved or scheduled for closure.
  o CalSAWS Project staff planned to be migrated to Equinix VPN by last week of October
  o County staff planned to be migrated to Equinix VPN by first week of November

Table 3.3.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
October 11, 2021	Making Gold Camp as Primary for CalSAWS connectivity to State/CDT
October 12, 2021	EBS volumes GP2 to GP3 change for Production DR DB EC2 - DRSAWS - 774917615573
October 13, 2021	PROD: Update Sep 2021 Pitney Bowes Spectrum EGM Data Set (CalSAWS) (Planned Change)
October 13, 2021	BenefitsCal Release Priority Release 1.1.0.1 (Planned Change)
October 15 – 17, 2021	July 2021 DB patching on PRT, County Preview, Training and Sandbox databases
October 17, 2021	OCAT Release 21.10.18 (Planned Change)
October 17, 2021	Production Database AWS Linux OS patches 10/01/2021 Patch Baseline (Planned Change – CalSAWS Outage Needed)
October 17, 2021	Troubleshoot Cloud F5 Failover (Planned Change)
October 24, 2021	BenefitsCal Scheduled Release 1.2 (Planned Change)
October 24, 2021	Production PRD-PG-A, B, C, D, and E, TLS-PG-A, DR PG-A Linux AWS OS patches 10/01/2021 Patch Baseline (Planned Change – no CalSAWS outage needed)
October 31, 2021	Oracle to perform platinum patching of the C-IV PDC SuperCluster on Oct. 31, 2021 (Oracle SR 3-26592922349)
October 31, 2021	CalSAWS Production Downtime for Conversion of Person Address data from LDS (Planned Change – CalSAWS Outage Needed)

Table 3.3.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

3.3.2 SLA Outcomes (Met/Missed) (CalSAWS)

► The CalSAWS System did not meet all SLAs within the reporting period
   o October 1, 2021 – Off-Prime EDBC was below SLA. 17 out of 181 transactions were > 5 sec, yielding 90.61%
   o October 4, 2021 – Prime Screen to Screen was below SLA at 99.74%
   o October 4, 2021 – Peak Screen to Screen was below SLA at 97.92%
   o October 4, 2021 – Prime EDBC was below SLA at 99.80%
   o October 5, 2021 – Prime EDBC was below SLA. 797 out of 360,214 transactions were > 20 sec, yielding 99.8%

3.4   ForgeRock

► Initiated design conversations and began development work on ForgeRock multi-factor authentication (MFA) feature enablement
► Began development work on enabling Lifecycle management for ServiceNow accounts
► Continued design conversations and development work on onboarding existing applications outlined in SOW
  o Adobe Experiences
  o ZScaler
  o CalSAWS Jira
  o Consortium AWS
  o Code4America
► Continued to provide Consortium post-go-live hypercare support

Table 3.4-1 – ForgeRock Milestones

Milestones	Due Date	Status
ForgeRock: Enable ForgeRock MFA	21.10.29	In progress
ForgeRock Application Onboarding: Adobe Experiences	21.10.29	In progress
ForgeRock Application Onboarding: CalSAWS Jira	21.10.29	In progress
ForgeRock Application Onboarding: ZScaler	21.10.29	In progress
ForgeRock Application Onboarding: Consortium AWS	21.10.29	In progress
ForgeRock 21.10 Production Deployment	21.10.29	Not started
Los Angeles County Federated Authentication	21.11.19	In progress

3.5   Innovation Lab

► Continued Innovation Lab activities
  o Deployed Operational Decision Making (ODM) Rules (Describe Phase)
    ▪ Continued progress on analysis of CalSAWS monolithic application
  o Streamlined CalSAWS Lobby Application (Describe Phase)
    ▪ Scheduled discussion to continue assessment to understand level of effort to complete enhancements
  o System Status for End Users (Co-Create Phase)
    ▪ Continued prototype project management timeline and activities
  o CalSAWS Production Calendar (Discovery Phrase)
    ▪ Continued prototype project management timeline and activities
  o Cybersecurity Awareness Program (Discovery Phase)
    ▪ Completed discussion with Initiative leads to discuss business case and potential approach for a cybersecurity and phishing awareness program

