

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: November 1, 2021 – November 14, 2021

Table of Contents

1.0	Executive Summary	4
1.1	CalSAWS Project Status Dashboard	4
1.2	Highlights from the Reporting Period	5
2.0	Project Management	6
2.1	Project Deliverables Summary	6
2.2	Highlights for the Reporting Period	6
2.3	CRFI/CIT Communications Status	6
2.4	SCIRFRA/SCERFRA/SIRFRA/SARRA Information	8
2.5	Deviation from Plan/Adjustments	10
3.0	Maintenance and Operations	10
3.1	Service Management.....	10
3.1.1	Overview	10
3.1.2	CalSAWS Help Desk Metrics.....	11
3.2	Technology Operations	16
3.2.1	CalSAWS Management and Operations	16
3.2.2	Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)	18
3.3	Production Defect Backlog.....	18
3.3.1	Release Schedule Production Defect Fix	18
3.4	Production Operations	19
3.4.1	Production Operations.....	19
3.5	ForgeRock.....	21
3.6	Innovation Lab	21
3.7	Imaging.....	22
3.8	Customer Service Center (CSC)	22
3.9	IVR Bot Enhancement Pilot for San Bernardino County	22
3.10	Deviation from Plan/Adjustments.....	23
4.0	Application Development.....	23
4.1	Priority Release Summary.....	23
4.2	Application Development Status	25
4.3	Release Management.....	26
4.3.1	Release Test Summary.....	26
4.3.2	Automated Regression Test (ART) Coverage.....	27

4.4 Training Materials Update 28

4.5 Deviation from Plan/Adjustments 29




5.0 Regional Updates 29

6.0 Appendices..... 29

1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard




Topic	CalSAWS System	Highlights
Availability		<ul style="list-style-type: none"> ▶ The CalSAWS System did not experience any unplanned outages
Defects		<ul style="list-style-type: none"> ▶ There are 163 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 2:31 p.m. on November 1, 2021, users from both CalSAWS and CalWIN counties were experiencing connectivity issues with FIS (EBT Vendor) causing EBT transactions to timeout and fail. As of 4:24 p.m. on November 1, 2021, this issue was resolved by the FIS team. ▶ CALSAWS BROADCAST: As of 6:00 a.m. on November 2, 2021, multiple report jobs were still running. As of 10:10 a.m. on November 2, 2021, all reports except the 'TEMP 2220 - Children Aged 5-17 in Families Receiving CalWORKs' report are generated and available for users. Defect CA-236043 has been created to address the issue. ▶ CALSAWS BROADCAST: From 8:06 a.m. until 9:06 a.m. and from 9:32 a.m. until 12:55 p.m. on November 2, 2021, users experienced connectivity issues with FIS (EBT Vendor), causing EBT transactions to timeout and fail. Users were unable to print EBT cards or perform EBT related transactions. Starting at 3:27 p.m. on November 2, 2021, users were again experiencing connectivity issues with FIS (EBT Vendor) causing EBT transactions to timeout and fail. As of 10:00 a.m. on November 3, 2021, the issue was resolved by the FIS team. The FIS team continues to monitor connectivity. <ul style="list-style-type: none"> ○ Note: Both CalSAWS and CalWIN Counties were impacted by this issue. ▶ CALSAWS BROADCAST: As of 6:00 a.m. on November 3, 2021, the Work Participation Rate (WPR) Program Trend Dashboard was not refreshed with the latest data. As of 9:00 a.m. on November 3, 2021, the WPR Program Trend Dashboard was

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

Topic	CalSAWS System	Highlights
		<p>refreshed with the latest data and was available for users.</p> <ul style="list-style-type: none">▶ CALSAWS BROADCAST: As of 6:50 a.m. on November 2, 2021, the IVR batch jobs failed. Customers were unable to authenticate to utilize self-service options in IVR. DCR CA-236070 was applied the night of November 3, 2021, to resolve the issue that caused the IVR batch job to fail. The IVR batch job successfully completed during nightly batch processing on November 3, 2021.▶ CALSAWS BROADCAST: As of 6:00 a.m. on November 9, 2021, the WPR (Work Participation Report) Dashboard was not refreshed with the latest data. As of 8:10 a.m. on November 9, 2021, the WPR Dashboard was refreshed with the latest data.

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 21.11.01, 21.11.02, 21.11.03, 21.11.04, 21.11.05, 21.11.10, 21.11.12, and 21.11.14 to CalSAWS production
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Maintenance – on November 7, 2021, from 12:00 p.m. until 3:00 p.m. Between 12:00 p.m. and 12:30 p.m., CalSAWS users may have experienced intermittent connectivity issues
 - CalSAWS Maintenance – on November 14, 2021, from 6:00 a.m. until 6:00 p.m. During this period, CalSAWS users may have experienced intermittent connectivity issues
 - Scheduled External System Outage:
 - CalSAWS Imaging Solution (Hyland) Outage – on November 3, 2021, from 8:00 p.m. until 10:00 p.m. During this period, CalSAWS Imaging services were down. Users were unable to access the imaging system. CalSAWS Batch and BenefitsCal were unable to access Imaging services
 - YBN and BenefitsCal in Offline Mode – on November 7, 2021, from 12:00 p.m. until 3:00 p.m. Between 12:00 p.m. and 12:30 p.m., YBN and BenefitsCal were placed in Offline Mode. Transactions were queued and processed upon completion of maintenance activities. EBT balance and case information was not available to

view from YBN or from BenefitsCal

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

[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:
 - Finalized the documents for contact Change Notice No. 12 on November 11, 2021. Change Notice No. 12 will be submitted to the CalSAWS JPA Board of Directors for approval on November 19, 2021, and includes the following:
 - Use of funds from the base agreement's Regulatory & Administrative Change Budget Services allocation for CalHEERS Maintenance and an extension of Post-Deployment Support for the C-IV Counties
 - Administrative updates to shift a number of Modifications and Enhancements hours from Schedule 1 (Statement of Work for CalSAWS M&O Project) of Exhibit X to Schedule C (Application Software Modifications and/or Enhancements) of Schedule 3 to Exhibit X
 - 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 November 14, 2021

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0324-21	Imaging- Person Selection Routing to Office Queues	Informational	November 1, 2021	Rhiannon Chin	Toby Barnes
0325-21	CalWIN M&O County Claiming Instructions and UPDATED Claim Form (V4), SFY 2021-22	Informational	November 1, 2021	Stacey Drohan	Tracy Berhel

