CALSAWS M&O WEEKLY STATUS REPORT

Reporting Period: October 18, 2021 – October 24, 2021

Table of Contents

1.0   Executive Summary

1.1   CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability	🟢	► The CalSAWS System did not experience any unplanned outages
Defects	🟢	► There are 168 active Production defects
Incidents	🟢	► Starting at 8:30 p.m. on October 11, 2021, some documents are missing from the QA and 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 o Note: This issue does not impact Los Angeles County users ► 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 was resolved for all Counties except Riverside and Merced. As of 6:00 a.m. on October 19, 2021, the network performance issue was resolved for all Counties including Riverside and Merced Counties. Users are now able to perform transactions in the CalSAWS application with normal response times. The Project team continues to monitor the network performance ► As of 6:00 a.m. on October 20, 2021, the Work Participation Report (WPR) dashboard was not refreshed with the latest data. The Work Participation Report (WPR) dashboard was refreshed with the latest data as of 7:49 a.m., October 20, 2021 ► As of 6:00 a.m. on October 21, 2021, the Work Participation Report (WPR) dashboard was not refreshed with the latest data. The Work

Topic	CalSAWS System	Highlights
		Participation Report (WPR) dashboard was refreshed with the latest data as of 8:58 a.m., October 21, 2021 ► If an applicant answers 'Yes' to a Non-Compliance question on BenefitsCal, then the Non-Compliance Item for the applicant should display in the Non-Compliance section of the e-Application Summary page for that Type of non-compliance with Transfer Status = Pending. If an applicant answers 'No' to a Non-Compliance question or leaves the question unanswered, then the Non-Compliance Item for the applicant should not display in the Non-Compliance section of the e-Application Summary page for that Type of non-compliance. As of September 27, 2021, if an applicant does not answer 'Yes' to any of the Non-Compliance questions and answers 'No' to at least one, then the Non-Compliance Item for the applicant incorrectly displays in the Non-Compliance section of the e-Application Summary page with Type = IPV (Intentional Program Violation) and Transfer Status = Pending. Defect CA-234010 has been created to address this issue and is targeted for deployment on October 27, 2021. Following the deployment of CA-234010, an applicant record will not display in the Non-Compliance section as IPV when the applicant does not answer 'Yes' to any of the Non-Compliance questions and answers 'No' to at least one

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

1.2 Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases 21.10.18, 21.10.19, 21.10.20, 21.10.21, and 21.10.22 to CalSAWS production
► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Training Production and Staging Environments Maintenance – from

October 22, 2021, at 6:00 p.m. until October 24, 2021, at 6:00 p.m.
- ▪ CalSAWS Imaging System Maintenance – from October 22, 2021, at 10:00 p.m. until 1:00 a.m. October 23, 2021. During this period, users were unable to login to the CalSAWS Imaging System. Also, users were not able to access imaging functionalities such as scanning or opening documents within CalSAWS
- o Scheduled External System Outage:
  - ▪ None for the reporting period

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	🟢	• Consortium reviewed and accepted FDEL comments on October 19, 2021 • Consortium approved FDEL Work Acceptance Certificate (WAC) on October 19, 2021. This is the final LRS deliverable

[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:
- o 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 may include the use of funds from the base agreement's R&A Change Budget Services allocation for CDSS reports support
- o Tracking of County Purchases:
  - ▪ Reference Appendix B for detailed tracking of County Purchases

2.3   CRFI/CIT Communications Status

▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending October 24, 2021

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0305-21	Duplicate Person	Informational	October 19, 2021	Tyler Vaisau	N/A
0307-21	CalACES M&O County Allocations SFY 2021-22 v2	Informational	October 19, 2021	Britt Carlsen	Diana Lam
0308-21	Environment Access and Refresh Schedule	Informational	October 19, 2021	Mike Tombakian	Anand Kulkarni
0310-21	Implementation of CA-201756 NOMI	Informational	October 20, 2021	Caroline Bui	Binh Tran
0312-21	Processing Late Periodic Report and Redetermination	Informational	October 21, 2021	Binh Tran	Caroline Bui, and Diana Lam

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending October 24, 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
21-054	County Option for Recovery Account Workload Assignment	September 22, 2021	Closed	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 24, 2021

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	1
Assigned	12
Completed	527
Duplicate	16
Withdrawn	20
Total	**578**

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 1159	1159 – NOAs for ICTs within CalSAWS and CalWIN	Assigned	October 14, 2021	No response	
CMS ORR	CMS ORR Recommendations	Completed	October 14, 2021	October 7, 2021	
SIRFRA 3681	3681 - CalFresh Household by Certification Period and by County	Completed	October 15, 2021	September 24, 2021	
SIRFRA 3648	3648 - College Student Data	Completed	October 15, 2021	October 20, 2021	
SIRFRA 3684	3684 - SSI/SSP-Only CalFresh Household by Certification Period and by County	Completed	October 18, 2021	October 4, 2021	
SIRFRA 3676	3676 - Stage One Child Care Home Provider Data	Completed	October 20, 2021	October 21, 2021	
SIRFRA 1158	1158- Redetermination	Assigned	October 22, 2021	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
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	Completed	October 28, 2021	October 20, 2021	
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   Maintenance and Operations

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 for data analysis

► The ServiceNow team is working with the BenefitsCal team on BenefitsCal Jira integration. Currently working on requirements gathering and project determination