3.6   Imaging

► Continued to troubleshoot performance and scanning issues
► Disabled data collection of user executed searches to reduce database load (Hyland)
► Scaled up rendering service EC2 instances (Hyland)

► Prevented future large documents, compressing documents in system prior to the fix (Hyland)
► Scaled up database (Hyland)
► Attended R1 Enhanced Support Call – Imaging on October 4, 2021, at 11:00 a.m.
► Attended R4 Enhanced Support Call – Imaging on October 4, 2021, at 2:30 p.m.
► Attended R2 Enhanced Support Call – Imaging on October 5, 2021, at 3:00 p.m.
► Attended R5 Enhanced Support Call – Imaging on October 6, 2021, at 7:30 a.m.
► Attended R3 Enhanced Support Call – Imaging on October 7, 2021, at 3:00 p.m.
► Attended daily CalSAWS Post-Deployment County Stakeholder Calls

3.7   Customer Service Center (CSC)

► Continued designs for the following:
  o SCR CA-234540 – Update CCP Security and Database connection
    ▪ This will ensure agents are able to still login to the CCP and handle calls if there are database issues and implement seamless failover to SRSAWS if needed
  o SCR CA-234575 - Automate Max Queue Depth, and Predictive Handling Report
    ▪ This will automate reports that are currently being run manually
► Continuing build activities for the following:
  o SCR CA-232816 - Update Custom CCP APIs to integrate with ForgeRock
    ▪ This will implement authentication with ForgeRock for CCP API calls
► Working with Security Team to identify and resolve any issues found from static code scans

3.8   IVR Bot Enhancement Pilot for San Bernardino County

► Welcome Bot
  o Welcome Bot continues to successfully route ~80% of callers that interact with the bot
  o Push Notification is successfully deflecting ~13% of callers from needing to speak to a worker
    ▪ This is a significant cut to amount of time customers wait to speak to a worker
  o Welcome Bot and Push Notification combined successfully deflect ~32% of callers
    ▪ This is a < 30% reduction in callers needing to wait in queue to speak to a worker
  o Preparing to updating synonyms for utterances based on unknown utterances report.
    ▪ This is targeted for October 21, 2021
► Authentication Bot
  o Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
  o Preparing for changes scheduled at the end of month intended to improve Authentication Bot performance
    ▪ Changes to Bot Performance are targeted for October 21, 2021
  o Driver's license / State ID changes made minor improvements to the effectiveness of the bot

3.9   Deviation from Plan/Adjustments

► None for the reporting period

4.0   Application Development

4.1   Priority Release Summary

This section outlines the scope of defect fixes included in each Ad-Hoc priority release deployed in this reporting period

► The CalSAWS System had six priority releases:
   o The CalSAWS 21.10.04 Minor Release was successfully deployed on October 4, 2021
      ▪ Eight defects were deployed in the areas of Batch Operations, Conversion, Fiscal, Online and Tech Arch
      ▪ One SCR was deployed in the area of Batch/Interfaces
   o The CalSAWS 21.10.05 Minor Release was successfully deployed on October 5, 2021
      ▪ Sixteen defects were deployed in the areas of Batch/Interfaces, Conversion, Eligibility, Fiscal, Online and Reports
      ▪ Four SCRs were deployed in the areas of Batch/Interfaces, Online and Fiscal
   o The CalSAWS 21.10.06 Minor Release was successfully deployed on October 6, 2021
      ▪ Six defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Online and Reports
      ▪ One SCR was deployed in the area of Imaging
   o The CalSAWS 21.10.07 Minor Release was successfully deployed on October 7, 2021
      ▪ Eleven defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Fiscal and Online
      ▪ Two SCRs were deployed in the areas of Batch/Interfaces and Tech Arch
   o The CalSAWS 21.10.08 Minor Release was successfully deployed on October 8, 2021
      ▪ Eleven defects were deployed in the areas of Batch Operations, Batch/Interfaces, Eligibility, Client Correspondence, Fiscal, Imaging and Online
      ▪ Five SCRs were deployed in the areas of Batch/Interfaces, Client Correspondence, Fiscal and Tech Forge Arch
   o The CalSAWS 21.10.09 Minor Release was successfully deployed on October 9, 2021
      ▪ Four defects were deployed in the areas of Batch/Interfaces and Online
      ▪ Two SCRs were deployed in the areas of Batch/Interfaces and Online

