



# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: May 23, 2022 – June 5, 2022**

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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 136 active Production defects</li> </ul>
Incidents		<ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 9:35 a.m. on May 19, 2022, some Users from Madera, Tehama, and Yuba Counties reported that they did not receive their One Time Passcode emails required for Multi-Factor Authentication to access CalSAWS applications. As a result, those Users were unable to login to the CalSAWS applications. Madera and Tehama Counties resolved the issue by updating their local firewalls to avoid filtering the CalSAWS One Time Passcode emails. As of 10:00 a.m. on May 20, 2022, Yuba County Users have been receiving the CalSAWS One Time Passcode emails and the Users are able to log into the CalSAWS application successfully. PRB0043541</li> <li>▶ CALSAWS BROADCAST: Starting at 3:46 p.m. on May 24, 2022, Users from Riverside County who are located at the site 63 S 4th St, Banning, CA 92220, were unable to access the CalSAWS application and services due to a power outage at the site. As of 3:55 p.m. on May 24, 2022, the Project team confirmed that the issue was resolved. Riverside County Users at the Banning site were able to connect to the CalSAWS application and services. PRB0043596</li> <li>▶ CALSAWS BROADCAST: Starting at 8:00 a.m. on May 24, 2022, some Users reported that they received a "Failed to send SMS" error when attempting to switch to the SMS (Text Messages) option to receive their One Time Passcode (OTP) that was required for Multi-Factor Authentication to access the CalSAWS application and services. Impacted Users were not able to switch to SMS (Text Messages) option to receive their OTP until the issue was resolved. As of 10:00 p.m. on May 25, 2022, the issue was resolved. Impacted Users were able to switch to SMS (Text Messages) option to receive their OTP PRB0043589</li> <li>▶ CALSAWS BROADCAST: Starting at 6:00 a.m. on May 24, 2022, the Historical Task Management dashboard was not refreshed with the latest data. As a result, Users were not able to view the latest data on the Historical Task Management</li> </ul>

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Topic	CalSAWS System	Highlights
		<p>dashboard. Defect CA-245832 has been created to address the issue. The Project team reran the job during the day and successfully refreshed the Historical Task Management dashboard with March-2022, April-2022 and May-2022 data. The team is currently working to refresh the dashboard with Historical data. An update will be provided when the issue is resolved. PRB0043581</p> <ul style="list-style-type: none"> <li>▶ CALSAWS BROADCAST: Starting at 9:00 a.m. on May 24, 2022, a Los Angeles County Internal Services Department (ISD) network service interruption was reported. This interruption impacted performance and access to CalSAWS. As a result, Los Angeles County Users encountered performance slowness or issues accessing CalSAWS application and services. As of 7:45 p.m. on May 24, 2022, the issue was resolved. Los Angeles County ISD confirmed that AT&amp;T replaced a faulty line card at the central office to restore network services. The CalSAWS Project team has observed stable performance since then. PRB0043584</li> <li>▶ CALSAWS BROADCAST: Starting at 11:00 a.m. on May 24, 2022, Madera County experienced an issue with their internal network connectivity which prevented the Users from being able to access the CalSAWS application and services. Madera County worked with the internet provider and resolved the network connectivity issue by 4:05 p.m. on May 24, 2022. Madera County Users were able to access the CalSAWS application and services. PRB0043591</li> <li>▶ CALSAWS BROADCAST: Starting at 10:28 a.m. on May 25, 2022, Users from Mono County at the site located at 107384 US Highway 395, Coleville, CA were unable to access the CalSAWS application and services due to a power outage. Although power was restored at the site by 12:00 p.m. on May 25, 2022, Users were still unable to access the CalSAWS application. The CalSAWS team resolved the network issue by 4:30 p.m. and confirmed that the connectivity to CalSAWS was restored and users were able to access the CalSAWS application and services. PRB0043603</li> <li>▶ CALSAWS BROADCAST: Starting at 7:02 a.m. on May 26, 2022, Users reported not being able to view the full schedule on the Office Schedule page if the schedule had multiple appointments (indicated with a black dot). Defect CA-245979 was created to address this issue. The issue was resolved with the deployment of the defect with the May 26, 2022, (22.05.26) priority release. PRB0043611</li> <li>▶ CALSAWS BROADCAST: Starting at 1:19 p.m. on May 26, 2022, Trinity County Users at the 51 Ind Park Way Building 1,</li> </ul>

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Topic	CalSAWS System	Highlights
		<p>Weaverville and 11 Court St, Weaverville sites were experiencing an issue with their internet connectivity which impacted Users' ability to access the CalSAWS application and services. As of 9:00 p.m. on May 26, 2022, internet connectivity at the impacted Trinity County sites was restored by the internet provider. Users at the impacted sites were able to access the CalSAWS application and services. PRB0043618</p>

Legend	
	On Track
	At Risk
	Not on track/Monitor

## 1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.05.24, 22.05.25, 22.05.26, 22.05.27, and 22.06.02
- ▶ Planned Outages:
  - Scheduled CalSAWS Outages:
    - CalSAWS Production Outage – On June 5, 2022, from 8:00 a.m. until 2:00 p.m., Users were unable to access the CalSAWS application. Users were redirected to a "Read Only" version of the CalSAWS application. In addition, on May 29, 2022, from 4:00 p.m. until 8:00 p.m., Users were redirected to a "Read Only" version of the CalSAWS application
    - CalSAWS and BenefitsCal/Electronic Benefits Transfer (EBT) Maintenance – On May 27, 2022, from 8:00 p.m. until 9:00 p.m., EBT information was not available from CalSAWS and BenefitsCal; however, EBT information was still accessible from the EBT CardHolder portal. Host to host transactions and interface file transfer from CalSAWS to Fidelity Information Services (FIS)/EBT and Endpoint Detection Response (EDR) transactions from CalSAWS to CalHEERS were impacted
    - CalSAWS Adhoc Database Maintenance – On June 5, 2022, from 8:00 a.m. until 2:00 p.m., the CalSAWS Adhoc reporting database was not available to Apex, Endpoint Detection Response (EDR), and Adhoc reports Users. In addition, on May 29, 2022, from 8:00 a.m. until 12:00 p.m., the CalSAWS Adhoc reporting database was not available to Apex, EDR and Adhoc reports Users
    - CalSAWS Learning Management System (LMS) Maintenance – On, May 27, 2022, from 7:00 a.m. until 11:00 p.m., the CalSAWS Learning Management System (LMS) was down. Users were unable to access the LMS. On June 2, 2022, from 4:00 p.m. until 6:00 p.m., Users were still able to access the CalSAWS Learning Management System (LMS). However, there was a disruption to the Web Based Trainings (WBTs). Users were advised to clear their browser cache and relaunch the course after the maintenance period
  - Scheduled External Application Outages:
    - BenefitsCal Maintenance/Limited Access – On May 26, 2022, from 8:00 p.m. until

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11:00 p.m., the BenefitsCal application was unavailable. In addition, on June 5, 2022, from 8:00 a.m. until 2:00 p.m., BenefitsCal was still available for participants but the transactions from BenefitsCal were queued and processed upon completion of maintenance activities. Participants were not able to view EBT balances and case information from BenefitsCal. On May 29, 2022, from 4:00 p.m. until 8:00 p.m. BenefitsCal was still available for participants, but transactions were queued and processed upon completion of the maintenance activities. Participants were not able to view EBT balances and case information from BenefitsCal. On June 2, 2022, from 8:00 p.m. until 9:00 p.m., the BenefitsCal application was unavailable.

