

# CALSAWS M&O WEEKLY STATUS REPORT

**Reporting Period: October 11, 2021 – October 17, 2021**

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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 198 active Production defects</li> </ul>
Incidents		<ul style="list-style-type: none"> <li>▶ The Project team continues to monitor and investigate the Imaging performance issues users are reporting. Updates will be provided as incremental resolutions are applied                             <ul style="list-style-type: none"> <li>○ Note: This issue does not impact Los Angeles County users</li> </ul> </li> <li>▶ Starting at 8:30 p.m. on October 11, 2021, some documents are missing from the QA &amp; Indexing queues. When a worker captures a document, it is initially sent to the QA and Indexing queue until it has been reviewed and linked to a case. Users that did not previously complete their initial QA may need to recapture the document. The Project team is actively investigating and working towards the resolution of the issue                             <ul style="list-style-type: none"> <li>○ Note: This issue does not impact Los Angeles County users</li> </ul> </li> <li>▶ Starting at 6:00 a.m. on October 13, 2021, users from some Counties reported performance slowness while accessing the CalSAWS application. As of 8:00 a.m. on October 14, 2021, the network performance issue has been resolved for all Counties except Riverside and Merced. Users are able to perform transactions in the CalSAWS application with normal response times. The Project team continues to monitor the network performance. Users in Riverside and Merced Counties may still experience network slowness while navigating through or performing transactions in the CalSAWS application. The Project team is actively working to resolve the network issues in Riverside and Merced Counties</li> </ul>

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Topic	CalSAWS System	Highlights
		<ul style="list-style-type: none"> <li>▶ Starting at 8:32 a.m. on October 13, 2021, users were experiencing slowness and a variety of errors when attempting to login to the system, opening documents, clicking on the Images button within CalSAWS, scanning documents, etc. As of 9:00 p.m. on October 14, 2021, the issue is resolved. The Imaging vendor deployed a patch to address this issue                             <ul style="list-style-type: none"> <li>○ Note: This issue did not impact Los Angeles County users</li> </ul> </li> <li>▶ Starting at 8:00 a.m. on October 14, 2021, the Imaging solution experienced a system error that limited logons and the ability to navigate between screens. Users were unable to login or process images during that time. As of 8:24 a.m. on October 14, 2021, the Imaging Vendor resolved the error which restored normal system operation                             <ul style="list-style-type: none"> <li>○ Note: This issue did not impact Los Angeles County users</li> </ul> </li> </ul>

Legend	
	On Track
	At Risk
	Not on track/Monitor


### 1.2 Highlights from the Reporting Period

- ▶ The CalSAWS Team did not deploy any CalSAWS major releases to CalSAWS production
- ▶ The CalSAWS Team successfully deployed CalSAWS minor releases 21.10.11, 21.10.12, 21.10.13, 21.10.14, and 21.10.15 to CalSAWS production
- ▶ Planned Outages:
  - Scheduled CalSAWS Outage:
    - CalSAWS Production Outage – on October 17, 2021, from 6:00 a.m. until 10:00 p.m. During this period, users had access to CalSAWS in a read-only mode
    - CalSAWS Training Production Outage – on, October 15, 2021, from 6:00 a.m. until October 17, 2021, at 6:00 p.m.
    - CalSAWS Standby Adhoc Database – on October 17, 2021, from 10:00 a.m. until 4:00 p.m. During this period, the Standby Adhoc Database were not available to Apex, EDR and Ad-hoc reports users
- ▶ Scheduled External System Outage:
  - YBN and BenefitsCal in Offline Mode – on October 17, 2021, from 6:00 a.m. until 10:00 p.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
15.1.1	Ongoing Specialized Training Reports Q3 (2021)	PMO		<ul style="list-style-type: none"> <li>Submitted FDEL to Consortium on October 13, 2021. Consortium review and acceptance of comments due October 19, 2021.</li> </ul>

[1] Status: **Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

### 2.2 Highlights for the Reporting Period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued supporting the SOC 1 audit for the State Fiscal Year 2020/21 review period
- ▶ Continued performing contract management activities:
  - Continued development of the documents for Change Notice No. 12 which is planned to be submitted to the CalSAWS JPA Board of Directors for approval in November 2021 and include the use of funds from the base agreement's R&A Change Budget Services allocation for CDSS reports support
  - Tracking of County Purchases:
    - Reference Appendix B for detailed tracking of County Purchases

### 2.3 CRFI/CIT Communications Status

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending October 17, 2021

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0298-21	3rd Quarter CalSAWS DD&I County Support Staff Report	Informational	October 12, 2021	Stacey Drohan	Tracy Berhel
0299-21	CA-234602 Update Issuance Creation for Money Management Vendor Payments	Informational	October 12, 2021	Sheryl Eppler	Duke Vang
0300-21	CalSAWS SFY 20-21 Fourth Quarter County Share Adjustment	Informational	October 14, 2021	Tina Weinmeister, and Stacey Drohan	Diana Lam, and Britt Carlsen

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0301-21	Homeless Assistance Issued Outside of CalSAWS Online Regular EDBC	Informational	October 14, 2021	Binh Tran	Sarah Cox

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending October 17, 2021

**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
21-051	CalWIN Counties to Opt-In or Opt-Out of CalFresh Denial PB00E472 Batch Job	September 13, 2021	Open	November 5, 2021	Caroline Bui
21-052	CA-216551 Migrate CalWIN County Batch RE Appointment Scheduling Job for CW/CF	September 15, 2021	Closed	October 12, 2021	Caroline Bui
21-054	County Option for Recovery Account Workload Assignment	September 22, 2021	Open	October 22, 2021	Sheryl Eppler
21-055	CalWIN Opt-in for CSF 144 (Collections Billing Statement)	September 23, 2021	Open	November 5, 2021	Sheryl Eppler
21-056	Update Batch jobs for Foster Care program when NMD turns 21	September 23, 2021	Open	November 5, 2021	Ignacio Lázaro
21-057	WTW Sanction Batch Jobs CalWIN County Opt-In/Opt-Out	September 24, 2021	Open	November 5, 2021	Gingko Luna
21-058	CalWIN Counties to Opt-In or Opt-Out of PB00R1903 and PB00R1915 Batch Jobs to generate Important Information about Your Baby Notices	September 24, 2021	Open	November 5, 2021	Virginia Bernal

**Table 2.3-3 – Overdue CRFIs**

- The following table outlines overdue CRFIs for the reporting period ending October 17, 2021