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0331-21	CA-233655 - List of Medi-Cal individuals with overdue Mandatory MC Verifications	Informational	November 3, 2021	Elisa Miller	Maggie Orozco-Vega
0333-21	Recruitment of CalSAWS Project Staff Closing on Friday, December 3, 2021	Informational	November 4, 2021	Jennifer Smith	Holly Murphy
0337-21	ACL 12-25; Processing Medi-Cal Program when Adding a New Person to a CalWORKs Program with Pending Verifications	Informational	November 12, 2021	Binh Tran, and Nina Butler	Sarah Cox, Caroline Bui and Elisa Miller
0338-21	Scheduled Downtime Notification	Informational	November 12, 2021	Mike Tombakian, and Ted Anderson	Grady Howe, and Anand Kulkarni
0339-21	CA-235992: List of Cases with Potential for 'Gets Duplicate Aid' in MC	Informational	November 12, 2021	Nina Butler	Maggie Orozco-Vega

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending November 14, 2021

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-051	CalWIN Counties to Opt-In or Opt-Out of CalFresh Denial PB00E472 Batch Job	September 13, 2021	Closed	November 5, 2021	Caroline Bui
21-055	CalWIN Opt-in for CSF 144 (Collections Billing Statement)	September 23, 2021	Closed	November 5, 2021	Sheryl Eppler
21-056	Update Batch jobs for Foster Care program when NMD turns 21	September 23, 2021	Closed	November 5, 2021	Ignacio Lázaro
21-057	WTW Sanction Batch Jobs CalWIN County Opt-In/Opt-Out	September 24, 2021	Closed	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	Closed	November 5, 2021	Virginia Bernal
21-060	2022 Holiday Calendar Request	October 26, 2021	Closed	November 8, 2021	Sheryl Eppler

Table 2.3-3 – Overdue CRFIs

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending November 14, 2021

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

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
Rejected	1
Assigned	11
Completed	541
Duplicate	16
In Review	1
Withdrawn	20
Pending Clarification	1
Total	591

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 3688	3688 – Direct Outreach for Emergency Rental Assistance Program	Completed	October 26, 2021	November 5, 2021	
SIRFRA 1154	1154 - Data request for Non-MAGI ABD Medi-Cal beneficiaries	Completed	October 27, 2021	November 8, 2021	
SIRFRA 3695	3695 – Automated/Mass Replacement Waiver Data Request	Completed	November 2, 2021	November 2, 2021	

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3686	3686 - CalFresh Standard Medical Deduction (SMD) Annual Report	Completed	November 4, 2021	November 5, 2021	
SIRFRA 3691	3691 – Fourth Annual Data Reporting for the ESAP Demonstration Project	Completed	November 5, 2021	November 5, 2021	
CWDA	CWDA – Eliminate MC Premiums for Kids and Pregnant People	Assigned	November 9, 2021	No response	
SIRFRA 3694	3694 – CalFresh Confirm Data Pull – November 2021	Assigned	November 15, 2021	No response	
SIRFRA 3697	3697 – PACF Breakout Request – October 2021	Assigned	November 16, 2021	No response	
SIRFRA 3698	3698 – CalOAR Availability of 19C, 19D, and 19E Files	Assigned	November 17, 2021	No response	
21-545	21-545 – STAT 47 and Consortia Changes for FNS Final Rule Compliance	Assigned	November 18, 2021	No response	
21-546	21-546 MEDS Modifications	Pending Clarification	November 18, 2021	No response	
SIRFRA 3685	3685 -Stage One Child Care Home Provider Data	Assigned	November 19, 2021	No response	
SIRFRA 3701	3701 – 18 Month Interim Report for Combined Reminder Notice	Assigned	November 19, 2021	No response	
SIRFRA 3700	3700 – CalFresh Churn Report (CF 18)	Assigned	November 24, 2021	No response	
SIRFRA 3696	3696 – CalWORKs Application, Redetermination, and Closed Cases	Assigned	December 2, 2021	No response	
SIRFRA 3703	3703 – Adoption of Mini Budget on Approval, Denial, Discontinuance NOA's	Assigned	November 26, 2021	No response	
SIRFRA 3699	3699 – Stage One Child Care Home Provider Data	Assigned	December 20, 2021	No response	

2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Maintenance and Operations

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 for data analysis
- ▶ Consortium Security team has a request for Change Process Hardening for the Technical Change Management. Development is on hold awaiting requirements associated to fielding
- ▶ Consortium Security team has requested Plan of Action and Milestones (POA&M) Data and Process handling. Initial requirements gathering for the Plan of Action and Milestones (POA&M) process is nearing completion and development has started for the project
- ▶ Innovation hub's application status page has been moved into the development environment and is ready for internal process evaluation. Building out data collection processes for automated status selection
- ▶ Cherwell bi-directional integration has been pushed back due to issues with the Virtual Private Network (VPN) tunnel validation. Accenture, ServiceNow and Los Angeles County are triaging the issue
- ▶ The Data Source requested second phase will be the creation of workflows for each of the requests to automatically handle distribution to teams. Working with the teams on 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

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

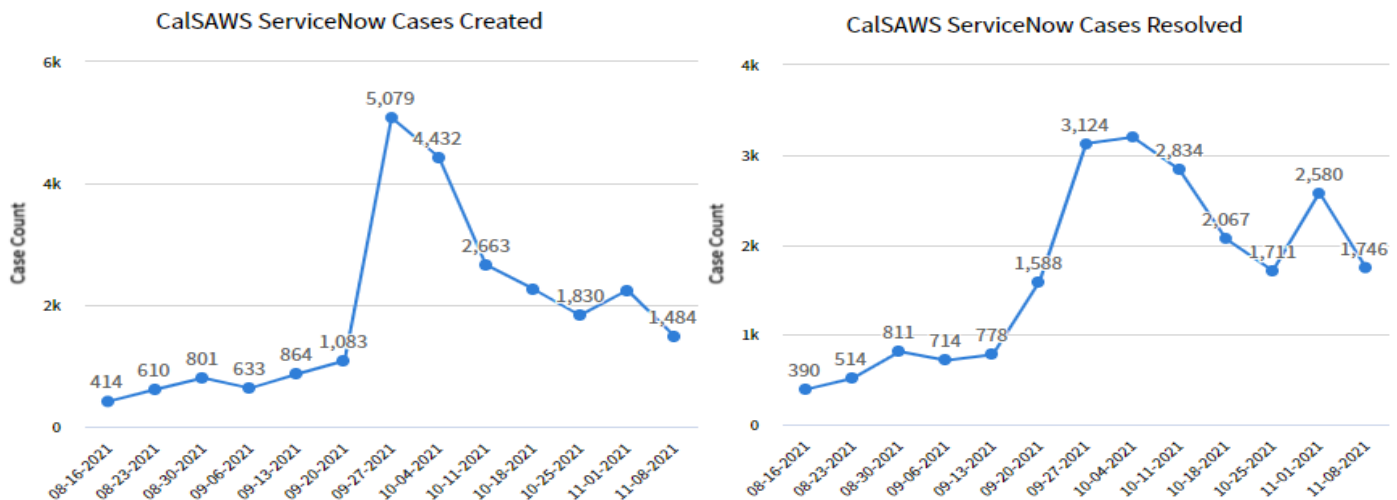
Contractor Project Executive: Greg Elston

