CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: January 31, 2022 – February 13, 2022

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 did not experience any unplanned outages
Defects	🟢	► There are 151 active Production defects
Incidents	🟢	► CALSAWS BROADCAST: Starting at 1:00 p.m. on January 27, 2022, users were unable to either login to the Learning Management System (LMS), or if they did login, they experienced extreme slowness. There was a delay in completing LMS user import requests. The CalSAWS Application was not impacted by this issue. As of 1:45 p.m. on January 31, 2022, the issues had been resolved. Some users received an error message when they attempted to use a bookmark to access the LMS. PRB0042680 ► CALSAWS BROADCAST: Starting at 6:00 a.m. on February 1, 2022, a subset of reports and dashboards were unavailable to users until later that day. Due to an operational delay in batch run on January 31, 2022, a subset of report and dashboard jobs were running long and were not expected to be available for users until approximately 9:00 a.m. on February 1, 2022. As of 7:29 a.m. on February 1, 2022, all reports and dashboards were generated in Production and are available for users. PRB0042695 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on February 1, 2022, users were unable to connect to the CalSAWS VPN. As of 10:20 a.m. on February 1, 2022, CalSAWS VPN Connectivity was restored, and users were able to connect to the CalSAWS VPN. PRB0042690 ► CALSAWS BROADCAST: Starting at 7:00 p.m. on February 1, 2022, users were unable to view the YBN Application Summary or SAWSII Plus from CalSAWS. This issue impacted Los Angeles County only. As of 3:00 a.m. on February 8, 2022, the issue was resolved. Users were able to view the Your Benefits Now (YBN) Application Summary and SAWS II Plus from CalSAWS. PRB0042704

Topic	CalSAWS System	Highlights
		► CALSAWS BROADCAST: Starting at 6:00 a.m. on February 3, 2022, the 'Warrant Production reconciliation report was not generated in Production and users were not able to see the latest version of that report. As of 7:00 a.m. on February 3, 2022, the "Warrant Production reconciliation report" was generated and became available for users. PRB0042714 Starting at 6:00 a.m. on February 8, 2022, the Task Management Report and the Unposted Receipt Report were not generated in Production. Users were not able to view the listed reports for the report date of February 7, 2022. As of 2:00 p.m. on February 8, 2022, the issue had been resolved. The Task Management Report and Unposted Receipts Report for the report date of February 7, 2022, were generated and became available for users. PRB0042747
		► CALSAWS BROADCAST: Starting at 6:00 a.m. on February 4, 2022, due to an operational delay in batch run on February 4, 2022, a large subset of batch jobs including reports and dashboards were running long and were not expected to complete until approximately 10:00 a.m. on February 4, 2022. As of 8:00 a.m. on February 4, 2022, reports, and dashboard jobs from February 3, 2022, were completed and became available for users. As of 12:15 a.m. on February 4, 2022, task generation jobs were completed. PRB0042725
		► CALSAWS BROADCAST: Starting at 8:00 a.m. on February 7, 2022, multiple Counties reported UEID errors while performing transactions in CalSAWS which caused users to experience issues. As of 9:03 a.m. on February 7, 2022, the issue had been resolved. Users are now able to perform transactions in CalSAWS without any errors. PRB0042734
		► CALSAWS BROADCAST: Starting at 8:20 a.m. on February 8, 2022, users were unable to login to the Training Production environment. As of 9:36 a.m. on February 8, 2022, the Project team had resolved the issues. All users were able to login to the Training Production environment. PRB0042748
		► CALSAWS BROADCAST: Starting at 4:00 p.m. on February 8, 2022, program worker details were not being displayed on the 'Case Summary' page

Topic	CalSAWS System	Highlights
		when the program had both primary and secondary workers assigned. Using a workaround solution, users were able to have navigated to the 'Program History' page and have clicked on the 'View History' button to have seen the program worker details. Both primary and secondary program worker details were visible on the 'Program History' page. Secondary program worker details were seen on the program detail page. As of 12:00 p.m. on February 11, 2022, this issue was resolved with the deployment of the defect CA-240737 to Production on February 10, 2022. Program worker details were displayed on the 'Case Summary' page. PRB0042760 ► CALSAWS BROADCAST: As of 12:00 p.m. on February 9, 2022, several Counties reported an issue regarding not having received the CalSAWS One-Time-Password (OTP) email for Multi-Factor Authentication (MFA) which caused users to not have had the ability to login to the CalSAWS Application since they were not able to complete the MFA. As of 3:00 p.m. on February 9, 2022, the issue was resolved. Impacted users were receiving the CalSAWS OTP email since then for MFA and were able to login to the CalSAWS Application. PRB0042770 ► CALSAWS BROADCAST: On February 9, 2022, Duplicate payments were being issued when an Eligibility Determination and Benefits Calculation (EDBC) was running for a case/program where an active EDBC already existed for the same Case, Program, Benefit Month, Payee, and Amount. 15 Counties were impacted by this issue. Communication was sent to the Impacted counties with the list of cases that were issued duplicate payments. Data fix Data Change Request (DCR) CA-240796 was deployed to Production on February 9, 2022, and Defect CA-240773 was deployed to Production on February 10, 2022. All potential issuances that were identified as duplicates were not issued. Status of these payments was changed to 'Validation Error' with a status reason 'Duplicate Issuance'. PRB0042766 ► CALSAWS BROADCAST: Starting at 6:00 a.m. on February 22, 2022, the CalFresh program status in

Topic	CalSAWS System	Highlights
		Medi-Cal Eligibility Data System (MEDS) for select cases in Monterey County was displayed as 'Discontinued' even though the program was active in CalSAWS which caused workers to have seen an incorrect 'Discontinued' status. As of 6:00 a.m. on February 8, 2022, this issue was resolved. The defect CA-239323 was deployed to Production and updated transactions were sent to MEDS. The CalFresh program status for the impacted cases displayed as 'Active' in MEDS. PRB0042543