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

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**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	1
Assigned	12
Completed	522
Duplicate	16
Withdrawn	20
In Review	2
<b>Total</b>	<b>575</b>

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 1155	1155 – PHE Unwinding Planning Activities	Completed	October 14, 2021	September 22, 2021	
SIRFRA 3680	3680 - List of Citizenship Document Types-Section Codes	Completed	October 14, 2021	October 14, 2021	
SIRFRA 1159	1159 – NOAs for ICTs within CalSAWS and CalWIN	Assigned	October 14, 2021	No response	
CMS ORR	CMS ORR Recommendations	In Review	October 14, 2021	No response	
SIRFRA 3681	3681 - CalFresh Household by Certification Period and by County	In Review	October 15, 2021	No response	
SIRFRA 3648	3648 - College Student Data	Reopened	October 15, 2021	No response	
SIRFRA 3682	3682 - PACF Breakout Request September 2021	Completed	October 15, 2021	October 14, 2021	
SIRFRA 3684	3684 - SSI/SSP-Only CalFresh Household by	Assigned	October 18, 2021	No response	



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ID	Description	Status	Due Date	Response Received Date	Notes
	Certification Period and by County				
SIRFRA 3676	3676 - Stage One Child Care Home Provider Data	Assigned	October 20, 2021	No response	
SIRFRA 1158	1158- Redetermination	Assigned	October 22, 2021	No response	
SIRFRA 3683	3683 -Data Dictionary for non-English characters	Assigned	October 25, 2021	No response	
SIRFRA 3687	3687 – Cal-OAR Client Satisfaction Survey Contact Info	Assigned	October 26, 2021	No response	
SIRFRA 3688	3688 – Direct Outreach for Emergency Rental Assistance Program	Assigned	October 26, 2021	No response	
SIRFRA 1154	1154 - Data request for Non-MAGI ABD Medi-Cal beneficiaries	Assigned	October 27, 2021	No response	
SIRFRA 3689	3689 – CalWORKS Welfare-to-Work 24-MTC	Assigned	October 27, 2021	No response	
SIRFRA 1152	1152- Medi-Cal application denials	Assigned	October 28, 2021	No response	
SIRFRA 1160	1160 – Over Income Discontinuance NOAs	New	October 28, 2021	No response	
SIRFRA 3686	3686 - CalFresh Standard Medical Deduction (SMD) Annual Report	Assigned	November 4, 2021	No response	
SIRFRA 3685	3685 -Stage One Child Care Home Provider Data	Assigned	November 19, 2021	No response	

### 2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

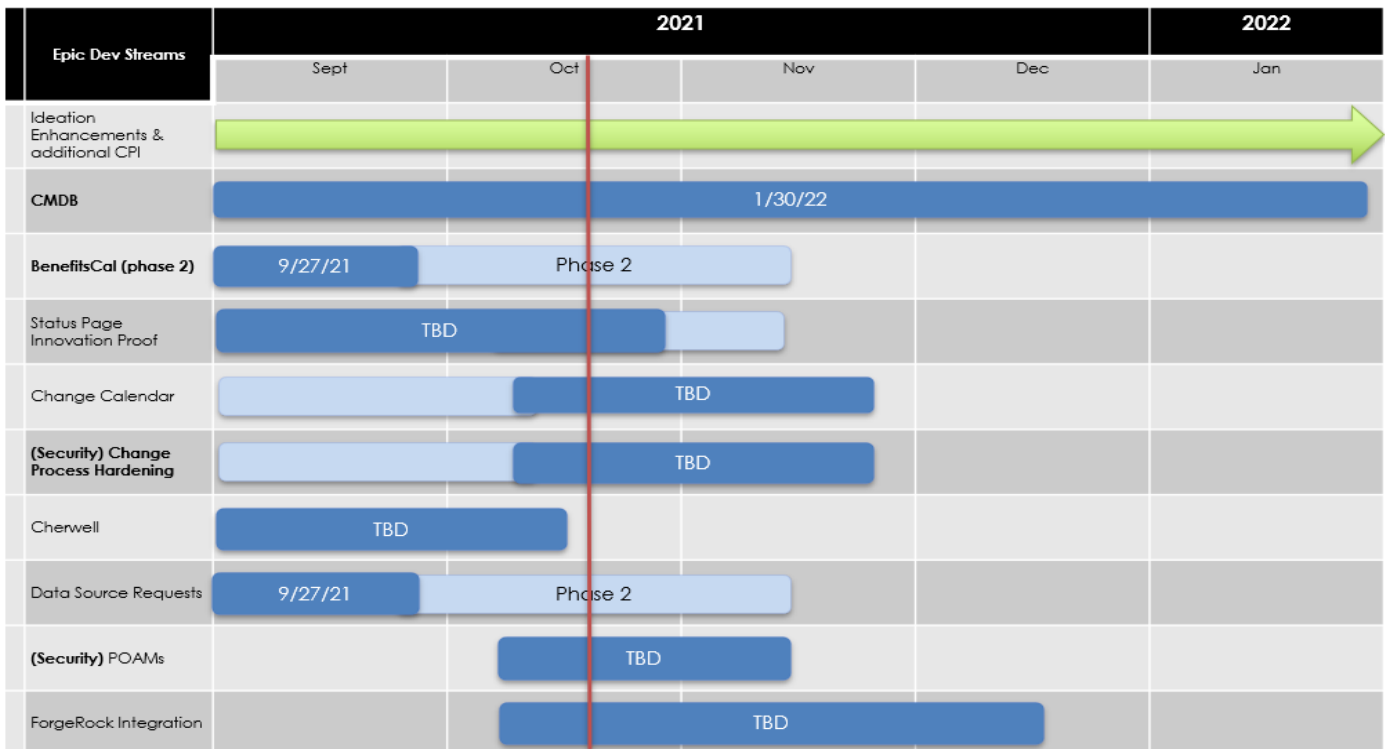
### 3.0 Management and Operations (M&O)

