

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: September 6, 2021 – September 19, 2021

CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Report Period: September 6, 2021 – September 19, 2021

Contractor Project Director: Seth Richman

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1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

TOPIC	C-IV SYSTEM	CalSAWS System	Highlights
Availability			<u>C-IV System:</u> The C-IV System did not experience any unplanned outages <u>CalSAWS System:</u> The CalSAWS System did not experience any unplanned outages
Defects			<u>C-IV System:</u> There are 9 active Production defects <u>CalSAWS System:</u> There are 41 active Production defects
Incidents			<u>C-IV System:</u> The C-IV System did not experience any incidents <u>CalSAWS System:</u> <ul style="list-style-type: none">▶ CALSAWS BROADCAST #2021-194: Starting at 6:00 a.m. on September 8, 2021, delays occurred in transferring central print files to the CalSAWS print vendor. All the remaining correspondence from September 8, 2021, were successfully printed and mailed out by 9:30 a.m. on September 9, 2021▶ CALSAWS BROADCAST #2021-203: Starting at 10:50 a.m. on September 13, 2021, users encountered errors performing updates to Security Profile or Office Settings on the 'Staff Detail' page. Defect CA-233311 was created to address the issue. As of 6:00 a.m. on September 14, 2021, the issue was resolved, and users are able to perform updates to Security Profile or Office Settings

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

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- ▶ C-IV System:
 - The CalSAWS Team successfully deployed C-IV Minor Release(s) 21.09.09, 21.09.11, 21.09.13, 21.09.16, 21.09.17, and 21.09.19 to C-IV Production
- ▶ CalSAWS System:
 - The CalSAWS Team did not deploy any CalSAWS Major Releases to CalSAWS Production
 - The CalSAWS Team successfully deployed CalSAWS Minor Releases 21.09.07, 21.09.09, 21.09.10, 21.09.15, 21.09.16, 21.09.17, 21.09.18, and 21.09.19 to CalSAWS Production
- ▶ Planned Outages:
 - Scheduled C-IV System Outage:
 - September 11, 2021 – September 12, 2021 - Run batch EDBC for the CF COLA and CW Map Increase
 - September 23, 2021 – September 27, 2021 - Migrate/convert the C-IV Counties
 - Scheduled CalSAWS System Outage:
 - CalSAWS/LRS Production Outage – from September 10, 2021 at 11:00 p.m. until September 11, 2021 at 1:00 a.m.
 - CalSAWS/LRS System Maintenance – on September 12, 2021 from 8:00 a.m. until 11:00 p.m. Starting from 8:00 a.m. until 2:00 p.m., CalSAWS/LRS users may experience intermittent connectivity issues. If users experience an error while logged into CalSAWS/LRS, they should log out and try to log in again. Starting from 2:00 p.m. until 11:00 p.m., users will not be able to access the CalSAWS/LRS Application.
 - CalSAWS/LRS Production Outage – from September 17, 2021 at 11:00 p.m. until September 18, 2021 at 1:00 a.m.
 - Scheduled External System Outage:
 - OCAT Outage – from September 10, 2021 at 11:00 p.m. until September 11, 2021 at 1:00 a.m.
 - OCAT Outage – from September 17, 2021 at 11:00 p.m. until September 18, 2021 at 1:00 a.m.

2.0 Project Management

2.1 Project Deliverables Summary

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

Del #	Deliverable Name	Team	Status [1]	Status
1.2.1	M&O Services Plan	PMO, Technical, Application Development		FDEL and WAC were approved by Consortium on September 15, 2021

2.2 Highlights for the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued supporting the SOC 1 audit for the State Fiscal Year 2020/21 review period
- ▶ Continued performing contract management activities for the C-IV and LRS Amended Restated and Revised LRS Agreement
 - Received the CalSAWS JPA Board of Directors' approval for the following items on September 10, 2021:
 - C-IV Allocation Request No. 2 for the use of funds from the C-IV contract's allocations for additional enhancements related to the Pandemic Emergency Assistance Fund and County Purchases
 - C-IV Amendment No. 115 which extended the term of the C-IV contract for data center

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- decommissioning activities. This Amendment did not modify the contract value
- Continued development of the following items which are planned to be submitted to the CalSAWS JPA Board of Directors for approval on October 8, 2021:
 - LRS Change Notice No. 11 for the use of funds from the LRS contract's R&A Change Budget Services allocation for additional enhancements related to the CalWORKs Time Clock, CalWORKs Child Support Passthrough to Families program, Elderly Simplified Application Project, Pandemic Emergency Assistance Fund, Stage One Continuous Eligibility, and CF Public Assistance Definition Alignment
- Contract management transition activities in preparation of the start of CalSAWS M&O post C-IV cutover and retirement of the C-IV contract:
 - Received the CalSAWS JPA Board of Directors' approval for LRS Amendment No. 28 on September 10, 2021. LRS Amendment No. 28 updated Schedule 1 to Exhibit X (Statement of Work for CalSAWS Maintenance and Operations Project) to remove charges for central print services, add charges for hardware and software, and apply technical adjustments to WAN administration/production operations charges.
 - Continued assessing C-IV subcontracts to transition applicable services to CalSAWS Exhibit X
 - Continued ongoing transitioning new performance requirements for CalSAWS M&O into the existing performance management process for monitoring and reporting
- Tracking of County Purchases:
 - Reference Appendix C for detailed tracking of County Purchases

2.3 CRFI/CIT Communications Status

- The following table outlines CalSAWS Information Transmittals (CITs) sent for the reporting period ending September 19, 2021

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0245-21	CIV-109224 and CIV-109305 Deleted Recovery Accounts and Transactions	Informational	September 7, 2021	Claudia Pinto	Ron Quinn
0249-21	CA-231943/CIV-109286 CalFresh Emergency Allotments for August 2021 List Posted	Informational	September 7, 2021	Caroline Bui	Binh Tran
0253-21	C-IV Service Desk Information Update	Informational	September 8, 2021	Ada Rocha	Chris Paige
0254-21	State Forms/NOAs Automation and Translations Update	Informational	September 8, 2021	Maria Arceo	Janet Mitri
0256-21	CalSAWS County Cost Summary – September 2021 Update	Informational	September 13, 2021	Britt Carlsen	Diana Lam and Tracy Berhel
0258-21	C-IV County Prep Phase Packet and Security Matrix Updates #2	Informational	September 13, 2012	Raul Gonzalez	Bonnie Sleeper

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0261-21	CA-220109/CIV-108001 CalWORKs/CalFresh FFY 2022 COLA Lists	Informational	September 14, 2021	Caroline Bui and Sarah Cox	Binh Tran
0262-21	CIV-109406 Create Foster Care, ARC and KG case list for C-IV post migration ongoing ISRS, ETR	Informational	September 14, 2021	Ignacio Lázaro	Laura Ould and Michelle Ramos
0263-21	SCR CA-232504 / CIV-109370 Lists of Pending and Active RCA Cases	Informational	September 14, 2021	Binh Tran	Sarah Cox
0264-21	CA-219844/CIV-107958 Foster Care & Kin-Gap 2021 CNI COLA Lists CA-219846 AAP 2021 CNI COLA Lists CIV-108000 List of ARC Cases Impacted by CalWORKs MAP Increase	Informational	September 14, 2021	Ignacio Lázaro	Laura Ould and Michelle Ramos
0265-21	CIV-109184 - Purged Medi-Cal (MC) Cases with a Linked Unsolicited DER (U-DER)	Informational	September 15, 2021	Elisa Miller	Maggie Orozco- Vega
0268-21	Recruitment of CalSAWS Project Staff Closing on Wednesday, October 15, 2021	Informational	September 17, 2021	Jennifer Smith	Holly Murphy
0269-21	CA-232960 Afghan Special Immigrant Parolee and Lawful Permanent	Informational	September 17, 2021	Binh Tran, Sarah Cox, Caroline Bui, Adelaide Mendoza, and Nina Butler	Elisa Miller
0271-21	CalSAWS Jira Access	Informational	September 17, 2021	Mike Tombakian	Lynnel Silva

► CITs for the reporting period ending September 19, 2021

► The following tables outline CalSAWS Requests for Information (CRFIs) sent for the reporting period

