



# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: April 25, 2022 – May 8, 2022**

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## 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"> <li>▶ The CalSAWS System did not experience any unplanned outages</li> </ul>
Defects		<ul style="list-style-type: none"> <li>▶ There are 119 active Production defects</li> </ul>
Incidents		<ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting on April 25, 2022, County Users who logged into CalSAWS, OCAT, BenefitsCal, Learning Management System (LMS), ServiceNow, Imaging, and Contact Center received a message instructing them to select one of two options (email or SMS) to receive a 'One Time Password' (OTP). As of 3:00 p.m. on April 25, 2022, the issue was resolved. Users may receive the 'One Time Password' (OTP) via email only. PRB0043302</li> <li>▶ CALSAWS BROADCAST: Starting on April 25, 2022, Los Angeles County Users at Department of Public Social Services (DPSS) Customer Service Center VI, DPSS Customer Service Center VII, DPSS Customer Service Center VIII, and JVS SoCal REP 10, did not have access to view images in the CalSAWS imaging solution due to missing user security rights. As of 6:00 a.m. on April 26, 2022, this issue was resolved. Impacted Los Angeles County Users acquired proper User security rights to view images in the CalSAWS imaging solution after the batch run on the night of April 25, 2022. PRB0043303</li> <li>▶ CALSAWS BROADCAST: Starting at 6:00a.m. on April 25, 2022, some e-applications were being routed to incorrect offices based on multiple programs being passed from BenefitsCal instead of being routed to the nearest office based on the program hierarchy. Some e-applications were being routed and assigned to workers from incorrect offices. As a workaround solution, workers were advised to reassign the e-application 'Pending Clearance Task' to the appropriate office. The project team identified the root cause of the issue and created a System Change Request (SCR) CA-244834 to address the issue. After implementation of the SCR, e-applications will be assigned to the nearest office based on the following program hierarchy: CalWORKs &gt; General Relief &gt; CalFresh &gt; Medi-Cal. An update will be provided when the SCR is implemented. This issue impacts Los Angeles County only. PRB0043308</li> </ul>

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Topic	CalSAWS System	Highlights
		<ul style="list-style-type: none"> <li data-bbox="574 310 1492 583">▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on April 26, 2022, the following reports were not generated in Production which prevented Users from being able to access the latest versions: Supplemental Benefit Manual Electronic Benefit Transfer (EBT) Issuance Register and Supplemental Benefit Issuance EBT Register. As of 7:27 a.m. on April 26, 2022, the listed reports were generated in Production and were available for Users. PRB0043319</li> <li data-bbox="574 594 1492 1003">▶ CALSAWS BROADCAST: Starting at 8:00 a.m. on April 27, 2022, multiple Users experienced UEID errors while adding a new person to a case from e-application and Inter-County Transfer (ICT) linking flow or while performing a Client Index Number (CIN) search. As a result, those Users were not able to add a new person to a case from the e-application and ICT linking flow nor were they able to perform CIN search. The project team identified and deployed a fix for the issue. As of 5:28 p.m. on April 27, 2022, Users acquired the ability to add a new person to a case from e-application and ICT linking flow, as well as a CIN search functionality is working as expected. PRB0043332</li> <li data-bbox="574 1014 1492 1287">▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on May 2, 2022, Users at the San Bernardino County office (located at 825 E Hospitality Lane, San Bernardino, CA 92415) were unable to access workstations due to a power outage at the site. As of 11:30 a.m. on May 2, 2022, power was restored at the impacted site office. Users were able to login to their workstation and perform operations as expected. PRB0043375</li> <li data-bbox="574 1297 1492 1539">▶ CALSAWS BROADCAST: Starting at 2:30 p.m. on May 2, 2022, CalHEERS experienced intermittent connectivity issues which caused errors when Users requested Modified Adjusted Gross Income (MAGI) determination. CalSAWS outbound queues were paused since then. Transactions were queued and released at 8:10 p.m. on May 2, 2022, after CalHEERS confirmed the issue resolution. PRB0043383</li> <li data-bbox="574 1549 1492 1896">▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on May 3, 2022, the following reports were not generated in Production: Service Payment Warrant Register, Daily Claiming Adjustment Report, Supplemental Benefit Issuance EBT Register, Nutrition Benefit EBT Production Reconciliation Report, Direct Deposit Production Reconciliation Report, Warrant Production Reconciliation Report, WINS Benefit Issuance Register Daily Report, Supplemental Benefit Manual EBT Issuance Register, and the Unposted Receipts Monthly Activity Report. As of 8:00 a.m. on May 3, 2022, all of the listed reports were</li> </ul>

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Topic	CalSAWS System	Highlights
		<p>complete except for the Unposted Receipts Monthly Activity Report. Defect CA-245094 was created for the Unposted Receipts Monthly Activity Report. PRB0043399</p> <ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 8:30 a.m. on May 4, 2022, some Users from San Bernardino County at the site (located at 265 E 4th St. San Bernardino) were unable to access the CalSAWS application and services until the network device issue was resolved. As of 11:15 a.m. on May 4, 2022, the CalSAWS team resolved the issue with the network devices at the impacted site. Impacted Users were able to login to their workstations and access the CalSAWS application and services. The project team continues to monitor connectivity at the impacted site. PRB0043414</li> </ul>

Legend	
	On Track
	At Risk
	Not on track/Monitor

**1.2 Highlights from the Reporting Period**

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.04.22, 22.04.24, 22.04.26, 22.04.27, 22.04.28, 22.04.29, 22.05.03, 22.05.04, 22.05.05, and 22.05.06
- ▶ Planned Outages:
  - Scheduled CalSAWS Outages:
    - CalSAWS Production Outage – On May 8, 2022, from 6:00 a.m. until 10:00 a.m., Users were redirected to a "Read Only" version of the CalSAWS application
    - CalSAWS ServiceNow Production Maintenance — From April 29, 2022, at 10:00 p.m. until April 30, 2022, at 2:15 a.m., ServiceNow Users experienced slowness or a page timeout when they tried to submit or update a form. If ServiceNow Users encountered an error, they were recommended to reattempt the action after a few minutes
    - CalSAWS Training Production Outage — On April 28, 2022, from 6:00 p.m. until 8:00 p.m., all Users were unable to login to the Training Production environment
  - Scheduled External Application Outages:
    - BenefitsCal Maintenance/Limited Access – On April 29, 2022, from 8:00 p.m. until 9:00 p.m., the BenefitsCal application was unavailable. In addition, on May 8, 2022, from 6:00 a.m. until 10:00 a.m., BenefitsCal was still available for participants, but transactions were queued and processed upon completion of the maintenance activities. Participants were not able to view Electronic Benefit Transfer (EBT) balances and case information from BenefitsCal. In addition, on May 5, 2022, from 8:00 p.m. until 9:00 p.m., 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