#### 3.1 Service Management

##### 3.1.1 Overview

- ▶ Configuration Management Database (CMDB) project development of proof of concept (POC) continues to determine the discovery footprint. The mid-tier polling agent has been established in Amazon Web Services (AWS) development and the team is working towards the first scans of the development environment
- ▶ The ServiceNow team is working with the BenefitsCal team on BenefitsCal Jira integration. Currently working on requirements gathering
- ▶ Consortium Security team has a request for Change Process Hardening and Plan of Action and Milestones (POA&M) Data and Process handling. Working towards custom solution based on provided requirements
- ▶ Innovation hub's application status page has been moved into the development environment and is ready for internal process evaluation
- ▶ Cherwell integration has been completed and is pending an approved window to deploy
- ▶ The Data Source requests second phase will be the creation of workflows for each of the requests to automatically handle distribution to teams. Awaiting requirements associated to workflows
- ▶ Consortium Technical team has requested that the ServiceNow team's next major initiative be further integration between ServiceNow and ForgeRock, Initial discussions of requirements underway

Figure 3.1-1 ServiceNow Timeline



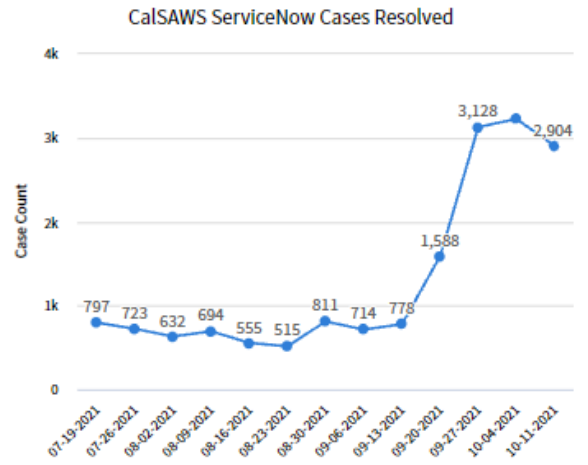
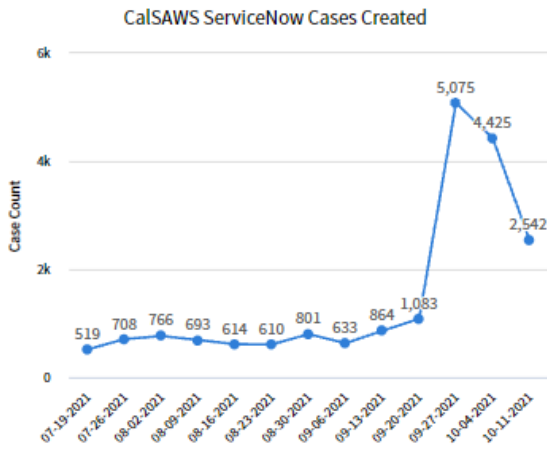
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**3.1.2 CalSAWS Help Desk Metrics**

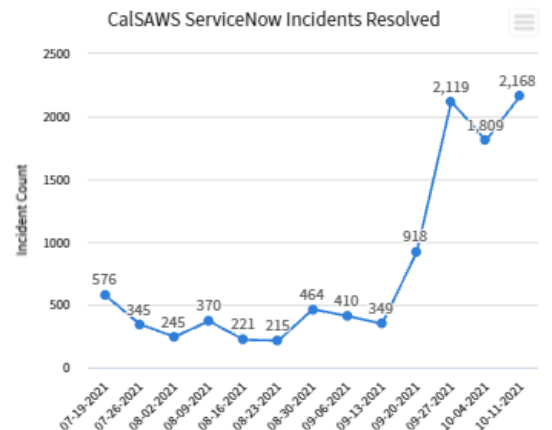
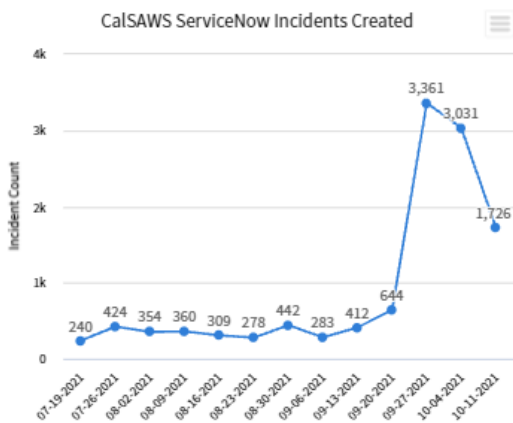
**Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week**



Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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

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



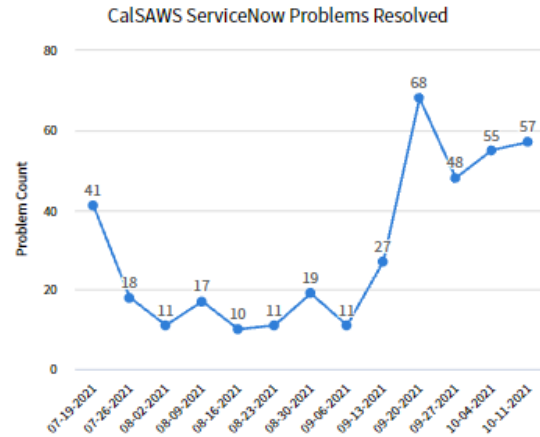
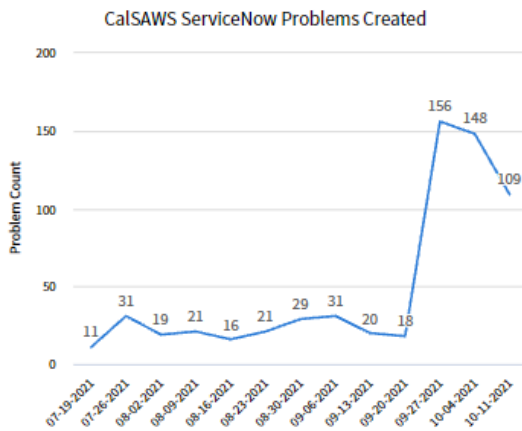
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**Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems**

Note: The graphs represent the ServiceNow problems associated to all 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week