Table 2.3-2 – CRFIs

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CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-042	LA County Staff Participation in Post-Deployment On-Site Support	July 16, 2021	Open	July 26, 2021	Jeffrey Fuller
21-051	CalWIN Counties to Opt-In or Opt-Out of CalFresh Denial PB00E472 Batch Job	September 13, 2021	Open	November 5, 2021	Caroline Bui

- CRFIs for the reporting period ending September 19, 2021

Table 2.3-3 – Overdue CRFIs

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

- Overdue CRFIs for the reporting period ending September 19, 2021

2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information

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

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

Status	Total
Reopened	1
Rejected	1
Assigned	6
Completed	510
Duplicate	16
In Review	1
Withdrawn	20
Pending Clarification	2
Total	557

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

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1150	1150 -Property Eligibility— Notices of Action Snippets	Completed	September 2, 2021	September 7, 2021	
SCERFRA 21-538	21-538 -AB 135 Earned Income Disregard increase from \$90 to \$450	Completed	September 7, 2021	September 8, 2021	
SIRFRA 1122	1122 - AB 470 Implementation Costs	Completed	September 9, 2021	September 9, 2021	
SIRFRA 3648	3648 -College Student Data	Completed	September 10, 2021	September 7, 2021	
SCERFRA 21-539	21-539 TCVAP Expansion for Afghan Humanitarian Parolee Arrivals	Completed	September 10, 2021	September 10, 2021	
SIRFRA 3674	3674 - PACF Breakout Request – August 2021	Completed	September 16, 2021	September 16, 2021	
SIRFRA 1153	1153 - Property Eligibility	In Review	September 17, 2021	No Response	
SIRFRA 3671	3671 - Stage One Child Care Home Provider August Data	Completed	September 20, 2021	September 20, 2021	
SCERFRA 21-540	21-540 - Noticing Requirement - CF ET Final Rule Consolidated Notice	Assigned	September 24, 2021	No Response	
SCERFRA 21-541	SCERFRA 21-541 - Potential IPV OP/OI Type	Assigned	September 27, 2021	No Response	
SIRFRA 1149	1149 - Prepopulated Annual Renewal Forms – threshold languages	Reopened	September 29, 2021	No Response	
SIRFRA 3679	3679 - Prepopulated CalFresh Applications for Medi-Cal Beneficiaries	Assigned	September 29, 2021	No Response	
SIRFRA 1154	1154 - Data request for Non-MAGI ABD Medi-Cal beneficiaries	Pending Clarification	September 29, 2021	No Response	
SIRFRA 3677	3677 - CalWORKs Home Visiting Program (HVP)	Assigned	October 5, 2021	No Response	
SIRFRA 3680	3680 - List of Citizenship Document Types-Section Codes	Assigned	October 14, 2021	No Response	
SIRFRA 1152	1152- Medi-Cal application denials	Pending Clarification	October 15, 2021	No Response	
SIRFRA 3676	3676 - Stage One Child Care Home Provider Data	Assigned	October 20, 2021	No Response	

2.5 Deviation from Plan/Adjustments

► None for the reporting period

3.0 Management and Operations (M&O)

3.1 Service Management

Overview

- ▶ ServiceNow Production Environment in code freeze in preparation of the cutover
- ▶ Configuration Management Database (CMDB) project development of proof of concept (POC) continues to determine the discovery footprint. Establishment of the first Development polling server about to begin
- ▶ Child Care Portal ticket handling changed to mirror process utilized with the BenefitsCal Portal. Updating the categorization for the ServiceNow instance and redirecting the users to the County Help Desks for assistance
- ▶ BenefitsCal portal ticket handling has been completed and is in the Training environment of ServiceNow. Requirements for new Jira integration underway
- ▶ The C-IV cutover tasks have been completed and deployed to the ServiceNow Training environment to allow userbase to see updates to the environment ahead of cutover. All preparations for the cutover have been completed
- ▶ The ServiceNow team continues with multiple other initiatives:
 - Change hardening request from the security team to improve the validation of changes that impact the core applications; awaiting requirements for field configurations
 - Five new Service Catalog requests have been requested around data source access from the Consortium. Initial Service Catalog items have been completed and team is working with Consortium regarding workflow and timeline
 - Cherwell bidirectional integration development in its final stages, pushing to change control within coming weeks
 - Working with Security regarding the housing and process governance regarding POAMs and Security tickets