**Table 2.2-1 – Project Management Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>Submitted Change Notice No. 18 (Virtual Assistants) to the Consortium for review on May 6, 2022. Change Notice No. 18 is planned to be submitted to the JPA Board of Directors for approval on May 13, 2022</li> </ul>

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Submitted inputs for the final invoicing projections for State Fiscal Year 2021/22 on May 4, 2022
- ▶ Continued to participate in meetings and gather documentation/artifacts for the SOC 2 audit
- ▶ Continued performing contract management activities:
  - Submitted the updated documents for contract Change Notice No. 17 to the Consortium on May 4, 2022 to address feedback received from the Consortium. Change Notice No. 17 is planned to be presented to the CalSAWS JPA Board of Directors for approval on May 13, 2022 and includes the use of the contract's R&A Change Budget Services allocation for additional enhancements related to ARPA (release of information)
  - Submitted the documents for contract Change Notice No. 18 to the Consortium for review on May 6, 2022. Change Notice No. 18 is planned to be presented to the CalSAWS JPA Board of Directors for approval on May 13, 2022 and includes the use of the contract's R&A Change Budget Services allocation for CalSAWS enhancements related to virtual assistants
  - 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
  - Tracking of County Purchases:
    - Reference Appendix B for detailed tracking of County Purchases

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### 2.3 CRFI/CIT Communications Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending May 8, 2022

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0118-22	Child Care Payments for Children Over 13	Informational	April 25, 2022	Gingko Luna	Claudia Pinto
0119-22	CA-242587 Create a New E-Mail Subdomain for E-Mails being sent by CalSAWS and ForgeRock	Informational	April 25, 2022	Dymas Pena	Ignacio Lazaro
0120-22	CalSAWS Analytics Dashboards/Reports Replatform Project – Hard Launch #6	Informational	April 25, 2022	Carlos Camarena	Sanjay Naik
0121-22	Updated CalSAWS SB 1341 Automation County Claim Form SFY 2021-22	Informational	April 25, 2022	Stacey Drohan	Tina Weinmeister
0124-22	BenefitsCal Release 3.0 Customized Report	Informational	April 25, 2022	Joel Acevedo	Jennifer Hobbs
0126-22	ESAP IRT Issue with New SARN Reporting Type	Informational	April 28, 2022	Caroline Bui	N/A
0127-22	Correspondence Exceptions	Informational	May 2, 2022	Maria Arceo	Carlos Zepeda
0128-22	Updated Job Aid for changes in CalSAWS for CA-234293 BenefitsCal - Case Link Request Page Enhancements Phase 1	Informational	May 2, 2022	Dymas Pena	Laura Ould
0130-22	LA County T+3 Weeks Imaging Change Readiness Assessment	Informational	May 2, 2022	Helen Cruz	Araceli Gallardo
0132-22	CalSAWS Scheduled Downtime Notification	Informational	May 2, 2022	Mike Tombakian, and Anand Kulkarni	Grady Howe, and Tiffany Cheung

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending May 8, 2022



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**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-018	WTW/REP Sanction End Batch Job Opt In/Out	March 16, 2022	Closed	April 19, 2022	Gingko Luna
22-025	CalSAWS Multi Factor Authentication via SMS/Texting Opt In/Out	April 4, 2022	Closed	April 15, 2022	Mike Tombakian
22-033	CalSAWS Communication Focus Group Participant Recruitment	April 19, 2022	Closed	May 3, 2022	Joe Mendoza
22-035	BenefitsCal Two-Way Messaging Counties Opt-In	April 21, 2022	Open	May 27, 2022	Joel Acevedo
22-038	Capacity Planning to right size CalWIN Bandwidth	April 27, 2022	Open	May 6, 2022	Melanie Gines

**Table 2.3-3 – Overdue CRFIs**

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending May 8, 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	1
Reopened	1
Rejected	3
Assigned	19
Completed	663
Duplicate	17
In Review	1
Withdrawn	22
Pending Clarification	1
<b>Total</b>	<b>728</b>

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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 3754	3754 – Specialized Care Data	Completed	April 19, 2022	May 6, 2022	
SIRFRA 3756	3756 – CalFresh Over issuance Data	Completed	April 21, 2022	April 26, 2022	
SIRFRA 1181	1181 – APRA PPCE Suppress Renewal Packets for Postpartum Individuals	In review	April 22, 2022	No response	
SIRFRA 1182	1182 – ARPA Postpartum Batch Run List	Completed	April 22, 2022	April 26, 2022	
SIRFRA 3748	3748 – Adding a Person to an Existing Case	Assigned	April 22, 2022	No response	
SCERFRA 22-522	22-522 – Infant Supplement and Clothing Allowance for Unapproved Placements	Completed	April 25, 2022	April 28, 2022	
SCERFRA 22-523	22-523 – Changes to the CA 812 Report	Completed	April 25, 2022	April 26, 2022	
SIRFRA 1184	1184 – MediCal Long-Term Care	Completed	April 26, 2022	April 27, 2022	
SCERFRA 22-525	22-525 – AB 1828 – CalFresh: Income Eligibility: Basic Allowance for Housing	Completed	April 28, 2022	April 28, 2022	
SCERFRA 22-526	22-526 – SB 950 – CalFresh: Income Eligibility: Basic Allowance for Housing	Completed	April 28, 2022	April 29, 2022	
SCERFRA 22-527	22-527 – AB 2100 – CalFresh: Restaurant Meals Program	Completed	April 29, 2022	April 29, 2022	
SIRFRA 3753	3753 – CalWORKs Home Visiting Program (HVP)	Completed	May 3, 2022	May 4, 2022	
SIRFRA 3759	3759 – CalFresh Confirm Data Pull – May 2022	Completed	May 3, 2022	April 26, 2022	
SCERFRA 22-529	22-529 – Extension of RCA to 12 Months	Completed	May 4, 2022	May 4, 2022	
SCERFRA 22-530	22-530 – OI Compromise Policy Noticing	Completed	May 6, 2022	May 6, 2022	
SCERFRA 22-534	22-534 – Emergency Allotments Extension	Assigned	May 8, 2022	No response	
SIRFRA 1189	1189 – Saws Policy Guidance RE PHE	Assigned	May 9, 2022	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1190	1190 – CMS PI 1-3 Call Centers	Assigned	May 10, 2022	No response	
SIRFRA 1188	1188 – PHE Renewal Data Period 03/2020 – 5/2022	Assigned	May 11, 2022	No response	
SCERFRA 22-531	22-531 – CalWORKs Full Child Support Pass-Through	Assigned	May 4, 2022	No response	
SIRFRA 3762	3762 – Stage One Child Care Home Provider Data – March Data	Assigned	May 11, 2022	No response	
SCERFRA 22-532	22-532 – SB 1140 – Public Social Services – Electronic Benefits Transfer Cards	Assigned	May 13, 2022	No response	
SIRFRA 1185	1185 – Unwinding Eligibility and Enrollment Data – Baseline Report Measure 1	Assigned	May 16, 2022	No response	
SIRFRA 1186	1186 – CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Completed	May 16, 2022	May 5, 2022	
SIRFRA 1187	1187 – Reoccurring SIRFRA – CMS State Report on Plans for Prioritizing and Distribution Renewals	Assigned	May 16, 2022	No response	
SIRFRA 3764	3764 – PACF Breakout Request – April 2022	Assigned	May 17, 2022	No response	
SCERFRA 22-535	22-535 – CF 388 and CF 389 Revision	Assigned	May 18, 2022	No response	
SIRFRA 3766	3766 – CalFRESH Benefit Replacement – Ortega c. Johnson	Assigned	May 20, 2022	No response	
SIRFRA 3763	3763 – Stage One Child Care Home Provider Data – April Data	Assigned	May 23, 2022	No response	
SCERFRA 22-533	22-533 – Elimination of SAR 72 for CalFRESH ESAP Households	Assigned	May 25, 2022	No response	
SCERFRA 22-536	22-536 – California Food Assistance Program Benefit Type	New	May 25, 2022	No response	
SIRFRA 3767	3767 – CalFRESH Recertifications	Assigned	June 6, 2022	No response	
SIRFRA 1191	1191 – Property Eligibility	Assigned	July 12, 2022	No response	