## 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
N/A	M&O Services Plan	PMO, Technical, Application Development		<ul style="list-style-type: none"> <li>Completed OWDs for Placer and Yolo Counties as part of 13.0 County Site Plan</li> <li>Targeting June 7, 2022 for submission of the OWDs to Consortium/QA for review. Comments are planned to be due by June 14, 2022</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 from the Reporting Period

**Table 2.2-1 – Project Management Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Deliverables Summary	<ul style="list-style-type: none"> <li>OWDs for Wave 1 County Sites (Placer and Yolo) are targeted for submission to Consortium/QA for review by June 7, 2022. Comments are planned to be due by June 14, 2022</li> </ul>

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued to participate in meetings and gather documentation/artifacts for the SOC 2

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audit

- ▶ Continued preparation for the update of M&O and M&E Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
  - Held meetings with Deliverable Owners and Consortium PMO on the next Deliverables Update cycle and calendar
  - Prepared the OWDs for Wave 1 Counties (Yolo and Placer) as part of 13.0 County Sites Plan for submission. Submission for Consortium review expected for June 7, 2022
- ▶ Continued performing contract management activities:
  - Continued development of contract Change Notice No. 19, which is planned to be submitted to the CalSAWS JPA Board of Directors for approval on July 22, 2022 and may include use of the contract's R&A Change Budget Services allocation for:
    - An extension of CalWIN Functional Support through October 2023
    - Additional CalSAWS enhancements during State Fiscal Year (SFY) 2022/23 related to CalFresh over-issuances, the Transitional Housing Supplement, removal of the Homeless Assistance asset limit, CalFresh Simplifications, and Medi-Cal redetermination forms,
    - Technical updates to shift funds from SFY 2021/22 to 2022/23 for enhancements related to the Elderly Simplified Application Project (ESAP), Stage One Continuous Eligibility, and the CalFresh Public Assistance Definition Alignment
  - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021
  - 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 June 5, 2022

**Table 2.3-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0141-22	New RCM and SME Orientation Presentation	Informational	May 23, 2022	Veronica Lara	Regional Managers
0142-22	Lists for CA-235931: 2022 Medicare Catastrophic Coverage Act Spousal Impoverishment Caps	Informational	May 23, 2022	Nina Butler	Maggie Orozco-Vega
0143-22	2022 CalSAWS Annual Conference	Informational	May 23, 2022	Jennifer Smith	Wendy Battermann
0144-22	CalSAWS Scheduled Downtime Notification	Informational	May 23, 2022	Mike Tombakian, and Anand Kulkarni	Grady Howe, and Tiffany Cheung
0145-22	New Electronic Signature WBT	Informational	May 24, 2022	Logan Pratt	Darcy Alexander



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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Available in CalSAWS LMS				
0148-22	Recruitment of CalSAWS Project Staff Closing on Friday, June 17, 2022	Informational	May 24, 2022	Jennifer Smith	Holly Murphy
0149-22	CalSAWS Project County Allocations SFY 2021-22 v5	Informational	May 26, 2022	Britt Carlsen	Diana Lam
0150-22	BenefitsCal Fact Sheets	Informational	May 26, 2022	Joel Acevedo	Onur Senman
0151-22	CalWIN M&O County Allocations SFY 2021-22 v3	Informational	May 26, 2022	Tracey Berhel	Girish Uppal
0152-22	CA-236626 – Manage the Direct Deposit Bank Accounts for Resources	Informational	May 31, 2022	Sheryl Eppler	Claudia Pinto
0153-22	ACWDL Dated May 27, 2022; Time Extension of RCA/ECA/TCVAP	Informational	June 1, 2022	Sarah Cox	Frederick Gains
0154-22	CA - 233347 Addition of Federally Recognized Tribes	Informational	June 2, 2022	Maureen Votta	Connie Buzbee
0156-22	CalSAWS Lobby Monitor Workstation Setup	Informational	June 3, 2022	Lobby Support	Erick Arreola

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending June 5, 2022

**Table 2.3-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-035	BenefitsCal Two-Way Messaging Counties Opt-In	April 21, 2022	Open	May 27, 2022	Joel Acevedo

**Table 2.3-3 – Overdue CRFIs**

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 5, 2022

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-035	BenefitsCal Two-Way Messaging Counties Opt-In	Monterey County	Alpine, Mono, Nevada, and Yuba Counties	Butte, Lassen, and Mendocino Counties	Inyo, and Kings Counties	San Diego County	

**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	3
Assigned	16
Completed	682
Duplicate	17
Withdrawn	23
<b>Total</b>	<b>743</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
SCERFRA 22-532	22-532 – SB 1140 – Public Social Services – Electronic Benefits Transfer Cards	Completed	May 18, 2022	June 2, 2022	
SIRFRA 1187	1187 – Reoccurring SIRFRA – CMS State Report on Plans for Prioritizing and Distribution Renewals	Completed	May 16, 2022	May 27, 2022	
SIRFRA 3766	3766 – CalFRESH Benefit Replacement – Ortega c. Johnson	Completed	May 20, 2022	May 25, 2022	
SIRFRA 1192	1192 – Medi-Cal Renewal Printing	Completed	May 24, 2022	May 26, 2022	
SIRFRA 3763	3763 – Stage One Child Care Home Provider Data – April Data	Completed	May 23, 2022	May 24, 2022	
SIRFRA 1193	1193 – LTC NOAs	Completed	May 30, 2022	May 27, 2022	

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ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 22-537	22-537 – CF 385 Revision	Completed	May 30, 2022	May 27, 2022	
SCERFRA 22-538	22-538 – Revisions to M40-195 A and M40-195B NOA	Completed	May 31, 2022	June 1, 2022	
SIRFRA 3768	3768 – K1/3F Child Support Data	Completed	June 2, 2022	May 26, 2022	
SIRFRA 1176	1176 – Full Scope Medi-Cal Expansion to Adults Ages 26 Through 49, Regardless of Immigration Status	Assigned	June 3, 2022	No response	
SIRFRA 3767	3767 – CalFRESH Recertifications	Completed	June 6, 2022	May 25, 2022	
SIRFRA 3748	3748 – Adding a Person to an Existing Case	Assigned	June 8, 2022	No response	
3769	3769 – New Foster Care Rate Structure	Assigned	June 8, 2022	No response	
3770	3770 – CalFRESH Sanctions (WTW) Non-Compliance	Assigned	June 8, 2022	No response	
SCERFRA 22-539	22-539 – CalFresh and CalWORKS Implementation of New Forms and CDSS Civil Rights Contact Info Update	Assigned	June 9, 2022	No response	
SIRFRA 1194	1194 – PHE Renewal Data Period 3/2020 – 5/2022	Assigned	June 13, 2022	No response	
SIRFRA 1195	1195 – Aid and Attendance Individuals	Assigned	June 13, 2022	No response	
SIRFRA 3771	3771 – PACF Breakout Request – May 2022	Assigned	June 15, 2022	No response	
SCERFRA 22-524	22-524 – BenefitsCal Release of Information	Assigned	June 15, 2022	No response	
SCERFRA 22-519	55-519 – AB 1965 – California Antihunger Response and Employment Training Act of 2022	Assigned	June 16, 2022	No response	
SCERFRA 22-540	22-540 – Pre-Release Enrollment Workarounds for Prisoners	Assigned	June 16, 2022	No response	
3743	3743 – Pre-Waiver Data Reporting for the Renewed ESAP Demonstration Project Implemented on October 1, 2021	Assigned	June 20, 2022	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3773	3773 – Stage One Child Care Home Provider Data – May Data	Assigned	June 20, 2022	No response	
SIRFRA 1181	1181 – APRA PPCE Suppress Renewal Packets for Postpartum Individuals	In review	June 22, 2022	No response	
SIRFRA 1191	1191 – Property Eligibility	Assigned	July 12, 2022	No response	