► There are 469 CalSAWS problems linked to defects

**Figure 3.1.2-7 – CalSAWS ServiceNow Cases by State and Age**

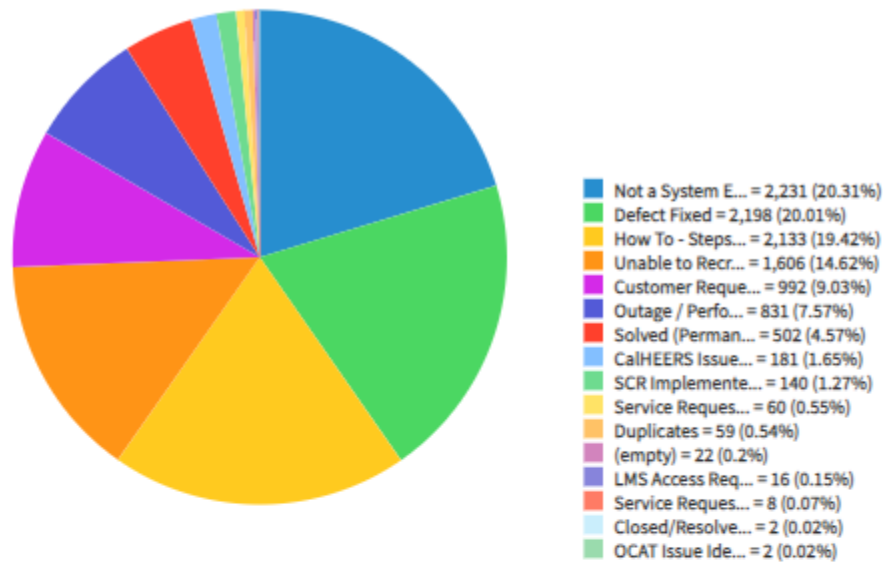
Note: In the pivot table below, the (empty) aging category represents tickets less than a day old

**CalSAWS ServiceNow Cases by State and Age**

State	Aging Category							Total
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	(empty)	
Pending	529	277	445	211	51	40	52	1,605
New	64	41	62	77	12	2	30	288
Work in Progress	20	19	34	14	0	0	2	89
Open	243	116	268	258	28	11	30	954
Awaiting Info	9	13	17	37	6	16	0	98
Dispatched	2	0	0	0	0	0	0	2
Diagnosed	126	114	210	206	10	7	2	675
Awaiting External Partner	10	8	10	7	20	56	0	111
<b>Total</b>	<b>1,003</b>	<b>588</b>	<b>1,046</b>	<b>810</b>	<b>127</b>	<b>132</b>	<b>116</b>	<b>3,822</b>

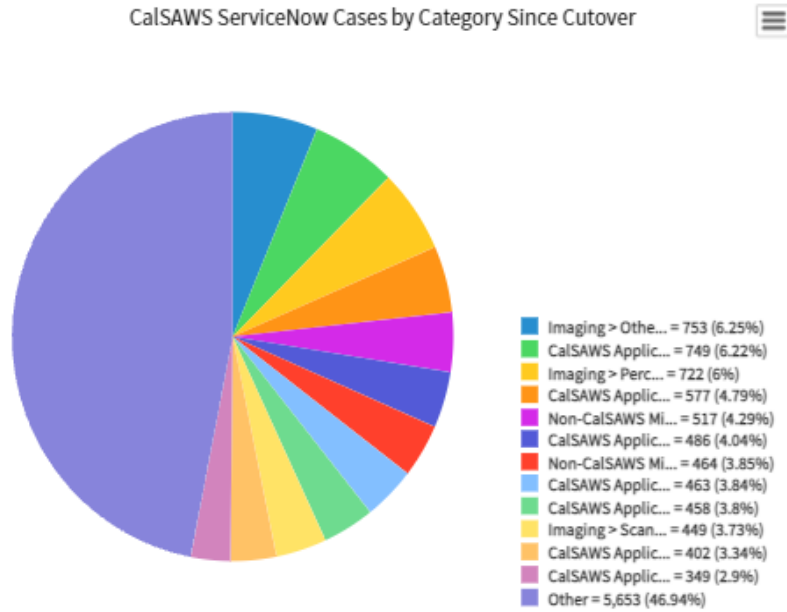
Figure 3.1.2-8 – CalSAWS ServiceNow Cases by Resolution Code

CalSAWS ServiceNow Cases by Resolution Code



Resolution code	Case Count	Percentage of Cases
Not a System Error - With Explanation	2,231	20.31%
Defect Fixed	2,198	20.01%
How To - Steps to Proceed Provided	2,133	19.42%
Unable to Recreate Issue	1,606	14.62%
Customer Requested Closure	992	9.03%
Outage / Performance Degradation	831	7.57%
Solved (Permanently)	502	4.57%
CalHEERS Issue Resolved	181	1.65%
SCR Implemented	140	1.27%
Service Request Created - With Request Number	60	0.55%
Duplicates	59	0.54%
(empty)	22	0.2%
LMS Access Request	16	0.15%
Service Request Created - With Request N	8	0.07%
Closed/Resolved by Caller	2	0.02%
OCAT Issue Identified	2	0.02%
<b>Total</b>	<b>10,983</b>	<b>100%</b>

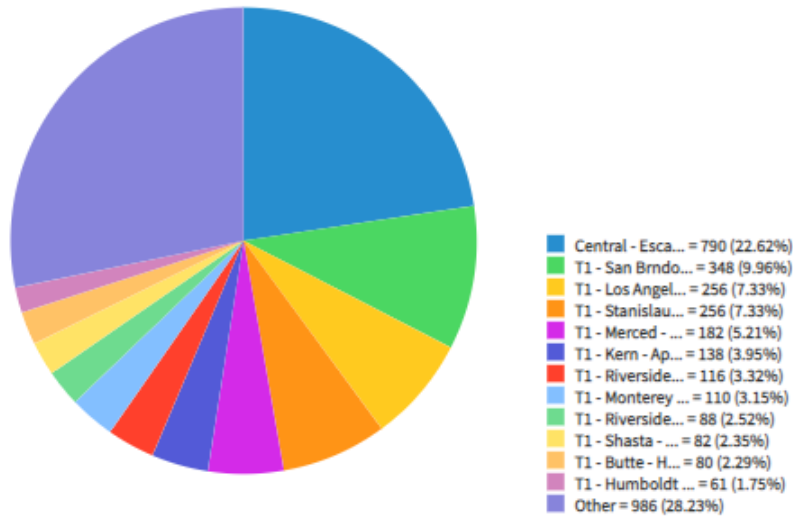
**Figures 3.1.2-9– CalSAWS ServiceNow Cases Created by Category**