## 2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

## 3.0 Maintenance and Operations

### 3.1 Highlights from the Reporting Period

**Table 3.1-1 – Maintenance and Operations Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>• None for the reporting period</li> </ul>

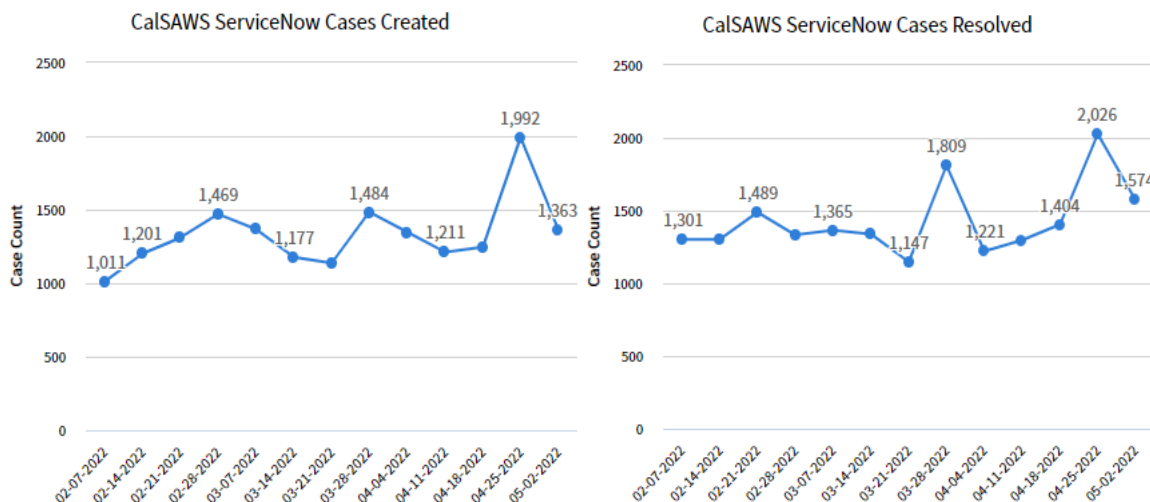
## 3.2 Service Management

### 3.2.1 Overview

- ▶ Implemented change CHG0034765 to implement email inbound action for CalWIN User Acceptance Test (UAT) Users
- ▶ Scheduled Helpdesk Delegated Administration Training to conduct early training for CalWIN Learning Management System (LMS) Users on May 17, 2022
- ▶ Completed CalSAWS ServiceNow Production upgrade to version Rome
- ▶ Conducted working sessions with “Placer and Yolo Counties (CalWIN Wave1 County)” to understand their Helpdesk processes and gather requirements to assist with migration
- ▶ Completed Master Inventory sheet CI load into Configuration Management Database (CMDB)

### 3.2.2 CalSAWS Help Desk Metrics

**Figures 3.2.2-1 and 3.2.2-2 – CalSAWS ServiceNow Cases per Week**



Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the

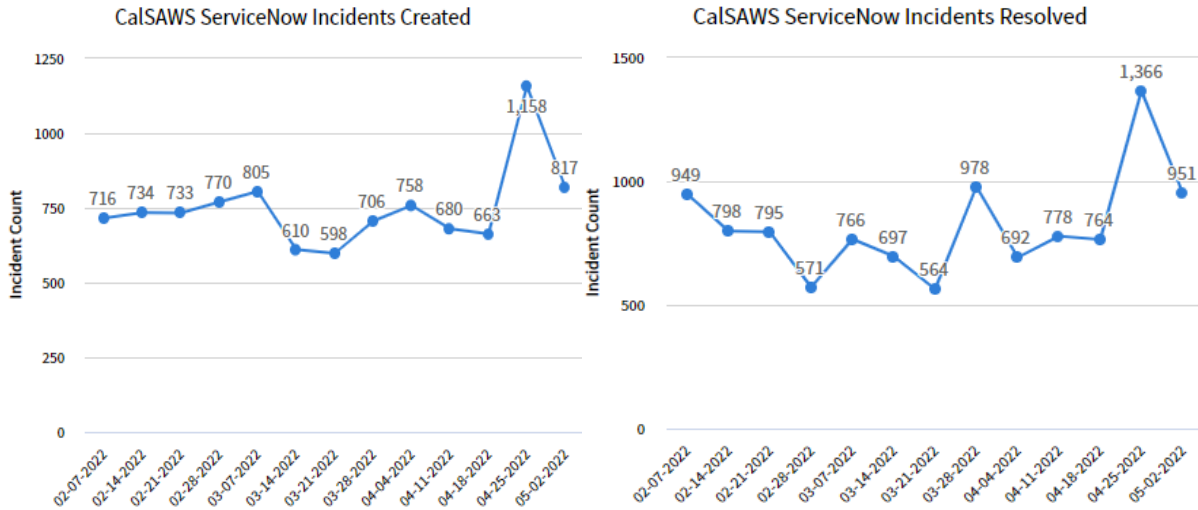
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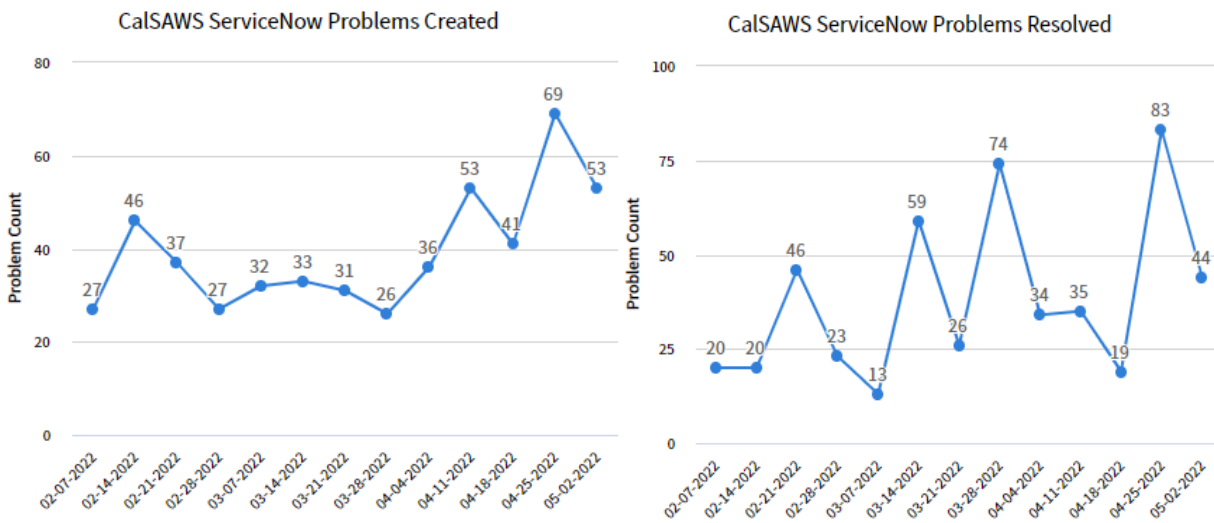
first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of week