► Consortium Security team has a request for Change Process Hardening and Plan of Action and Milestones (POA&M) Data and Process handling. Initial requirements gathering for the POA&M process is nearing completion and an initial deployment date has been set

► Innovation hub's application status page has been moved into the development environment and is ready for internal process evaluation. Building out data collection processes for automated status selection

► Cherwell bi-directional integration has been completed and is pending an approved window to deploy, potential deployment date planned for October 29, 2021, based on coordination with the County

► The Data Source requested second phase will be the creation of workflows for each of the requests to automatically handle distribution to teams. Working with the teams on 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

3.1.2   CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week
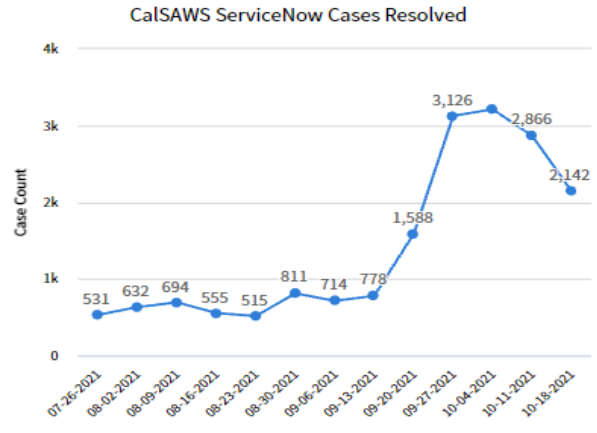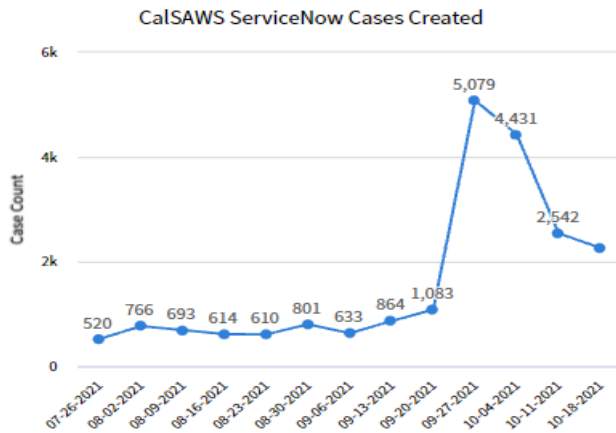
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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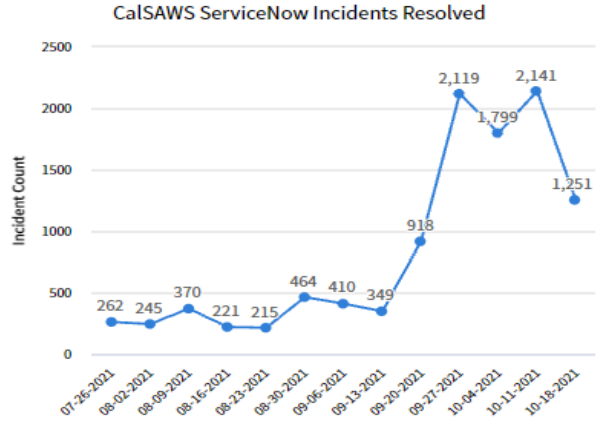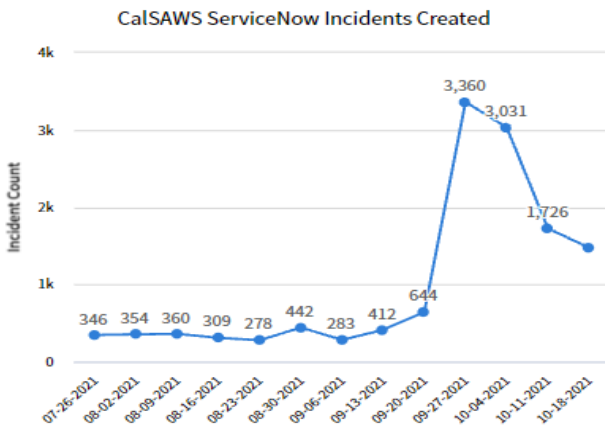
Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems

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

CalSAWS ServiceNow Problems Created

CalSAWS ServiceNow Problems Resolved
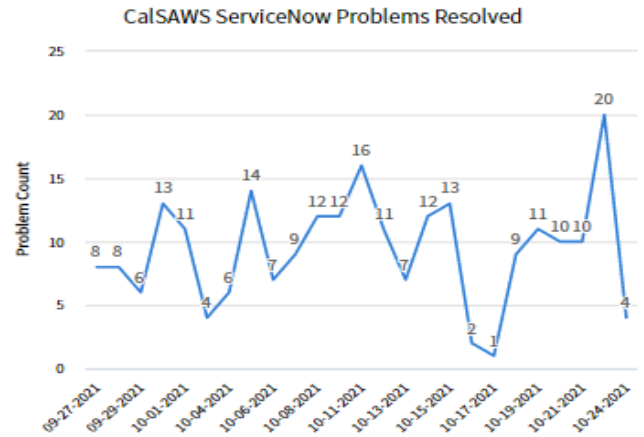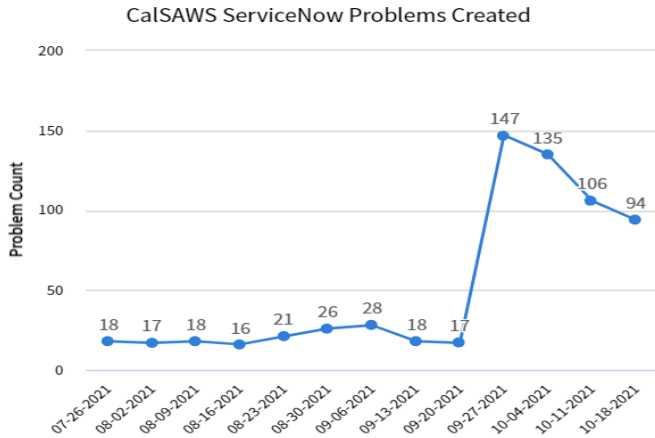
► There are 635 CalSAWS problems linked to defects