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

1.2 Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases 22.01.31, 22.02.01, 22.02.03, 22.02.04, 22.02.06, 22.02.10, 22.02.11, and 22.02.12.
► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Outage – On February 6, 2022, from 6:00 a.m. until 11:00 p.m., users were unable to access the CalSAWS application. Users were redirected to the CalSAWS "Read Only" version. In addition, on February 13, 2022, from 4:00 p.m. to 8:00 p.m., the CalSAWS application was scheduled for maintenance.
    ▪ CalSAWS Standby Adhoc Database Maintenance – The CalSAWS Adhoc database was scheduled for maintenance on February 6, 2022, from 6:00 a.m. to 11:00 p.m. During this period, the Adhoc Database was not available to Apex, EDR and Adhoc reports users. In addition, the CalSAWS AdHoc database was scheduled to be down for maintenance on February 13, 2022, from 4:00 p.m. to 8:00 p.m. and during this period the CalSAWS AdHoc database was not available to Apex, EDR and AdHoc reports users. The CalSAWS AdHoc database was also scheduled to be down for maintenance on February 13, 2022, from 8:00 a.m. to 12:00 p.m.
  o Scheduled External System Outage:
    ▪ Your Benefits Now (YBN) and BenefitsCal Outage – On February 6, 2022, from 6:00 a.m. to 11:00 p.m., BenefitsCal was placed in offline mode and users were not able to access YBN. BenefitsCal was placed in Offline Mode and transactions were queued and processed upon completion of maintenance activities. Participants were not able to view Electronic Benefit Transfer (EBT) balances and case information. In addition, on February 13, 2022, from 4:00 p.m. to 8:00 p.m., users were unable to access YBN. BenefitsCal was 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 BenefitsCal.

- ▪ Department of Public Social Services (DPSS) Mobile and YBN Outage – On February 2, 2022, from 8:00 p.m. to 8:30 p.m., the YBN application was scheduled for maintenance. During this period the YBN application and DPSS Mobile App was unavailable.
- ▪ BenefitsCal Maintenance - The BenefitsCal application was scheduled for maintenance on February 3, 2022, from 7:00 p.m. to 8:00 p.m. During this period, the BenefitsCal application was unavailable.

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
	None for the reporting period			

[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 from the Reporting Period

- ► Continued Project administration, facility management, office management support, and financial management tasks
- ► Continued performing contract management activities:
  - o Began preparing the documents for Contract Change Notice No. 15, which is planned to include use of the contract's R&A Change Budget Services allocation for functional support for the CalWIN Counties' implementation and additional enhancements related to removal of the Homeless Assistance asset limit, Transitional Housing Supplement, Cal-OAR Modifications, CalFresh Over-issuances, and resuming pre-pandemic Medi-Cal operations. This Change Notice is planned to be submitted to the CalSAWS Joint Powers Authority (JPA) Board of Directors for approval on March 11, 2022
  - o Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
  - 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 February 13, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0030-22	CalSAWS Analytics Dashboards/Reports Replatform Project – Hard Launch #5	Informational	January 31, 2022	Carlos Camarena	Sanjay Naik
0032-22	CalSAWS Imaging Newsletter #6	Informational	January 31, 2022	Helen Cruz	Araceli Gallardo
0035-22	CA-239228 DCR to Update County Code of Address of Primary Applicant	Informational	February 1, 2022	Dymas Pena	Laura Ould
0036-22	Scheduled Downtime Notification	Informational	February 1, 2022	Mike Tombakian, and Anand Kulkarni	Grady Howe, and Ted Anderson
0037-22	CA-222221/CA-230192 CalFresh SSA 2022 COLA and ESAP Batch Memorandums	Informational	February 1, 2022	Caroline Bui	Binh Tran
0038-22	Updated LMS Guide for Los Angeles County Imaging General Training	Informational	February 1, 2022	Ashley Arnold	Rachel Cousineau
0039-22	Minor Consent: Registering New Applications and Holding Mail for Pickup	Informational	February 7, 2022	Maggie Orozco-Vega	Nina Butler
0042-22	CalSAWS LMS Preview Access	Informational	February 7, 2022	Ashley Arnold	Cristina Garcia
0044-22	CalSAWS RCM Virtual Binder Quick Reference Guide Updates	Informational	February 8, 2022	Justin Stephenson	JR Desai
0045-22	FY 2022-23 CalSAWS JPA Administrative Budget	Informational	February 9, 2022	Stephanie Aragon	Girish Uppal
0046-22	Imaging – Defects That Affect Finding Documents	Informational	February 10, 2022	Toby Barnes	Rhiannon Chin
0047-22	BenefitsCal Report for applications with CMSP and CAPI programs	Informational	February 11, 2022	Kulwinder Kaur	Joel Acevedo

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending February 13, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-009	2022 Visual Inspection of Consortium Assets – Validation of County Coordinator(s)/Contacts	February 10, 2022	Open	February 28, 2022	Pete Quijada

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending February 13, 2022

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
New	2
Rejected	1
Assigned	8
Completed	593
Duplicate	17
Withdrawn	21
Total	**642**

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 3648	3648 – College Student Data	Completed	January 10, 2022	December 14, 2021	
SIRFRA 3719	3719 – Dual Agency Rates for Children in Foster Care June 2021	Completed	January 31, 2022	February 2,2022	
SIRFRA 3720	3720 – CalFRESH Confirm Data Pull – January 2022	Completed	January 31, 2022	February 2, 2022	
SIRFRA 3719	3719 – Dual Agency Rates for Children in Foster Care June 2021	Completed	January 31, 2022	February 2, 2022	
SIRFRA 3618	3618 – CalFRESH Water Pilot – Part Two	Completed	February 2, 2022	January 26, 2022	
SCERFRA 22-500	22-500 CF 385 Revision	Assigned	February 4, 2022	No response	
SIRFRA 1174	1174 – Non-Binary Identification	Completed	February 9, 2022	January 31, 2022	
SIRFRA 1173	1173 – Timeline for AB 499 Compliance	Completed	February 11, 2022	January 28, 2022	
SIRFRA 3722	3722 – Out of State TOA NOAs	Completed	February 14, 2022	February 9, 2022	
SIRFRA 1175	1175 – PHE Renewal Data	Assigned	February 16, 2022	No response	
SIRFRA 3725	3725 – CalWORKs Home Visiting Program	Assigned	February 16, 2022	No response	
SIRFRA 3728	3728 – Electronic Signature Requirements	Assigned	February 17, 2022	No response	
SIRFRA 3726	3726 – Stage One Child Care Home Provider Data	Assigned	February 21, 2022	No response	
SIRFRA 1155	1155 – PHE Unwinding Planning Activities	Assigned	February 22, 2022	No response	
SIRFRA 3729	3729 – SSI/SSP-Only CalFRESH Household by Certification Period and by County	Assigned	February 24, 2022	No response	
SIRFRA 3731	3731 – CalFRESH Household by Certification Period and by County	Assigned	February 24, 2022	No response	
SCERFRA 22-501	22-501 CalWORKs Stage One Notice to Providers	New	February 24, 2022	No response	
SCERFRA 22-502	22-502 – Child Care and Development Alignment with State Preschool Policies	New	February 25, 2022	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