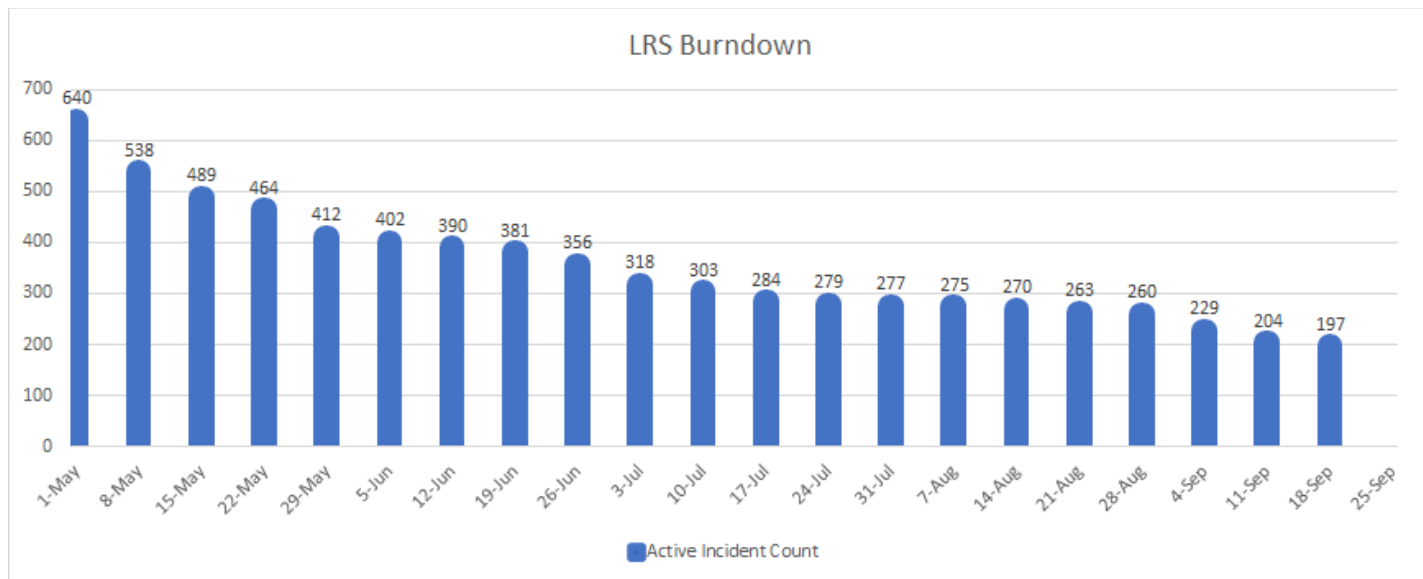
Figure 3.1-1 ServiceNow Timeline

ServiceNow Migration Timeline



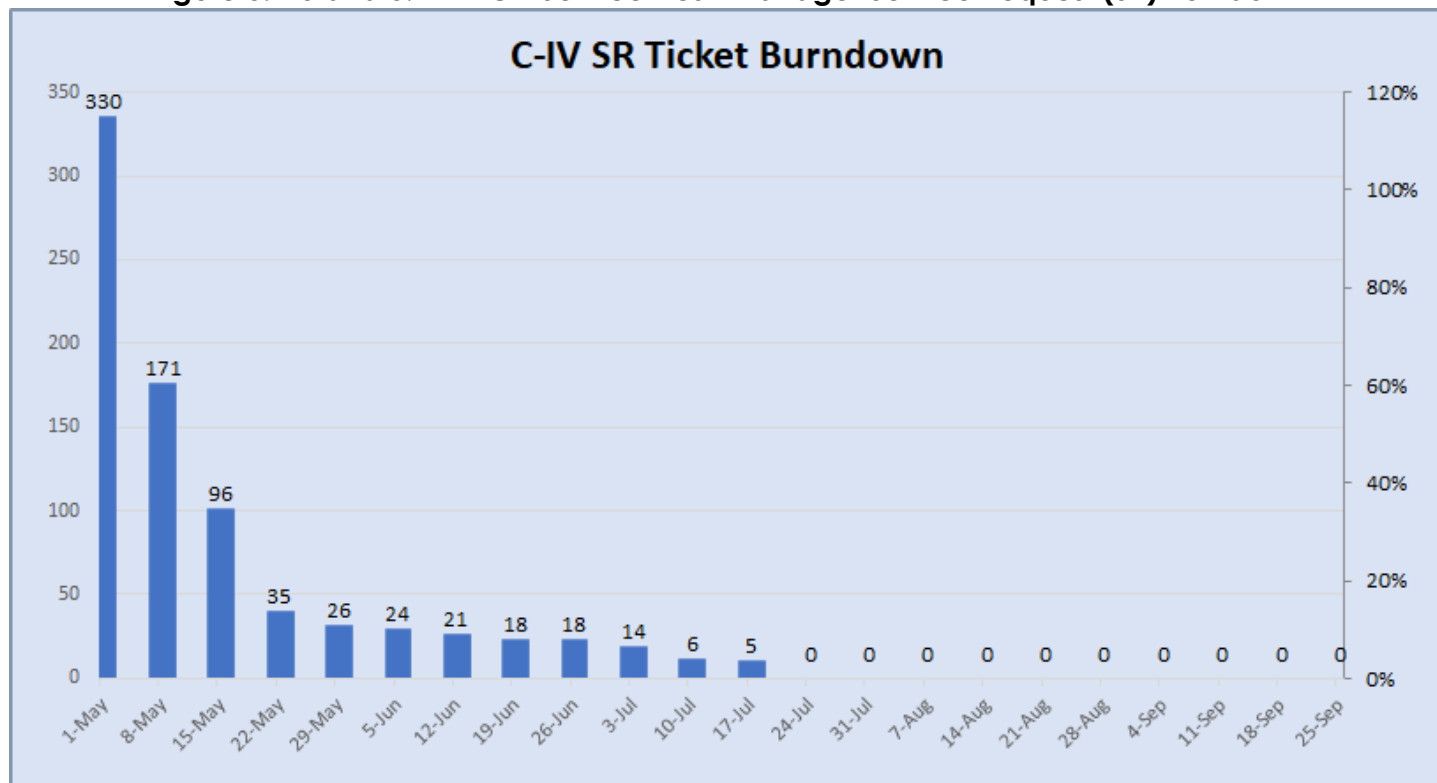
- Below Figure 3.1-2 is the burn down of active tickets associated to the LRS previous ticket system. The CalSAWS Incident Manager is working with the associated teams on the burn down of the remaining tickets. Meetings were held last week between all ticket holders to progress the remaining tickets

Figure 3.1-2 - LRS ServiceNow Burndown



- Below Figures 3.1.-3, and 3.1-4 are the burn down of active tickets associated to the C-IV previous ticket system. The C-IV application tickets have been completely resolved. Great job to all teams involved in the triage and closure of these tickets

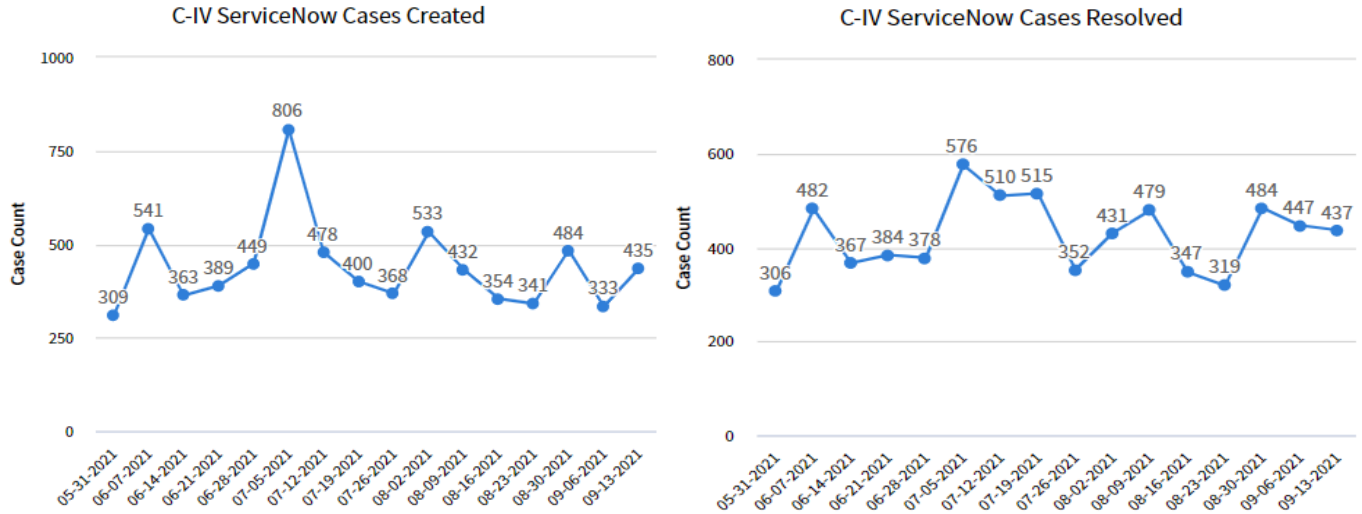
Figure 3.1-3 and 3.1-4 - CA Service Desk Manager Service Request (SR) Burndown



C-IV Help Desk Metrics

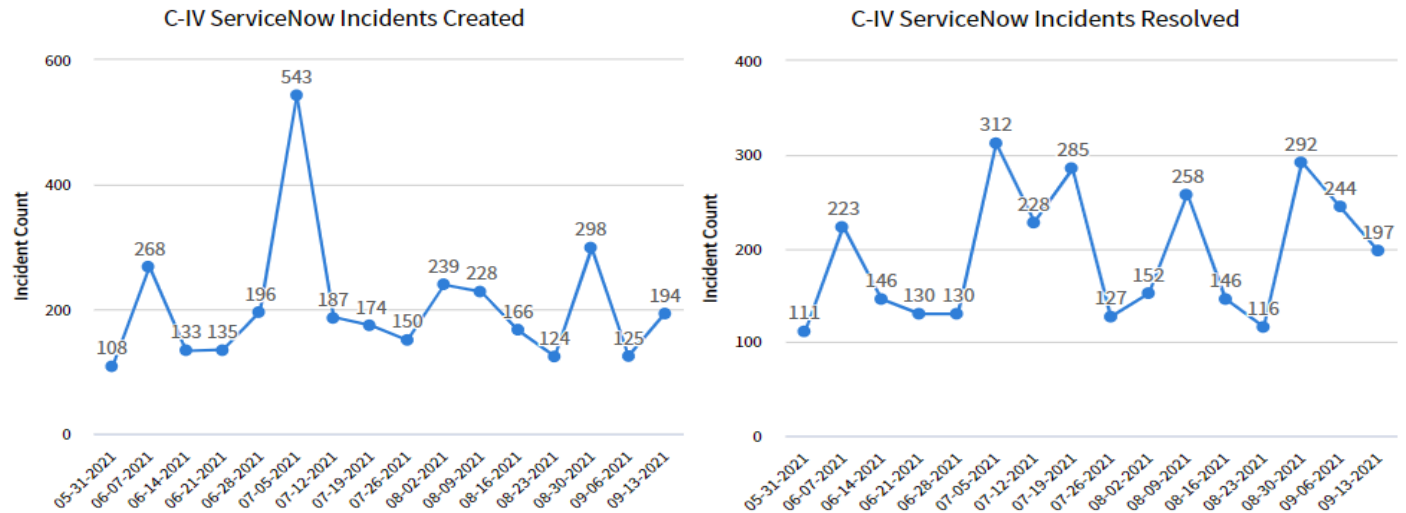
Figures 3.1-5 and 3.1-6 – C-IV ServiceNow Cases

Note: The graphs represent the ServiceNow cases associated to the C-IV counties. Cases represent the first level of ticketing that enters the ServiceNow system. Date in x-axis represents start of week



Figures 3.1-7 and 3.1-8 – C-IV ServiceNow Incidents

Note: The graphs represent the ServiceNow Incidents associated to the C-IV counties. Incidents are escalations derived from case attempts to triage the issue. Date in x-axis represents start of week