**2.5 Deviation from Plan/Adjustments**

- ▶ None for the reporting period

**3.0 Maintenance and Operations**

**3.1 Highlights from the Reporting Period**

**Table 3.1-1 – Maintenance and Operations Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	<ul style="list-style-type: none"> <li>• None for the reporting period</li> </ul>

**3.2 Service Management**

**3.2.1 Overview**

- ▶ ServiceNow Release 22.06.01 - Renamed the delegated admin groups in ServiceNow to "<County> - Delegated Admin"
- ▶ Implemented Change to push System Status page code to Production on June 02, 2022
- ▶ Implemented Change CHG0034816 to push Production Change Calendar code to production on May 23, 2022
- ▶ Continued working on Configuration Management Database (CMDB) Roadmap alignment with Access Control Policy, CalSAWS System Security Plan (SSP), Configuration Management Policy, Data Classification Policy, Data Masking Policy, Information Flow Policy, M&O: 4.0 Configuration Management Plan, M&O: OWD - Service Asset and Configuration Management Process and Procedure, Privileged Access Policy, User Security and Acceptable Use Policy.

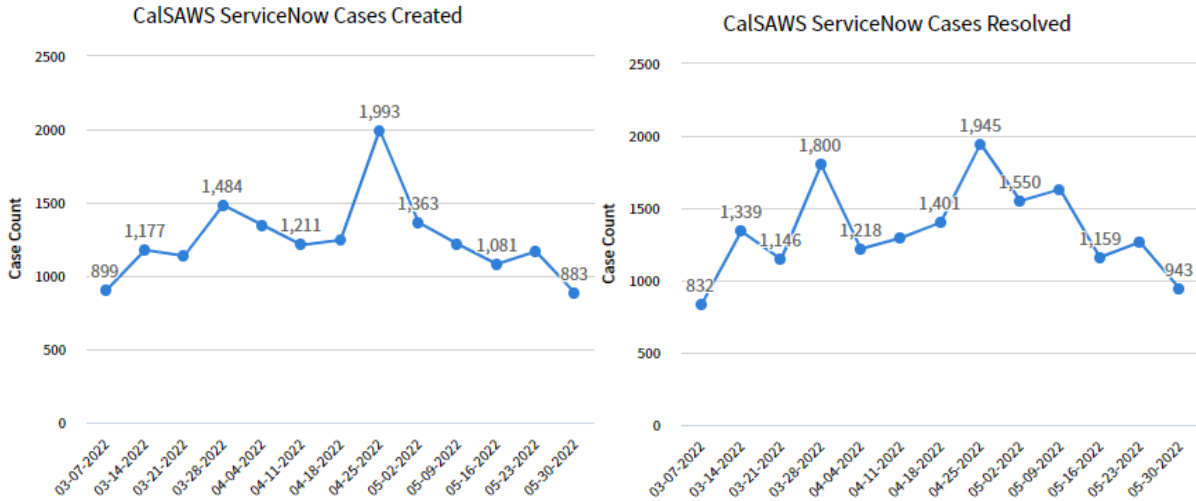
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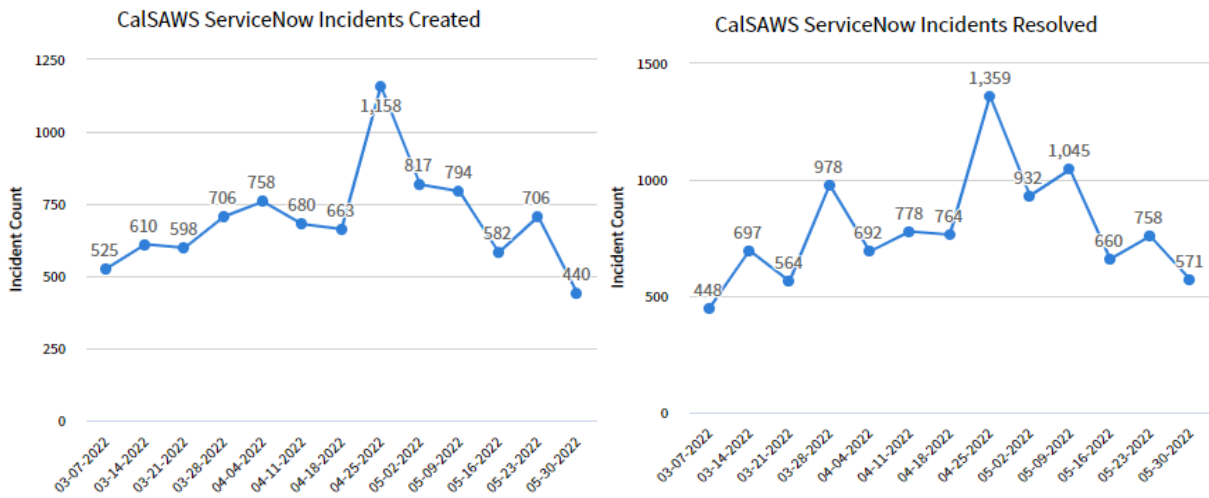
**3.2.2 CalSAWS Help Desk Metrics**

**Figures 3.2.2-1 and 3.2.2-2 – 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 week.

**Figures 3.2.2-3 and 3.2.2-4 – CalSAWS ServiceNow Incidents**



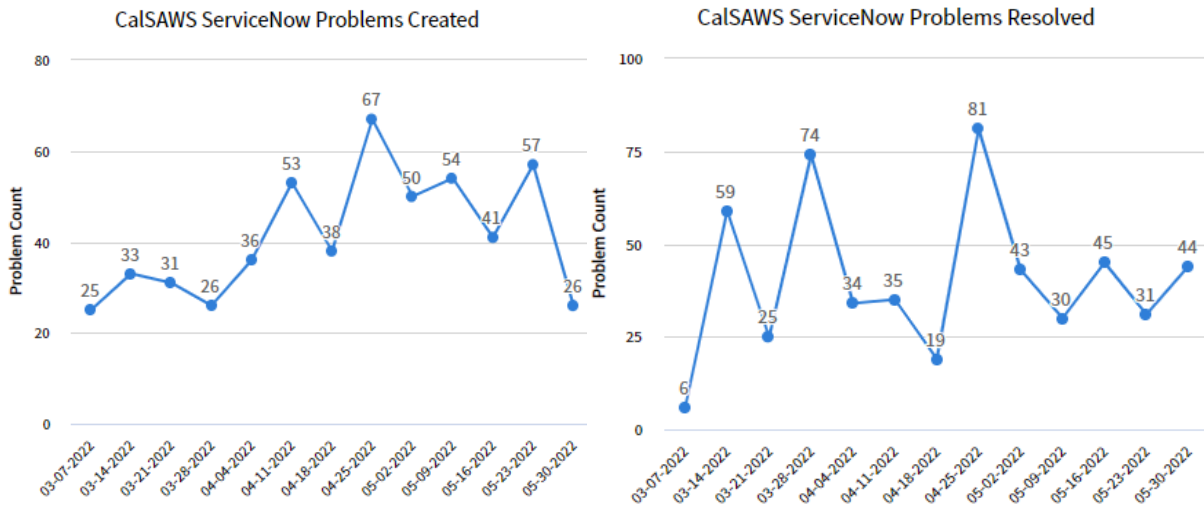
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week.