Figure 3.1-1 ServiceNow Timeline



3.1.2 CalSAWS Help Desk Metrics

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



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 week

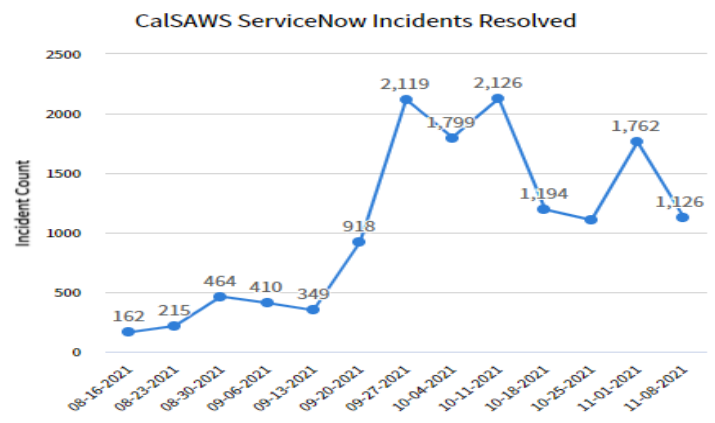
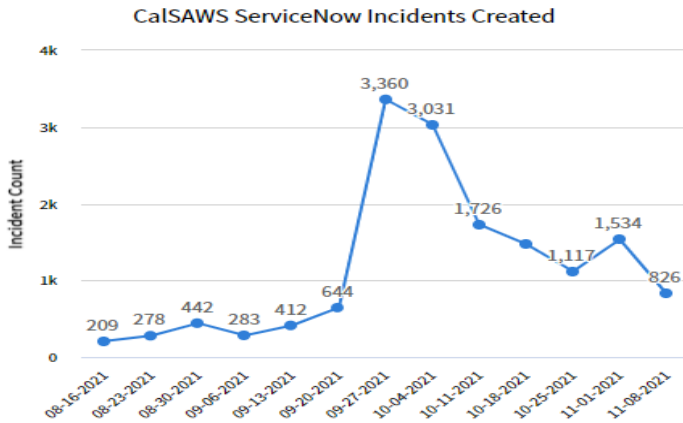
CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

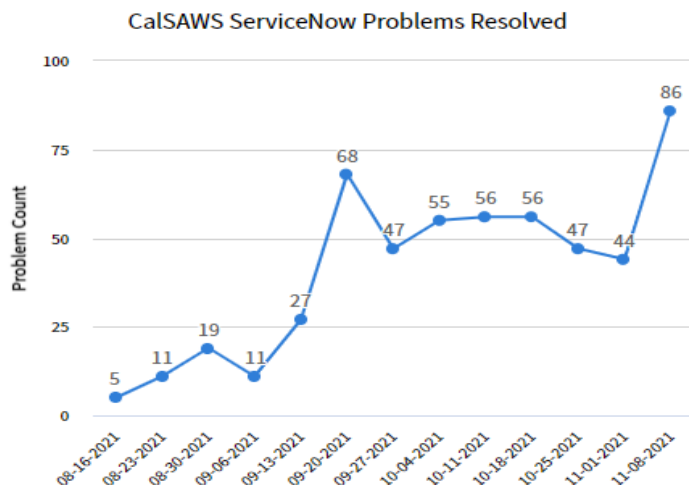
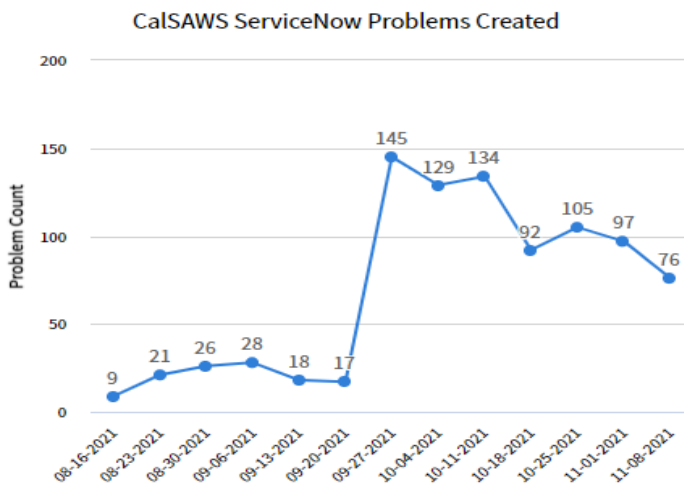
Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents

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 – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

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

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

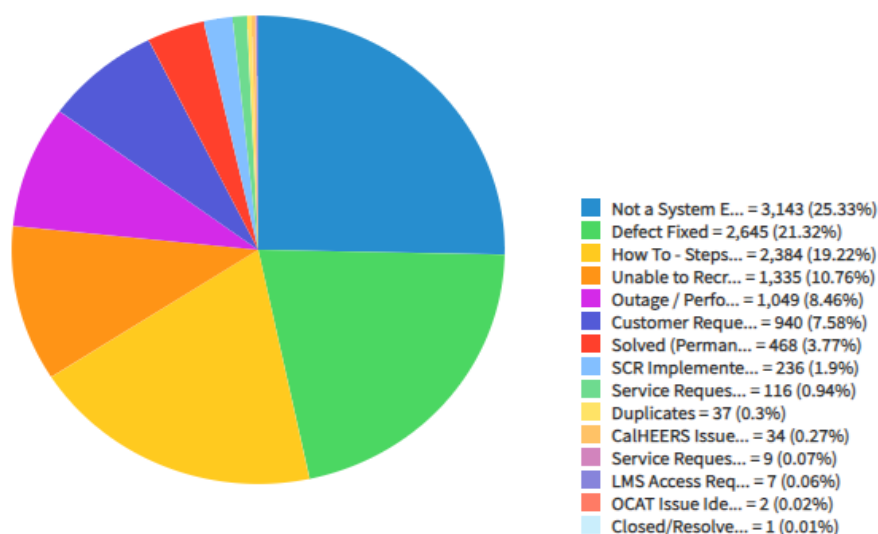
CalSAWS ServiceNow Incidents by State and Age

State	Aging Category								Total
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	(empty)	
New	85	53	23	17	9	0	0	60	247
In Progress	87	104	92	132	76	9	0	20	520
On Hold	132	179	287	561	634	48	123	7	1,971
Resolved	127	369	905	852	799	31	3	5	3,091
Closed	1	1	4,482	10,768	1,748	937	1	0	17,938
Problem in Diagnosis	6	4	11	18	18	0	0	0	57
Total	438	710	5,800	12,348	3,284	1,025	127	92	23,824

Figure 3.1.2-8 – CalSAWS ServiceNow Incidents by Resolution Code

Note: The pie chart below represents Incidents resolved within the past 2 months.