Category	Case Count	Percentage of Cases
Imaging > Other	753	6.25%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	749	6.22%
Imaging > Perceptive Experience	722	6%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	577	4.79%
Non-CalSAWS Miscellaneous > Caller Hang Up	517	4.29%
CalSAWS Application/Related Systems > Production > Performance > Other	486	4.04%
Non-CalSAWS Miscellaneous > Other	464	3.85%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	463	3.84%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	458	3.8%
Imaging > Scanning Documents	449	3.73%
CalSAWS Application/Related Systems > Production > Eligibility Determination	402	3.34%
CalSAWS Application/Related Systems > Production > Client Correspondence > Forms	349	2.9%
Other	5,653	46.94%
<b>Total</b>	<b>12,042</b>	<b>100%</b>

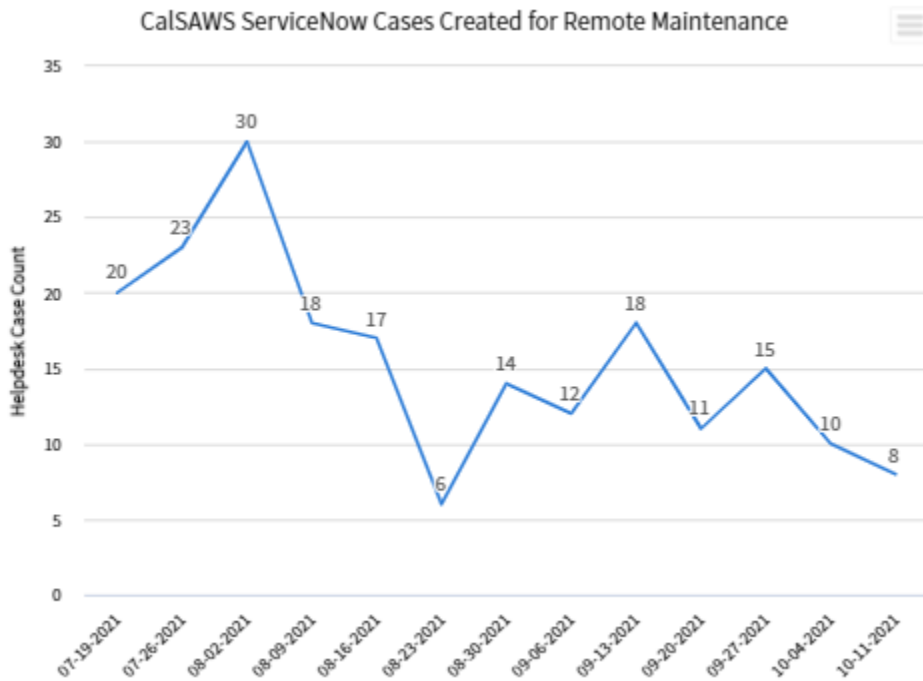
**Figures 3.1.2-10– CalSAWS ServiceNow Cases Created Assignment Group**

CalSAWS ServiceNow Active Cases by Assignment since Cutover



Assignment group	Case Count	Percentage of Cases
Central - Escalate	790	22.62%
T1 - San Brnndo - Policy	348	9.96%
T1 - Los Angeles - DPSS	256	7.33%
T1 - Stanislaus - Policy Expert	256	7.33%
T1 - Merced - Help Desk	182	5.21%
T1 - Kern - App/Support	138	3.95%
T1 - Riverside - Program Technology	116	3.32%
T1 - Monterey - System Support	110	3.15%
T1 - Riverside - Nav/Policy Support	88	2.52%
T1 - Shasta - EES Helpdesk	82	2.35%
T1 - Butte - Help Desk	80	2.29%
T1 - Humboldt - CalSAWS Program Support	61	1.75%
Other	986	28.23%
<b>Total</b>	<b>3,493</b>	<b>100%</b>

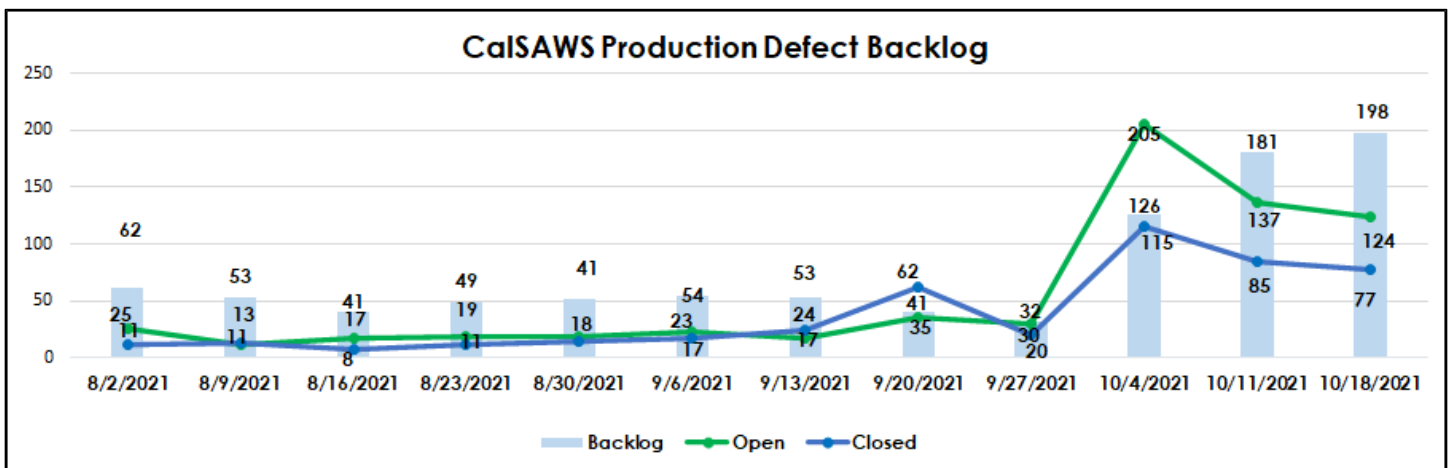
**Figures 3.1.2-11 – CalSAWS ServiceNow Cases Created for Remote Maintenance**



### 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**





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### 3.2.1 Release Schedule Production Defect Fix

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

**Table 3.2.1-1 – Production Defect Fix – Release Schedule**

CalSAWS Production Defect Count by Release							
Count of Defects	Release						
Severity	21.07	21.11	22.01	22.02	22.03	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>76</b>	<b>2</b>				<b>2</b>	<b>80</b>
New	3	1				1	5
In Progress	14	1					15
Closed	59					1	60
<b>3-Normal/Low</b>	<b>436</b>	<b>82</b>	<b>5</b>	<b>1</b>		<b>2</b>	<b>526</b>
New	28	17	2				47
In Progress	80	60	3	1		1	145
Closed	328	5				1	334
<b>4-Cosmetic</b>	<b>16</b>	<b>2</b>			<b>1</b>		<b>19</b>
New					1		1
In Progress	2	2					4
Closed	14						14
<b>Grand Total</b>	<b>528</b>	<b>86</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>625</b>