**Figures 3.2.2-3 and 3.2.2-4 – 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 3.2.2-5 and 3.2.2-6 – 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.

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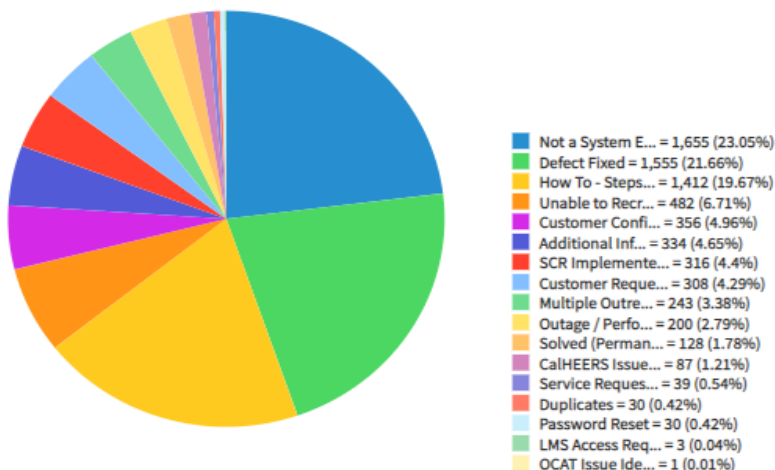
**Table 3.2.2-1 – CalSAWS ServiceNow Incidents by State and Age**

	<b>&lt;1 Day</b>	<b>1-5 Days</b>	<b>6-10 Days</b>	<b>11-15 Days</b>	<b>16-30 Days</b>	<b>30-60 Days</b>	<b>60-180 Days</b>	<b>&gt;180 Days</b>	<b>Total</b>
<b>New</b>	67	58	5	10	11	21	22	0	194
<b>In progress</b>	17	142	76	52	35	53	89	18	482
<b>On hold</b>	2	103	134	191	260	373	872	449	2,384
<b>Resolved</b>	4	167	387	733	474	375	275	49	2,464
<b>Closed</b>	1	1	3	7,753	21,915	6,200	3,327	121	39,321
<b>Problem in Diagnosis</b>	0	1	3	6	1	2	11	1	25
<b>Total</b>	<b>91</b>	<b>472</b>	<b>608</b>	<b>8,745</b>	<b>22,696</b>	<b>7,024</b>	<b>4,596</b>	<b>638</b>	<b>44,870</b>

**Figure 3.2.2-7 – CalSAWS ServiceNow Incidents by Resolution Code**

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

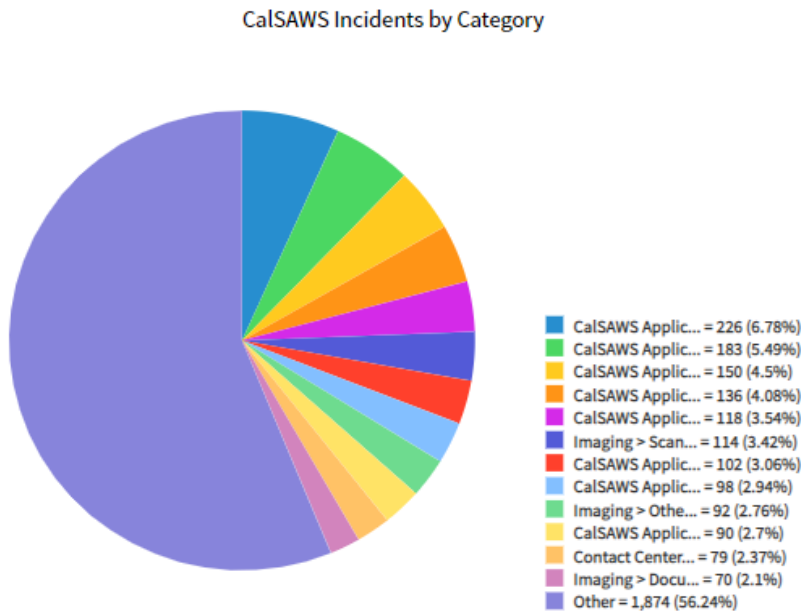
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,655	23.05%
Defect Fixed	1,555	21.66%
How To - Steps to Proceed Provided	1,412	19.67%
Unable to Recreate Issue	482	6.71%
Customer Confirmed Issue is Resolved	356	4.96%
Additional Information Needed	334	4.65%
SCR Implemented	316	4.4%
Customer Requested Closure	308	4.29%
Multiple Outreach Attempts – No Response	243	3.38%
Outage / Performance Degradation	200	2.79%
Solved (Permanently)	128	1.78%
CalHEERS Issue Resolved	87	1.21%
Service Request Created - With Request Number	39	0.54%
Duplicates	30	0.42%
Password Reset	30	0.42%
LMS Access Request	3	0.04%
OCAT Issue Identified	1	0.01%
<b>Total</b>	<b>7,179</b>	<b>100%</b>