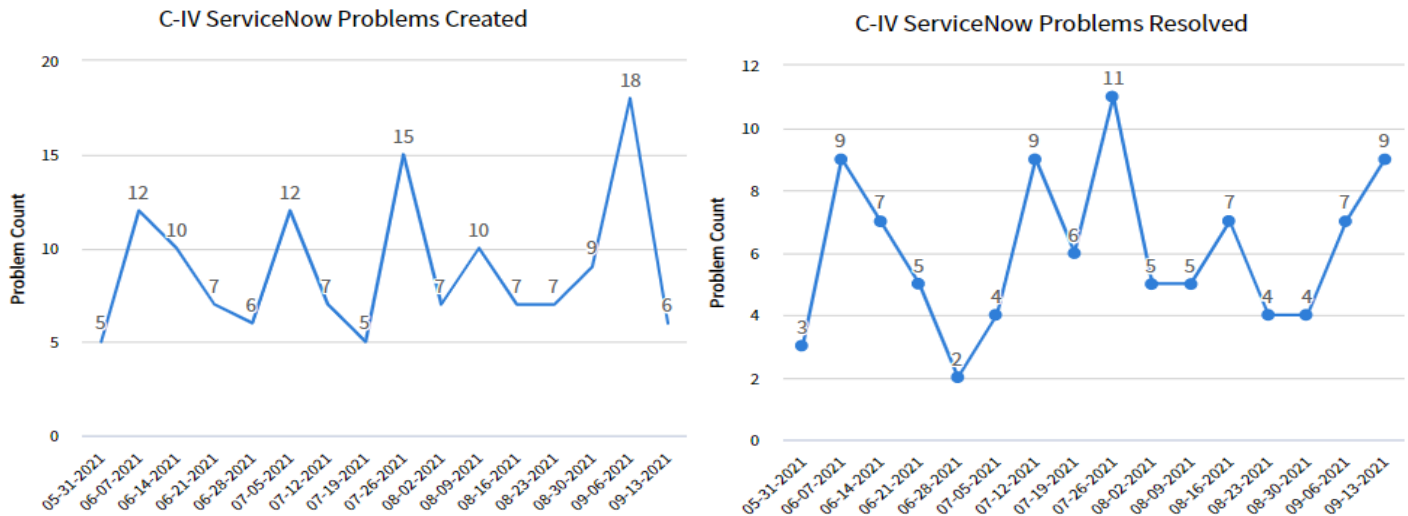
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Figures 3.1-9 and 3.1-10 – C-IV ServiceNow Problems

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



► There are 67 C-IV Problems linked to defects

Table 3.1-11 – C-IV ServiceNow Cases by State and Age

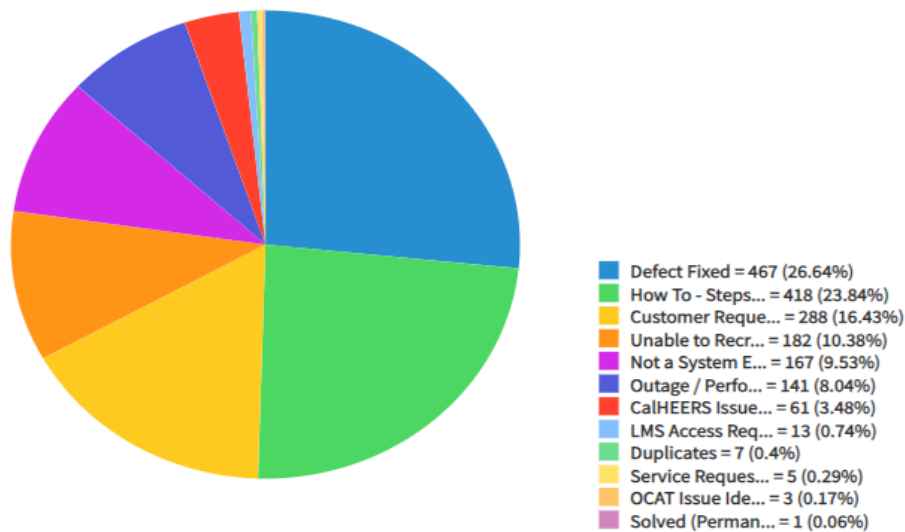
Note: In the pivot the (empty) aging category represents tickets less than a day old

C-IV ServiceNow Cases by State and Age

State Label (Current)	Aging Category							Total
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	(empty)	
Awaiting External Partner	0	0	0	0	2	1	0	3
Awaiting Info	0	0	0	3	1	2	1	7
Diagnosed	0	4	1	9	16	21	0	51
Dispatched	0	0	0	0	0	1	0	1
New	6	6	1	11	7	6	12	49
Open	23	8	9	10	9	13	6	78
Pending	46	24	9	54	35	42	6	216
Work in Progress	2	1	3	1	1	0	0	8
Total	77	43	23	88	71	86	25	413

Table 3.1-12 – C-IV ServiceNow Cases by Resolution Code

C-IV ServiceNow Cases by Resolution Code

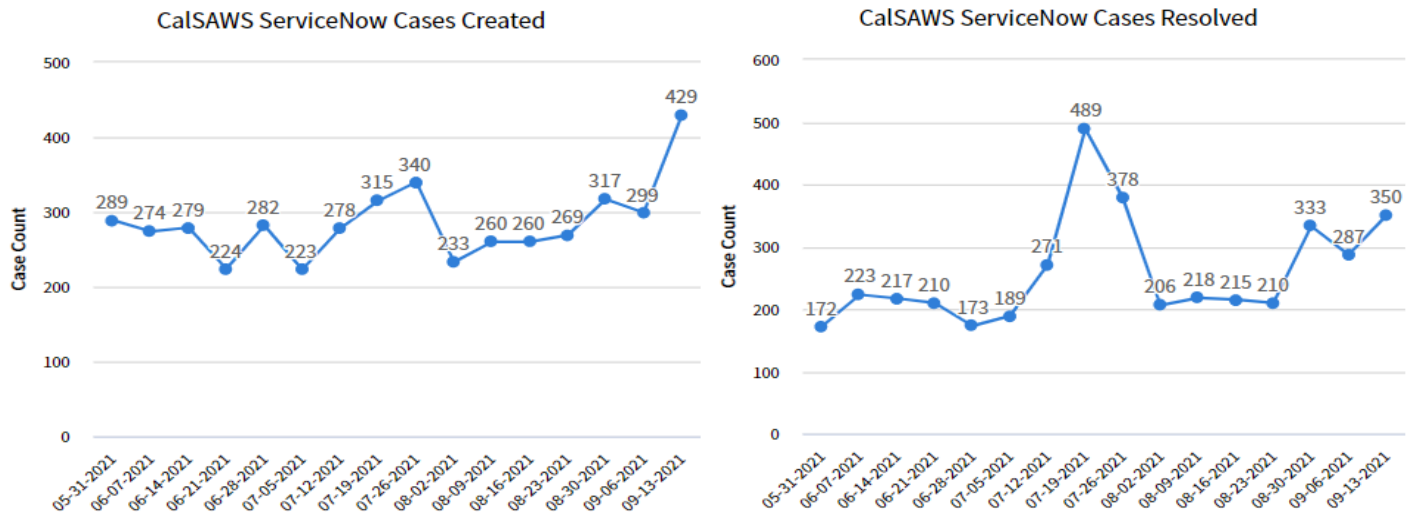


Resolution code	Case Count	Percentage of Cases
Defect Fixed	467	26.64%
How To - Steps to Proceed Provided	418	23.84%
Customer Requested Closure	288	16.43%
Unable to Recreate Issue	182	10.38%
Not a System Error - With Explanation	167	9.53%
Outage / Performance Degradation	141	8.04%
CalHEERS Issue Resolved	61	3.48%
LMS Access Request	13	0.74%
Duplicates	7	0.4%
Service Request Created - With Request Number	5	0.29%
OCAT Issue Identified	3	0.17%
Solved (Permanently)	1	0.06%
Total	1,753	100%