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 CalSAWS Production environments

#### 3.3.1 CalSAWS 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. So far, 100 have arrived and delivered to warehouse for asset tagging

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- Switch refresh effort to restart by first week of November
- ▶ Remote Connectivity
  - ZScaler
    - ZScaler Proof of Concept (POC) completed for Project team members
    - Work to scale up ZScaler for Project users and deployment of connectors will start by first week of November 2021
  - Equinix VPN
    - Equinix Pilot Successful. Identified defects resolved or scheduled for closure.
    - Team currently working on resolving additional defects which were identified involving a larger UAT audience
    - CalSAWS Project staff planned to be migrated to new VPN by October 28, 2021
    - County staff planned to be migrated to new VPN by November 4, 2021
- ▶ C-IV Data Center Decommissioning
  - Equinix DC Expansion and Re-Arch
    - Equinix DC Expansion re-design in progress
    - Completed design review with Accenture Security
    - Design review with Consortium planned for week of October 18, 2021
    - Staging of Equipment (Switches, Firewalls) to take place week of October 18, 2021
  - Service Migration
    - Syslog Server expansion in AWS Cloud with new SyslogNG to replace legacy Syslog service
    - Wireless Authentication (ISE/Radius) to be migrated by October 31, 2021
  - On-prem C-IV PRT (read only) to be replaced by C-IV Read-Only in Amazon Web Services (AWS) by end of October 2021
  - Legacy Data Solution servers will be decommissioned on October 27, 2021

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

Scheduled Date	Activity Description
October 20, 2021	BenefitsCAL Priority Release 1.1.02
October 23, 2021	Migrate AppStream VPC to AWS Network Firewall
October 24, 2021	Troubleshoot Cloud F5 Failover
October 24, 2021	BenefitsCal Scheduled Release 1.2 (Planned Change)
October 24, 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 (no CalSAWS outage needed)
October 27, 2021	Migration of CalSAWS Project and County Users to CalSAWS Equinix VPN (Planned Change)
October 29, 2021	ForgeRock Production Release 21.10.29 (Planned Change)
October 31, 2021	Oracle to perform platinum patching of the C-IV PDC SuperCluster on Oct. 31, 2021 (Oracle SR 3-26592922349)
October 31, 2021	CalSAWS Production Downtime for Conversion of Person Address data from LDS (CalSAWS Outage Needed)
November 7, 2021	DEVELOPMENT-DEV-PG-A, DEV-PG-B, DEV-PG-C, DEV-DBA-B AWS Linux OS patches 11/01/2021 Patch Baseline (Planned Change)

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

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

**3.3.2 SLA Outcomes (Met/Missed) (CalSAWS)**

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

**3.4 ForgeRock**

- ▶ Implemented security enhancement update to Delegated Administrator role assignment permissions
- ▶ Continued design conversations and development work on ForgeRock Multifactor Authentication (MFA) feature enablement
- ▶ Continued development work on enabling Lifecycle management for ServiceNow accounts
- ▶ Continued design conversations and development work on onboarding existing applications outlined in statement of work (SOW)
  - Adobe Experiences
  - ZScaler
  - Consortium Amazon Web Services (AWS)
- ▶ Received Accenture Security approval for ForgeRock 21.10.29 Production Release
- ▶ Submitted Password Expiration Guideline CalSAWS Informational Transmittal (CIT) for committee review
- ▶ Submitted Delegated Administration- Guidelines for Adding and Removing Roles CalSAWS Informational Transmission (CIT) for committee review
- ▶ Continued to provide Consortium post- go-live hypercare support

**Table 3.4-1 – ForgeRock Milestones**

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
County HelpDesk ForgeRock Delegated Admin permission update on PROD Admin UI	21.10.12	Completed
ForgeRock: Enable ForgeRock MFA capabilities	21.10.29	In progress
ForgeRock Application Onboarding: Adobe Experiences PROD clients	21.10.29	In progress
ForgeRock Application Onboarding: ZScaler PROD clients	21.10.29	In progress
ForgeRock Application Onboarding: Consortium AWS PROD clients	21.10.29	In progress
ForgeRock 21.10 Production Deployment	21.10.29	Not started
Los Angeles County Federated Authentication	21.11.19	In progress

### **3.5 Innovation Lab**

- ▶ Continued Innovation Lab activities
  - Deployed Operational Decision Making (ODM) Rules (Describe Phase)
    - Continued progress on analysis of CalSAWS monolithic application
  - Streamlined CalSAWS Lobby Application (Describe Phase)
    - Continued assessment to understand level of effort to complete enhancements
  - System Status for End Users (Co-Create Phase)
    - Continued prototype project management timeline and activities
  - CalSAWS Production Calendar (Discovery Phase)
    - Continued prototype project management timeline and activities
  - Cybersecurity Awareness Program (Discovery Phase)
    - Completed discussion with Initiative leads to discuss business case and potential approach for a cybersecurity and phishing awareness program

### **3.6 Imaging**

- ▶ Continued to troubleshoot performance and scanning issues
- ▶ Allocated more storage to the temporary database to facilitate growth (Hyland)
- ▶ Application patched for more efficient session management (Hyland)
- ▶ Moved Brainware (OCR) database to new server to reduce contention (Hyland)
- ▶ Updated rendering algorithm to reduce rendering time (Hyland)
- ▶ Continue to compress large files that add to rendering times (Hyland)
- ▶ Attended Region 4 Enhanced Support Call – Imaging on October 11, 2021, at 2:30 p.m.
- ▶ Attended Region 2 Enhanced Support Call – Imaging on October 12, 2021, at 3:00 p.m.
- ▶ Attended Region 3 Enhanced Support Call – Imaging on October 13, 2021, at 3:00 p.m.
- ▶ Attended Region 1 Enhanced Support Call – Imaging on October 14, 2021, at 10:00 a.m.
- ▶ Attended Region 5 Enhanced Support Call – Imaging on October 15, 2021, at 7:30 a.m.
- ▶ Attended daily CalSAWS Post-Deployment County Stakeholder calls