► Implemented and validated "Cherwell timeout issue" fix in production.
► Hosted initial demonstration of "Change Calendar POC" to Idea owner. Scheduled follow up demonstration on February 16, 2022, with feedback and updates incorporated.
► Completed Project Plan draft for CalWIN counties migration and scheduled meetings with CalWIN helpdesk manager & CalWIN ServiceNow manager on February 15, 2022.
► Held meeting with Consortium Helpdesk and QA to review ideas. Received approval to implement the following ideas: IDA0001373, IDA0001523, IDA0001513, IDA0001425, IDA0001495
► Completed review of 38 backlog Ideas. 41 Ideas are in Planned state. Continuing the review to finish the backlog by February 18, 2022.

3.1.2   CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week
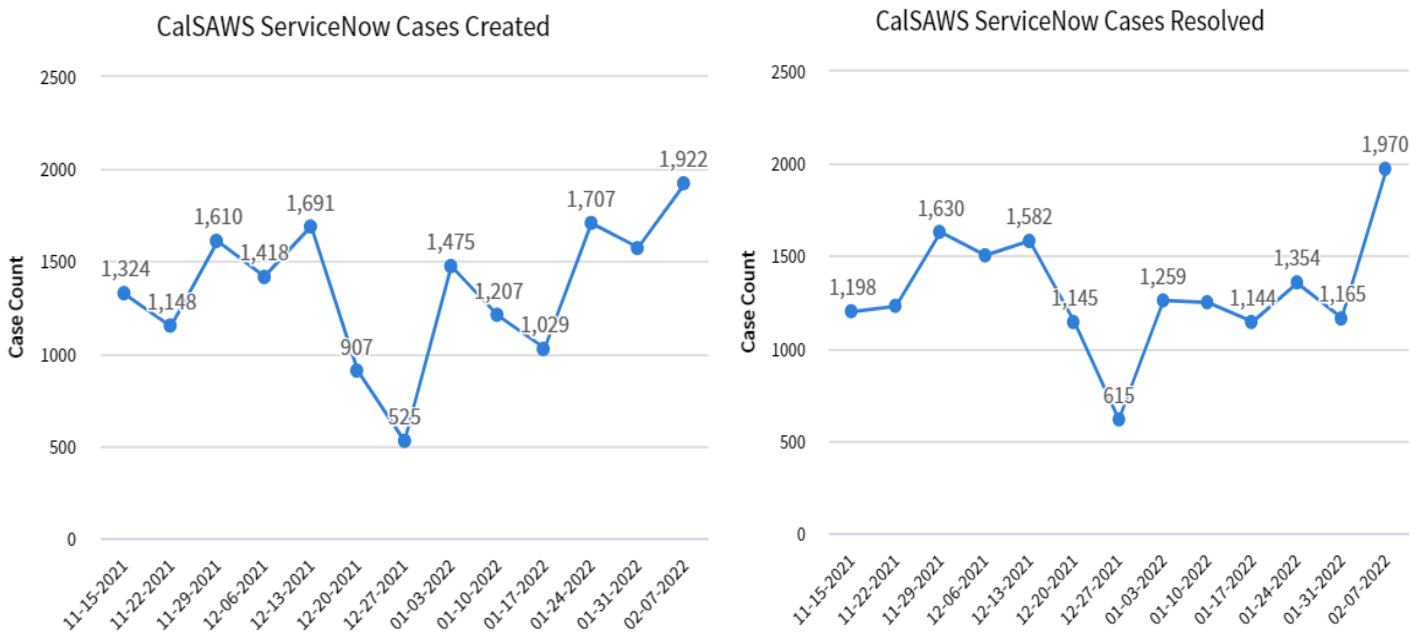
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the

first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of week

Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents
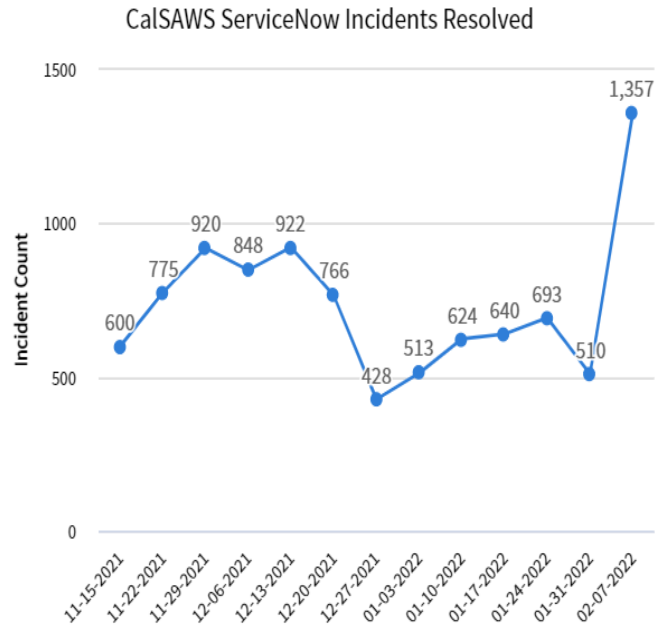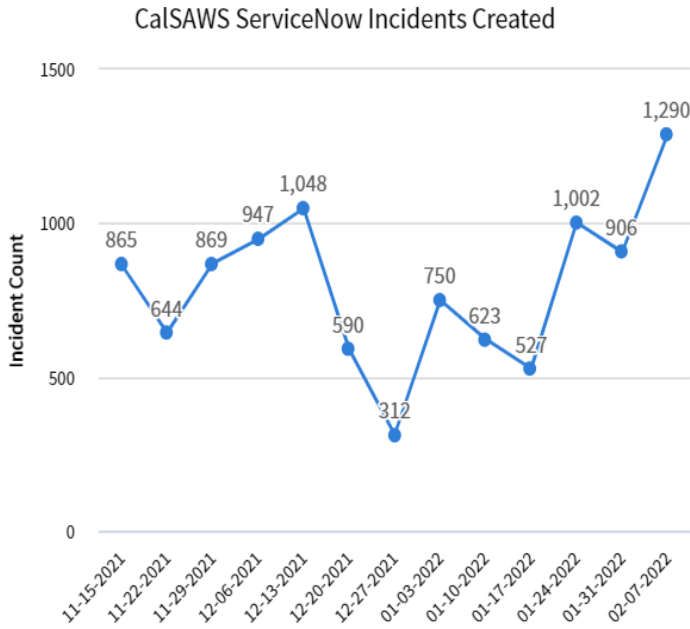
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week.

Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems
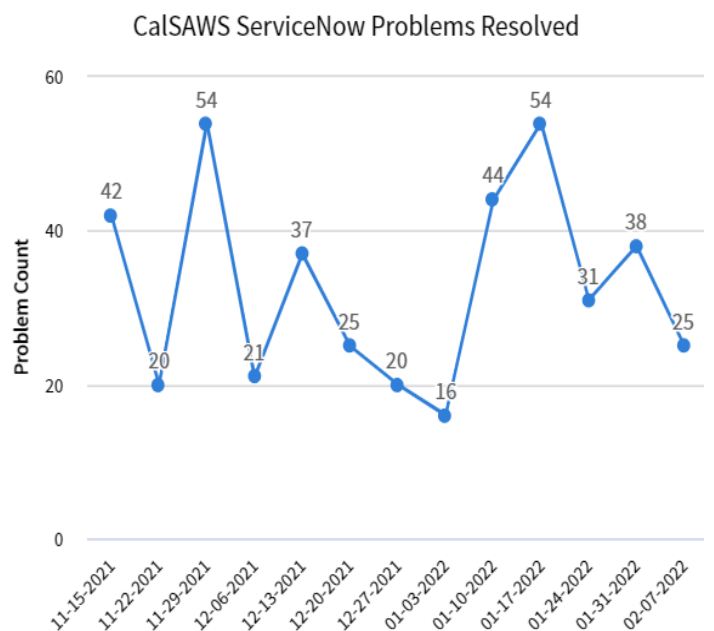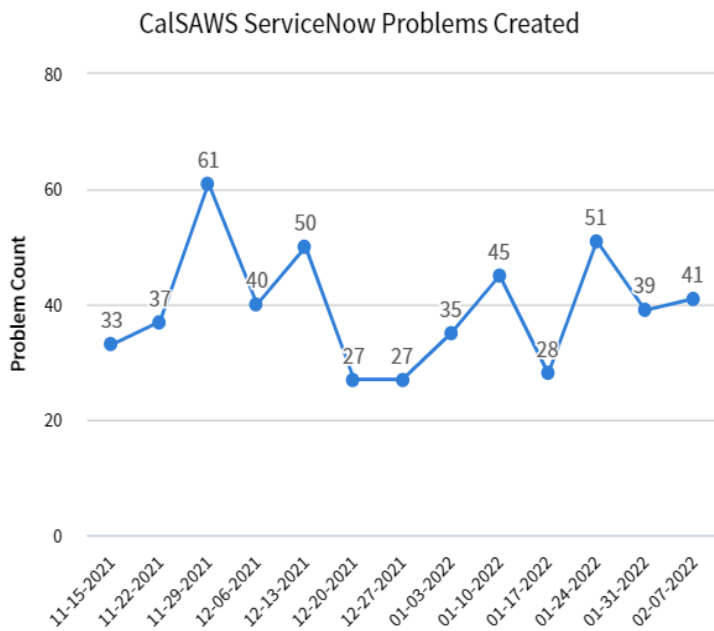
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent

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

Table 3.1.2-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	34	176	100	75	92	25	12	0	514
In progress	11	161	116	87	151	176	191	2	895
On hold	3	62	88	91	246	440	1,212	127	2,269
Resolved	4	274	664	439	396	140	141	0	2,058
Closed	1	1	3	6,093	16,847	4,637	1,712	17	29,311
Problem in Diagnosis	0	0	0	5	13	11	15	0	44
Total	53	674	971	6,790	17,745	5,429	3,283	146	35,091

Figure 3.1.2-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS ServiceNow Incidents by Resolution Code
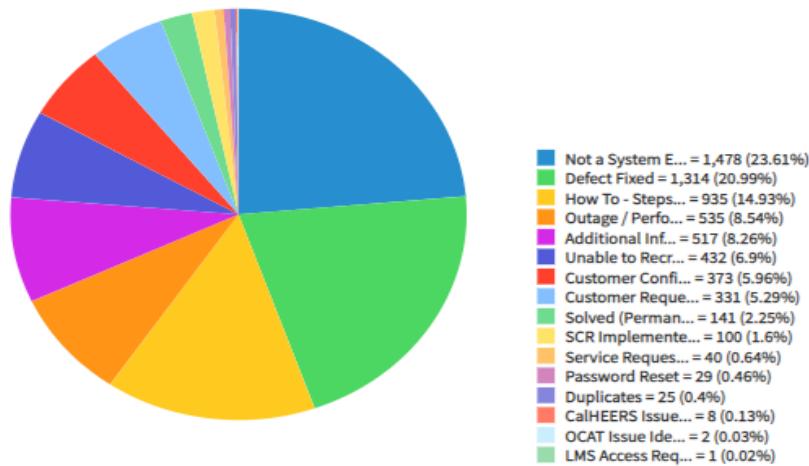
Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,478	23.61%
Defect Fixed	1,314	20.99%
How To - Steps to Proceed Provided	935	14.93%
Outage / Performance Degradation	535	8.54%
Additional Information Needed	517	8.26%
Unable to Recreate Issue	432	6.9%
Customer Confirmed Issue is Resolved	373	5.96%
Customer Requested Closure	331	5.29%
Solved (Permanently)	141	2.25%
SCR Implemented	100	1.6%
Service Request Created - With Request Number	40	0.64%
Password Reset	29	0.46%
Duplicates	25	0.4%
CalHEERS Issue Resolved	8	0.13%
OCAT Issue Identified	2	0.03%
LMS Access Request	1	0.02%
Total	**6,261**	**100%**