CalSAWS Help Desk Metrics

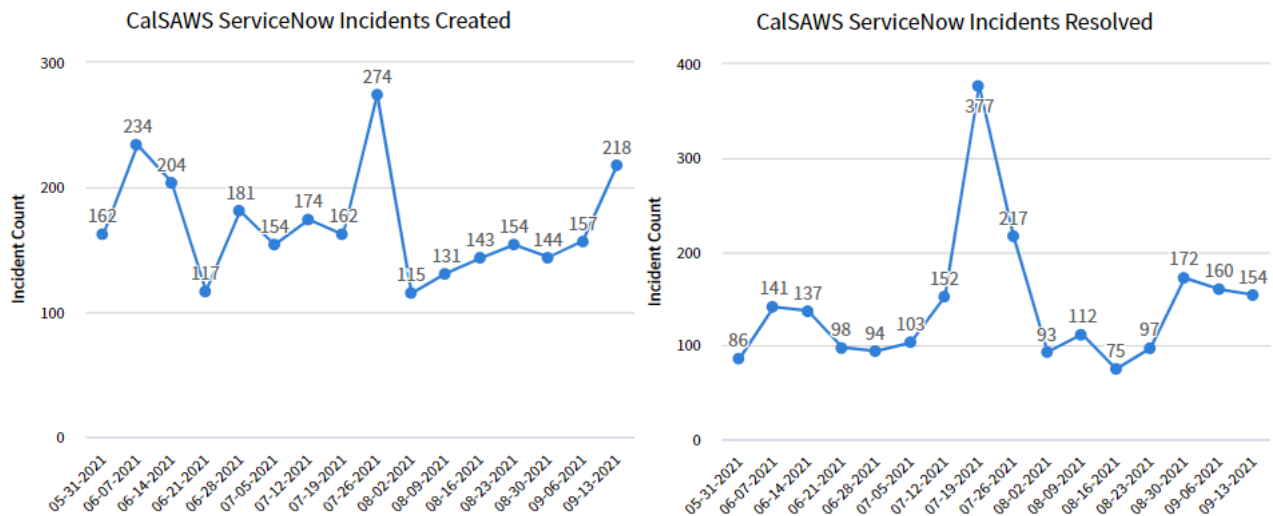
Figures 3.1-13 and 3.1-14 – CalSAWS ServiceNow Cases

Note: The graphs represent the ServiceNow cases associated to Los Angeles County. Cases represent the first level of ticketing that enters the ServiceNow system. Date in x-axis represents start of week



Figures 3.1-15 and 3.1-16 – CalSAWS ServiceNow Incidents

Note: The graphs represent the ServiceNow Incidents associated to Los Angeles County. Incidents are escalations derived from case attempts to triage the issue. Date in x-axis represents start of week



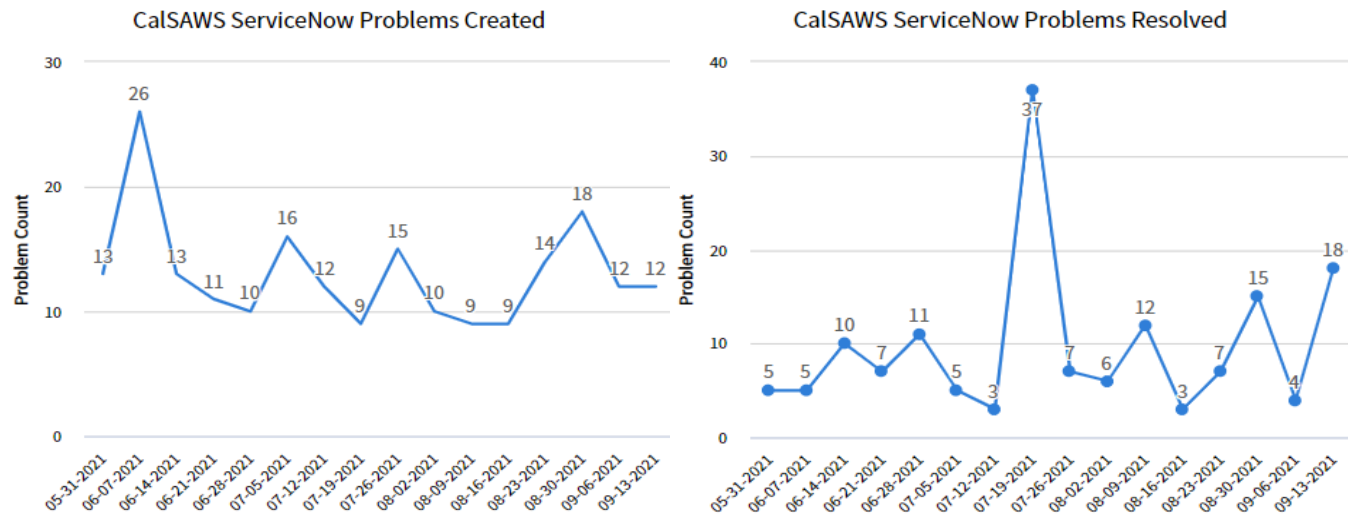
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Figures 3.1-17 and 3.1-18 – CalSAWS ServiceNow Problems

Note: The graphs represent the ServiceNow Problems associated to Los Angeles County. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. Date in x-axis represents start of week



- There are 239 CalSAWS Problems linked to defects

Table 3.1-19 – CalSAWS ServiceNow Cases by State and Age

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

CalSAWS ServiceNow Cases by State and Age

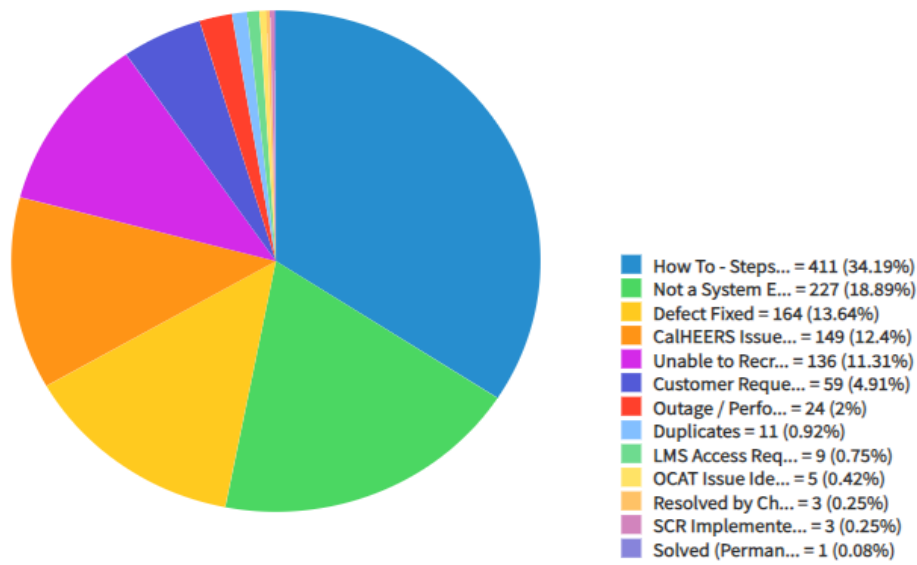
State	Aging Category						(empty)	Total
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days		
Pending	55	49	40	73	154	213	0	584
New	7	3	2	2	1	1	2	18
Open	54	18	18	5	3	0	25	123
Awaiting Info	5	7	1	9	10	13	0	45
Diagnosed	0	2	1	1	0	2	0	6
Awaiting External Partner	15	4	4	8	31	32	0	94
Total	136	83	66	98	199	261	27	870

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Table 3.1-20 – CalSAWS ServiceNow Cases by Resolution Code