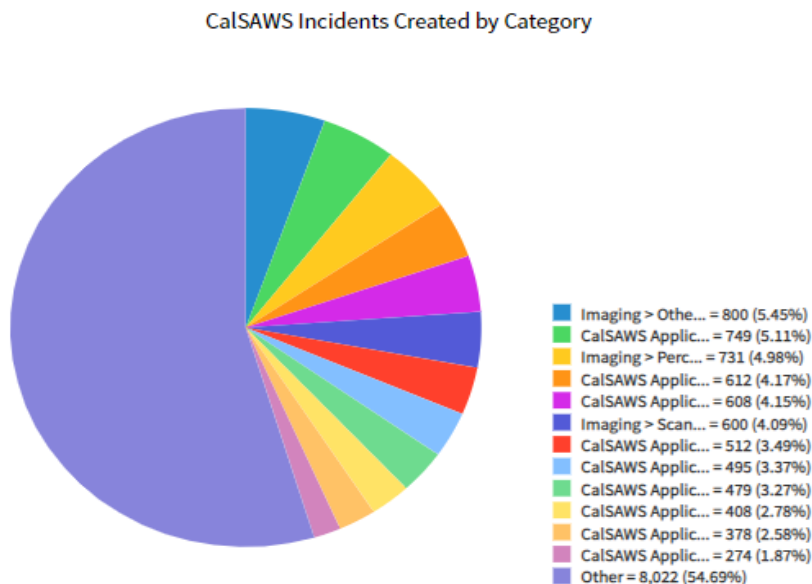
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	3,143	25.33%
Defect Fixed	2,645	21.32%
How To - Steps to Proceed Provided	2,384	19.22%
Unable to Recreate Issue	1,335	10.76%
Outage / Performance Degradation	1,049	8.46%
Customer Requested Closure	940	7.58%
Solved (Permanently)	468	3.77%
SCR Implemented	236	1.9%
Service Request Created - With Request Number	116	0.94%
Duplicates	37	0.3%
CalHEERS Issue Resolved	34	0.27%
Service Request Created - With Request N	9	0.07%
LMS Access Request	7	0.06%
OCAT Issue Identified	2	0.02%
Closed/Resolved by Caller	1	0.01%
Total	12,406	100%

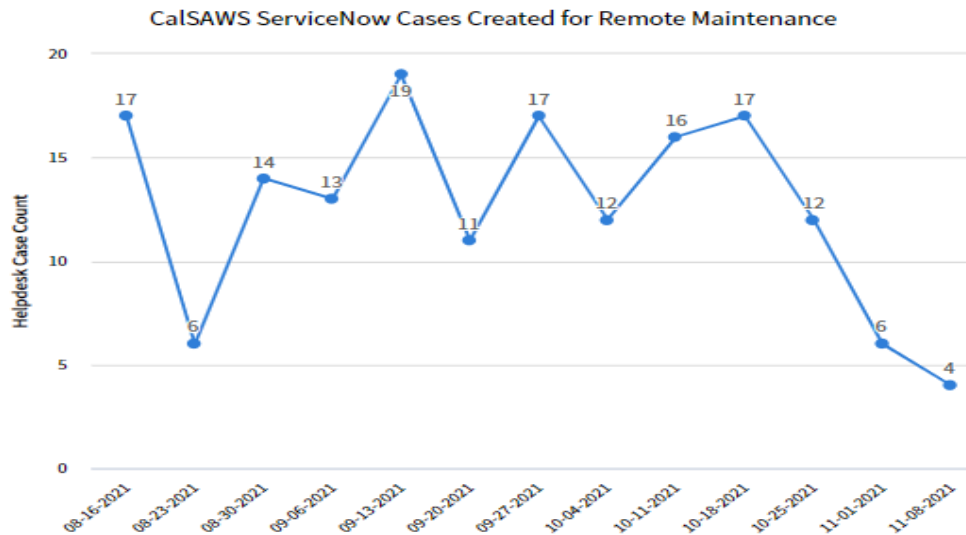
Figure 3.1.2-9 – CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart below represents Incidents by Category created within the past 2 months.



Category	Incident Count	Percentage of Incidents
Imaging > Other	800	5.45%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	749	5.11%
Imaging > Perceptive Experience	731	4.98%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	612	4.17%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	608	4.15%
Imaging > Scanning Documents	600	4.09%
CalSAWS Application/Related Systems > Production > Eligibility Determination	512	3.49%
CalSAWS Application/Related Systems > Production > Performance > Other	495	3.37%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	479	3.27%
CalSAWS Application/Related Systems > Production > Client Correspondence > Forms	408	2.78%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	378	2.58%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	274	1.87%
Other	8,022	54.69%
Total	14,668	100%

Figures 3.1.2-10 – CalSAWS ServiceNow Cases Created for Remote Maintenance



3.2 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

3.2.1 CalSAWS Management and Operations

- ▶ Switch Automation
 - Switch Refresh completed for 71% of sites, with 67% of total devices completed across the sites (391 of 582 switches)
 - Refresh planned for Imperial and Merced Counties during month of November
- ▶ Remote Connectivity
 - ZScaler
 - ZScaler Kickoff to start on November 15, 2021
 - Equinix Virtual Private Network (VPN)
 - County staff planned to be migrated to new Virtual Private Network (VPN) by November 20, 2021. This is when Production Data Center Virtual Private Network (VPN) will be decommissioned
- ▶ C-IV Data Center Decommissioning
 - Equinix Data Center Expansion and Re-Architecture
 - Equinix Data Center Expansion low level design and Configuration scripts in progress
 - Operating System upgrades and Staging of Equipment in progress (Switches, Firewalls)
 - Completed racking and device power work on November 6, 2021
 - Completed decommission of C-IV Development Data Center

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

- Sent CalSAWS Informational Transmittal (CIT) 0340-21 for retirement of on-prem C-IV Policy, Review, and Training (PRT) environment. This environment has been replaced by the C-IV Read-Only environment in Amazon Web Services (AWS), effective November 15, 2021.

