

# CalSAWS | Notes from Technical Committee Meeting

Date:	October 09, 2019	Notes Location:	Sierra – Conference Room
Time:	10:00 am – 11:00 am	Meeting Materials:	20191009 Tech Committee Slide Desk WebPortal>Meetings>Committees>Technical
Meeting Called by:	Chris Johnson		
Attendees:	Region 1: Curt Dodson, Dan Russell, Celina Garcia, Reuben Gomez Region 2: Christine Scott, Michael Growney Region 3: Stacie Smith Region 4: Gohar Samarjian Region 5: Hugo Ortega, Linda Avila, Ruben Hermosillo Region 6: George Avakyaf, Linda Lui CalSAWS North: Jon Burkett, Dave McKinney, Mike Johnson, Jonathan Walburger, Bill Kline, Pradeep Sapkota, Alan Giblin, Toby Barns CalSAWS South:		

## Topic

## Important Points

### Open Discussion

- Officially CalSAWS as of June 28, 2019
- Roll Call
- First meeting with 6 new regions.
- Lot of counties affected by PGE Power Outage
- Future preparedness for emergencies
- Project is getting started, change orders have been opened.
- Jonathan Walburger will discuss following in the future:
  - Certifications of Chrome/IE versions
  - How Non-County users will access CalSaws

### Performance

- Review of System Performance
- Jonathan Walburger presented from slides. Performance looks good, same as last month, has been static

### CalSAWS Technical Roadmap

- Review of Technical Roadmap
- Bill Kline presented from slides
- Windows 10 Enterprise Activities (CIT 0010-16): Kern County is the last county to migrate from Win 7 to Win 10; Kiosk hardware has been ordered. Some Kiosks still needing migration to Win 10; Handful of wallboard workstations needing to be migrated
- Windows 10 Release Update 1903: Roll-out to all C-IV managed workstations started on Oct 8<sup>th</sup> and will continue in a phased approach over next 30-60 days
- LAN infrastructure refresh: Lab Environment being designed, implemented. Testing until the end of the year. Deployment starting Jan 2019
- Older "Extranet" infrastructure removal: Riverside required a hardware/software refresh (ongoing)

## Topic

## Important Points

- SD-WAN migration: Replace existing WAN solution with SD-WAN, across all 39 counties (144 sites). Current Wave 0 sites in progress
  - Sites Completed: Monterey, Salinas, Kern, Bakersfield, San Bernardino Apple Valley, Ontario and Madera Pop
- Lobby Management FACT 2.0 Deployment: New Android based tablets with cloud network design. 20 units being deployed across 4 counties. Tentative completion date, end of October
- Support for upcoming County Site modifications: Mono County new site in Mammoth Lakes

## Regional Updates

- Regional Updates
  - Curt Dodson (Contra Costa) asked about architecture of LRS and IVR system. Action Item will be setup to create a new forum, addressing the LRS Architecture. For IVR, CalSaws is looking at migrating to Amazon Connect, but not finalized yet, new IVR Contact Center
  - Jonathan talked about the need to test IP subnets, to access following website by Dec 2, 2019.  
<https://change.calsaws.net>  
Action item will be setup, verifying IP subnets are working at Counties prior to Dec 2, 2019
- Reminder
  - There is a Technical Committee forum on the web portal that can be used for information sharing.
  - Please submit any technical questions to the following email address. CalSaws Technical Committee would like time to review questions before the each meeting  
[Committee.Tech.Facilitator@CalSAWS.org](mailto:Committee.Tech.Facilitator@CalSAWS.org)  
If CalSaws has answers to any of these questions, prior to the next meeting, CalSaws will respond accordingly
  - There is a Service Request (SR) type "Information Request" that can be used for non-urgent informational requests.

## (Optional Items)

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Review and respond to email from Shasta County regarding UPS refresh	Bill Kline	07.10.2019		Resolved

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2 Setup a future technical architecture forum, discuss overview of LRS system and Disaster Recovery

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3 Make sure IP Subnets work to access following by 12/2  
<https://change.calsaws.net>

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#	Decision Made	Who Made the Decision	Date
1			
2			

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**Next CalSaws Technical Committee Meeting:  
Wednesday Jan 8, 2020  
10:00 am – 11:00 am**