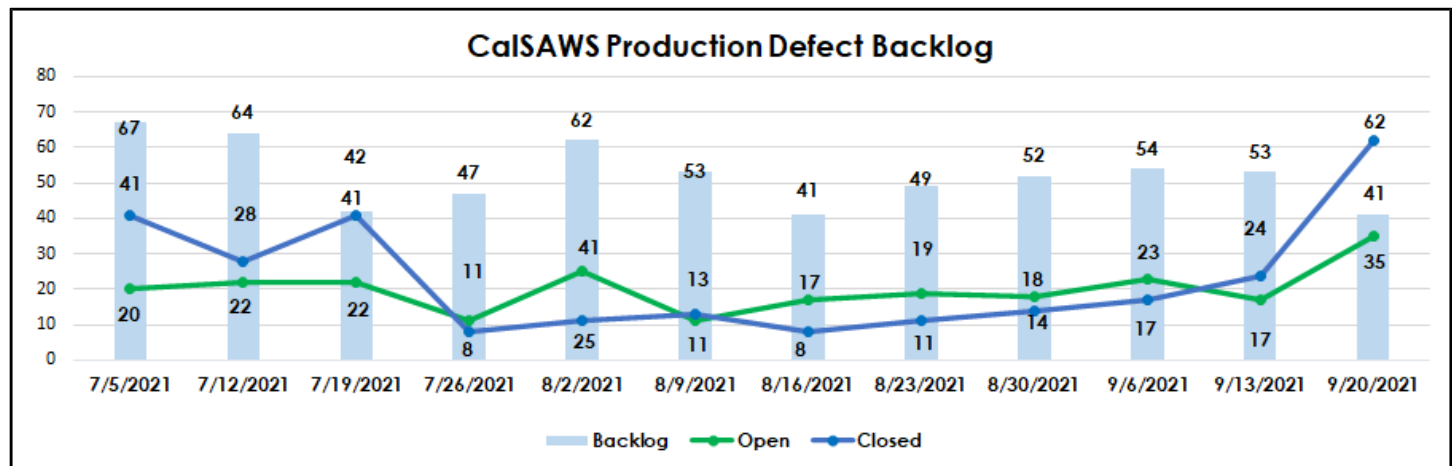
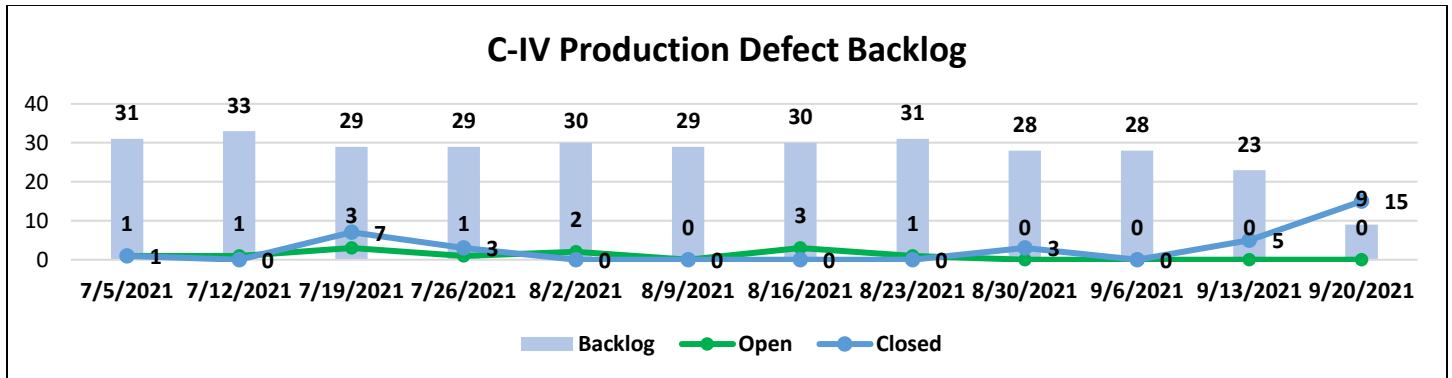


Resolution code	Case Count	Percentage of Cases
How To - Steps to Proceed Provided	411	34.19%
Not a System Error - With Explanation	227	18.89%
Defect Fixed	164	13.64%
CalHEERS Issue Resolved	149	12.4%
Unable to Recreate Issue	136	11.31%
Customer Requested Closure	59	4.91%
Outage / Performance Degradation	24	2%
Duplicates	11	0.92%
LMS Access Request	9	0.75%
OCAT Issue Identified	5	0.42%
Resolved by Cherwell	3	0.25%
SCR Implemented	3	0.25%
Solved (Permanently)	1	0.08%
Total	1,202	100%

3.2 Production Defects Backlog

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

Figure 3.2-1 – Production Defects Backlog Weekly Trend



3.2.1 Production Defect Fix – Release Schedule Production Defect Fix – Release Schedule

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

Table 3.2-2 – Production Defect Fix – Release Schedule

C-IV Production Defect Count by Release				
Count of Defects	Release			
Priority/Status	21.06	RWR	TBD	Grand Total
High	2			2
Closed	2			2
Medium	3	1	5	9
New			3	3
In Progress			2	2
Closed	3	1		4
Low			4	4
New			4	4
Grand Total	5	1	9	15

LRS Production Defect Count by Release				
Count of Defect	Release			
Severity	21.07	21.11	TBD	Grand Total
2-Normal/Medium	24	1	2	27
New			1	1
In Progress		1		1
Closed	24		1	25
3-Normal/Low	183	18	11	212
New			5	5
In Progress	8	16	5	29
Closed	175	2	1	178
4-Cosmetic	13	3		16
In Progress	2	3		5
Closed	11			11
Grand Total	220	22	13	255

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

3.3 Technology Operations

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

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C-IV Management and Operations

- ▶ Switch Automation
 - Switch Refresh completed for 71% of sites (391 of 582 switches)
 - Third wave of switch hardware procurement (250 Switches). Hardware expected to start arriving mid to late October. Further switch migration on hold until new hardware arrives
- ▶ Remote Connectivity – ZScaler Pilot
 - Continued UAT (Target completion 10/17)
 - Project submitted order to procure 1500 licenses for Project Use

Table 3.3-2 – C-IV Upcoming Maintenance

Scheduled Date	Activity Description
None	

Table 3.3-3 – C-IV Incident Follow-up Summary

Ticket ID	Description	Impact Date/ Time	Impact	Resolution
None				

CalSAWS Management and Operations

- ▶ Continued to monitor video conferencing solution infrastructure

Table 3.3-4 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
September 22, 2021	BenefitsCal API Smoke Test – Application Production Account (Planned Change)
September 22, 2021	Load Additional Generic Accounts for Lake County into ForgeRock Production (Planned Change)
September 23, 2021	Configure database access for County adhoc requirements - EDR, Crystal Reports type, APEX - production standby database - application-production account (Planned Change)
September 23 – 27, 2021	PROD: C-IV to CalSAWS Migration Cutover (1B)
September 23 – 27, 2021	Configure IAM Role in all Accenture AWS CalSAWS accounts for analytics on currently running apps (Planned Change)
September 24 – October 15, 2021	OCAT Application Upgrades OP-2768 (Planned Change)
October 7, 2021	Sandbox-SBX-PG-A, SBX-PG-B, and SBX-DB-A AWS- Linux OS patches 10/01/2021 Patch Baseline (Planned Change)
October 10, 2021	July 2021 DB patching on Production databases (CalSAWS Outage Needed)
October 10, 2021	DEVELOPMENT-DEV-PG-A, DEV-PG-B, DEV-PG-C, DEV-DBA-B AWS Linux OS patches 10/01/2021 Patch Baseline (Planned Change)

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Scheduled Date	Activity Description
October 15 – 17, 2021	July 2021 DB patching on PRT, County Test and Sandbox databases
October 17, 2021	Production PRD-PG-A, B, C, D, and E, TLS-PG-A, DR PG-A Linux AWS OS patches 10/01/2021 Patch Baseline (Planned Change – no CalSAWS outage needed)
October 24, 2021	Production Database AWS Linux OS patches 10/01/2021 Patch Baseline (Planned Change)

Table 3.3-5 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

3.3.1 SLA Outcomes (Met/Missed) (C-IV/CalSAWS)

- ▶ The C-IV System met all SLAs within the reporting period
- ▶ The CalSAWS System met all SLAs within the reporting period

3.4 IVR Bot Enhancement Pilot for San Bernardino County

- ▶ Welcome Bot
 - Welcome Bot deployed to production the evening of August 26, 2021
 - Welcome Bot continues to perform at roughly an 80% success rate
 - Between Welcome Bot and Push Notification change, the IVR is now deflecting up to 30% of callers by giving callers the information they need without speaking to a worker
- ▶ Authentication Bot
 - Preparing for changes scheduled at the end of month (and after Welcome Bot deployment) intended to improve Authentication Bot performance
 - Changes to Bot Performance are targeted for October 21, 2021
 - DL/ID changes made minor improvements to the effectiveness of the bot

3.5 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 C-IV System had six priority releases:
 - The C-IV 21.09.09 Minor Release was successfully deployed on September 9, 2021
 - Four SCRs were deployed in the areas of Client Correspondence, Eligibility, and Online
 - The C-IV 21.09.11 Minor Release was successfully deployed on September 11, 2021
 - Two SCRs were deployed in the area of Eligibility
 - The C-IV 21.09.13 Minor Release was successfully deployed on September 13, 2021
 - Two SCRs were deployed in the areas of Client Correspondence and Eligibility
 - The C-IV 21.09.16 Minor Release was successfully deployed on September 16, 2021
 - Three SCRs were deployed in the areas of Client Correspondence and Online