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
November 17 - 19, 2021	Further restrict - Geofencing on Web Application Firewall (WAF) across all public facing Application Load Balancers (limit access ONLY to US) (Planned Change)
November 18, 2021	Add CIDR (Classless Inter-Domain Routing) Blocks to the ForgeRock Security Groups for Amazon Web Services (AWS) Account [application-production] (Planned Change)
November 18, 2021	SV1 F5 Device Software Upgrade and Failover (Planned Change)
November 18, 2021	Block Known Threat Actors IPs in Amazon Web Services (AWS) Network Prod F5s for November 11, 2021 (Planned Change)
November 22, 2021	21.11 Code Deployment for Training Staging and Training Production environments (Planned Change)
November 26 – 28, 2021	October 2021 Database Patching on Development and Assembly Test Databases (Planned Change)
November 26, 2021	Production: Update the JDK (Java Development Kit) and apply OCT 2021 WLS (WebLogic Server) CPU Patches in all Production/PRT (Policy, Review, Training)/Training/County Preview/Sandbox domains (Planned Change)
November 29, 2021	LA3 F5 Device Software Upgrade and Failover (Planned Change)
December 3, 2021	ForgeRock Production Release 21.12.03 (Planned Change)
December 3 - 5, 2021	October 2021 Database Patching on System Test and Performance Test (Planned Change)
December 5, 2021	Production Database Amazon Web Service (AWS) Linux Operating System (OS) Patches November 1, 2021, Patch Baseline (CalSAWS Outage needed from 4:00 p.m. – 8:00 p.m.)
December 12, 2021	October 2021 Database Patching on Production Databases (Planned Change)
December 9, 2021	Sandbox Linux Operating System (OS) Patching December 1, 2021, Patch Baseline (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

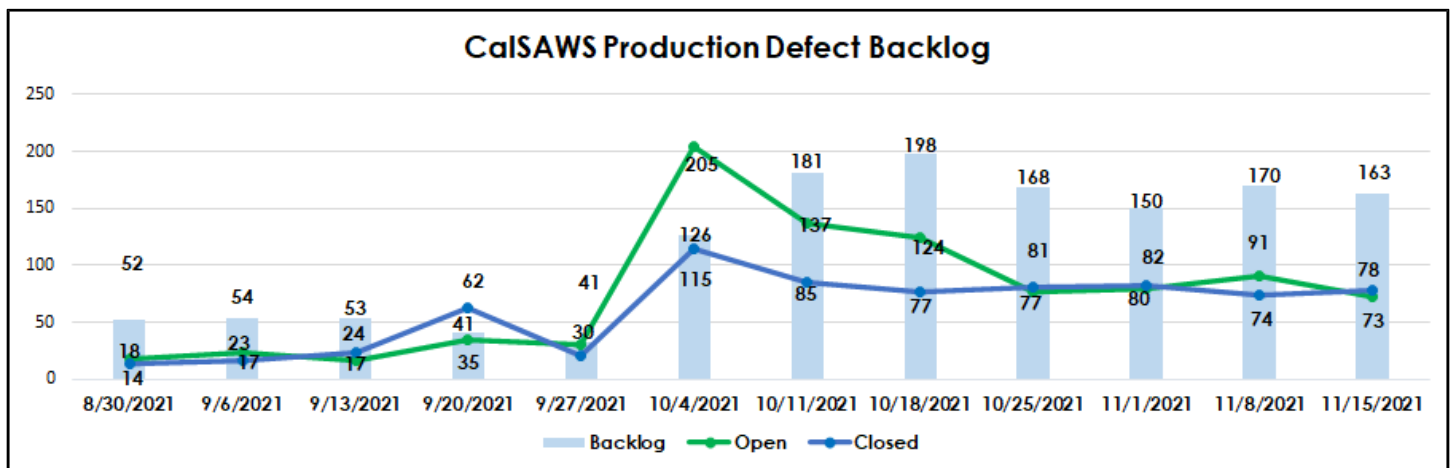
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- The CalSAWS System met all Service Level Agreements (SLAs) within the reporting period

3.3 Production Defect 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 3.3-1 – Production Defects Backlog Weekly Trend



3.3.1 Release Schedule Production Defect Fix

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 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release							
Count of Defects	Release						
Severity	21.07	21.11	22.01	22.02	22.03	TBD	Grand Total
2-Normal/Medium	93	5	2			1	101
New	3						3
In Progress	7	4	2				13
Closed	83	1				1	85
3-Normal/Low	580	72	26	1		1	680
New	23	15	11				49
In Progress	56	19	15	1			91
Closed	501	38				1	540
4-Cosmetic	22	3	3		1		29
New			1		1		2
In Progress	2	1	2				5
Closed	20	2					22
Grand Total	695	80	31	1	1	2	810

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

3.4 Production Operations

3.4.1 Production Operations

- ▶ CalSAWS Release 21.11 Communications:
 - See table 3.4.1-1 for details
- ▶ CalSAWS Release 22.01 Communications:
 - See table 3.4.1-2 for details

Table 3.4.1-1 – CalSAWS Release 21.11 Communication Activities

TASK	DATE(S)	OWNER
Sent Release 21.11 Major Upcoming Changes documentation	October 15, 2021	Training
Sent draft Release Notes file to RMs and Consortium staff for review	November 8, 2021	Production Operations
Send summary of changes in CalSAWS Release 21.11 in CalSAWS Health Report	November 15, 2021 – November 19, 2021	Production Operations

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

TASK	DATE(S)	OWNER
Webcast on CalSAWS Release 21.11	November 16, 2021	Production Operations/ Consortium Policy and Design
21.11 CalSAWS Application Development and Training Release Notes Broadcast	November 16, 2021	Production Operations
CalSAWS Release 21.11 Greenlight Meeting	November 18, 2021	Release Management/QA
CalSAWS 21.11 Post-Release Checkpoint Call	November 22, 2021 – November 24, 2021	Production Operations

Table 3.4.1-2 – CalSAWS Release 22.01 Communication Activities

TASK	DATE(S)	OWNER
Send Release 22.01 Major Upcoming Changes documentation	TBD	Training
Send draft Release Notes file to Regional Managers for review	January 10, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.01 in CalSAWS Health Report	January 17, 2022 – January 21, 2022	Production Operations
Webcast on CalSAWS Release 22.01	TBD	Production Operations/ Consortium Policy and Design
22.01 CalSAWS Application Development and Training Release Notes Broadcast	January 18, 2022	Production Operations
CalSAWS Release 22.01 Greenlight Meeting	January 19, 2022	Release Management/QA
CalSAWS 22.01 Post-Release Checkpoint Call	January 24, 2022 – January 26, 2022	Production Operations

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

3.5 ForgeRock

- ▶ Submitted Delegated Administrators are Now Able View and Edit All CBO User Accounts Across All Counties CalSAWS Information Transmittals (CITs) to CIT/CRFI review committee
- ▶ Began development work on enabling lifecycle management for ServiceNow accounts
- ▶ Continued work on Proof of Concept (POC) for enabling RADIUS Multi Factor Authentication (MFA) in Access Manager
- ▶ Refined MFA for CalSAWS project-wide communication
- ▶ Refined MFA for CalSAWS project-wide timeline (proposed)
 - ForgeRock AT Deployment: December 2, 2021
 - ForgeRock Development Deployment: December 10, 2021
 - ForgeRock Production Deployment: December 17, 2021
- ▶ Updated Los Angeles County Federated Authentication CalSAWS Informational Transmittal (CIT), will be distributed closer to December 3, 2021, go-live
- ▶ Continued development work on onboarding existing applications outlined in Statement of Work (SOW)