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### Figures 3.2.2-5 and 3.2.2-6 – CalSAWS ServiceNow Problems



Note: The graphs represent the ServiceNow problems associated to 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.

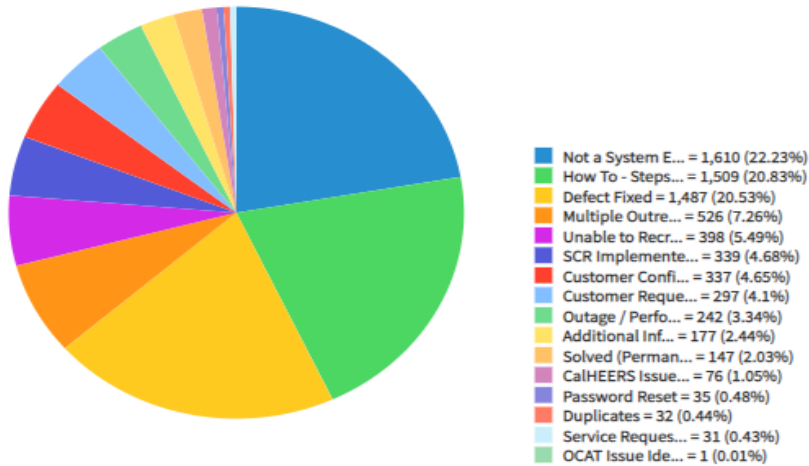
### Table 3.2.2-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
<b>New</b>	28	18	5	9	4	4	28	0	<b>96</b>
<b>In progress</b>	23	91	26	26	26	34	67	37	<b>330</b>
<b>On hold</b>	1	75	44	89	201	433	706	559	<b>2,108</b>
<b>Resolved</b>	7	202	158	459	256	136	118	16	<b>1,452</b>
<b>Closed</b>	1	1	3	8,447	24,156	6,773	3,885	225	<b>43,491</b>
<b>Problem in Diagnosis</b>	0	2	0	0	1	2	3	4	<b>12</b>
<b>Total</b>	<b>60</b>	<b>389</b>	<b>236</b>	<b>9,030</b>	<b>24,744</b>	<b>7,382</b>	<b>4,807</b>	<b>841</b>	<b>47,489</b>

**Figure 3.2.2-7 – CalSAWS ServiceNow Incidents by Resolution Code**

Note: The pie chart below represents Incidents resolved within the past two months

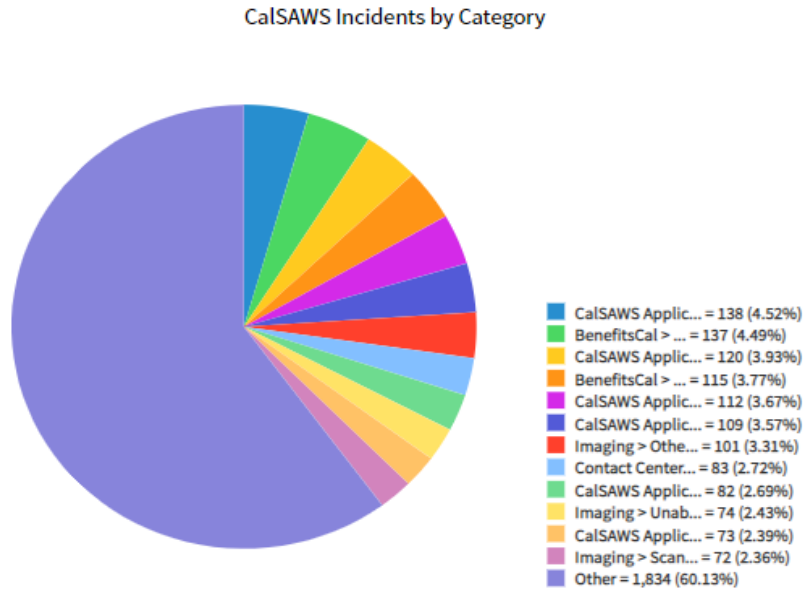
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,610	22.23%
How To - Steps to Proceed Provided	1,509	20.83%
Defect Fixed	1,487	20.53%
Multiple Outreach Attempts – No Response	526	7.26%
Unable to Recreate Issue	398	5.49%
SCR Implemented	339	4.68%
Customer Confirmed Issue is Resolved	337	4.65%
Customer Requested Closure	297	4.1%
Outage / Performance Degradation	242	3.34%
Additional Information Needed	177	2.44%
Solved (Permanently)	147	2.03%
CalHEERS Issue Resolved	76	1.05%
Password Reset	35	0.48%
Duplicates	32	0.44%
Service Request Created - With Request Number	31	0.43%
OCAT Issue Identified	1	0.01%
<b>Total</b>	<b>7,244</b>	<b>100%</b>

**Figure 3.2.2-8 – CalSAWS ServiceNow Incidents Created by Category**

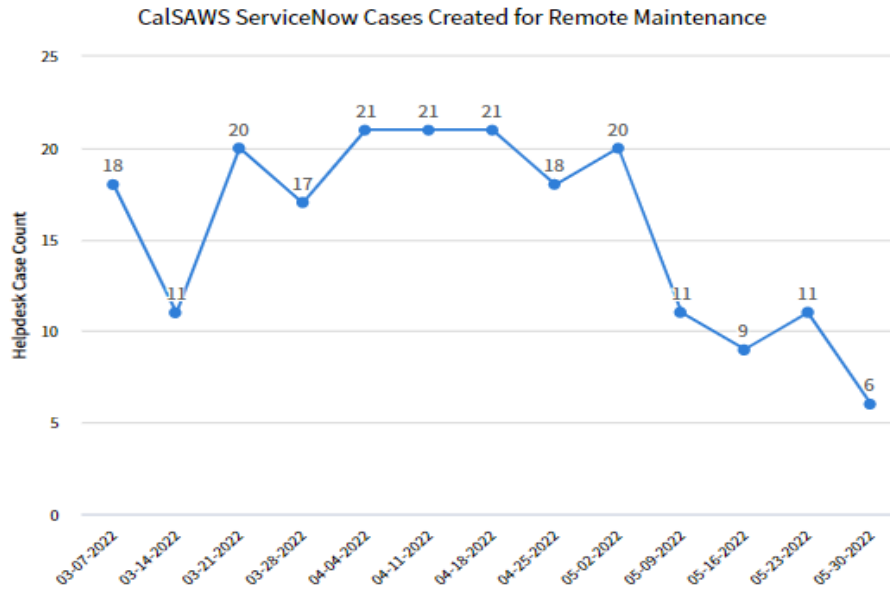
Note: The pie chart below represents Incidents by Category created within the past two months



Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	138	4.52%
BenefitsCal > Access Issue	137	4.49%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	120	3.93%
BenefitsCal > Notices/Documents/Images	115	3.77%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	112	3.67%
CalSAWS Application/Related Systems > Production > Eligibility Determination	109	3.57%
Imaging > Other	101	3.31%
Contact Center/IVR > CCP	83	2.72%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	82	2.69%
Imaging > Unable to View Images	74	2.43%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > Other	73	2.39%
Imaging > Scanning Documents	72	2.36%
Other	1,834	60.13%
<b>Total</b>	<b>3,050</b>	<b>100%</b>



**Figures 3.2.2-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance**



### 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 (CCP). 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

- ▶ ZScaler Remote Access
  - Pilot project covering approximately 100 project staff ongoing
  - Compliance and Security validation in progress prior to moving into production

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

Scheduled Date	Activity Description
June 8 - 9, 2022	Increase of Amazon Elastic MapReduce (EMR) to 1.5x for Nightly Batches and Performance Runs (Planned Change)
June 8 – 19, 2022	To convert Elastic Block Store (EBS) Volume Types owned by Technical Architecture Team Owner in Application-Production Account for Cost Optimization (Planned Change)
June 9 – 10, 2022	Deploy Representational State Transfer (REST) Application Programming Interface (API) Gateway for Production Appointment service in application-production account (Planned Change)

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Scheduled Date	Activity Description
June 9 – 10, 2022	Deploy REST API Gateway for Production Journal service in application-production account (Planned Change)
June 9, 2022	Add Cofence LMS (Learning Management System) SAML (Security Assertion Markup Language) Client to ForgeRock Production (Planned Change)
June 12, 2022	AWS Database coreapp-production and coreapp-production-tools Monthly Operating System (OS) patching June 1, 2022, patch baseline date (Planned Change) (Production Outage Needed)

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

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

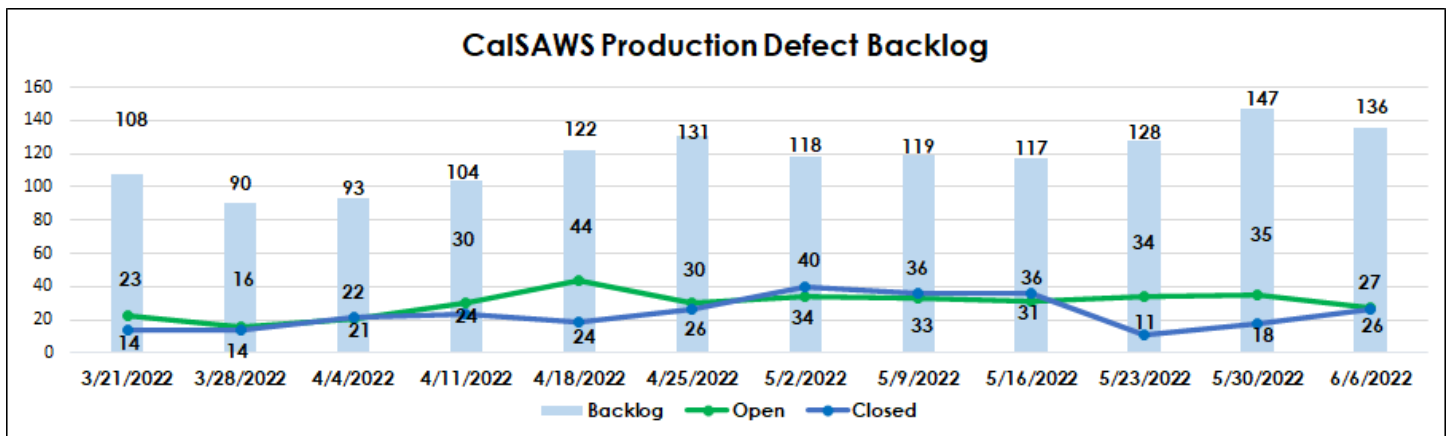
**3.3.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)**

- ▶ The CalSAWS System met the Service Level Agreements (SLAs) within the reporting period

**3.4 Production Defect 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 3.4-1 – Production Defects Backlog Weekly Trend**



**3.4.1 Release Schedule Production Defect Fix**

The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (21.01, 21.02, 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 3.4.1-1 – Production Defect Fix – Release Schedule**

CalSAWS Production Defect Count by Release						
Count of Defects	Releases					
Row Labels	22.05	22.06	22.07	22.09	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>18</b>		<b>10</b>		<b>3</b>	<b>31</b>
New	1		2		1	4
In Progress	4		8		1	13
Closed	13				1	14
<b>3-Normal/Low</b>	<b>115</b>	<b>5</b>	<b>48</b>	<b>2</b>	<b>24</b>	<b>194</b>
New	3		3		13	19
In Progress	41	2	42		7	92
Closed	71	3	3	2	4	83
<b>4-Cosmetic</b>	<b>6</b>				<b>1</b>	<b>7</b>
In Progress	3				1	4
Closed	3					3
<b>Grand Total</b>	<b>139</b>	<b>5</b>	<b>58</b>	<b>2</b>	<b>28</b>	<b>232</b>

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

### 3.5 Production Operations

#### 3.5.1 Release Communications

- ▶ CalSAWS Release 22.07 Communications:
  - See table 3.5.1-1 for details

**Table 3.5.1-1 – CalSAWS Release 22.05 Communication Activities**

Task	Date(s)	Owner
Sent Release 22.07 Major Upcoming Changes (MUC) documentation	May 27, 2022	Training
Distribute the updated MUC and request for Webcast list from Counties	July 11, 2022	Training
Send draft Release Notes file to Regional Managers and Consortium Staff for review	TBD	Production Operations
Send summary of changes in CalSAWS Release 22.07 in CalSAWS Health Report	TBD	Production Operations
Webcast on CalSAWS Release 22.07	TBD	Production Operations/ Consortium Policy and Design

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Task	Date(s)	Owner
22.07 CalSAWS Application Development and Training Release Notes Broadcast	July 19, 2022	Production Operations
CalSAWS Release 22.07 Greenlight Meeting	July 20, 2022	Release Management/ Production Operations
CalSAWS 22.07 Post-Release Checkpoint Call	July 27, 2022 – July 29, 2022	Production Operations

### 3.5.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – Unable to Submit Documents from Initial QA Queue – PRB0043235
  - Starting at 8:20 a.m. on April 18, 2022, Users from multiple Counties reported incidents regarding the inability to submit scanned documents from the initial 'Q&A Indexing' queue after they captured/scanned the documents. Scanning and viewing of documents was unaffected by this issue. Los Angeles County was not impacted by this issue. The CalSAWS imaging team actively worked with the CalSAWS Imaging vendor (Hyland) to resolve the issue. Hyland identified that the issue was due to an incorrect configuration setting in the Imaging application which was configured by Hyland on April 17, 2022, during the migration for an enhancement to the C&I (Capture & Indexing) application. All other core activities in the application were unaffected. By 8:50 a.m., Hyland updated the configuration settings to its correct values to resolve the issue. The Project team monitored the scanned document submission from the initial Q&A Indexing queue and confirmed that the issue was resolved