### **3.7 Customer Service Center (CSC)**

- ▶ Continued designs for the following:
  - SCR CA-234540 – Update Call Control Panel (CCP) Security and Database connection
    - This will ensure agents are able to still login to the CCP and handle calls if there are database issues and implement seamless failover to SRSAWS if needed
  - SCR CA-234575 - Automate Max Queue Depth, and Predictive Handling Report
    - This will automate reports that are currently being run manually
- ▶ Continuing build activities for the following:
  - SCR CA-232816 - Update Custom CCP Application Programming Interfaces (APIs) to integrate with ForgeRock
    - This will implement authentication with ForgeRock for CCP API calls
- ▶ Working with Security Team to identify and resolve any issues found from static code scans

### **3.8 IVR Bot Enhancement Pilot for San Bernardino County**

- ▶ Welcome Bot
  - Welcome Bot continues to successfully route ~80% of callers that interact with the bot
  - Push Notification is successfully deflecting ~13% of callers from needing to speak to a worker
    - This is a significant cut to amount of time customers wait to speak to a worker
  - Welcome Bot and Push Notification combined successfully deflect ~32% of callers
    - This is a < 30% reduction in callers needing to wait in queue to speak to a worker
  - Preparing to updating synonyms for utterances based on unknown utterances report
    - This is targeted for October 28, 2021
- ▶ Authentication Bot
  - Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
  - Preparing for changes scheduled at the end of month intended to improve Authentication Bot performance
    - Changes to Bot Performance are targeted for October 28, 2021
  - Driver's license / State ID changes made minor improvements to the effectiveness of the bot

### **3.9 Deviation from Plan/Adjustments**

- ▶ None for the reporting period

## **4.0 Application Development**

### **4.1 Priority Release Summary**

This section outlines the scope of defect fixes included in each Ad-Hoc priority release deployed in this reporting period

- ▶ The CalSAWS System had five priority releases:
  - The CalSAWS 21.10.11 Minor Release was successfully deployed on October 11, 2021
    - Seven defects were deployed in the areas of Conversion, Online, Reports and Technical Architecture
  - The CalSAWS 21.10.12 Minor Release was successfully deployed on October 12, 2021
    - Nineteen defects were deployed in the areas of Batch Operations, Batch/Interfaces, Conversion, Eligibility, Fiscal, Online and Reports
  - The CalSAWS 21.10.13 Minor Release was successfully deployed on October 13, 2021
    - Six defects were deployed in the areas of Client Correspondence, Conversion, Eligibility, Fiscal and Technical Architecture
  - The CalSAWS 21.10.14 Minor Release was successfully deployed on October 14, 2021
    - Fourteen defects were deployed in the areas of Batch/Interfaces, CalHEERs, Client Correspondence, Conversion, Eligibility, Fiscal, Online and Reports
    - Five SCRs were deployed in the areas of Fiscal and Technical Architecture
  - The CalSAWS 21.10.15 Minor Release was successfully deployed on October 15, 2021
    - Thirteen defects were deployed in the areas of Batch/Interfaces, Client

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- Correspondence, Conversion, Fiscal, Imaging and Online
- Five SCRs were deployed in the areas of Batch/Interfaces, Eligibility Client Correspondence, Online and Technical Architecture
- Activate Disaster CalFresh Services for Lassen, Nevada, Plumas, Tehama and Trinity Counties

**Table 4.1-1 – CalSAWS Upcoming Release**

Release	
<b>21.10.19</b>	▶ Implement LDS Case Data Load into CalSAWS Sprint 5
<b>21.10.20</b>	▶ NOMI - Interview Completion Due date to be 30 days from application date
<b>21.10.22</b>	<ul style="list-style-type: none"> <li>▶ MB 21-09 Revise Child Care State Median Income (SMI) Ceilings for Fiscal Year (FY) 2021-22</li> <li>▶ CalSAWS/BenefitsCal - Forms API - Send Primary Applicant</li> <li>▶ Update Investigation Result Detail page</li> <li>▶ Adding The BenefitsCal Periodic Report Dashboard in CalSAWS</li> <li>▶ Add The BenefitsCal Renewal Dashboard Link in CalSAWS</li> <li>▶ Update Funding Information for 3P/3R Aid Codes for San Bernardino, Riverside and Stanislaus County</li> </ul>
<b>21.11</b>	<ul style="list-style-type: none"> <li>▶ Total SCRs: 86 Approved</li> <li>▶ Release Webcast Date: TBD</li> </ul>
<b>22.01</b>	<ul style="list-style-type: none"> <li>▶ Total SCRs: 50 Approved</li> <li>▶ Release Webcast Date: TBD</li> </ul>
<b>22.02</b>	<ul style="list-style-type: none"> <li>▶ Total SCRs: 9 Approved</li> <li>▶ Release Webcast Date: TBD</li> </ul>

## 4.2 Application Development Status

- ▶ Continued design on:
  - SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  - SCR CA-209721 to Add NOAs and Forms for Electronic Theft
  - SCR CA-56887 for Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
  - SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and Welfare to Work (WTW) 24 MTC
  - SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI NOAs
  - SCR CA-220188 for Foster Care to Generate Appropriate NOA for all End Placement reasons and all Placement types
  - SCR CA-229461 for Customer Non-Benefit Issuance Category (Phase II)
  - SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
  - SCR CA-228997 for Asset Verification at Application and Special Case Searches
- ▶ Continued build on:
  - Build for priority releases and 22.01 approved SCRs
  - Supporting 21.11 System Test