Table 3.4-1 – ForgeRock Milestones

MILESTONES	Prod Deployment DATE	STATUS	SCR #/ CR #
ForgeRock 21.11 Production Deployment (Delayed)	21.12.03	Not Started	CHG0032655
Enable Lifecycle Management for ServiceNow Accounts	21.12.03	In Progress	CA-231605
Apply Multi-Lingual KBA Patch for BenefitsCal defect	21.12.03	In Progress	CA-235265
ForgeRock Application Onboarding: Consortium AWS Production clients	21.12.03	In Progress	CA-230516
ForgeRock Los Angeles County Federated Authentication	21.12.03	In Progress	<u>CA-225830</u>
Enable ForgeRock MFA capabilities for Project Users	21.12.17	In Progress	CA-233600
ForgeRock Application Onboarding: Adobe Experiences Production clients	TBD	Complete	CA-230514
ForgeRock Application Onboarding: ZScaler Production clients	TBD	In Progress	CA-233555

3.6 Innovation Lab

- ▶ Continued Innovation Lab activities
 - Streamlined CalSAWS Lobby Application (Describe Phase)
 - Continued assessment to understand level of effort to complete enhancements
 - System Status for End Users (Co-Create Phase)
 - Continued prototype project management timeline and activities
 - CalSAWS Production Calendar (Discovery Phase)
 - Continued prototype project management timeline and activities
 - Cybersecurity Awareness Program (Discovery Phase)

- Set up discussion with Security team and Initiative leads to discuss business case and potential approach for a cybersecurity and phishing awareness program

3.7 Imaging

- ▶ Continued to compress large files that add to rendering times (Hyland)
- ▶ Attended daily CalSAWS Post-Deployment County Stakeholder calls
- ▶ Restored documents (November 3, 2021) CA-234929 - External Agency Defect: Folders/Documents Incorrectly Removed by Folder Cleanup Script
 - Hosted 2 bridge lines to address County questions on November 4, 2021, from 2:00 p.m. to 4:00 p.m. and on November 11, 2021, from 1:00 p.m. to 3:00 p.m.
- ▶ Deployed (November 3, 2021) CA-235100 - Update Imaging for incoming Intra County Transfer (ICT) documents to bypass OCR
- ▶ Deployed (November 12, 2021) CA-235180 - External Agency - Reports not displaying accurate Imaging Data
- ▶ Continued to work with Counties and project on improving County exception queues

3.8 Customer Service Center (CSC)

- ▶ Continued designs for the following:
 - SCR CA-234540 – Update Call Control Panel (CCP) Security and Database connection
 - This will ensure agents are able to still login to the Call Control Panel (CCP) and handle calls if there are database issues and implement seamless failover to the standby database if needed. Still in progress
 - SCR CA-234575 - Automate Max Queue Depth, and Predictive Handling Report
 - This will automate reports that are currently being run manually. On target to be released November 18, 2021
- ▶ Deployed the following:
 - Deployed on October 28, 2021. SCR CA-232816 - Update Custom Call Control Panel (CCP) Application Programming Interfaces (APIs) to integrate with ForgeRock.
 - This will implement authentication with ForgeRock for Call Control Panel (CCP) Application Programming Interfaces (APIs) calls
- ▶ Working with Security team to identify and resolve any issues found from static code scans

3.9 IVR Bot Enhancement Pilot for San Bernardino County

- ▶ Welcome Bot
 - Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
 - Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
 - Welcome Bot and Push Notification combined successfully deflect approximately 32% of callers
 - Preparing to update synonyms for utterances based on unknown utterances report
- ▶ Authentication Bot
 - Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
 - Preparing for changes intended to improve Authentication Bot performance

- Driver's license / State ID changes made minor improvements to the effectiveness of the bot
- ▶ Updates to bots are now being targeted for early November 2021

3.10 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 Eight priority releases:
 - The CalSAWS 21.11.01 Minor Release was successfully deployed on November 1, 2021
 - Nine defects were deployed in the areas of Client Correspondence, Conversion, Database Administration, Fiscal, Online and Technical Architecture teams
 - One System Change Request (SCR) was deployed in the area of Technical Architecture
 - The CalSAWS 21.11.02 Minor Release was successfully deployed on November 2, 2021
 - Thirteen defects were deployed in the areas of Batch/Interfaces, Contact Center, Eligibility, Fiscal, Online and Technical Architecture teams
 - The CalSAWS 21.11.03 Minor Release was successfully deployed on November 3, 2021
 - Nine defects were deployed in the areas of Batch Operations, Batch/Interfaces, Fiscal, Imaging, Online, and Technical Architecture teams
 - Two System Change Requests (SCRs) were deployed in the areas of Imaging and Online teams
 - The CalSAWS 21.11.04 Minor Release was successfully deployed on November 4, 2021
 - Fifteen defects were deployed in the areas of Batch/Interfaces, CalHEERs, Client Correspondence, Eligibility, Fiscal, Online, and Reports teams
 - One System Change Request (SCR) was deployed in the area of Fiscal
 - The CalSAWS 21.11.05 Minor Release was successfully deployed on November 5, 2021
 - Sixteen defects were deployed in the areas of Batch/Interfaces, Contact Center, Conversion, Eligibility, Fiscal, Online, Reports and Technical Architecture teams
 - Four System Change Requests (SCRs) were deployed in the areas of Batch Operations, CalHEERs, Eligibility and Online teams
 - The CalSAWS 21.11.09 Minor Release was successfully deployed on November 9, 2021
 - Eight defects were deployed in the areas of the Batch/Interfaces, Client Correspondence, Fiscal, and Online teams
 - The CalSAWS 21.11.10 Minor Release was successfully deployed on November 10, 2021
 - Fourteen defects were deployed in the areas of Batch/Interfaces, Fiscal, Imaging, Online, and Reports teams
 - One System Change Request (SCR) was deployed in the area of Batch Operations
 - The CalSAWS 21.11.12 Minor Release was successfully deployed on November 12, 2021
 - Twenty-one defects were deployed in the areas of Batch/Interfaces, Client

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

Correspondence, Conversion, Fiscal, Imaging, Online, Reports, and Technical Architecture teams

- Six System Change Requests (SCRs) were deployed in the areas of Batch/Interfaces, Imaging and Online teams