### 3.5.3 Batch Operations

- ▶ Sent Informational Alert broadcast to Counties and email notification to Interface Partners for no batch on Memorial Day, May 30, 2022
- ▶ Processed Analytics reports for Sunday, Monday, and Tuesday during Tuesday night's batch on May 31, 2022, due to the Memorial Day holiday batch schedule
- ▶ Sent Informational Alert for C-IV Counties Quarterly Medi-Cal Eligibility Data System (MEDS) Recon files from May 24, 2022, that were not processed in CalSAWS, and as a result, users were unable to see MEDS Recon alerts. The (MEDS) Recon files were successfully processed with the Wednesday night batch on June 1, 2022
- ▶ Informational Alert sent for processing of C-IV
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA), (ClearBest) and Consortium team members
- ▶ Continued support and updates to the Batch Performance activities roadmap, including the calculation of the 40-County batch completion times and estimation of the 58-County batch completion times
- ▶ Continued to review and utilize the Batch Operations Dashboards for generation of the daily batch summary emails

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- ▶ Supported nightly batch operations and coordinated with the Application Development, Database Administration, and Technical teams to resolve issues and performance tune batch jobs
- ▶ Supported execution of cyclic/high frequency/event streaming jobs
- ▶ Implemented and validated Production Batch System Change Requests (BSCRs), and started reviews and implementation of CalWIN release BSCRs in Batch Performance environment
- ▶ Continued support for execution of Batch Regression testing for CalWIN releases
- ▶ Updated Batch Scheduler to include additional core/core-off prime/non-core categorizations

### 3.6 ForgeRock

#### 3.6.1 Highlights of the Reporting Period

- ▶ Leadership approval for additional 4 resources for the ForgeRock Operations Team
- ▶ Completion of draft Change Order for ForgeRock Maintenance & Operations Contract
- ▶ Added internal training for all Project and County Users for Short Message Service (SMS) Multi Factor Authentication (MFA) guidance
- ▶ Completion of Community Based Organizations (CBO) Users for Los Angeles and BenefitsCal Your Benefits Now (YBN) Conversion of CBO users
- ▶ Enhancements completed for BenefitsCal Delegated Administration (DA) portal for Customers

**Table 3.6-1 – ForgeRock Milestones**

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock   CalSAWS Jira/ BitBucket Single Sign On (SSO) Integration	TBD	Postponed
Enable Lifecycle Management for ServiceNow Accounts	May 20, 2022	In Production
Implement SMS for Multi Factor Authentication	May 20, 2022	In Production
ForgeRock: Application Onboarding - Ansible Enterprise	Release When Ready (RWR)	In progress
Los Angeles County Delegated Admin (DA) Staff need to authenticate using ForgeRock Credentials	Release When Ready (RWR)	Pending approval
Update ForgeRock message to customers who create an account to include 3 new languages	May 20, 2022	In Production
Update the ForgeRock CBO Activation message to remove help@benefitscal.org email address	May 20, 2022	In Production
Create a Report for BenefitsCal users and CBOs broken out by County	Release When Ready (RWR)	In progress
JIRA and BitBucket JIT Provisioning	Release When Ready (RWR)	Pending approval
ForgeRock: Session Management Integration for	Release When Ready	In progress

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MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Integrated Applications	(RWR)	
ForgeRock: Multi Factor Authentication Policy Enhancement	Release When Ready (RWR)	In progress

### 3.7 Innovation Lab

- ▶ Continued Innovation Lab activities
  - System Status for End Users (Co-Create Phase)
    - The System Status page pushed into production on June 2, 2022
    - All tasks for Innovation Team are completed
  - CalSAWS Production Calendar (Co-Create Phase)
    - Production Calendar pushed into production on May 23, 2022
    - Implementing ServiceNow role changes for Production Calendar targeted for June 8, 2022, pending Change Advisory Board (CAB) approval
    - All tasks for Innovation Team are completed
  - Cybersecurity Awareness Program (Scale)
    - Completed testing of Single Sign On (SSO) authentication for the Cofense Learning Management System (LMS) on June 3, 2022
    - Final transition and documentation of LMS resources scheduled for June 8, 2022

### 3.8 Imaging

- ▶ Completed Defect
  - CA-245784 – Los Angeles Imaging Supervisor Security Access
  - CA-245582 – Documents without Batch Routed to Exception Queue
  - CA-235194 – Additional Imaging Data Needed in Document Template Tables
  - CA-244711 – Users Should be Able to Edit the Notes Imaging Field in Archive (c)
  - CA-245869 – SIU Capture Mode not Reading Barcodes
- ▶ Completed System Change Requests (SCRs)
  - CA-244930 – Add Support to Form Names Reserved for Resource Data Bank Scan Mode
  - CA-245591 – Reindex Los Angeles Export Documents
  - CA-245540 – Add Option to Send Documents from Reindex to Reindex All

### 3.9 Customer Service Center (CSC)

- ▶ Sent to System Test:
  - CA-228236 – Send SAR7 instead of 960X
    - When a customer selects to resend their missing document from an outbound Interactive Voice Response (IVR) phone call, this change will ensure the SAR7 is sent to the customer and not the 960X

### 3.10 IVR Bot Enhancement Pilot for San Bernardino County

- ▶ Welcome Bot
  - Welcome Bot continues to successfully route approximately 80% of callers that interact with the bot
  - Push Notification is successfully deflecting approximately 13% of callers from needing to speak to a worker
  - Welcome Bot and Push Notification combined successfully deflect approximately one-third of all callers
- ▶ Authentication Bot
  - Authentication rate remains high. Bot is authenticating on average 89% of callers that interact with the bot
- ▶ Met with San Bernardino County to discuss upgrade plans to version 2 of the Authentication and Welcome Bots

### 3.11 Deviation from Plan/Adjustments

- ▶ None for this reporting period

## 4.0 Application Development

### 4.1 Highlights from the Reporting Period

**Table 4.1-1 – Application Development Status Agenda Topic**

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> <li>• Began 22.07 System Testing. 21% pass rate on a 13% target</li> </ul>

### 4.2 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 Three priority releases:
  - The CalSAWS 22.05.24 Minor Release was successfully deployed on May 24, 2022
    - One defect was deployed in the area of Client Correspondence team
  - The CalSAWS 22.05.26 Minor Release was successfully deployed on May 26, 2022
    - Nine defects were deployed in the areas of Batch and Interfaces, BenefitsCal, Online, and Reports teams
    - Four System Change Request (SCRs) were deployed in the areas of Batch Operations, BenefitsCal and Client Correspondence teams.
  - The CalSAWS 22.06.02 Minor Release was successfully deployed on June 02, 2022

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- Thirteen defects were deployed in the areas of Batch and Interfaces, BenefitsCal, Client Correspondence, Fiscal, Technical Operations and Reports teams
- Five System Change Request (SCRs) were deployed in the areas of Client Correspondence, Eligibility, Online and Reports teams.