### 4.3 Release Management

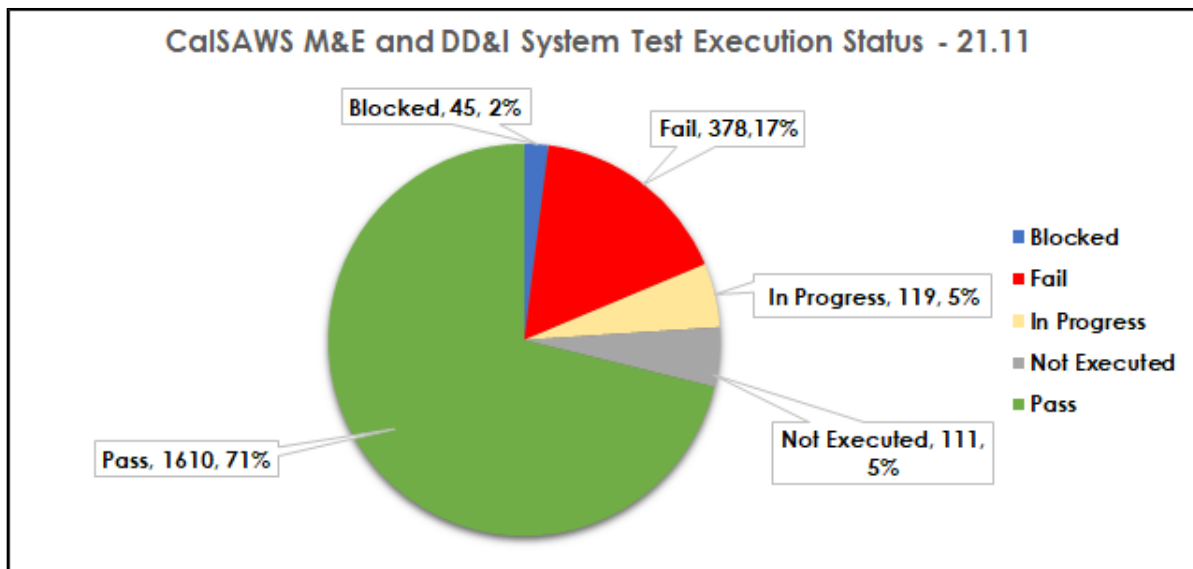
#### 4.3.1 Release Test Summary

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

**Table 4.3-1 – CalSAWS System SCR Test Status**

Pass Rate Target as of October 15, 2021	<b>58%</b>
Pass Rate Actual as of October 15, 2021	<b>71%</b>
System Test Complete Date: November 17, 2021	

**Figure 4.3-1 – CalSAWS System SCR Test Status**

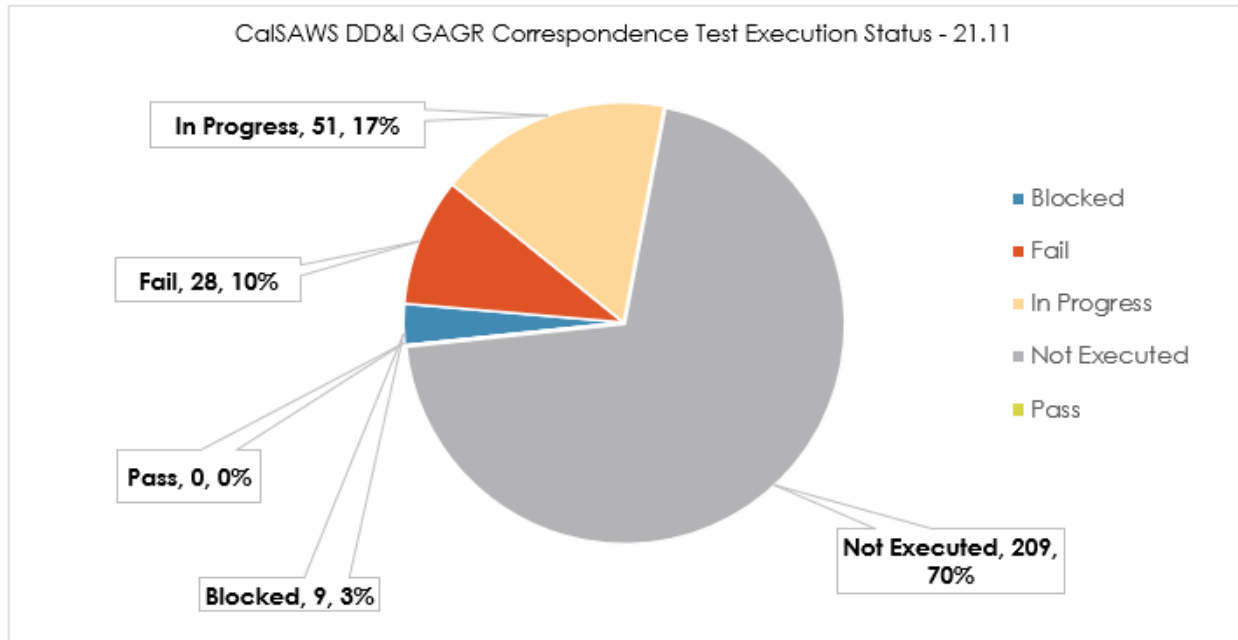


Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

- ▶ The above chart is cumulative of CalSAWS M&E and CalSAWS DD&I SCRs System Test Execution



**Figure 4.3-2 – CalWIN CalSAWS GA/GR Correspondence Testing**



- ▶ Gainwell Technologies GAGR Correspondence Service
  - 28 cases have failed subsequently blocking an additional 9 cases, defect fixes to be released October 21, 2021
  - 51 test cases are currently in progress, up 44 from last reporting period ending October 10, 2021

**4.3.2 Automated Regression Test (ART) Coverage**

**Table 4.3-2 – CalSAWS ART Coverage**

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	% Vol.	Distinct	% Coverage
1	15	49,072,524	47.08%	15	100.00%
2	93	34,300,044	32.91%	87	91.99%
3	117	10,417,102	9.99%	110	94.55%
4	316	7,748,677	7.43%	199	68.95%
5	2799	2,686,662	2.58%	456	30.67%

- ▶ Note: Transaction volume and coverage metrics are based on CalSAWS monthly production performance data and ART coverage data as of September 30, 2021. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as



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new automated regression scripts are developed. To date, there are 534 end-to-end Automated Regression Test scripts

- ▶ Note: Production transaction volumes and patterns are expected to fluctuate as the former C-IV Counties transition into CalSAWS over the next month. For example: Viewing and updating security roles and groups; reviewing and updating Office, Unit, and Worker data transactions are expected to be higher than normal. This will lead to inaccurate ART high usage volume transaction coverage reporting. In November the production usage pattern is expected to stabilize, allowing for more precise high usage volume transaction ART coverage reporting

### 4.4 Training Materials Update

- ▶ Completed Release 21.11 OLH SCRs, which are currently in System Test
- ▶ Continued Release 22.01 Impact Analysis and SCR creation for OLH updates
- ▶ Continued Release 21.01- Release 21.11 Impact Analysis and SCR creation for Web Based Training (WBT) updates

**Table 4.4-1 – Upcoming Training Activities**

Training Activity	Date
None for the reporting period	

### 4.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

## 5.0 Regional Updates

- ▶ Monthly regional updates will be included in the Bi-Weekly Status Report for the period ending October 31, 2021

## 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