**Figure 3.2.2-8 – CalSAWS ServiceNow Incidents Created by Category**

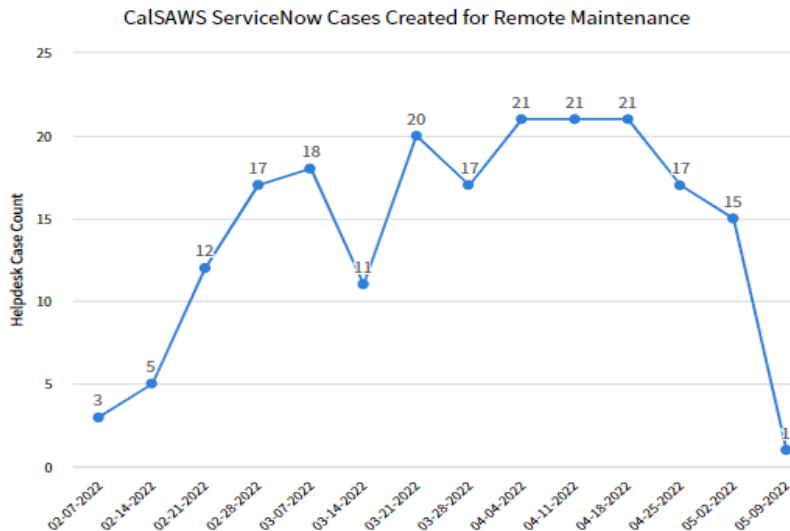
Note: The pie chart below represents Incidents by Category created within the past two months



Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Client Correspondence > Forms	226	6.78%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	183	5.49%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	150	4.5%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	136	4.08%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	118	3.54%
Imaging > Scanning Documents	114	3.42%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	102	3.06%
CalSAWS Application/Related Systems > Production > Eligibility Determination	98	2.94%
Imaging > Other	92	2.76%
CalSAWS Application/Related Systems > Learning Management System (LMS) > Access Issue > Other	90	2.7%
Contact Center/IVR > CCP	79	2.37%
Imaging > Document Routing	70	2.1%
Other	1,874	56.24%
<b>Total</b>	<b>3,332</b>	<b>100%</b>



Figures 3.2.2-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance



### 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 (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

#### 3.3.1 CalSAWS Management and Operations

- ▶ Switch Automation
  - Completed 99% of total devices across all sites (523 of 524 switches)
  - Switch refresh outstanding for 1 site
    - Application Development Facility (ADF – Rancho Cordova) – 1 switch scheduled for May 10, 2022
    - Completed all remaining San Benito County Site 35001 (6 Switches)
- ▶ Your Benefits Now (YBN) Decommission
  - YBN turned off for Users on April 22, 2022
  - YBN decommission preparation in progress (FinOps and Tech CAB documentation)
  - Planned termination of services by end of May 2022

## CalSAWS – California Statewide Automated Welfare System

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**Table 3.3.1-1 – CalSAWS Upcoming Maintenance**

Scheduled Date	Activity Description
May 13 – 15, 2022	April 2022 database patching on Development and Assembly Test databases
May 13 – 15, 2022	Uninstall unused 18c OH and GH on application-production EC2s
May 13 – 15, 2022	Production: Update the JDK and April 2022 WLS CPU Patches in all CalSAWS domains (Planned Change)
May 15, 2022	Production Linux Operating System (OS) patching to the May 1, 2022 Patch Baseline (Planned Change)
May 16 – June 17, 2022	CalWIN Wave 1 - Placer - Integration of CalSAWS with Placer County network (Planned Change)
May 16 – June 17, 2022	CalWIN Wave 1 - Yolo - Integration of CalSAWS with Yolo County network (Planned Change)
May 16 – June 17, 2022	CalWIN Wave 2 (Contra Costa Only) - County Connectivity to CalSAWS Database over Extranet (For EDR, Apex and JDBC) (Planned Change)
May 16 – June 17, 2022	CalWIN Wave 2 - Contra Costa - Integration of CalSAWS with Contra Costa County network (Planned Change)
May 16, 2022	Load CalWIN Users into ForgeRock Production - ForgeRock Delegated Admin Wave 1 (Planned Change)
May 20 – 22, 2022	April 2022 Database patching on System Test and Performance Test databases
May 20 – 21, 2022	ForgeRock Priority Production Release 22.05.20 (Planned Change)
May 22, 2022	CalSAWS Release 22.05 (Planned Change)
May 23 – June 17, 2022	CalWIN Wave 2 (Contra Costa County only) - Interface Partner Connectivity over Extranet (For CalSAWS SFTP Servers, Batch File and IPT Readiness) (Planned Change)
May 23 – June 17, 2022	CalWIN Wave 1 - County Connectivity to CalSAWS Database over Extranet (For EDR, Apex and JDBC) (Planned Change)
May 23, 2022	ForgeRock Disaster Recovery (East Region) Production Release 22.05.23 (Planned Change)
May 29, 2022	Production Database AWS Linux OS patches May 1, 2022 Patch Baseline (Planned Change)

**Table 3.3.1-2 – CalSAWS Incident Follow-up Summary**

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

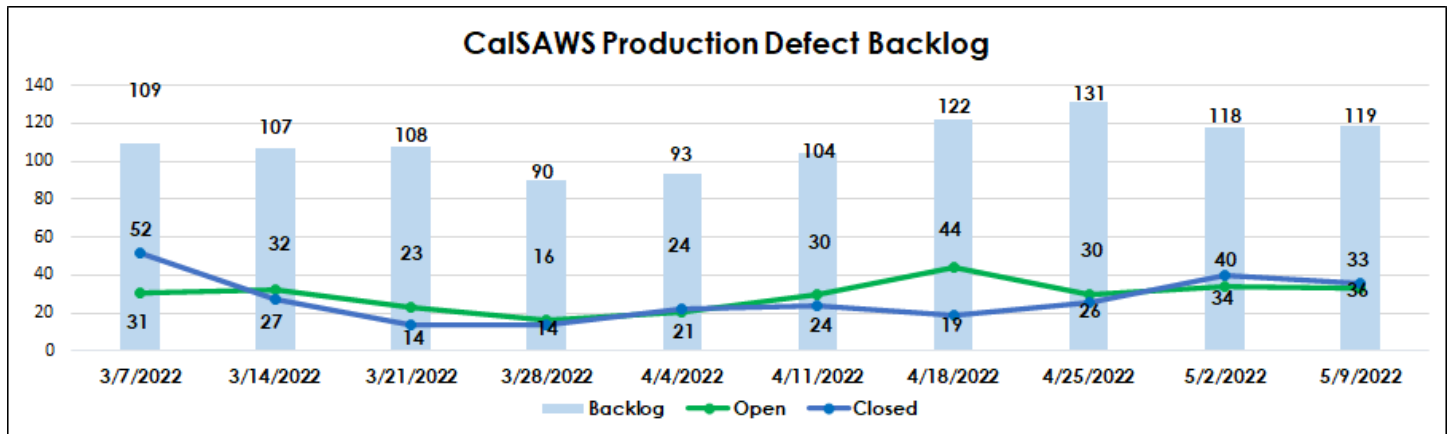
### 3.3.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