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

| State	Aging Category							
	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	(empty)	Total
Pending	404	341	273	508	42	44	50	1,662
New	40	21	27	55	3	2	31	179
Work in Progress	12	17	19	30	0	0	0	78
Open	206	190	182	462	34	7	59	1,140
Awaiting Info	5	7	6	41	8	15	0	82
Dispatched	1	2	0	0	0	0	0	3
Diagnosed	45	102	171	448	8	10	1	785
Awaiting External Partner	7	5	8	11	18	61	0	110
Total	720	685	686	1,555	113	139	141	4,039

Figure 3.1.2-8 – CalSAWS ServiceNow Cases by Resolution Code

CalSAWS ServiceNow Cases by Resolution Code

Legend:
- Not a System E... = 2,650 (23.08%)
- How To - Steps... = 2,401 (20.91%)
- Defect Fixed = 2,177 (18.96%)
- Unable to Recr... = 1,220 (10.63%)
- Customer Reque... = 1,155 (10.06%)
- Outage / Perfo... = 892 (7.77%)
- Solved (Perman... = 440 (3.83%)
- CalHEERS Issue... = 185 (1.61%)
- SCR Implemente... = 154 (1.34%)
- Service Reques... = 91 (0.79%)
- Duplicates = 67 (0.58%)
- (empty) = 22 (0.19%)
- LMS Access Req... = 10 (0.09%)
- Service Reques... = 8 (0.07%)
- Resolved by Ch... = 6 (0.05%)
- Closed/Resolve... = 2 (0.02%)
- OCAT Issue Ide... = 1 (0.01%)
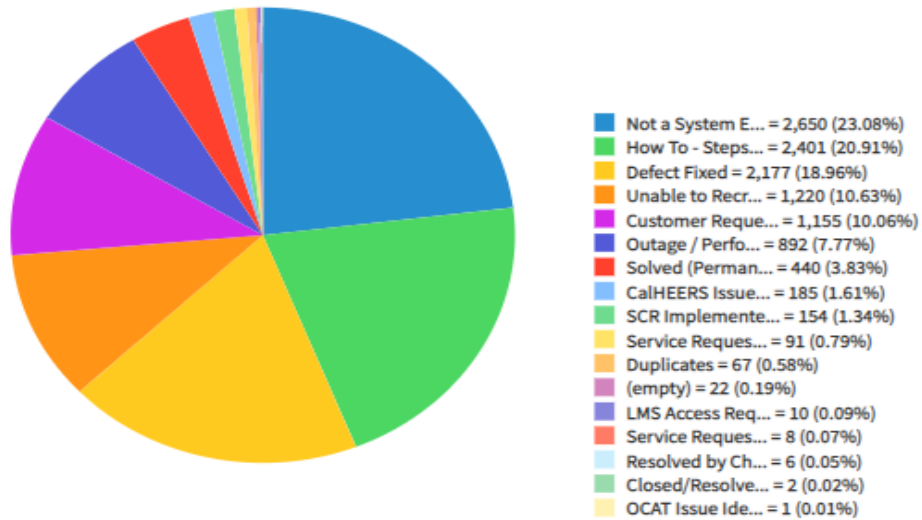
Resolution code	Case Count	Percentage of Cases
Not a System Error - With Explanation	2,650	23.08%
How To - Steps to Proceed Provided	2,401	20.91%
Defect Fixed	2,177	18.96%
Unable to Recreate Issue	1,220	10.63%
Customer Requested Closure	1,155	10.06%
Outage / Performance Degradation	892	7.77%
Solved (Permanently)	440	3.83%
CalHEERS Issue Resolved	185	1.61%
SCR Implemented	154	1.34%
Service Request Created - With Request Number	91	0.79%
Duplicates	67	0.58%
(empty)	22	0.19%
LMS Access Request	10	0.09%
Service Request Created - With Request N	8	0.07%
Resolved by Cherwell	6	0.05%
Closed/Resolved by Caller	2	0.02%
OCAT Issue Identified	1	0.01%
Total	**11,481**	**100%**