Table 4.1-1 – CalSAWS Upcoming Release

Release	
21.10.12	► Implement LDS Case Data Load into CalSAWS Sprint 4
21.10.13	► Update C-IV PRT security rights to allow EDBC to be run but not saved.
21.10.14	► Implement LDS Case Data Load into CalSAWS Sprint 1
	► Implement LDS Case Data Load into CalSAWS Sprint 2
21.10.15	► Activate Disaster CalFresh Services for Lassen, Nevada, Plumas, Tehama and Trinity Counties
	► ACIN I-XX-21 Revise FFY 2021 Disaster CalFresh COLA Eff January 1, 2021 – September 30, 2021
21.11	► Total SCRs: 86 Approved
	► Release Webcast Date: TBD
22.01	► Total SCRs: 47 Approved
	► Release Webcast Date: TBD
22.02	► Total SCRs: 8 Approved
	► Release Webcast Date: TBD

4.2   Application Development Status

► Continued design on:

o SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
o SCR CA-209721 to Add NOAs and Forms for Electronic Theft
o SCR CA-56887 for Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
o SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and WTW 24 MTC
o SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI NOAs
o SCR CA-220188 for Foster Care to Generate Appropriate NOA for all End Placement reasons and all Placement types
o SCR CA-229461 for Customer Non-Benefit Issuance Category (Phase II)
o SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing

► Completed Design on:
o SCR CA-231692 for the Older Adult Expansion to Add Full/Restricted Scope verbiage for MAGI/Non-MAGI NOAs

► Continued build on:
o Build for priority releases and 22.01 approved SCRs
o Supporting 21.11 system test

4.3 Release Management

4.3.1 Release Test Summary

► Continued 21.11 Test execution with targeted completion date of November 17, 2021
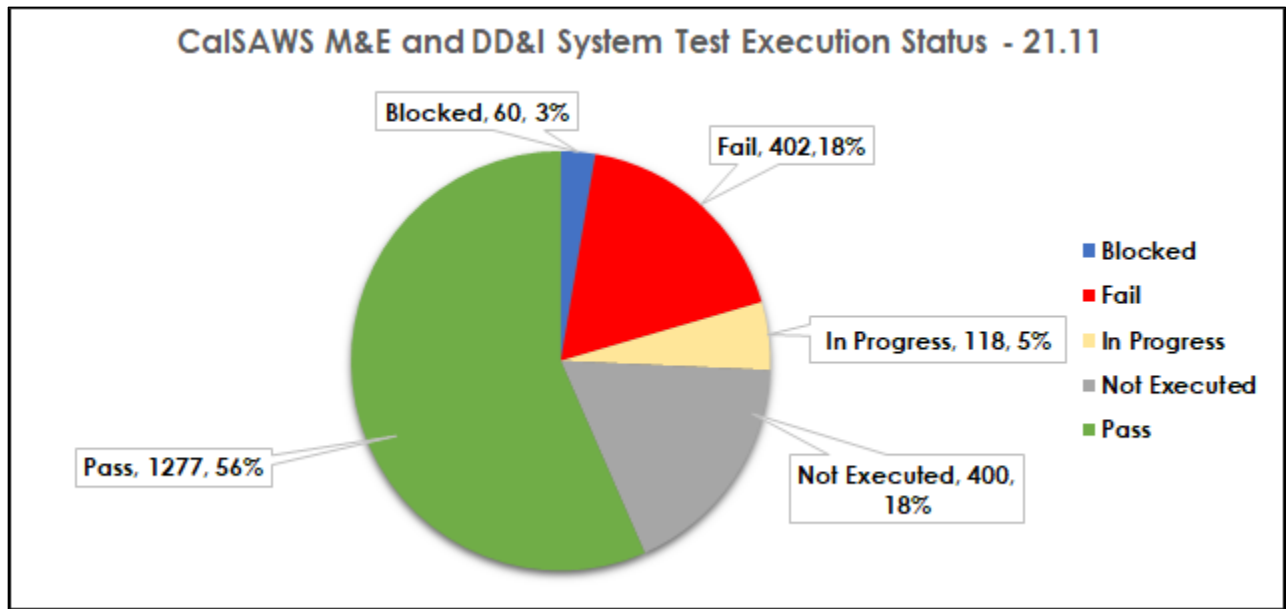
Table 4.3-1 – CalSAWS System SCR Test Status