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

### 3.4 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 3.4-1 – Production Defects Backlog Weekly Trend



#### 3.4.1 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 3.4.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release							
Count of Defects	Release						
Severity	22.03	22.05	22.06	22.07	22.09	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>33</b>	<b>6</b>		<b>4</b>		<b>4</b>	<b>47</b>
New		1				1	2
In Progress	6	2		4		2	14
Closed	27	3				1	31
<b>3-Normal/Low</b>	<b>266</b>	<b>50</b>	<b>1</b>	<b>18</b>	<b>1</b>	<b>32</b>	<b>368</b>
New	2		1	7		18	28
In Progress	37	12		11		10	70
Closed	227	38			1	4	270
<b>4-Cosmetic</b>	<b>12</b>	<b>1</b>				<b>1</b>	<b>14</b>
New						1	1
In Progress	4						4

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CalSAWS Production Defect Count by Release							
Count of Defects	Release						
Severity	22.03	22.05	22.06	22.07	22.09	TBD	Grand Total
Closed	8	1					9
<b>Grand Total</b>	<b>311</b>	<b>57</b>	<b>1</b>	<b>22</b>	<b>1</b>	<b>37</b>	<b>429</b>

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

### 3.5 Production Operations

#### 3.5.1 Release Communications

- ▶ CalSAWS Release 22.05 Communications:
  - See table 3.5.1-1 for details

**Table 3.5.1-1 – CalSAWS Release 22.05 Communication Activities**

Task	Date(s)	Owner
Sent Release 22.05 Major Upcoming Changes (MUC) documentation	March 25, 2022	Training
Distribute the updated MUC and request for Webcast list from Counties	April 11, 2022	Training
Send draft Release Notes file to Regional Managers and Consortium Staff for review	May 9, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.05 in CalSAWS Health Report	May 16, 2022 – May 20, 2022	Production Operations
Webcast on CalSAWS Release 22.05	May 17, 2022	Production Operations/ Consortium Policy and Design
22.05 CalSAWS Application Development and Training Release Notes Broadcast	May 17, 2022	Production Operations
CalSAWS Release 22.05 Greenlight Meeting	May 18, 2022	Release Management/ Production Operations
CalSAWS 22.05 Post-Release Checkpoint Call	May 23, 2022 – May 25, 2022	Production Operations

#### 3.5.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) 147 – Unable to Access the CalSAWS Application - PRB0043284
  - Starting at 8:00 a.m. on April 22, 2022, San Bernardino County Users at the Adelanto site were unable to access the CalSAWS application and services. As soon the issue was identified, the Technical and Network teams began investigations and found that one

of the network switches from Adelanto site was not responsive. The Technical team was dispatched to the site to troubleshoot the issue with an estimated time of arrival of 9:15 a.m. Further investigations revealed that the switches were unresponsive post the IOS upgrade on April 21, 2022. A broadcast was sent to San Bernardino County. As a temporary workaround solution, Users were recommended to connect to the CalSAWS application via AppStream, Virtual Private Network (VPN), or work from a nearby site until the issue was resolved. As of 10:00 a.m. on April 22, 2022, the impacted network devices at the site were restored to the previous IOS version and were rebooted by the technical team and confirmed that connectivity was established. The project team then confirmed that the issue was resolved. San Bernardino County Users at the Adelanto site were able to connect to the CalSAWS application and services

### **3.5.3 Batch Operations**

- ▶ Analytics Reports ran longer for nightly batch run of May 3, 2022. This was due to second business day monthly reports running ahead of the daily reports. Defect CA-245200 has been logged to track scheduling updates for these Analytics monthly reports
- ▶ Consolidated the Analytics Reports daily reports status email into the daily batch summary email
- ▶ Following deployment of performance update for pre-claiming and claiming jobs for San Bernardino, Kern, and Riverside Counties (CA-240259), observed over 50% improvement in run time for claiming day-2 payroll processing times for these 3 Counties
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA) (ClearBest) and Consortium team members
- ▶ Continued support and updates to the Batch Performance activities roadmap, including the calculation of the 40-County batch completion times and estimation of the 58-County batch completion times
- ▶ Continued to review and utilize the Batch Operations Dashboards for generation of the daily batch summary emails
- ▶ 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
- ▶ Continued support for execution of Batch Regression testing for CalWIN releases
- ▶ Updated Batch Scheduler to include additional core/core-off prime/non-core categorizations

### 3.6 ForgeRock

#### 3.6.1 Highlights of the Reporting Period

- ▶ Determined date of upcoming June Production Release for May 20, 2022
- ▶ Reviewed and secured approval of ForgeRock May 20, 2022 Priority Release with Accenture Security
- ▶ Continued work on extension post June with additional Operations resources and team restructure
- ▶ Presented on Proposal for additional resources for ForgeRock Team to Consortium Team
- ▶ Added internal training for all Project and County Users for SMS Multi Factor Authentication (MFA) guidance
- ▶ Completion of Community Based Organizations (CBO) Users for Los Angeles and BenefitsCal (BCAL)Your Benefits Now (YBN) Conversion of CBO Users
- ▶ Currently working through BCAL HyperCare for April Release

**Table 3.6-1 – ForgeRock Milestones**

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock   CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration	TBD	Postponed
Enable Lifecycle Management for ServiceNow Accounts	May 20, 2022	In progress
Implement SMS for Multi Factor Authentication	May 20, 2022	Development deployed
ForgeRock: Application Onboarding - Ansible Enterprise	Release When Ready (RWR)	In progress
Los Angeles County Delegated Admin (DA) Staff need to authenticate using ForgeRock Credentials	Release When Ready (RWR)	Pending approval
Update ForgeRock message to customers who create an account to include 3 new languages	May 20, 2022	In progress
Update the ForgeRock CBO Activation message to remove help@benefitscal.org email address	May 20, 2022	In progress
Create a Report for BenefitsCal users and CBOs broken out by County	May 20, 2022	In progress
JIRA and BitBucket JIT Provisioning	Release When Ready (RWR)	Pending approval
ForgeRock: Session Management Integration for Integrated Applications	May 20, 2022	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement	May 20, 2022	In progress

### 3.7 Innovation Lab

- ▶ Continued Innovation Lab activities
  - System Status for End Users (Co-Create Phase)
    - Planned Go-Live scheduled for end of May
  - CalSAWS Production Calendar (Co-Create Phase)
    - Phase 1 planned Go-Live scheduled for end of May
  - Cybersecurity Awareness Program (Scale)
    - Confirming implementation timeline