Figures 3.1.2-9 – CalSAWS ServiceNow Cases Created by Category

CalSAWS Cases created by Category

- CalSAWS Applic... = 907 (6.24%)
- Imaging > Othe... = 854 (5.88%)
- Imaging > Perc... = 829 (5.71%)
- CalSAWS Applic... = 708 (4.87%)
- Non-CalSAWS Mi... = 632 (4.35%)
- Non-CalSAWS Mi... = 611 (4.21%)
- CalSAWS Applic... = 590 (4.06%)
- Imaging > Scan... = 540 (3.72%)
- CalSAWS Applic... = 499 (3.44%)
- CalSAWS Applic... = 481 (3.31%)
- CalSAWS Applic... = 447 (3.08%)
- CalSAWS Applic... = 425 (2.93%)
- Other = 7,003 (48.21%)
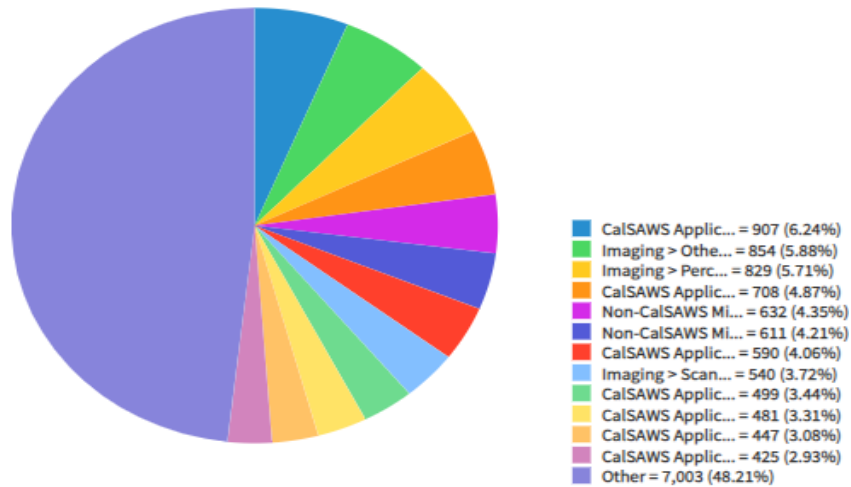
Category	Case Count	Percentage of Cases
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	907	6.24%
Imaging > Other	854	5.88%
Imaging > Perceptive Experience	829	5.71%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	708	4.87%
Non-CalSAWS Miscellaneous > Other	632	4.35%
Non-CalSAWS Miscellaneous > Caller Hang Up	611	4.21%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	590	4.06%
Imaging > Scanning Documents	540	3.72%
CalSAWS Application/Related Systems > Production > Performance > Other	499	3.44%
CalSAWS Application/Related Systems > Production > Error Encountered > Other	481	3.31%
CalSAWS Application/Related Systems > Production > Eligibility Determination	447	3.08%
CalSAWS Application/Related Systems > Production > Client Correspondence > Forms	425	2.93%
Other	7,003	48.21%
Total	**14,526**	**100%**

Figures 3.1.2-10 – CalSAWS ServiceNow Cases Created Assignment Group

CalSAWS Active Cases by Assignment Group

- Central - Esca... = 888 (23.41%)
- T1 - San Brndo... = 400 (10.54%)
- T1 - Los Angel... = 269 (7.09%)
- T1 - Stanislau... = 269 (7.09%)
- T1 - Merced - ... = 226 (5.96%)
- T1 - Kern - Ap... = 162 (4.27%)
- T1 - Monterey ... = 127 (3.35%)
- T1 - Riverside... = 126 (3.32%)
- T1 - Riverside... = 118 (3.11%)
- T1 - Shasta - ... = 87 (2.29%)
- T1 - Butte - H... = 76 (2%)
- T1 - Humboldt ... = 68 (1.79%)
- Other = 978 (25.78%)
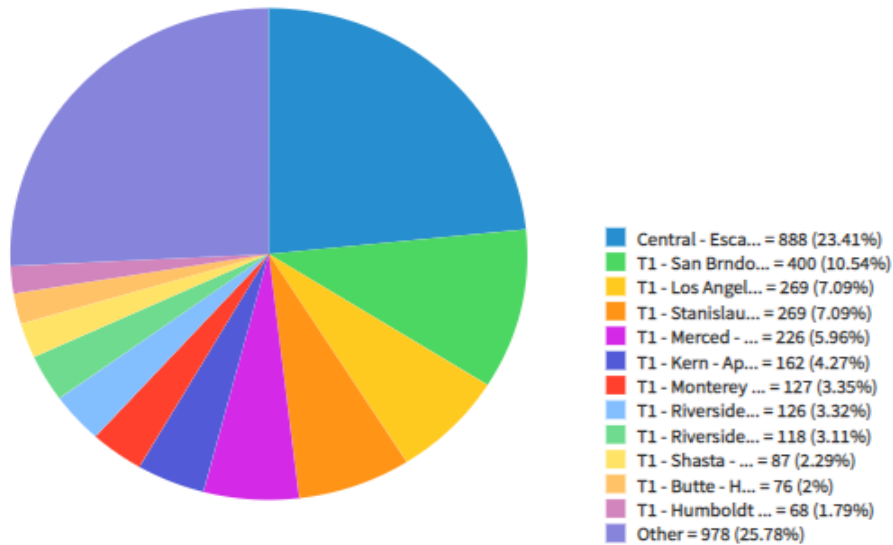
Assignment group	Case Count	Percentage of Cases
Central - Escalate	888	23.41%
T1 - San Brndo - Policy	400	10.54%
T1 - Los Angeles - DPSS	269	7.09%
T1 - Stanislaus - Policy Expert	269	7.09%
T1 - Merced - Help Desk	226	5.96%
T1 - Kern - App/Support	162	4.27%
T1 - Monterey - System Support	127	3.35%
T1 - Riverside - Program Technology	126	3.32%
T1 - Riverside - Nav/Policy Support	118	3.11%
T1 - Shasta - EES Helpdesk	87	2.29%
T1 - Butte - Help Desk	76	2%
T1 - Humboldt - CalSAWS Program Support	68	1.79%
Other	978	25.78%
Total	**3,794**	**100%**