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- The C-IV 21.09.17 Minor Release was successfully deployed on September 17, 2021
 - One SCR and one Defect were deployed in the areas of Batch Operations and Fiscal
- The C-IV 21.09.19 Minor Release was successfully deployed on September 19, 2021
 - One SCR was deployed in the area of Batch/Interfaces
- ▶ The CalSAWS System had eleven priority releases:
 - The CalSAWS 21.09.07 Minor Release was successfully deployed on September 07, 2021
 - Three defects were deployed in the areas of Reports and Fiscal
 - Two SCRs were deployed in the area of Fiscal
 - The CalSAWS 21.09.09 Minor Release was successfully deployed on September 09, 2021
 - One defect was deployed in the areas of Client Correspondence
 - Five SCRs were deployed in the area of Fiscal, Eligibility and CalHEERs
 - The CalSAWS 21.09.10 Minor Release was successfully deployed on September 10, 2021
 - Three defects were deployed in the area of Tech Forge Rock
 - Twelve SCRs were deployed in the area of Tech Forge Rock
 - The CalSAWS 21.09.11 Minor Release was successfully deployed on September 11, 2021
 - Three SCRs were deployed in the area of Eligibility
 - The CalSAWS 21.09.12 Minor Release was successfully deployed on September 12, 2021
 - One SCR was deployed in the area of Eligibility
 - The CalSAWS 21.09.13 Minor Release was successfully deployed on September 13, 2021
 - Two defects were deployed in the areas Batch/Interfaces and Reports
 - One SCR was deployed in the area of Eligibility
 - The CalSAWS 21.09.14 Minor Release was successfully deployed on September 14, 2021
 - One defect was deployed in the area of Reports
 - The CalSAWS 21.09.16 Minor Release was successfully deployed on September 16, 2021
 - Thirty-Seven defects were deployed in the areas of Batch Operations, Batch/Interfaces, Contact Center, Conversion, Eligibility, Fiscal, Online, and Tech Arch
 - Thirty-Five SCRs were deployed in the areas of Batch Operations, Batch/Interfaces, Client Correspondence, Contact Center, Eligibility, Online, Release Communication, Reports, Tech Arch and Training
 - The CalSAWS 21.09.17 Minor Release was successfully deployed on September 17, 2021
 - Three defects were deployed in the areas of Online, Tech Forge Rock and Tech OPs
 - Five SCRs were deployed in the areas of Batch Operations, Tech Forge Rock and DBA
 - The CalSAWS 21.09.18 Minor Release was successfully deployed on September 18, 2021
 - One SCR was deployed in the area of Online
 - The CalSAWS 21.09.19 Minor Release was successfully deployed on September 19, 2021
 - Eleven defects were deployed in the areas of Batch/Interfaces, Reports, Performance, Fiscal , Conversion and Eligibility
 - Four SCRs were deployed in the areas of Batch Operations, Client Correspondence, Online and Reports

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Table 4.1-1 – C-IV & CalSAWS Upcoming Release

Release	
21.09.20	<u>C-IV System:</u> ▶ C-IV to/from LA ICT Records in Progress- Follow Up Case Lists <u>CalSAWS System:</u> ▶ C-IV to/from LA ICT Records in Progress-Follow Up Case Lists
21.09.22	<u>C-IV System:</u> ▶ Run WIS Interface jobs manually prior to migration cut-off in C-IV System ▶ End Date Pregnancy Special Need Records and provide a list <u>CalSAWS System:</u> ▶ Release FC/KG/AAP COLA NOAs
21.09.23	<u>C-IV System:</u> ▶ Update C-IV Imaging to Export and View Only at Cutover Weekend ▶ C4Yourself: Remove C4Y Mobile App from Google/Apple store ▶ Create Foster Care, ARC and KG case list for C-IV post migration ongoing ISRS, ETR ▶ DCR - C4Yourself Account Conversion: Email address, County Code, Phone Number ▶ DCR - C4Yourself Account Conversion: Duplicate Profile Email Addresses ▶ Reschedule outbound campaign jobs to run prior to Migration cutover activities ▶ Turn off eHIT Batches prior to CalHEERS MEDS Renewal for September 2022
21.09.24	<u>C-IV System:</u> ▶ Update C-IV Security Rights to remove Edit capabilities for Read Only C-IV Environment <u>CalSAWS System:</u> ▶ Reschedule non-daily batch jobs for cutover weekend
21.09.25	<u>CalSAWS System:</u> ▶ Imaging DDID 119 - Phase 1 Deployment for 58 Counties ▶ DDID 2162 - Migrate ICT Images from Alfresco to CalSAWS S3 (Aug 2021) ▶ Cutover Activity - Code Table Updates for C-IV Conversion ▶ Update Batch Scheduling C-IV Batch Jobs turned off due to PHE ▶ Pre-populate the comparison data tables for C-IV counties for the Information Update jobs ▶ Temporarily de-schedule Task Purge job in CalSAWS ▶ DDID 1967: Batch Scheduling Updates for C-IV Conversion
21.09.26	<u>CalSAWS System:</u> ▶ C-IV to/from LA ICT Records in Progress - DCR ▶ Cleanup C-IV Converted Child Placement Ids ▶ DCR - Automated Action to Document Routing Rule Initial Load ▶ DCR - Rekey Converted Task Attribute Values ▶ Cutover Activity for C-IV Conversion EDBC Benefit Match
21.09.27	<u>CalSAWS System:</u> ▶ Decommission the Riverside Case Tracking System (CTS) and Active Dead interface jobs
21.09.30	<u>CalSAWS System:</u>

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Release	
	<ul style="list-style-type: none">▶ DDID 1780 - Implement Oracle Fine Grain Access Control for Ad-hoc Support on CalSAWS Main Database▶ DDID 1975- Implement Oracle APEX in CalSAWS as Ad-Hoc reporting Tool▶ DDID 1975 - Migrate Oracle-based Solution for Enhanced Data Reporting (EDR) to CalSAWS
21.11	<u>CalSAWS System:</u> <ul style="list-style-type: none">▶ Total SCRs: 86 Approved▶ Release Webcast Date: TBD
22.01	<u>CalSAWS System:</u> <ul style="list-style-type: none">▶ Total SCRs: 36 Approved▶ Release Webcast Date: TBD
22.02	<u>CalSAWS System:</u> <ul style="list-style-type: none">▶ Total SCRs: 7 Approved▶ Release Webcast Date: TBD

4.2 Design Status

- ▶ Continued design on SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
- ▶ Continued design on SCR CA-209721 to Add NOAs and Forms for Electronic Theft
- ▶ Continued design on SCR CA-56887 for Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
- ▶ Continued design on SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and WTW 24 MTC
- ▶ Continued design on SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI NOAs
- ▶ Continued design on SCR CA-220188 for Foster Care to Generate Appropriate NOA for all End Placement reasons and all Placement types
- ▶ Continued design on SCR CA-231692 for the Older Adult Expansion to Add Full/Restricted Scope verbiage for MAGI/NonMagi NOAs
- ▶ Continued design on SCR CA-229461 for Customer Non-Benefit Issuance Category (Phase II)