Figure 3.1.2-8 – CalSAWS ServiceNow Incidents Created by Category

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

CalSAWS Incidents Created by Category

- CalSAWS Applic... = 438 (5.99%)
- CalSAWS Applic... = 388 (5.31%)
- CalSAWS Applic... = 357 (4.88%)
- CalSAWS Applic... = 270 (3.69%)
- Imaging > Scan... = 260 (3.56%)
- CalSAWS Applic... = 257 (3.51%)
- CalSAWS Applic... = 242 (3.31%)
- Imaging > Othe... = 226 (3.09%)
- Imaging > Unab... = 198 (2.71%)
- CalSAWS Applic... = 173 (2.37%)
- (empty) = 170 (2.32%)
- CalSAWS Applic... = 170 (2.32%)
- Other = 4,164 (56.94%)
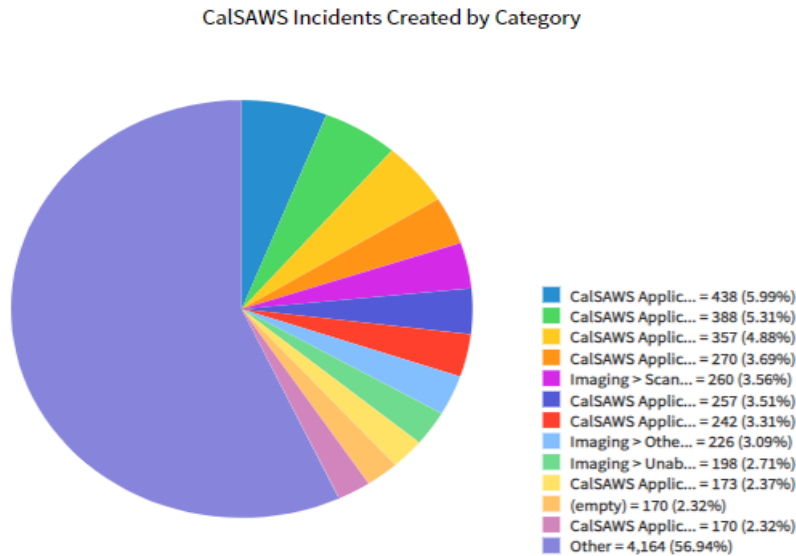
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	438	5.99%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	388	5.31%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	357	4.88%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	270	3.69%
Imaging > Scanning Documents	260	3.56%
CalSAWS Application/Related Systems > Production > Eligibility Determination	257	3.51%
CalSAWS Application/Related Systems > Production > Performance > Other	242	3.31%
Imaging > Other	226	3.09%
Imaging > Unable to View Images	198	2.71%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	173	2.37%
(empty)	170	2.32%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	170	2.32%
Other	4,164	56.94%
Total	**7,313**	**100%**

Figures 3.1.2-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance
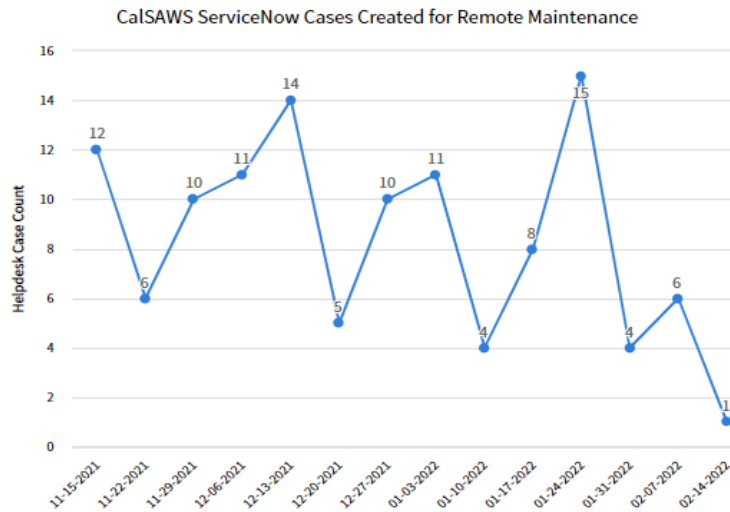
3.2 Technology Operations

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 (CCP). 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
  o Completed 86% of total devices across all sites (475 of 581 switches)
  o Switch refresh scheduled for February - in progress
  o Switch refresh schedule for March rolled out to all Counties
▶ Multi-Factor Authentication (MFA) Rollout
  o Completed roll out of ForgeRock Multi-factor Authentication (MFA) on January 28, 2022. Now live for all County Production users

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
February 16 – 23, 2022	Enable Posture Checking (aka hostscan) prior to allowing new VPN Connections (Planned Change)
February 17, 2022	AWS Development-OS Patching AWS Linux Instances for Kernel Vulnerabilities (Planned Change)
February 17, 2022	AWS Development-OS Patching AWS Linux Instances for Polkit Vulnerability (Planned Change)
February 17, 2022	Block Known Threat Actors IPs in AWS WAF for February 17, 2022 (Planned Change)
February 19, 2022	CalSAWS Release 22.02 (Planned Change)
February 21, 2022	Failover from LA3 to SV1 (Tentative date is February 21, 2022 depending on need for rollback of CalSAWS Release 22.02 on February 21, 2022)
February 23 – 26, 2022	Upgrade latest AMI on Springboots - Application Production Account (Planned Change)
February 25 – 27, 2022	January 2022 DB patching on Development and Assembly Test databases
February 25, 2022	ForgeRock Production Release 22.02.25
February 27, 2022	Production Amazon Web Service (AWS) Linux Operating System (OS) Patches January 1, 2022, Patch Baseline
March 4 – 6, 2022	Jan 2022 DB patching on System Test and Performance Test databases
March 6, 2022	DEVELOPMENT AWS Linux OS patches March 1, 2022 Patch Baseline (Planned Change)
March 27, 2022	January 2022 Database patching on Production databases (Planned Change)
April 1 – 3, 2022	January 2022 Database patching on PRT, County Preview, Training and Sandbox databases (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 the Service Level Agreements (SLAs) within the reporting period
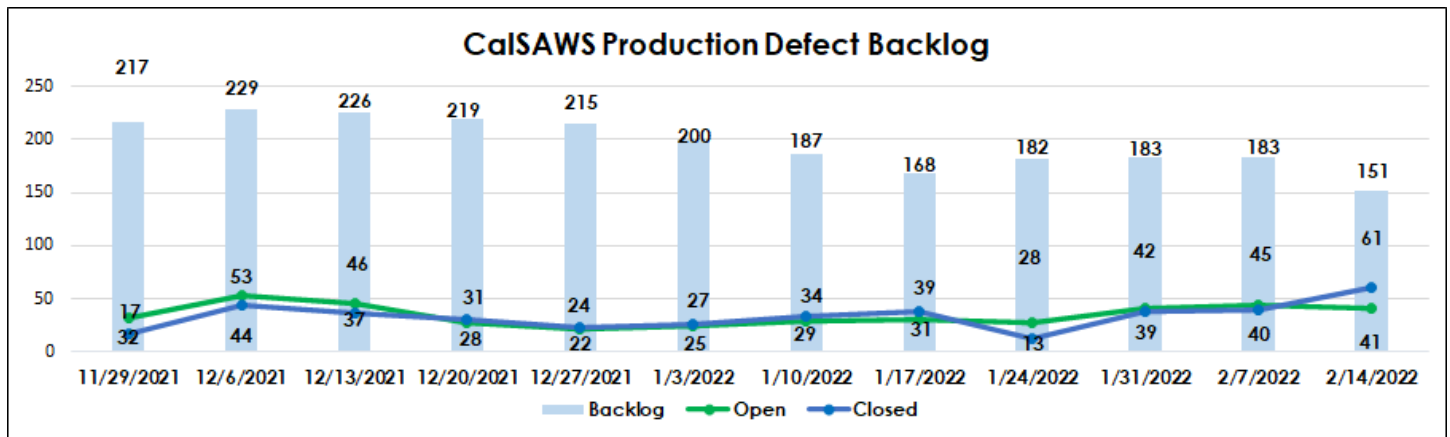
3.3 Production Defect Backlog