**Table 4.2-1 – CalSAWS Upcoming Release**

Release	Summary
<b>22.06.06</b>	▶ List of RCA/TCVAP Cases Effective October 1, 2021 or After
<b>22.06.07</b>	<ul style="list-style-type: none"> <li>▶ Mendocino Opt Out of DDID 85</li> <li>▶ Stanislaus Opt out of DDID 85</li> <li>▶ Implement Recovery Account Workload Assignment Options for CalWIN Counties</li> <li>▶ All County Letter (ACL) 21-140 Pregnant Person Only (PPO) Notice of Action (NOA) Updates</li> <li>▶ DDID 2220 - Telephonic Signature from eCCP</li> <li>▶ NA 791 - Turn generation batch on, populating phone number</li> </ul>
<b>22.06.08</b>	▶ Update Images button on Case Summary to pull all documents
<b>22.06.09</b>	<ul style="list-style-type: none"> <li>▶ Update Yolo County Direct Deposit Inbound file option</li> <li>▶ Turn off Work Participation Rate (WPR) Un-engagement Dashboard in QLIK</li> <li>▶ Update School Lunch Report from Annual Frequency to Monthly Frequency</li> </ul>
<b>22.06.11</b>	▶ Issue May 2022 Disaster Supplement in accordance to HR 6201 Emergency Allotments
<b>22.06.14</b>	<ul style="list-style-type: none"> <li>▶ NOA updates for Reduced Premiums for Children's Programs</li> <li>▶ Update Stanislaus County Direct Deposit bank to JP Morgan</li> <li>▶ Non-Customer Issuance Detail Page Unique Error Identifier for comment length</li> <li>▶ Update the Database Connection for the Child Care Portal</li> <li>▶ ACL 22-39 Cost of Living Adjustment (COLA) Increase to the Minimum Basic Standards of Adequate Care (MBSAC) and Income in Kind (IIK) for 2022-2023</li> <li>▶ Business Reply Mail (BRM) Address Change for Riverside office 34</li> <li>▶ Add Classification Titles to Staff Detail page for CalWIN Counties (Wave 1)</li> <li>▶ Create Application programming interface (API) Logic to Ensure Confidentiality Compliance</li> </ul>
<b>22.06.16</b>	<p>Update Duplicate Medi-Cal Eligibility Determination and Benefit Calculation (EDBC) Batch Job Schedule to Monthly</p> <ul style="list-style-type: none"> <li>▶ Removing Your Benefits Now (YBN) Dashboard Links in CalSAWS</li> <li>▶ ACL 22-39 - Batch EDBC for Cost-of-Living Adjustment (COLA) for Income In-Kind (IIK) for 2022-2023</li> </ul>
<b>22.06.18</b>	▶ Issue May 2022 Disaster Supplement in accordance to HR 6201 Emergency Allotments
<b>22.06</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Controls (SCRs): 2 approved</li> <li>▶ Release Webcast date: TBD</li> </ul>
<b>22.06.22</b>	▶ Add next document indicator in workflow grid
<b>22.06.23</b>	<ul style="list-style-type: none"> <li>▶ Update C-IV School Lunch Interface to run for CalWIN Counties</li> <li>▶ School Lunch Interface County Interface Exchange Testing Support SCR Wave 1</li> <li>▶ DDID 2700 FDS CSC: Migrate Shasta County to new AWS account, and deploy eCCP</li> </ul>



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Release	Summary
	<ul style="list-style-type: none"><li>▶ Migrate Imaging API from APIGEE to AWS API Gateway</li><li>▶ BenefitsCal - Case Link Request Page Enhancements - Phase 2</li></ul>
<b>22.07</b>	<ul style="list-style-type: none"><li>▶ Total System Change Controls (SCRs): 59 approved</li><li>▶ Release Webcast date: TBD</li></ul>
<b>22.09</b>	<ul style="list-style-type: none"><li>▶ Total System Change Controls (SCRs): 34 approved</li><li>▶ Release Webcast date: TBD</li></ul>

### 4.3 Application Development Status

- ▶ Continued design on:
  - CA-209184 for Processing Eligibility Determinations for the 250% Working Disabled Program
  - CA-209721 to Add Notice of Actions (NOAs) and Forms for Electronic Theft
  - 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)
  - CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non- Modified Adjusted Gross Income (MAGI)/MAGI Notice of Actions (NOAs)
  - CA-50776 for CalFresh Welfare to Work (WTW) Eligibility Non-Compliance Updates
  - CA-201813 to Display Important County Dates Phase I
  - CA-228897 for Add CL NC Reason and update 'Cal-Learn \$50 Sanction NOA
  - CA-56913 for ACL 14-64: Add CalWORKs Family Stabilization (FS) Program Quarterly Status Report - FSP 14 (dependent on SCR CA-57298: Creating Family Stabilization Pages)
  - CA-239421 for Performance: Convert current Batch Able Bodied Adults Without Dependents (ABAWD) process to continuous processing
  - CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
  - CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
  - CA-220693 for Enhancements to Child Care Administrator Portal
  - CA-228876 to Add Common NOA Fragments for Threshold Generation - CalFresh
  - CA-228877 to Add Common NOA Fragments for Threshold Generation - CalWORKs/CalLearn
  - CA-228806 for Senate Bill (SB) 1065 - Update Homeless Assistance
  - CA-229814 to Update Lobby Device Management
  - CA-242597 for Performance: Convert Current Child Care (CC) Batch Sweep Jobs Process
  - CA-245084 for Time Extension of Refugee Cash Assistance (RCA)/ECA/TCVAP Programs
  - CA-241253 for BenefitsCal – Community Based Organizations (CBO) task
  - CA-225996 for All County Letter (ACL) 21-52 Update CF 285, Add CF 285A, Cover Letter and Pre-Populated Application Source
  - CA-242913 for ACL 22-XX Cost of Living Adjustment (COLA) Increase to the Minimum Basic Standards of Adequate Care (MBSAC) and Income in Kind (IIK) for 2022-2023
  - CA-245693 for ACL 22-XX - Batch Eligibility Determination and Benefit Calculation (EDBC) for Cost-of-Living Adjustment (COLA) for Income In-Kind (IIK) for 2022-2023

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- CA-244864 for ACL XX-XX Agricultural Improvement Act of 2018 (Farm Bill) Update CalFresh Expungement Timeframe
- CA-244070 for Mass mailer for PEA II
- CA-244068 to Add Journal Entry in CalSAWS for C4Y e-Application e-Signature Information
- CA-242010 for Increase to the Asset Limits for Medically Needy (MN) Sneed Non-MAGI Medi-Cal Programs
- CA-241413 for One-time batch for Reduced Premiums for 250% WDP
- CA-239721 for CFL 21/22-61- reimbursement instructions for replacement of CalFresh food benefits due to electronic theft
- CA-238993 for All County Information Notice (ACIN) I-72-21 SB 1232 Mass Informing Notice
- CA-238042 to Add missing Foster Care NOAs that existed in C-IV Phase 2
- CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
- CA-214453 to Update Medi-Cal Batch Protection for PHE to prepare for PHE Lift
- ▶ Continued build on:
  - Build for priority releases and 22.07 approved System Change Requests (SCRs)

