CalSAWS | Notes from Imaging Committee Meeting

Date: February 17, 2022   Notes Location: CalSAWS Web Portal > Meetings > Committees > Imaging

Time: 9:00 am – 12:00 pm   Meeting Materials: None

Meeting Called by: Rhiannon Chin

Attendees:

		NAME			NAME			NAME
☒	R1	Jack Seng	☒	R4	Chris Gomez	☒	RM	Matthew VanderEyck
☒	R1	Terri Rose	☒	R4	Martha Esparza	☐	RM	Ayana Alvarez
☐	R1	Karina Romero	☒	R4	Louis Cuellar	☒	Proj.	Project Staff
☒	R1	Brent Wong	☒	R4	Angelica Gamboa			
☒	R1	Todd Estabrooks	☐	R4	~~Aaron Gomes~~			
☐	R2	~~Beth Andrews~~	☒	R5	Phi Phi Thai			
☒	R2	William Wren-Rodriguez	☒	R5	Tony Baker			
☒	R2	Michelle Fell	☒	R5	Laura Alba			
☒	R2	Don Post	☒	R5	Felix Sanchez			
☐	R2		☒	R5	Eric England			
☐	R3	Heather Brantley	☐	R6	Arin Shahgholi			
☒	R3	Crystal Kehle	☒	R6	Juan Herrera			
☒	R3	Dayna Boggs	☒	R6	Mario Palacios			
☐	R3	Julie Evinger	☒	R6	Dianna Crowley			
☐	R3		☒	R6	Mohsin Khan			

Topic	Important Points
Welcome & Introduction • Roll Call	

Imaging Updates to be shared at JPA	**Enhanced Performance Testing- successful load test on 58-county load**
	• As of 2/8/22-
	   ➤ Average response times range 100ms – 2.5 sec
	   ➤ 2)BenfitsCAL confirmed response improved, observed 188ms average CalSAWS API response times 3) Key scenarios at 58-county load – significantly improved
	   ➤ 4) Hyland confirmed database load stead during test
	   ○ Q: Mario Palacios - What percentage is the load test conducted at? percentage of users at one time-
	     A: 100% expected load base on 58-county (concurrent). Will adjust base on real-life metrics

Topic	Important Points
	o Q: Does this load testing include counties setting rules that would notify staff when certain documents or document types are scanned. A: Not a factor for load testing. That's more task testing o Q: Average response time diff at production today? A: Similar in production today o Q: Does the load testing include loads connected through County VPN? A: Yes, # of concurrent users regarding of how connected. o One more round of testing next week.
Training Materials	• LMS- CalWIN Co has access? Yes. • Videos- 2 videos on how to find docs, no release date yet. BUT close to done • Guides accompanying WBTs- written version instead of clicking through the guided WBTs
Priority Defect Updates	Resolved: o CA-235399 External Agency - Cannot Index Legacy documents (Net New and Retro) > 22.02.11 legacy rerouting docs- fixed. Preventative measures in place o CA-235845 External Agency - Folders Not in Workflow - Net New Fix > 22.02.11 If still not visible, please submit ticket o CA-236075 External Agency - Returned Mail being marked Received > 22.02.11 fixed and tested, live 2/11/22 o CA-240446 External Agency - Retro Active fix to folders not in workflow > 22.02.11 Code fixes to prevent future issues (one was retro for the 42k and another was for future) o CA-237374 Case Linked E-Apps Submitted to Imaging with Blank Case Number > 22.02.10 Linking to cases, not showing case #. Case linking flow is fixed. No retro fix/ pseudo retro with mass cleanup effort OR when exit exception queue will be updated by system • Targeted for February: o CA-239860 User cannot save or submit documents > 22.02.04 – impact small amount of docs. o CA-235399 External Agency - Cannot Index Legacy documents > 22.02.11 legacy rerouting docs- fixed. Preventative measures in place o CA-239493 External Agency - Retro Active fix to documents impacted by CA-235161 (Person Drawer Documents) > 22.02.16 person queue: retroactively resolved. Started Friday evening (2/11/2022) – ongoing

Topic	Important Points
	o CA- 233988- Headers, testing this week. Targeted for release tomorrow • In Progress o CA-234442 External Agency Defect: Images Stuck in OCR Error Queues – same as last month o CA-234519 External Agency Defect: JPEG converted images are increased in size (Reopened) These were coming from BenefitsCal and are now predominantly file uploads from users via file upload. This fix is waiting for improve backend flows. Targeting for late March. o CA-233990 Receive a grey screen with "G42" "TIF" when viewing images in Hyland – Grey screen- fix tomorrow night will address partially. Ties to IE displays like jpeg, use Chrome or Edge but now fix is targeted 3.3. IE is not recommended
Priority SCR Updates	o CA-231814 Add Detailed Workflow Indicator to Documents in RC > TBD working on in background o CA-228869 Create OCR Override and OCR Split Override > February OCR override- testing. Major changes to prod, staging now. Testing is positive. Classification enhancement. Recommendation- County forms: pre-index before submitting unless you put CalSAWS form prior targeted for 2/25/22 o CA-228666 Update CalSAWS Imaging Buttons to Pull Case and Person Documents > 22.03 on target 3/21/22 o CA-239033 – Hide fields in document views > TBD hide irrelevant fields in archive

Wrap-up Items

- Open Discussion
- Next Meeting – March 17, 2022
  (Teams) 9:00am-12:00pm

#	Action Item	Assigned To	Assigned Date	Due Date	Status
1	Confirm when searching documents video will be loaded to the LMS CIT 0061-22 Imaging Quick Tips Videos was sent to all counties informing them of the video.	Rhiannon	2/17/22	3/3/22	Complete