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 (21.01, 21.02, 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	**22.01**	**22.02**	**22.03**	**22.05**	**TBD**	**Grand Total**
1-High/Non-Cosmetic	1					1
Closed	1					1
2-Normal/Medium	16	1	5		5	27
New					1	1
In Progress	5		3		3	11
Closed	11	1	2		1	15
3-Normal/Low	108	16	88	1	28	241
New	4	1	17		13	35
In Progress	13	10	62	1	14	100
Closed	91	5	9		1	106
4-Cosmetic	4	3	1		1	9
New			1			1
In Progress	1	1			1	3
Closed	3	2				5
Grand Total	129	20	94	1	34	278

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 Release Communications
► CalSAWS Release 22.03 Communications:
    o   See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 22.03 Communication Activities

Task	Date(s)	Owner
Sent Release 22.03 Major Upcoming Changes (MUC) documentation	January 28, 2022	Training
Distribute the updated MUC and request for Webcast list from Counties	February 14, 2022	Training
Send draft Release Notes file to Regional Managers and Consortium Staff for review	March 7, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.03 in CalSAWS Health Report	TBD	Production Operations
Webcast on CalSAWS Release 22.03	TBD	Production Operations/ Consortium Policy and Design
22.03 CalSAWS Application Development and Training Release Notes Broadcast	March 15, 2022	Production Operations
CalSAWS Release 22.03 Greenlight Meeting	March 16, 2022	Release Management/ Production Operations
CalSAWS 22.03 Post-Release Checkpoint Call	March 21, 2022 – March 23, 2022	Production Operations

3.4.2 Root Cause Analysis (RCA)
► CalSAWS RCA 138 - CalSAWS General Relief (GR) Recipients Not Discontinued - PRB0042058
    o   Root cause of the issue was identified as the hard coded value in the driving query of the GR discontinuance batch. The hard coded date was removed and replaced with the originally intended date parameter. SCR CA-239231was implemented to process Eligibility Determination and Benefit Calculation (EDBC) on the skipped GR cases and to discontinue them. Duplicate time limit record issue was identified for few cases which was then addressed by a series of Data Change Requests (DCRs) (CA-239572, CA-239612, CA-239679). EDBC was run on

all GR cases and a final list of GR cases that required manual review and action were sent to Los Angeles County. PRB0042058

► CalSAWS RCA 138 - Imaging Documents Deleted - PRB0042501
  o There was a certain type of configuration change which required a restart of the External Messaging Agent service, however, that step wasn't performed during the change to the Production environment like it was in the Staging environment during the testing phase. Because the script wasn't aware of the Object Storage Manager (OSM) tree's new destination, when it removed items from the Quality Assurance (QA) & Indexing queue it failed to save them to their new location. On January 7, 2022, at 6:10 p.m., Hyland completed the restore of all documents impacted by the issue. The documents then flowed through the system via standard queue processing (Restored 114,000 deleted documents. PRB0042501

► CalSAWS RCA 137 - E-Apps routing issue - PRB0042785
  o As soon the Network Operations Center (NOC) team alert was received, the Technical Operations team identified that the Portal services were pointing to the old Spectrum servers which were shutdown. As a workaround, the old Spectrum servers were restarted to remediate the E-Application routing issue. On January 25, 2022, code deployment was completed to point the Portal services to the new Spectrum servers and the decommissioning process for the old spectrum servers was continued. PRB0042785

3.4.3 Batch Operations

► Completed the CalFresh Social Security Administration (SSA) Cost of Living Adjustment (COLA) (CA-222221) and Eliminate ESAP SAR 7 Requirement (CA-230192) batch run for February 13, 2022
► Drafting Root Cause Analysis (RCA) write-up for batch scheduler issue encountered on February 3, 2022
► Supported batch activities for the implementation of the Oracle 19c upgrade activities
► Supported updates to the Batch Performance activities roadmap, including testing of Central Print encryption updates
► Supported nightly batch operations and coordinated with Application Development, Database Administration, and technical teams to resolve issues and performance tune batch jobs
► Supported execution of cyclic/high frequency/event streaming jobs
► Implemented and validated production Batch System Change Requests (BSCRs), and started reviews and implementation of CalWIN release BSCRS in Batch Performance environment
► Updated Benefits Identification Card (BIC) Suite Scheduler to include additional core/core-off prime/non-core categorizations

3.5   ForgeRock

3.5.1   Highlights of the Reporting Period

► Continued Daily Knowledge Transfer and Review Sessions for the ForgeRock Operations Team
► Preparing the Los Angeles Release for CBO (Community Based Organizations) Users
► Designing the Future Release of BenefitsCal Collaborators and Confirming Future Work

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock	CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration	TBD	Postponed
ForgeRock 22.02.25 Priority Production Release	22.02.25	In progress
Enable Lifecycle Management for ServiceNow Accounts	22.02.25	In progress
ForgeRock Application Onboarding: ZScaler Production Instance	TBD	In progress