## 4.4 Release Management

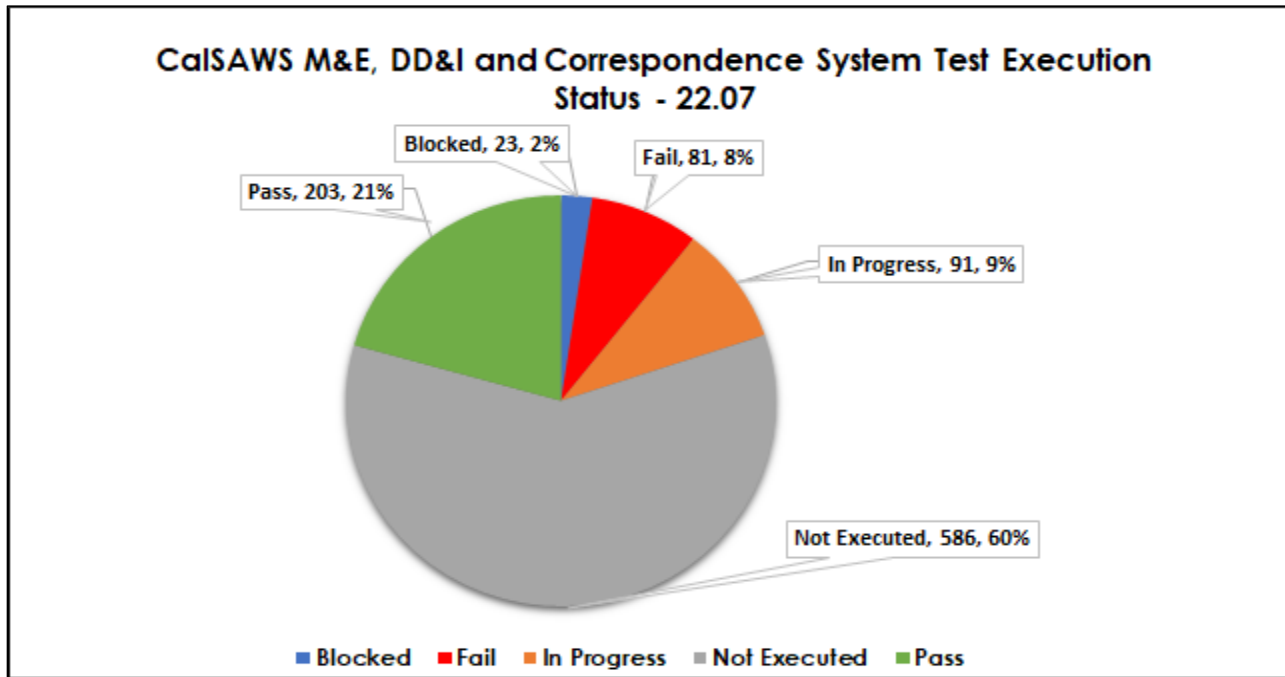
### 4.4.1 Release Test Summary

- ▶ Began 22.07 test execution

**Table 4.4.1-1 – CalSAWS System Change Request (SCR) Test Status**

Pass Rate Target as of June 3, 2022	<b>13%</b>
Pass Rate Actual as of June 3, 2022	<b>21%</b>
System Test Complete Date: May 18, 2022	

**Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 22.07**



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 and Enhancements (M&E) and CalSAWS Design, Development, Implementation (DD&I) and Correspondence (GAGR Client Correspondence) System Change Requests (SCRs) System Test Execution

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

**Table 4.4.2-1 – CalSAWS Automated Regression Test (ART) Coverage**

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	96,571,545	47.70%	14	97.76%
2	99	65,395,957	32.30%	93	91.22%
3	121	20,190,938	9.97%	106	89.06%
4	489	17,317,560	8.55%	288	68.45%
5	2722	2,997,698	1.48%	518	30.35%

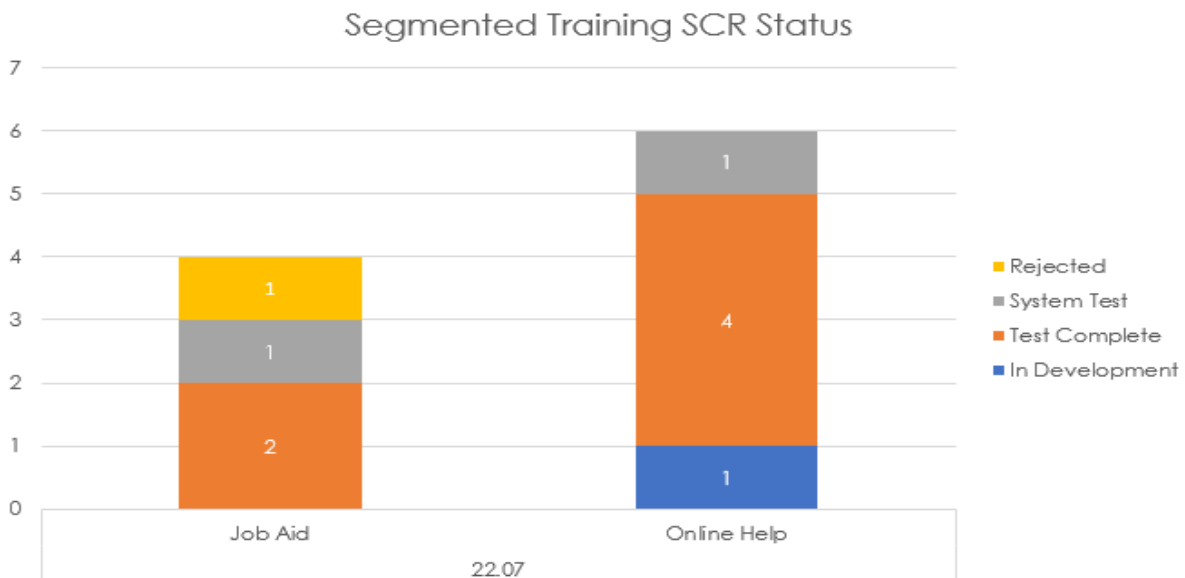
- ▶ Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of May 31, 2022. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production 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 599 end-to-end Automated Regression Test (ART) scripts

#### 4.5 Training Materials Update

- ▶ 22.07 Online Help (OLH) SCRs:
  - 6 SCRs are Test Completed
  - 2 SCRs are in System Test
  - 1 SCR is In Development (Content Revision created for the 22.09 fix version)
  - 1 SCR is Rejected
- ▶ 22.01 and 22.03 Impact Analysis for Web Based Training (WBT) updates completed, System Change Requests (SCRs) completed. All but four SCRs have been completed for the 22.05.27 release. These SCRs have been rescheduled for the 22.07.22 release, since new updates were requested during Consortium Review and did not make the deadline for May 27, 2022
  - CA-241789
  - CA-237149
  - CA-237088
  - CA-236975
- ▶ 22.09 Impact Analysis for OLH, Job Aids and WBTs – Completed. Online Help SCRs have been created, WBT SCRs are In Progress
- ▶ Training Environments
  - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.5-1 – Weekly Training SCR Status Report



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**Table 4.5-1 – Upcoming Training Activities**

Training Activity	Date
Decommission LMS Lite	Friday, June 10, 2022
Generic Logins for Wave 1 CalWIN Migration (Trainers)	(tentative) June 3, 2022 – On HOLD until further notice

**4.6 Deviation from Plan/Adjustments**

- ▶ None for the reporting period

**5.0 Regional Updates**

- ▶ None for the reporting period

**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