4.3 Build Status

- ▶ Continued build for 21.07 priority releases and 21.11 approved SCRs

Table 4.3-1 – C-IV & CalSAWS Build Status

Release	Highlights
21.11	Continued development activities for 21.11 code changes

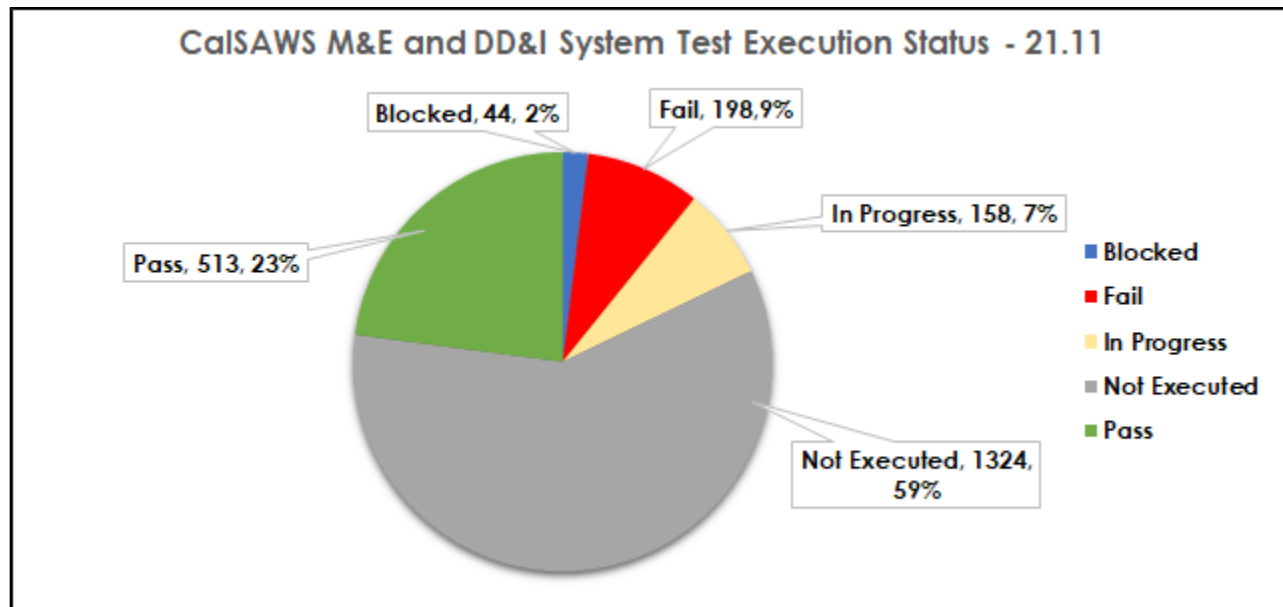
4.4 Release Management

4.4.1 Release Test Summary

- ▶ 21.11 Test execution started with targeted completion date of November 17, 2021

Table 4.4-1 – CalSAWS System SCR Test Status

Pass Rate Target as of September 17, 2021	25%
Pass Rate Actual as of September 17, 2021	23%



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

- The above chart is cumulative of CalSAWS M&E and CalSAWS DD&I SCR's System Test Execution
- GAGR Correspondence Service (Gainwell Technologies)
 - Progress specific to the 305 21.11 test scripts related to Correspondences will be available in this section. Gainwell Technologies team are currently preparing to include updates and tables will be available the week of September 27, 2021

4.4.2 Automated Regression Test (ART) Coverage

Table 4.4-2 – CalSAWS ART Coverage

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	44,990,653	48.48%	15	100.00%
2	85	29,203,605	31.47%	80	93.06%
3	102	9,315,459	10.04%	95	94.10%
4	280	7,016,728	7.56%	190	73.56%
5	2290	2,274,425	2.45%	406	32.25%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and ART coverage data as of August 31, 2021. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 521 end-to-end Automated Regression Test scripts.

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4.5 Training Material Updates

- ▶ R21.09.16 Priority Release in System Test for Online Help (OLH) updates completed
- ▶ R21.11 Impact Analysis and SCR creation completed and in System Test
- ▶ R22.01 Impact Analysis and SCR creation in progress

Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
None for the period	

4.6 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Quality Assurance

5.1 Key Activities

Table 5.1-1 – QA Activities (by Team)

QA Team	Description	Status	Project
Project Management	Collaborating with ClearBest to provide QA support for Release 21.11	In Progress	CalSAWS
	Collaborating with ClearBest on transition activities	In Progress	CalSAWS
Application Maintenance	Release 21.06 Minor Version Validation	Complete	CalSAWS Rancho Cordova
	Release 21.07 Minor Version Validation	In Progress	CalSAWS Norwalk
Technical	Participation in Ad Hoc Reporting Committee	In Progress	CalSAWS
	Monitoring Consortium-wide switch replacement project	In Progress	CalSAWS
	Monitoring Consortium / County Site relocations / Moves	In Progress	CalSAWS
	Participated in the Service Now Process Improvement and Stakeholders Meetings	In Progress	CalSAWS
	Participating in the DDC/PDC Service Now Meetings	In Progress	CalSAWS
	Participate CSC Support Activities	In Progress	CalSAWS
	Participate in IVR Deployment / Support Activities	In Progress	CalSAWS
	Participate in the LDS Data Extraction Project	In Progress	CalSAWS
	Participate in County Laptop Deployments Activities	In Progress	CalSAWS
	Service Now / Root Cause Analysis integration	In Progress	CalSAWS
	Participation in Root Cause Analysis Trend Analysis	In Progress	CalSAWS
	Participate in all C-IV County ServiceNow Change reviews	In Progress	CalSAWS

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QA Team	Description	Status	Project
	Participate in Weekly CludChecker infrastructure security progress discussion for Accenture	In Progress	CalSAWS
	Participate in CalSAWS Security Operations Discussion	In Progress	CalSAWS
	Participate in Analytics Migration and Performance Improvement Discussions	In Progress	CalSAWS
	Participate in weekly Batch Performance and Operations Improvement Progress Update	In Progress	CalSAWS
	Participate in Batch Regression Status	In Progress	CalSAWS

5.2 Ongoing QA Activities

Table 5.2-1 – QA Review Statistics

North QA Release Management/Test Statistics													
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending		Joint Test SCRs Completed		Joint Test SCRs In Progress		Joint Test SCRs Pending		# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	
21.06 Minor Version	0	0	0	0	0	0	0	0	0	0	20	129	0
Total	0	0	0	0	0	0	0	0	0	0	20	129	0

Note: Previously reported # of Test Steps, now reporting # of Test Cases. Therefore, this change results in reporting a lower number of items. Joint Test case counts are not reported since Accenture reports statistics for all Joint Test SCRs

South QA Release Management/Test Statistics													
Release	Independent Test SCRs Completed		Independent Test SCRs In Progress		Independent Test SCRs Pending		Joint Test SCRs Completed		Joint Test SCRs In Progress		Joint Test SCRs Pending		# QA Defects
	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	# SCRs	# Test Cases	
21.07 Minor Version	0	0	0	0	0	0	0	0	0	0	42	42	0
Total	0	0	0	0	0	0	0	0	0	0	42	42	0

Note: *QA reviews include regression, training WBTs, and Job Aids

- Note: Any issues identified during the review of a Job Aid are updated directly in the Job Aid document stored in SharePoint and an email is sent to Job Aid Training developer informing them of the availability of the updated Job Aid
- Note: Any issues identified during the review of a WBT are recorded on a Comment Log and the log is sent to the WBT Training developer via email

Table 5.2-2 – Recurring Activities

Recurring Activities/Work Products		
QA Team	Description	Project
Project Management	QA Project Monthly Status Report	CalSAWS
Technical	Monthly Performance Report	CalSAWS
	Weekly Batch Operation and Performance Improvement Status Update	CalSAWS

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Recurring Activities/Work Products		
QA Team	Description	Project
	Bi-Monthly Project Integrated Readiness Meetings	CalSAWS
	Monthly Enhancement Warranty Assessment	CalSAWS
	Root Cause Analysis assessment and tracking	CalSAWS
	Monthly Review of SLA Compliance	CalSAWS
	Bi-Monthly review of technical maintenance activities	CalSAWS
	Batch Regression Progress and Status Check	CalSAWS
	Analytics Performance and Weekly Round-up Status updates and Analysis	CalSAWS
	Weekly CludChecker infrastructure security progress review	CalSAWS
	Bi-Monthly Review of Security Operations and activities	CalSAWS
Application Maintenance	Weekly review of DBCRs and CTCRs for production integrity	CalSAWS Rancho Cordova
	Bi-Weekly review of SCRs and Content Revisions for SCRB meeting, submit comments, and recommended updates in advance of the meeting	CalSAWS Rancho Cordova
	Participate in weekly test meetings	CalSAWS Rancho Cordova
	Participate in weekly test meetings	CalSAWS Norwalk
	Participate in weekly Defect meeting	CalSAWS Norwalk
	Execute Independent testing	CalSAWS Norwalk
	Validate Training Jobs Aids (JA) and Web Based Training (WBTs)	CalSAWS Norwalk

5.3 Deviation from Plan/Adjustments

- None for the reporting period

6.0 Regional Updates

- Monthly regional updates will be included in the Bi-Weekly Status Report for the period ending October 3, 2021

7.0 Appendices

Appendix A – ME Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – C-IV System IVR Report

Appendix D – COVID SCRs