### 3.8 Imaging

- ▶ Completed Defect/System Change Requests (SCRs)
  - CA-244993 - Metadata Mismatch
  - CA-244713 - NO\_MAP Files not viewable - Importing old documents/corrupt metadata documents from Electronic Document Management System (EDMS) to Hyland
  - CA-244894 - Lobby/Kiosk Submissions Archived classified as "Lobby-Other"/"Kiosk-Other"/"Imaging Case Coversheet"
  - CA-244996 - Documents not updating Form Number when submitted from QA
  - CA-245092 - Imaging Confidential View Security Rights
  - CA-244897 - Los Angeles Linked E-Apps Stored in Hyland without Case Linking Information
  - CA-244281 - Returned Mail Application Plan
  - CA-244754 - Insert Los Angeles County Users for Resync
  - CA-244712 - NexLogica Exported Case document sent to Person Drawer

### 3.9 Customer Service Center (CSC)

- ▶ Continued designs on:
  - 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
- ▶ Continued build on:
  - CA-228236 – Send SAR7 instead of 960X
    - When a customer selects to resend their missing document from an outbound Interactive Voice Response (IVR) phone call, this change will ensure the SAR7 is sent to the customer and not the 960X

### 3.10 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 one-third of all callers

- ▶ Authentication Bot
  - 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

### 3.11 Deviation from Plan/Adjustments

- ▶ None for this reporting period

## 4.0 Application Development

### 4.1 Highlights from the Reporting Period

**Table 4.1-1 – Application Development Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>• 22.05 System Testing on schedule. Week 6 of 8 completed. 91% pass rate on a 75% EOW target</li> <li>• Two SCRs have been pulled from the 22.05 release:                             <ul style="list-style-type: none"> <li>○ SCR CA-216211- Update Overpayment Adjustment Logic to Recoup Cents. Due to policy clarification from the state where the rounding of recoupment amounts is still applicable</li> <li>○ SCR CA-235644 - Update Vital Statistics Detail page to add 'ZZ SSA Confirmed' value to Document Type dropdown. Due to downstream MEDS and Alerts impacts identified during testing</li> </ul> </li> </ul>

### 4.2 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 Five priority releases:
  - The CalSAWS 22.04.27 Minor Release was successfully deployed on April 27, 2022
    - One defect was deployed in the area of Online team
    - One System Change Requests (SCR) was deployed in the area of Batch and Interfaces team
  - The CalSAWS 22.04.28 Minor Release was successfully deployed on April 28, 2022
    - Twenty-four defects were deployed in the areas of Batch and Interfaces, Client Correspondence, CalHEERs, Conversion, Eligibility, Online and Reports teams
    - Four System Change Request (SCRs) were deployed in the areas of Batch and



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- Interfaces, BenefitsCal, Client Correspondence and Fiscal teams
- o The CalSAWS 22.05.03 Minor Release was successfully deployed on May 3, 2022
    - One defect was deployed in the area of Online team
  - o The CalSAWS 22.05.06 Minor Release was successfully deployed on May 6, 2022
    - Twenty-three defects were deployed in the areas of BenefitsCal, Contact Center and Online teams
    - Three System Change Request (SCRs) were deployed in the areas of Batch and Interfaces and Contact Center teams
  - o The CalSAWS 22.05.08 Minor Release was successfully deployed on May 08, 2022
    - Seven defects were deployed in the areas of BenefitsCal, Technical Architecture and Technical Operations teams
    - Three System Change Requests (SCRs) were deployed in the area of Technical Architecture.

**Table 4.2-1 – CalSAWS Upcoming Release**

Release	Summary
<b>22.05.12</b>	<ul style="list-style-type: none"> <li>▶ Child Support Disregard allowance for CalWORKs Program in CalFresh budget</li> <li>▶ Create new e-mail subdomain for emails being sent by CalSAWS and ForgeRock</li> </ul>
<b>22.05.14</b>	<ul style="list-style-type: none"> <li>▶ ACL 19-76: Batch EDBC Run to Apply 2022 Earned Income Disregard</li> <li>▶ Issue April 2022 Disaster Supplement in accordance to HR 6201 Emergency Allotments</li> </ul>
<b>22.05.20</b>	<ul style="list-style-type: none"> <li>▶ ForgeRock: Enable Lifecycle Management for ServiceNow Accounts</li> <li>▶ Update the ForgeRock CBO Activation message to remove help@benefitscal.org email address</li> <li>▶ Update ForgeRock message to customers who create an account to include 3 new languages</li> <li>▶ Create a Report for BenefitsCal users and CBOs broken out by county</li> <li>▶ Training: Update Imaging 08 - Return Mail Capture WBT for App Dev Changes CA-228869 and CA-233089</li> <li>▶ Training: Update Imaging 07 - County-Maintained Workflow Queues WBT for App Dev Changes CA-238387 and CA-233089</li> <li>▶ Training: Update Imaging 05 - Virtual Printer and Import WBT for App Dev Changes CA-228869 and CA-233089</li> <li>▶ Training: Update Imaging 04 - Multi-Case Capture WBT for App Dev Changes CA-228869 and CA-233089</li> <li>▶ Training: Update Imaging 02 - Overview WBT for App Dev Changes CA-228869 and CA-238387</li> <li>▶ Training: Update Imaging 03 - Single Case Capture WBT for App Dev Changes CA-228869 and CA-233089</li> </ul>
<b>22.05</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Controls (SCRs): 74 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>
<b>22.06</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Controls (SCRs): 2 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>
<b>22.07</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Controls (SCRs): 48 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>

### 4.3 Application Development Status

- ▶ Continued design on:
  - CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  - CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
  - 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)
  - CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI Notice of Actions (NOAs)
  - CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
  - 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
  - CA-58963 for Revisions to the Medicare Savings Programs (MSP) Notice of Actions (NOAs)
  - CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
  - CA-201813 to Display Important County Dates Phase I
  - CA-228897 for Add CL NC Reason and update 'Cal-Learn \$50 Sanction' NOA
  - 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)
  - CA-221945 for ACL 19-13 - AB 2030 - Add a page to Track Special Circumstances Details and Update Special Circumstance Indicator
  - CA-239421 for Performance: Convert current Batch ABAWD process to continuous processing
  - CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
  - CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
  - CA-220693 for Enhancements to Child Care Administrator Portal
  - CA-228876 to Add Common NOA Fragments for Threshold Generation - CalFresh
  - CA-228877 to Add Common NOA Fragments for Threshold Generation - CalWORKs/CalLearn
  - CA-232999 to Add Threshold languages for Mixed Household RE Packets
  - CA-239571 for BenefitsCal - Two Way Messaging
  - CA-228806 for SB 1065 - Update Homeless Assistance
  - CA-241253 - BenefitsCal - CBO task
  - CA-229814 to Update Lobby Device Management
  - CA-242597 for Performance: Convert Current CC Batch Sweep Jobs Process
- ▶ Continued build on:
  - Build for priority releases and 22.07 approved System Change Requests (SCRs)