**Figures 3.1.2-11 – CalSAWS ServiceNow Cases Created for Remote Maintenance**
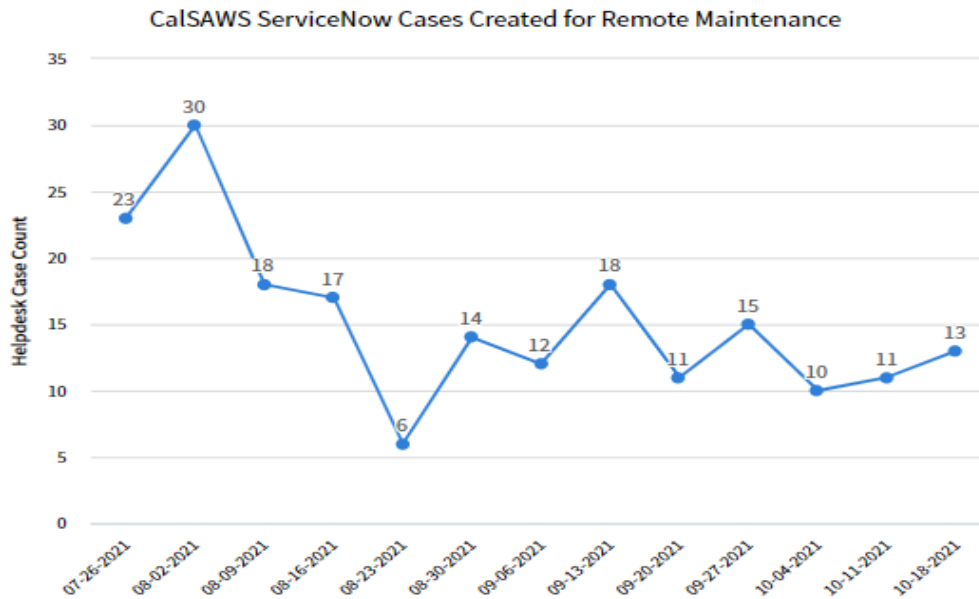
3.2   Production Defects Backlog

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
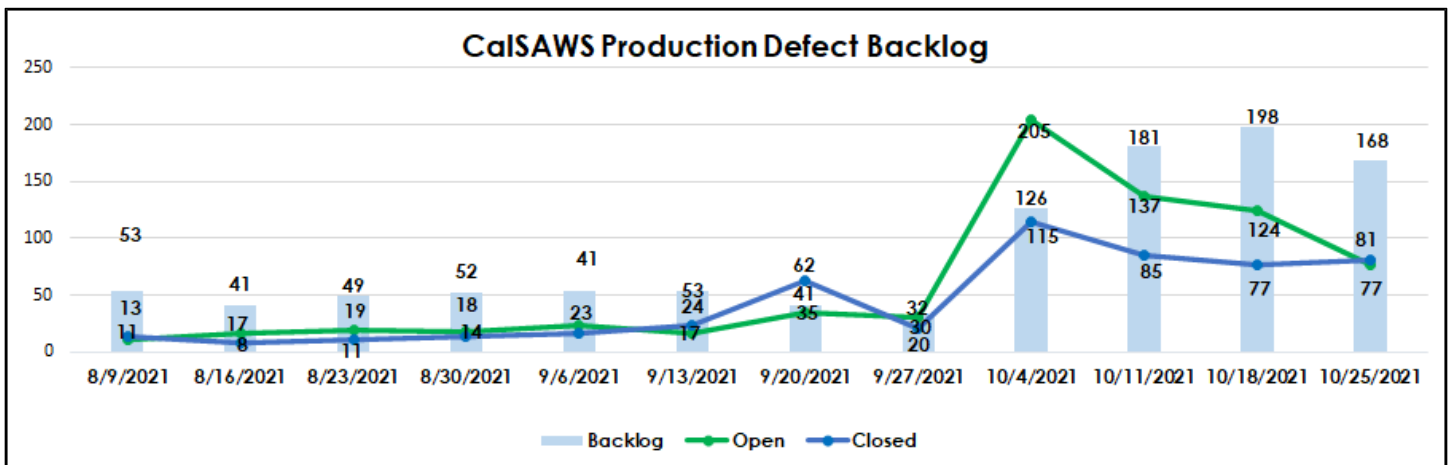
3.2.1 Release Schedule Production Defect Fix

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**
2-Normal/Medium	**80**	**1**				**2**	**83**
New	3					1	4
In Progress	12						12
Closed	65	1				1	67
3-Normal/Low	**485**	**35**	**6**	**1**		**3**	**530**
New	35	1				1	37
In Progress	82	19	6	1		1	109
Closed	368	15				1	384
4-Cosmetic	**21**	**1**	**1**		**1**	**1**	**25**
New					1		1
In Progress	2	1	1			1	5
Closed	19						19
Grand Total	**586**	**37**	**7**	**1**	**1**	**6**	**638**

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
  o Switch Refresh completed for 71% of sites, with 67% of total devices completed across the sites (391 of 582 switches)
  o Completed asset tagging of 100 switches received as part of third wave procurement