Pass Rate Target as of October 8, 2021	**50%**
Pass Rate Actual as of October 8, 2021	**56%**
System Test Complete Date: November 17, 2021	

Figure 4.3-1 – CalSAWS System SCR Test Status

CalSAWS M&E and DD&I System Test Execution Status - 21.11

- Blocked, 60, 3%
- Fail, 402, 18%
- In Progress, 118, 5%
- Not Executed, 400, 18%
- Pass, 1277, 56%

Legend: Blocked, Fail, In Progress, Not Executed, Pass
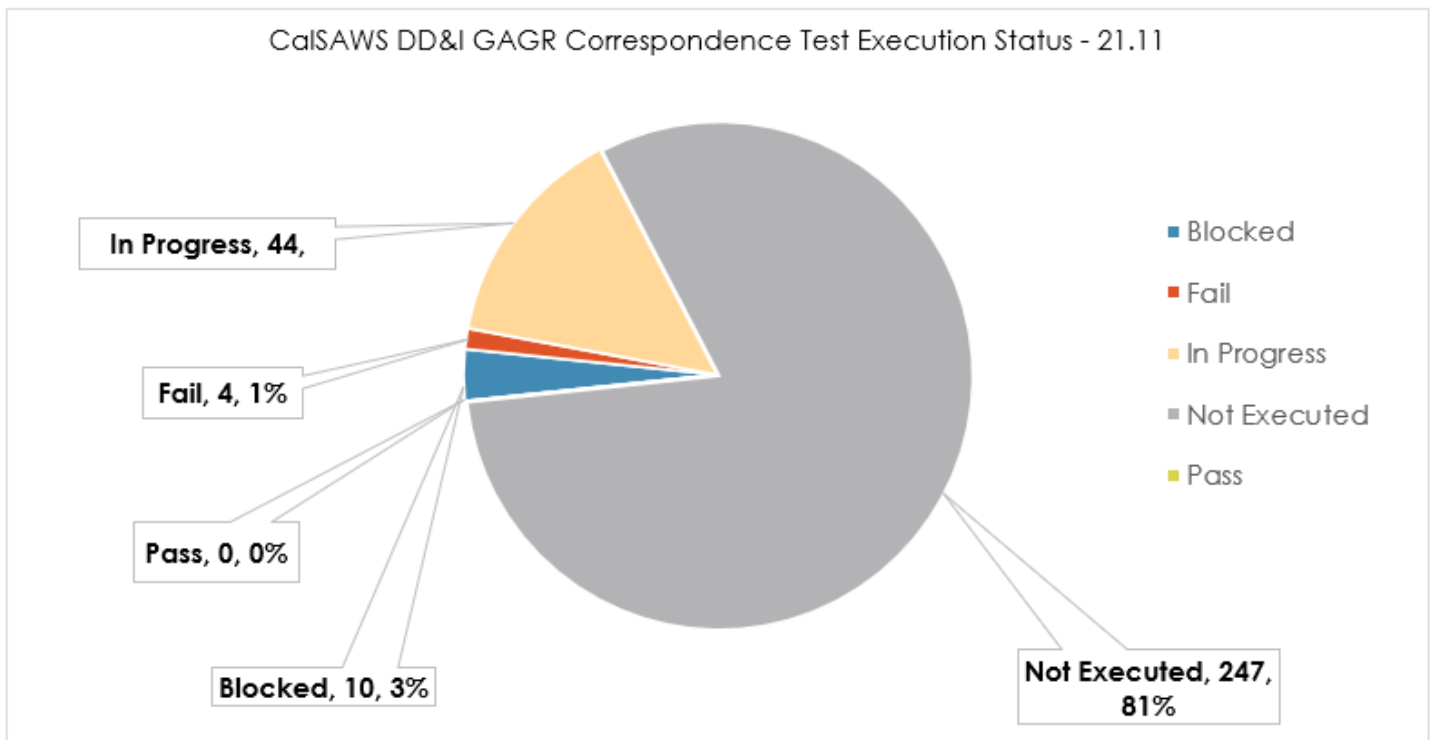
Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