## 4.4 Release Management

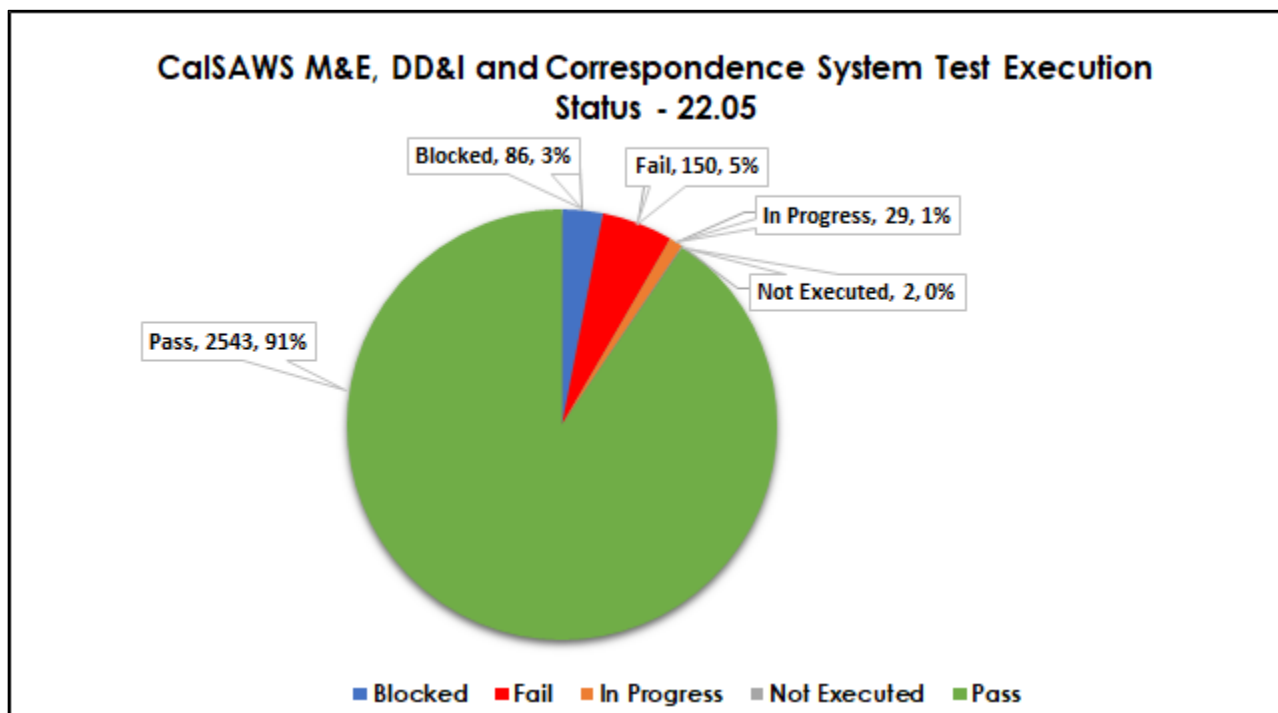
### 4.4.1 Release Test Summary

Table 4.4.1-1 – CalSAWS System Change Request (SCR) Test Status

Pass Rate Target as of May 06, 2022	75%
Pass Rate Actual as of May 06, 2022	91%
System Test Complete Date: May 18, 2022	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 22.05

- ▶ Continue 22.05 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

#### 4.4.2 Automated Regression Test (ART) Coverage

**Table 4.4.2-1 – CalSAWS Automated Regression Test (ART) Coverage**

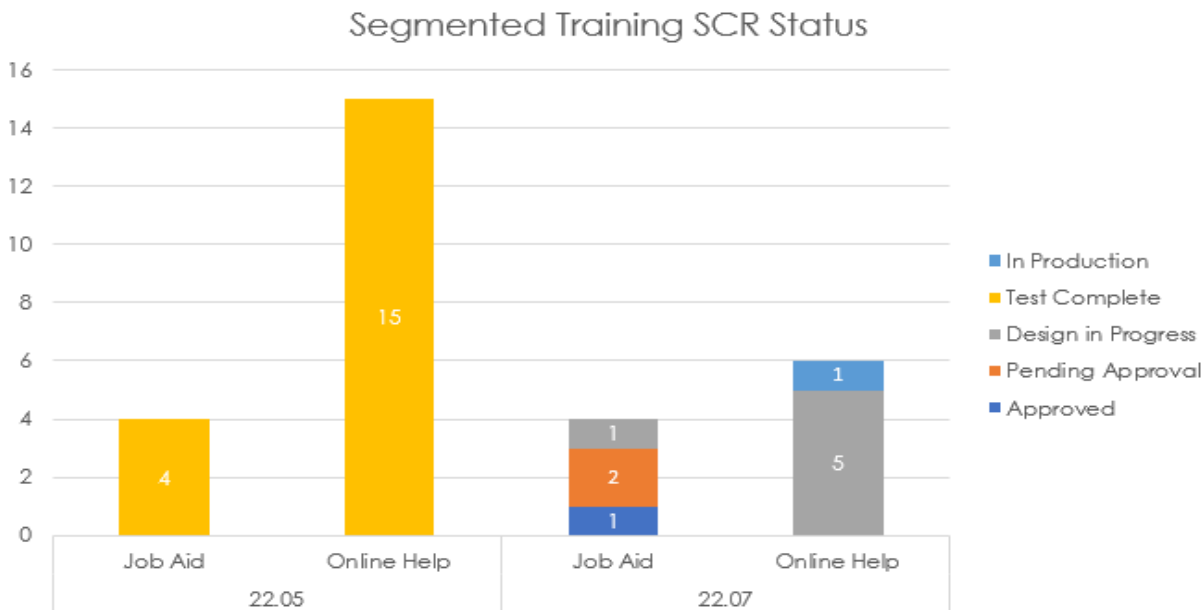
Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	94,522,976	47.06%	14	97.79%
2	113	65,899,668	32.81%	92	90.91%
3	121	20,297,805	10.11%	106	88.68%
4	486	17,175,253	8.55%	284	67.67%
5	2729	2,964,634	1.48%	517	32.42%

- ▶ Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and Automated Regression Test (ART) coverage data as of April 30, 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 578 end-to-end Automated Regression Test (ART) scripts

#### 4.5 Training Materials Update

- ▶ 22.05 OLH SCRs:
  - All 17 SCRs are Test Completed
- ▶ 22.07 OLH SCRs:
  - 10 SCRs are in process/pending approval
- ▶ 22.01 and 22.03 Impact Analysis for Web Based Training (WBT) updates completed, System Change Requests (SCRs) completed, Completion is scheduled for the 22.05.27 priority release.
- ▶ Web Based Training (WBT) System Change Requests (SCRs) for 21.01-21.07. Completion is scheduled for the 22.05.20 priority release.
- ▶ Training Environments
  - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

**Figure 4.5-1 – Weekly Training SCR Status Report**



**Table 4.5-1 – Upcoming Training Activities**

Training Activity	Date
None for the reporting period	N/A

**4.6 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