Table 4.1-1 – CalSAWS Upcoming Release

Release	
21.11.18	<ul style="list-style-type: none">▶ Automate Max Queue Depth, and Predictive Handling Report▶ Implement CalSAWS Case Data Removal Functionality Sprint 1▶ Create Batch Property Change Request (BPCR) to Turn Off MC Renewal for Form Status Batch Job starting November 18, 2021 (until further notice - see CA-236663)▶ Update LEX Bot Synonyms and modify Driver's License (DL)/Identification (ID) character regular expression▶ Mass Replacement CalFresh Benefits for October 2021 due to Power Outage - Phase 2
21.11.19	<ul style="list-style-type: none">▶ BenefitsCal - CalSAWS Integration Performance testing (Support Only)▶ Data Change to Retrigger Excluded BC Cases in Form Status Batch Job▶ FFPSA, STRTPs Accreditation/QI Assessment- ACIN I-84-21▶ RCA - McAfee Agent causing EC2 termination
21.11.21	<ul style="list-style-type: none">▶ BenefitsCal: CalSAWS updates for Los Angeles Migration to BenefitsCal
21.11	<ul style="list-style-type: none">▶ Total System Change Controls (SCRs): 84 Approved▶ Release Webcast Date: November 16, 2021
21.11.24	<ul style="list-style-type: none">▶ Suspend TNB REs: Turn off Fiscal Skip logic
21.11.26	<ul style="list-style-type: none">▶ ForgeRock: User Access Request Portal
21.11.27	<ul style="list-style-type: none">▶ Mass Mailer for TEMP CW 2225 Form
21.11.30	<ul style="list-style-type: none">▶ Migrate Batch Job PI00M302
21.12.01	<ul style="list-style-type: none">▶ Add new Task Type for Outbound IVR Cancellation of Appointments
21.12.02	<ul style="list-style-type: none">▶ Update Application Transfer API to include BC App Submission Date▶ Implement CalSAWS Case Data Removal Functionality Sprint 2▶ BenefitsCal - Add CMSP Information to Application Transfer
21.12.03	<ul style="list-style-type: none">▶ ForgeRock: Application Onboarding - CalSAWS Jira▶ ForgeRock: Application Onboarding - APEX▶ Splunk Cloud ingestion of County site servers and network equipment logs▶ CalSAWS batch job client creation▶ Child Care-REGIONAL MARKET RATE (RMR) CEILING AND DIRECT SERVICE CONTRACT REIMBURSEMENT CHANGES▶ Enable VPN CIDR Blocks for All ForgeRock Security Groups▶ ForgeRock: Enable Lifecycle Management for ServiceNow Accounts▶ Deploy Standalone IG▶ ForgeRock: Enable RADIUS MFA Authentication in Access Manager▶ ForgeRock: LA County Federated Authentication▶ Add Metric Gathering in User Journeys▶ Enable ForgeRock for AnyConnect VPN▶ Jenkins Pipeline: Single Instance Rebuild▶ LA County Prod SAML Client▶ Complete Cross Region Enhancements

CalSAWS – California Statewide Automated Welfare System

M&O Weekly Status Report Period: November 1, 2021 – November 14, 2021

Contractor Project Executive: Greg Elston

Release	
	► Add Contact Center OAuth Clients
21.12.04	► 2022 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA) ► Issue November 2021 Disaster Supplement in accordance to HR 6201 Emergency Allotments
21.12.08	► Update Duplicate Aid Logic for In-Process eICTs ► Update missing ICT Inbound Doc Type ► Update the 'Gets Duplicate Aid' check for Medi-Cal
21.12.09	► ACIN I-XX-21 2022 CAPI COLA
21.12.11	► ACIN I-XX-21 2022 CAPI COLA - Batch EDBC ► Batch EDBC to apply 2022 SSA Cost of Living Adjustments (COLA) ► ACIN I-64-21 - 2022 State Minimum Wage Run Batch EDBC
22.01	► Total System Change Controls (SCRs): 60 Approved ► Release Webcast Date: TBD
22.02	► Total System Change Controls (SCRs): 9 Approved ► Release Webcast Date: TBD

4.2 Application Development Status

- Continued design on:
 - SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
 - SCR CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
 - SCR CA-56887 for Phase III-B- Change CalFresh Notice of Actions (NOAs) to include the name of the individuals on change and denial Notice of Actions (NOAs)
 - SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI Notice of Actions (NOAs)
 - SCR CA-220188 for Foster Care to Generate Appropriate Notice of Action (NOA) for all End Placement reasons and all Placement types
 - SCR CA-229461 for Customer Non-Benefit Issuance Category (Phase II)
 - SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
 - SCR CA-228997 for Asset Verification at Application and Special Case Searches
 - SCR CA-48513 to Update Eligibility Determination and Benefit Calculation (EDBC) Logic to Auto-Test for 4M when Youth 18 years or Older Exits Foster Care
 - SCR CA-58963 for Revisions to the Medicare Savings Programs (MSP) Notice of Actions (NOAs)
 - SCR CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
 - SCR CA-224269 for ACL 20-120, ACL 21-45 AB 79 Revised and Obsolete CW and WTW Forms and NOAs
- Continued build on:
 - Build for priority releases and 22.01 approved System Change Requests (SCRs)
 - Supporting 21.11 System Test

4.3 Release Management

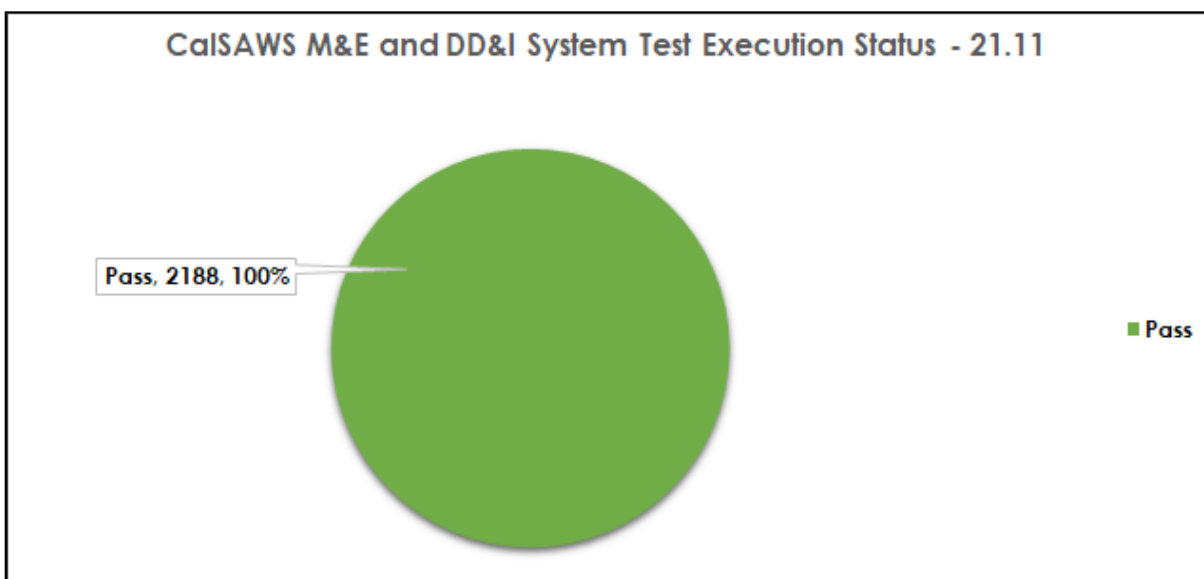
4.3.1 Release Test Summary

- Completed 21.11 Test execution

Table 4.3-1 – CalSAWS System Change Request (SCR) Test Status

Pass Rate Target as of November 12, 2021	92%
Pass Rate Actual as of November 12, 2021	100%
System Test Complete Date: November 17, 2021	