- o 150 additional switches expected to arrive late October
  - o Switch refresh effort to remain on hold until the completion of C-IV Data Center decommissioning and Equinix Data Center buildout
- ► Remote Connectivity
  - o 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
  - o Equinix Virtual Private Network (VPN)
    - Continuing work on resolving additional defects which were identified involving a larger User Acceptance Testing (UAT) audience
    - Received approval to migrate to new Virtual Private Network (VPN) starting October 28, 2021
    - County staff planned to be migrated to new Virtual Private Network (VPN) by November 4, 2021
- ► C-IV Data Center Decommissioning
  - o Equinix Data Center Expansion and Re-Architecture
    - Received approval on Equinix Data Center Expansion high level design
    - Completed Staging of Equipment (Switches, Firewalls)
    - Starting configuration of equipment
  - o Service Migration
    - Created Six Change Orders to migrate the below services for County sites:
      - Syslog Server expansion in Amazon Web Services (AWS) Cloud with new SyslogNG to replace legacy Syslog service
      - Permit County un-managed access towards CalSAWS
      - Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Network Time Protocol (NTP)
      - Syslog, Simple Network Management Protocol (SNMP)
      - Wireless LAN Controller (WLC)
      - Device Authentication via ForgeRock
  - o On-premise C-IV PRT (read only) to be replaced by C-IV Read-Only in Amazon Web Services (AWS) by end of October 2021
  - o Legacy Data Solution (LDS) servers will be decommissioned on October 27, 2021. CalSAWS Informational Transmittal (CIT) being sent to Counties to communicate

Table 3.3.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
October 25 – December 15, 2021	C-IV Data Center Decommission: Building LA3 Data Center (Part of Primary Data Center (PDC) Data Center Decommission)
October 27, 2021	BenefitsCAL Priority Release 1.2.0.1 (Planned Change)
October 27, 2021	Migration of CalSAWS Project and County Users to CalSAWS Equinix Virtual Private Network (VPN)
October 27, 2021	Migrate Office 365 CalACES.org Tenant from Active Directory Federation Services (ADFS) to Azure Cloud Authentication (Planned Change)

Scheduled Date	Activity Description
October 28 – November 20, 2021	Roll out of new Equinix Virtual Private Network (VPN) to all users (Planned Change)
October 28, 2021	LDS conversion wave 4 - prerequisite activities (Planned Change)
October 28, 2021	Block Known Threat Actors IPs in Amazon Web Service (AWS) Network Production F5s (Planned Change)
October 29, 2021	ForgeRock Production Release 21.10.29
October 31, 2021	Oracle to perform platinum patching of the C-IV Primary Data Center (PDC) SuperCluster (Oracle SR 3-26592922349)
October 31, 2021	Troubleshoot Cloud F5 Failover (Planned extension is being requested)
October 31, 2021	CalSAWS Production Downtime for Conversion of Person Address data from LDS (CalSAWS Outage Needed)
October 31, 2021	Complete monthly web service transaction rename maintenance activity (last Sunday of the month)
November 7, 2021	DEVELOPMENT-DEV-PG-A, DEV-PG-B, DEV-PG-C, DEV-DBA-B Amazon Web Service (AWS) Linux Operating System (OS) patches November 1, 2021, Patch Baseline
November 14, 2021	Production PRD-PG-A, B, C, D, E, F, TLS-PG-A, DR PG-A Linux Amazon Web Service (AWS) Operating System (OS) patches November 1, 2021, 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 all Service Level Agreements (SLAs) within the reporting period

3.4 ForgeRock

► Continued development work on Multi-Factor Authentication (MFA) feature enablement for project users
► Continued design conversations with Consortium for enabling Lifecycle management for ServiceNow accounts
► Continued design conversations and development work on onboarding existing applications outlined in the statement of work (SOW)
  o ZScaler
  o Consortium Amazon Web Services (AWS)
► Received Consortium Change Accountability Board (CAB) approval for ForgeRock 21.10.29 Production Release
► Distributed Password Expiration Guidelines CalSAWS Informational Transmittal (CIT)

► Distributed Delegated Administration- Guidelines for Adding and Removing Roles CalSAWS Informational Transmittal (CIT)
► Continued to provide Consortium post go-live hypercare support

Table 3.4-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
County HelpDesk ForgeRock Delegated Administrative permission update on Production Admin User Interface	21.10.12	Completed
ForgeRock: Enable ForgeRock Multi-Factor Authentication (MFA) capabilities	21.10.29	In progress
ForgeRock Application Onboarding: Adobe Experiences Production clients	21.10.29	In progress
ForgeRock Application Onboarding: ZScaler Production clients	21.10.29	In progress
ForgeRock Application Onboarding: Consortium Amazon Web Service (AWS) Production 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
  o Streamlined CalSAWS Lobby Application (Describe Phase)
    ▪ Continued assessment to understand level of effort to complete enhancements
  o System Status for End Users (Co-Create Phase)
    ▪ Continued prototype project management timeline and activities
  o CalSAWS Production Calendar (Discovery Phrase)
    ▪ Continued prototype project management timeline and activities
  o Cybersecurity Awareness Program (Discovery Phase)
    ▪ Set up discussion with Security team and 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
► Experience application patched to limit file uploads to 8MB (Hyland)
► Updated SaaS servers with latest security updates (Hyland)
► Continue to compress large files that add to rendering times (Hyland)
► Attended Region 1 Enhanced Support call – Imaging on October 20, 2021, at 8:00 a.m.
► Attended daily CalSAWS Post-Deployment County Stakeholder calls