► The above chart is cumulative of CalSAWS M&E and CalSAWS DD&I SCRs System Test Execution

Figure 4.3-2 – CalWIN CalSAWS GA/GR Correspondence Testing

CalSAWS DD&I GAGR Correspondence Test Execution Status - 21.11

- In Progress, 44,
- Fail, 4, 1%
- Pass, 0, 0%
- Blocked, 10, 3%
- Not Executed, 247, 81%

Legend: Blocked, Fail, In Progress, Not Executed, Pass

► GAGR Correspondence Service (Gainwell Technologies)
  o 4 cases have failed subsequently blocking an additional 10 cases, a defect fix pending deployment at this time

      o   44 test cases are currently in progress, up from 25 last week

4.3.2 Automated Regression Test (ART) Coverage

Table 4.3-2 – CalSAWS ART Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	49,072,524	47.08%	15	100.00%
2	93	34,300,044	32.91%	87	91.99%
3	117	10,417,102	9.99%	110	94.55%
4	316	7,748,677	7.43%	199	68.95%
5	2799	2,686,662	2.58%	456	30.67%

► Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and ART coverage data as of September 30, 2021. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 534 end-to-end Automated Regression Test scripts

► Note: Production transaction volumes and patterns are expected to fluctuate as the former C-IV Counties transition into CalSAWS over the next month. For example: Viewing and updating security roles and groups; reviewing and updating Office, Unit, and Worker data transactions are expected to be higher than normal. This will lead to inaccurate ART high usage volume transaction coverage reporting. In November the production usage pattern is expected to stabilize, allowing for more precise high usage volume transaction ART coverage reporting

4.4 Training Material Updates

► Completed R21.11 OLH SCRs, which are currently in System Test
► Continued R22.01 Impact Analysis and SCR creation for OLH updates
► Continued R21.01-R21.11 Impact Analysis and SCR creation for WBT updates

Table 4.4-1 – Upcoming Training Activities

Training Activity	Date
None for the period	

5.0 Deviation from Plan/Adjustments
► None for the reporting period

6.0 Regional Updates

Monthly regional updates will be included in the Bi-Weekly Status Report for the period ending October 31, 2021

7.0   Appendices

Appendix A – M&E Requests and SCR Status
Appendix B – County Purchases Status Report
Appendix C – CalSAWS System IVR Report
Appendix D – COVID SCRs