3.6   Innovation Lab

► Continued Innovation Lab activities
  o Streamlined CalSAWS Lobby Application (Describe Phase)
    ▪ Continued requirements for lobby application enhancements
  o System Status for End Users (Co-Create Phase)
    ▪ Continued prototype project management timeline and activities
  o CalSAWS Production Calendar (Co-Create Phase)
    ▪ Continued prototype project management timeline and activities
  o Cybersecurity Awareness Program (Co-Create Phase)
    ▪ Continued implementation and prototype activities

3.7   Imaging

► Continued to work with Counties and project on improving County exception queues

3.8   Customer Service Center (CSC)

► Continued designs for the following:
  o 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
► Partnered 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
  o Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
  o Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
  o Welcome Bot and Push Notification combined successfully deflect approximately one-third of all callers
► Authentication Bot
  o Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
► Moving beyond production pilot, taking inventory of future enhancements, upgrades, and customer requests for both Bots. Upcoming meeting with San Bernardino County to prioritize, plan, and enable this effort

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 Six priority releases:
  o The CalSAWS 22.02.03 Minor Release was successfully deployed on February 3, 2022
    ▪ Thirty defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Eligibility, Fiscal, Online, Technical Architecture and Technical Operations teams
    ▪ Ten System Change Requests (SCRs) were deployed in the areas of Batch/Interfaces, Client Correspondence, Eligibility, Fiscal, Imaging, Online teams
  o The CalSAWS 22.02.04 Minor Release was successfully deployed on February 4, 2022
    ▪ Three defects were deployed in the areas of Imaging, Batch/Interfaces and Technical Architecture teams
    ▪ One System Change Requests (SCRs) was deployed in the area of Fiscal team
  o The CalSAWS 22.02.06 Minor Release was successfully deployed on February 6, 2022
    ▪ Four defects were deployed in the areas of Batch Operations, Fiscal, Reports and Technical Operations teams
    ▪ One System Change Requests (SCRs) was deployed in the area of Database Administration (DBA) team
  o The CalSAWS 22.02.08 Minor Release was successfully deployed on February 8, 2022
    ▪ Six defects were deployed in the areas of Batch/Interfaces, Eligibility, Fiscal and Online teams
  o The CalSAWS 22.01.10 Minor Release was successfully deployed on February 10, 2022
    ▪ Eighteen defects were deployed in the areas of Client Correspondence,

Contact Center, Conversion, Eligibility, Fiscal, Online and Technical Architecture teams

- ▪ Two System Change Requests (SCRs) were deployed in the areas of BenefitsCal and CalHEERs teams
  - o The CalSAWS 22.02.12 Minor Release was successfully deployed on February 12, 2022
    - ▪ Two System Change Requests (SCRs) were deployed in the area of Eligibility

Table 4.1-1 – CalSAWS Upcoming Release

Release	Summary
22.02.17	► Update 2022 Riverside Main Payroll calendar ► Update Madera County Holiday Calendar for 2022 ► [January 2022] Update RACF FTP Password for Meds and WDTIP Account
22.02 (02/19/2021)	► Total System Change Controls (SCRs): 8 approved
22.02.20	► Quarterly release testing for EBT (Electronic benefit transfer) vendor FIS - February 2022
22.02.22	► Shark Tank Innovation: Marketing & Communications to Drive Awareness and Adoption of Text Reminders
22.02.24	► Outbound Email/Text – EBT (Electronic benefit transfer) Scam Notification March, 2022 ► Update Intake Appointment flow to allow Telephone Appointments
22.02.25	► ForgeRock: Enable Lifecycle Management for ServiceNow Accounts ► Create OCR Override and OCR Split Override ► One-time Batch for Postpartum Care Extension
22.02.26	► Issue January 2022 Disaster Supplement in accordance to HR 6201 Emergency Allotments
22.02.28	► Send approval NOAs for Safe Drinking Water Pilot ► Splunk Cloud ingestion of County site servers and network equipment logs
22.03	► Total System Change Controls (SCRs): 61 approved ► Release Webcast date: TBD
22.05	► Total System Change Controls (SCRs): 46 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 Notice of Actions (NOAs) and Forms for Electronic Theft
  o 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)
  o SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI Notice of Actions (NOAs)
  o SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
  o SCR CA-48513 to Update Eligibility Determination and Benefit Calculation (EDBC) Logic to Auto-Test for 4 million when Youth 18 years or Older Exits Foster Care
  o SCR CA-58963 for Revisions to the Medicare Savings Programs (MSP) Notice of Actions (NOAs)
  o SCR CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
  o SCR CA-201813 to Display Important County Dates Phase I
  o CA-228897 for Add CL NC Reason and update 'Cal-Learn $50 Sanction' NOA
  o CA-56913 for ACL 14-64: Add CalWORKs Family Stabilization (FS) Program Quarterly Status Report - FSP 14 (dependent on SCR CA-57298: Creating Family Stabilization Pages)
  o CA-221945 for ACL 19-13 - AB 2030 - Add a page to Track Special Circumstances Details and Update Special Circumstance Indicator
  o CA-239421 for Performance: Convert current Batch ABAWD process to continuous processing
  o CA-239294 for Performance: Convert current CC process to event streaming architecture
  o CA-232998 to Add Threshold languages for Non-MAGI RE Packet
  o CA-216900 to Add CF RE, CW RE, and CW/CF RE packets in threshold languages.
  o CA-235934 to Run Batch Eligibility Determination and Benefit Calculation (EDBC) with 2022 FPL Values
  o CA-235932 for 2022 Federal Poverty Levels for Medi-Cal
  o CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
  o CA-235841 for BenefitsCal - API for IRT
  o CA-224992 to Add the Ability to Print the SAWS 2 PLUS, CF 285, CF 37, GEN 202 and CW 61 Centrally
  o CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
  o CA-235013 to Add a Default NOA for Failed to Complete Determination