3.7   Customer Service Center (CSC)

► Continued designs for the following:
  o SCR CA-234540 – Update Call Control Panel (CCP) Security and Database connection
    ▪ This will ensure agents are able to still login to the Call Control Panel (CCP) and

handle calls if there are database issues and implement seamless failover to the standby database if needed

- o SCR CA-234575 - Automate Max Queue Depth, and Predictive Handling Report
  - This will automate reports that are currently being run manually
- ► Continuing test execution for the following:
  - o SCR CA-232816 - Update Custom Call Control Panel (CCP) Application Programming Interfaces (APIs) to integrate with ForgeRock
    - This will implement authentication with ForgeRock for Call Control Panel (CCP) Application Programming Interfaces (APIs) 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
  - o Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
  - o Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
  - o Welcome Bot and Push Notification combined successfully deflect approximately 32% of callers
  - o Preparing to update synonyms for utterances based on unknown utterances report
- ► Authentication Bot
  - o Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
  - o Preparing for changes scheduled at the end of month intended to improve Authentication Bot performance
  - o Driver's license / State ID changes made minor improvements to the effectiveness of the bot
- ► Updates to bots are now being targeted for November 4, 2021

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:
  - o The CalSAWS 21.10.18 Minor Release was successfully deployed on October 18, 2021
    - Two defects were deployed in the areas of Batch Operations, Online and Contact Center
  - o The CalSAWS 21.10.19 Minor Release was successfully deployed on October 19, 2021

- Sixteen defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Conversion, Fiscal, Online and Reports
- One SCR was deployed in the area of Technical Architecture
  o The CalSAWS 21.10.20 Minor Release was successfully deployed on October 20, 2021
- Eleven defects were deployed in the areas of Batch/Interfaces, CalHEERs, Client Correspondence, Fiscal, Eligibility, Fiscal, Online, Reports and Technical Architecture
- Three System Change Requests (SCRs) were deployed in the areas of Client Correspondence, Fiscal and Technical ForgeRock
  o The CalSAWS 21.10.22 Minor Release was successfully deployed on October 22, 2021
- Seventeen defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Fiscal, Imaging, Online and Reports
- Six System Change Requests (SCRs) were deployed in the areas of Batch/Interfaces, Fiscal, Online, Reports and Technical Architecture

Table 4.1-1 – CalSAWS Upcoming Release

Release	
21.10.25	► Stop Batch Generation/Mailing of NA 1261 and NA 791 for Migration Counties ► Batch Property Change Request (BPCR) to turn on Forms for BenefitsCal ► Implement LDS Case Data Load into CalSAWS Sprint 6
21.10.26	► Add initiated by field to Journal Application Programming Interface (API) ► Update on Create Journal endpoint
21.10.27	► Add Cause Codes for General Assistance (Non-Managed) Recovery Accounts
21.10.28	► Automate Max Queue Depth, and Predictive Handling Report ► Update Custom Call Control Panel (CCP) Application Programming Interfaces (APIs) to integrate with ForgeRock ► Apply CalWORKS (CW) Approved Relative Caregiver (ARC) Amount Based on County Region ► Update LEX Bot Synonyms and modify Driver's License/State ID character regular expression
21.10.29	► Implement LDS Case Data Load into CalSAWS Sprint 7 ► Index validation/update for Qlik Materialized View (MV) job activity
21.11	► Total System Change Controls (SCRs): 86 Approved ► Release Webcast Date: TBD
22.01	► Total System Change Controls (SCRs): 59 Approved ► Release Webcast Date: TBD
22.02	► Total System Change Controls (SCRs): 9 Approved ► Release Webcast Date: TBD

4.2   Application Development Status

► Continued design on:
  o SCR CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  o SCR CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
  o SCR CA-56887 for Phase III-B- Change CalFresh Notice of Actions (NOAs) to include the

name of the individuals on change and denial Notice of Actions (NOAs)
- o SCR CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non-MAGI/MAGI Notice of Actions (NOAs)
- o SCR CA-220188 for Foster Care to Generate Appropriate Notice of Action (NOA) for all End Placement reasons and all Placement types
- o SCR CA-229461 for Customer Non-Benefit Issuance Category (Phase II)
- o SCR CA-200863 for ACL 19-10 CalFresh Recertification Delayed Processing
- o SCR CA-228997 for Asset Verification at Application and Special Case Searches
- o SCR CA-48513 to Update Eligibility Determination and Benefit Calculation (EDBC) Logic to Auto-Test for 4M when Youth 18 years or Older Exits Foster Care
- o SCR CA-58963 for Revisions to the Medicare Savings Programs (MSP) Notice of Actions (NOAs)
- o SCR CA-50776 for CalFresh WTW Eligibility Non-Compliance Updates

► Completed design on:
- o SCR CA-217944 for ACL 20-113 / 20-120 - CW 60 MTC and Welfare to Work (WTW) 24 MTC

► Continued build on:
- o Build for priority releases and 22.01 approved System Change Requests (SCRs)
- o 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 Change Request (SCR) Test Status

Pass Rate Target as of October 22, 2021	**67%**
Pass Rate Actual as of October 22, 2021	**86%**
System Test Complete Date: November 17, 2021	