Figure 4.3-1 – CalSAWS System Change Request (SCR) Test Status



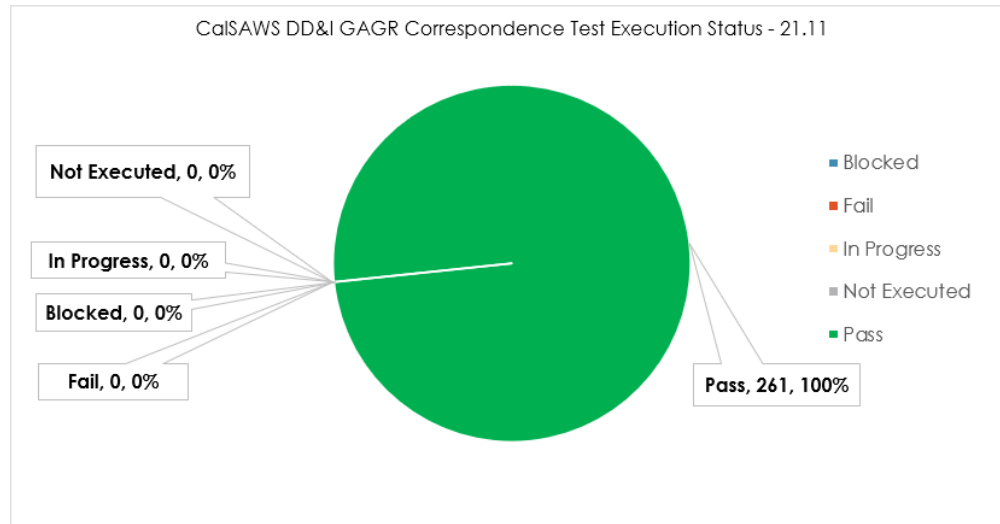
Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

- The above chart is cumulative of CalSAWS Modifications & Enhancements (M&E) and CalSAWS Design, Development, and Implementation (DD&I) System Change Requests (SCRs) System Test Execution

Table 4.3-2 – CalSAWS GA/GR Correspondence System Test System Change Request (SCR) Test Status

Pass Rate Target as of November 14, 2021	100%
Pass Rate Actual as of November 14, 2021	100%
System Test Complete Date: November 17, 2021	

Figure 4.3-2 – CalSAWS GA/GR Correspondence System Change Request (SCR) Test Status



- Gainwell Technologies GAGR Correspondence Service
 - All 261 cases have passed

4.3.2 Automated Regression Test (ART) Coverage

Table 4.3-2 – CalSAWS Automated Regression Test (ART) Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	80,077,973	45.10%	15	100.00%
2	105	61,916,523	34.87%	98	89.51%
3	122	17,811,009	10.03%	110	91.78%
4	454	14,848,526	8.36%	249	62.69%
5	2744	2,912,684	1.64%	388	25.78%

- Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data as of October 31, 2021, and Automated Regression Test (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 538 end-to-end Automated Regression Test (ART) scripts

- Note: Production transaction volumes and patterns are expected to fluctuate as the former C-IV Counties transition into CalSAWS. 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 Automated Regression Test (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 Automated Regression Test (ART) coverage reporting

4.4 Training Materials Update

- Completed 21.11 Online Help System Change Requests (SCRs), all in Test Complete
- Online Help SCRs for 22.01 are in progress
- Continued 21.01 through 21.11 Impact Analysis and System Change Request (SCR) creation for Web Based Training (WBT) updates
- Hosted Weekly CalSAWS Training team meetings on November 2, 2021, and November 12, 2021
- Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets
- Learning Management System (LMS)
 - Continued to work cross-team to troubleshoot CalSAWS Learning Management (LMS) Tickets
 - Continued training for Learning Management System (LMS) support to the Consortium Training team

Figure 4.4-1 – Weekly Training SCR Status Report

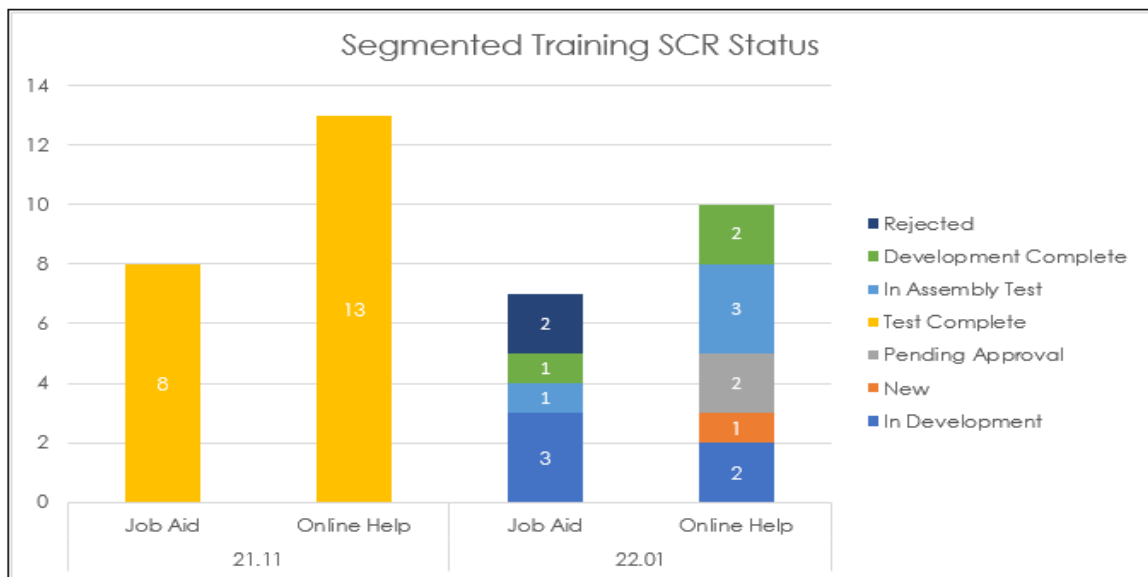


Table 4.4-2 – Upcoming Training Activities

Training Activity	Date
R21.11 Code Deployment for Training Staging and Training Production environments	November 22, 2021

4.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None for the reporting period

6.0 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