► Continued build on:
  o Build for priority releases and 22.03 approved System Change Requests (SCRs)
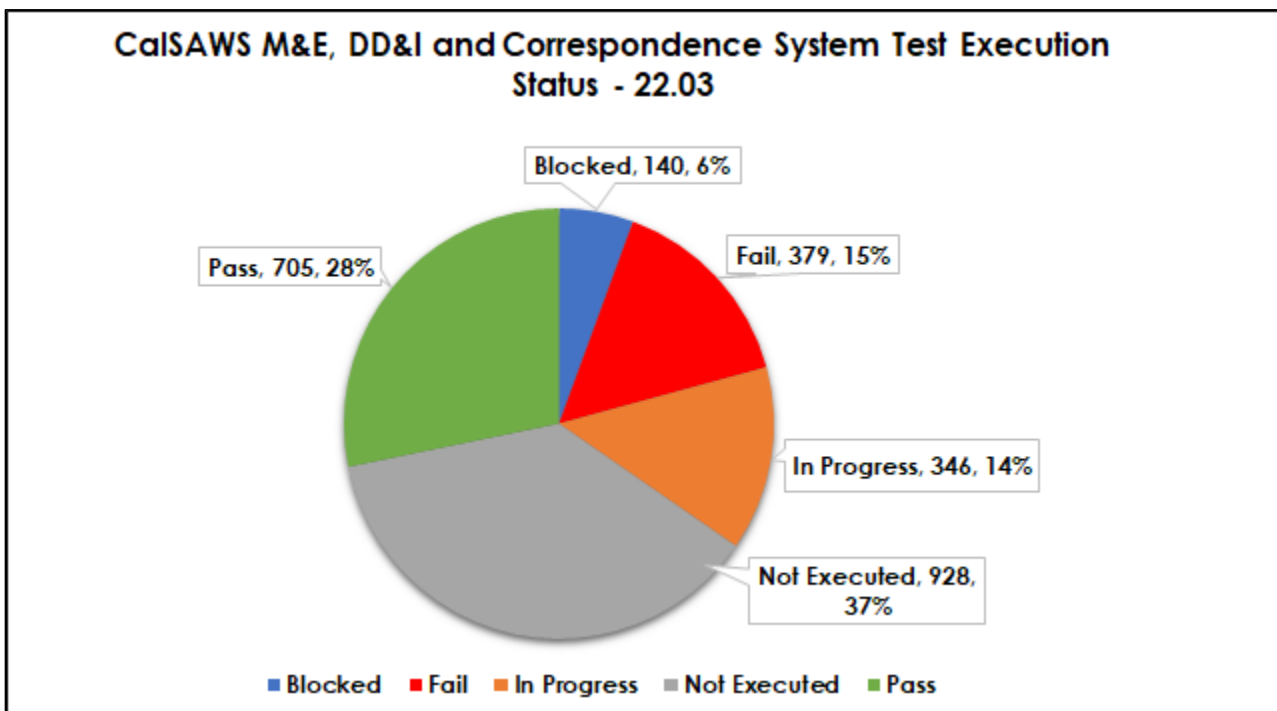
4.3   Release Management

4.3.1   Release Test Summary

Table 4.3.1-1 – CalSAWS System Change Request (SCR) Test Status

Pass Rate Target as of February 11, 2022	**29%**
Pass Rate Actual as of February 11, 2022	**28%**
System Test Complete Date: March 16, 2022	

Figure 4.3.1-1 – CalSAWS System Change Request (SCR) Test Status

► Continued 22.03 test execution

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 and Enhancements (M&E) and CalSAWS Design, Development, Implementation (DD&I) and Correspondence (GAGR Client Correspondence) System Change Requests (SCRs) System Test Execution

4.3.2 Automated Regression Test (ART) Coverage

**Table 4.3.2-1 – CalSAWS Automated Regression Test (ART) Coverage**

	Production Transactions			ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	84,295,616	45.55%	14	97.74%
2	104	63,588,896	34.36%	101	96.54%
3	122	18,604,195	10.05%	106	88.82%
4	467	15,756,224	8.51%	261	65.27%
5	2678	2,836,986	1.53%	410	26.38%

► Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and Automated Regression Test (ART) coverage data as of January 31, 2022. 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 547 end-to-end Automated Regression Test (ART) scripts

4.4 Training Materials Update

► Continued 22.03 Online Help System Change Requests
  o 7 SCRs are in System Test status
  o 13 SCRs are Test Completed
► 21.11 Impact Analysis for Web Based Training (WBT) updates completed, SCRs to be created by February 18, 2022
► 22.03 Impact Analysis for OLH updates in progress
► Continued Web Based Training (WBT) System Change Requests (SCRs) for 21.01-21.07. SCRs for priority release 22.03.18 are in progress.
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.4-1 – Weekly Training SCR Status Report
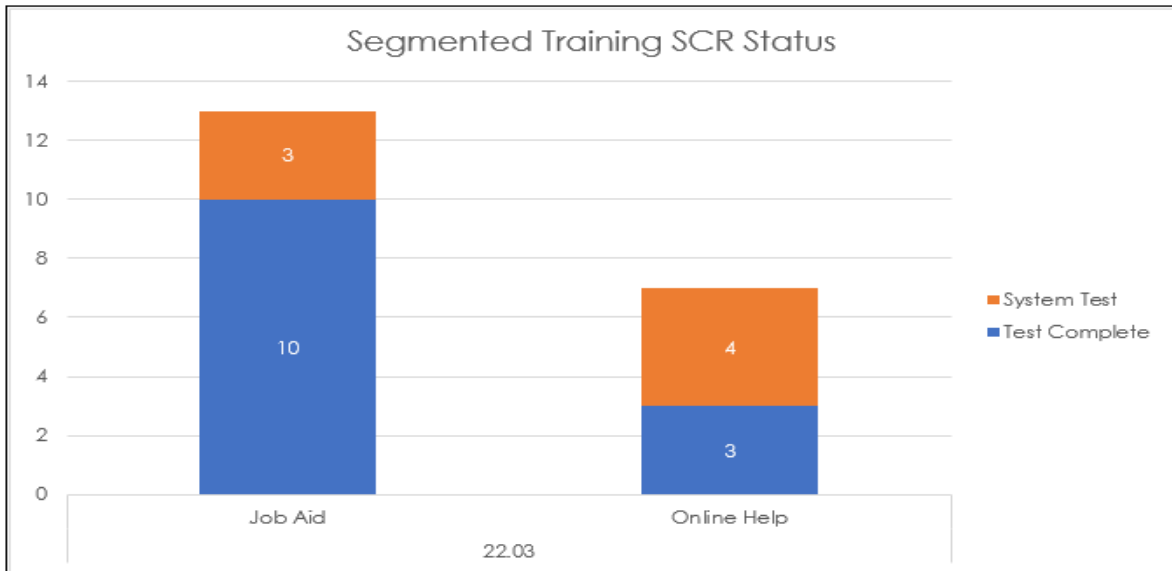
Table 4.4-1 – Upcoming Training Activities

Training Activity	Date
Training Committee Meeting	March 2, 2022

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