Figure 4.3-1 – CalSAWS System Change Request (SCR) Test Status
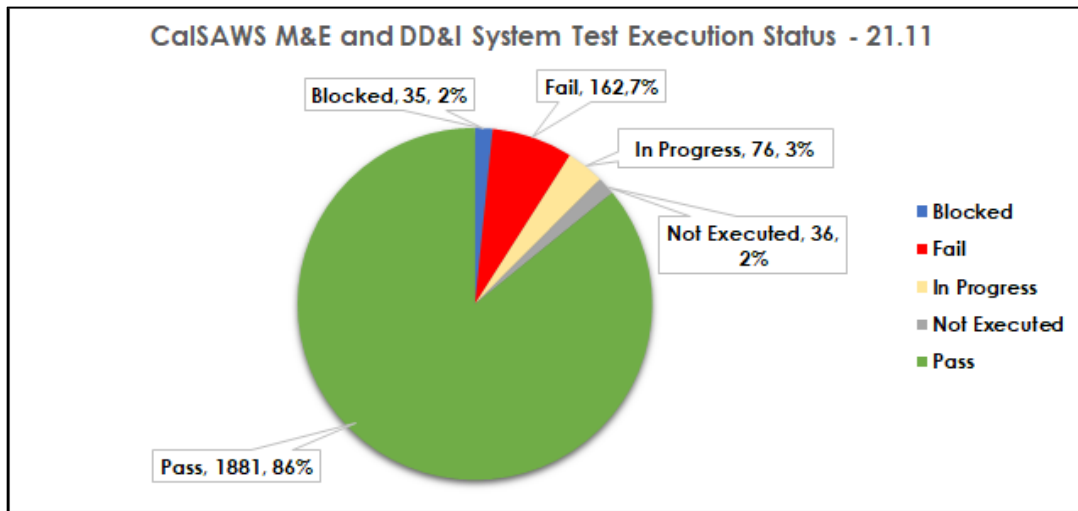
Note: Test script counts are subject to change as test scripts are added or removed throughout the execution phase

► The above chart is cumulative of CalSAWS Modifications & Enhancements (M&E) and CalSAWS Design, Development, and Implementation (DD&I) System Change Requests (SCRs) System Test Execution

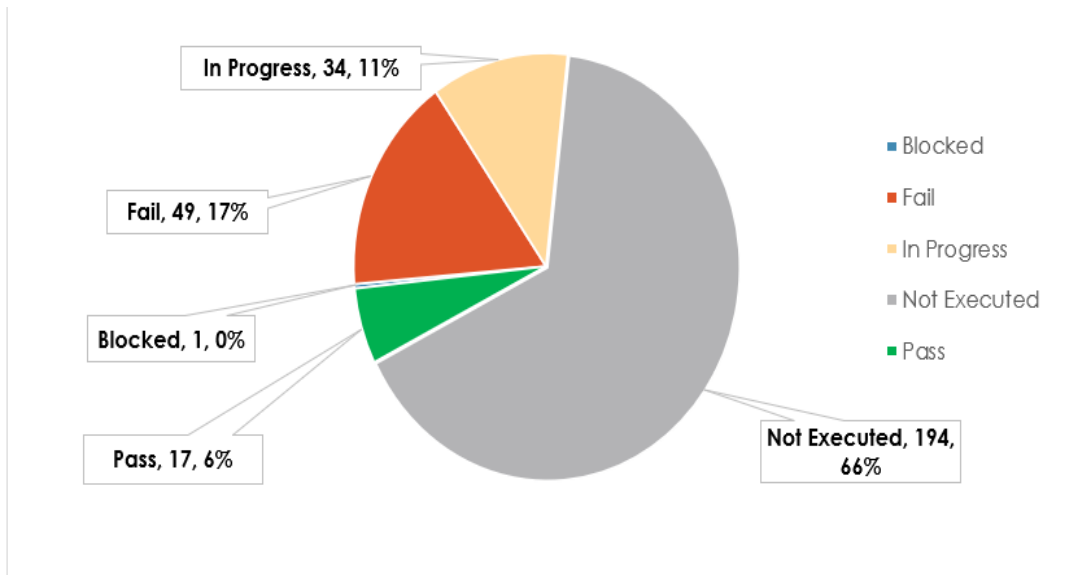**Table 4.3-2 – CalSAWS GA/GR Correspondence System Test System Change Request (SCR) Test Status**

Pass Rate Target as of October 22, 2021	**9%**
Pass Rate Actual as of October 22, 2021	**6%**
System Test Complete Date: November 17, 2021	

Figure 4.3-2 – CalSAWS GA/GR Correspondence System Change Request (SCR) Test Status

► Gainwell Technologies GAGR Correspondence Service
  o 49 cases have failed subsequently blocking an additional 1 case
  o 34 test cases are currently in progress, down from 44 last reporting period ending October 17, 2021, as cases are now being passed

4.3.2   Automated Regression Test (ART) Coverage

Table 4.3-2 – CalSAWS Automated Regression Test (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 Automated Regression Test (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 new automated regression scripts are developed. To date, there are 534 end-to-end Automated Regression Test (ART) 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 Automated Regression Test (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 Automated Regression Test (ART) coverage reporting

4.4   Training Materials Update

► Completed Release 21.11 Online Help System Change Requests (SCRs), which are currently in System Test
► Continued Release 22.01 Impact Analysis and System Change Request (SCR) creation for Online Help updates
► Continued Release 21.01- Release 21.11 Impact Analysis and System Change Request (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 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