

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: August 29, 2022 – September 11, 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"> ► The CalSAWS System experienced an unplanned outage on September 2, 2022, during this period. Root cause analysis is in progress
Defects		<ul style="list-style-type: none"> ► There are 124 active Production defects
Incidents		<ul style="list-style-type: none"> ► CALSAWS BROADCAST: Starting at 12:00 p.m. on August 29, 2022, the impacted Users of San Bernardino County at the 10825 Arrow Route Rancho Cucamonga site were unable to access the CalSAWS application. As of 3:00 p.m. on August 29, 2022, the issue was resolved. Impacted Users at the 10825 Arrow Route Rancho Cucamonga site are able to access the CalSAWS application. PRB0044211 ► CALSAWS BROADCAST: Starting at 7:50 a.m. on August 29, 2022, Shasta County Users received a blank screen which prevented them from accessing the Enhanced Call Control Panel (eCCP) for Contact Center Agents. As of 2:40 p.m. on August 30, 2022, the issue was resolved. Impacted Shasta County Users were able to access the Enhanced Call Control Panel (eCCP) for Contact Center Agents. PRB0044200 ► CALSAWS BROADCAST: Starting at 7:27 a.m. on August 29, 2022, some e-applications received from BenefitsCal after August 26, 2022, through August 29, 2022, were received without the SAWS II Plus form. As of 9:30 a.m. on September 1, 2022, this issue was resolved. BenefitsCal completed transferring SAWS II Plus forms for the remaining e-applications submitted between August 26 and August 30, 2022. SAWS II Plus forms for all e-applications submitted by BenefitsCal are available to view in CalSAWS. PRB0044207 ► CALSAWS BROADCAST: Starting at 8:00 a.m. on August 29, 2022, multiple Counties reported issues that prevented impacted Users from accessing the Custom Call Control Panel (CCP) for Contact Center Agents. Users working from home were not impacted by this issue as they used the Default CCP. As of 7:00 a.m. on September 2, 2022, this issue was resolved. The Project team has monitored Users' login to the custom CCP and confirmed that the Users were able to access CCP. PRB0044201 ► CALSAWS BROADCAST: Starting at 7:50 a.m. on August 29, 2022, some Users reported experiencing issues that

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Topic	CalSAWS System	Highlights
		<p>prevented them from resetting their password that was used to access certain CalSAWS application and services. As of 9:15 p.m. on August 29, 2022, the issue was resolved. Users were able to reset their password and access the CalSAWS application and services. PRB0044208</p> <ul style="list-style-type: none">▶ CALSAWS BROADCAST: Starting at 10:00 p.m. on August 30, 2022, Users were unable to log into the CalSAWS application and services. As of 12:21 a.m. on August 31, 2022, the impacted services had been restored. Users were able to log into the CalSAWS application and services. The Project team continued to monitor Users' login throughout the day on August 31, 2022. PRB0044222▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on September 2, 2022, the CalSAWS reports and dashboards refresh had been delayed due to CalSAWS emergency maintenance. As a result, impacted Users were unable to view the latest data. As of 9:30 a.m. on September 3, 2022, the delayed reports and dashboards from September 2, 2022, had been refreshed in Production and were available for Users. PRB0044250▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on September 7, 2022, the following reports were not generated in Production which prevented Users from being able to view the latest version: CalFresh Supplemental Issuance Register, Supplemental Benefit Manual Warrant Issuance Register, and Supplemental Benefit Issuance EBT Register. As of 9:40 a.m. on September 7, 2022, this issue was resolved. The delayed reports have been generated in Production and the latest versions of these reports are available for Users. PRB0044262▶ Starting at 7:00 a.m. on September 9, 2022, electronic messages from caseworkers using the E-Messages page in CalSAWS that were sent to the participant's BenefitsCal account were not being displayed in the BenefitsCal portal. The BenefitsCal team was actively working to resolve the issue. CA-249978 was scheduled for deployment on the night of September 9, 2022, to add an announcement message on the CalSAWS Homepage to inform Users to not send electronic messages to BenefitsCal using the CalSAWS E-Messages page until the issue is resolved. PRB0044266

Legend	
	On Track
	At Risk
	Not on track/Monitor


1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.08.30, 22.08.31, 22.09.01, 22.09.02, 22.09.06, 22.09.08, and 22.09.09
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Outage –
 - On September 5, 2022, from 10:00 a.m. to 3:00 p.m., the CalSAWS application was unavailable for Users
 - On September 2, 2022, from 5:35 a.m. to 8:25 a.m., the CalSAWS application was down for emergency maintenance
 - Scheduled External Application Outages:
 - BenefitsCal Maintenance/Limited Access —
 - On September 5, 2022, from 10:00 a.m. to 3:00 p.m., the 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
 - The BenefitsCal application was scheduled for maintenance on August 30, 2022, from 8:00 p.m. to 9:00 p.m. During this period, the BenefitsCal application was unavailable
 - On September 6, 2022, from 8:00 p.m. to 9:00 p.m., the BenefitsCal application was unavailable
 - The BenefitsCal application was scheduled for maintenance on September 9, 2022, from 8:00 p.m. to 9:30 p.m. During this period, the BenefitsCal application was unavailable
 - On September 17, 2022, from 7:00 p.m. to September 19, 2022, until 6:00 a.m., BenefitsCal will be available for participants, but transactions will be queued and processed upon completion of the maintenance activities. Participants will not be able to view EBT balance and case information from BenefitsCal

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">• The following DDELs were submitted to Consortium/QA for review with comments due back September 16, 2022:<ul style="list-style-type: none">○ 5.0 Helpdesk Services Plan○ 8.0 Performance Management Plan○ Appendix A – Communications Management Plan. Comments due September 19, 2022

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DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
				<ul style="list-style-type: none">• The following FDELs were submitted to Consortium/QA for review with comments due back as follows:<ul style="list-style-type: none">◦ M&E Services Plan (CalWIN Cutover). Comments due September 14, 2022• The following Deliverables are being reviewed by Accenture teams to address Consortium DDEL comments:<ul style="list-style-type: none">• 1.0 Business Continuity & Disaster Recovery Plan• 2.0 Capacity Management Plan• 4.0 Configuration Management Plan• 6.0 Network Management Plan• 9.0 Network Management Plan• 11.0 Remote Maintenance Operations Plan• The following Deliverables are being finalized by Accenture teams for DDEL submission:<ul style="list-style-type: none">• PCD Main• Appendix D - Deliverable Management Plan• 0.0 CalSAWS M&O Services Plan Executive Summary• 7.0 Operations Management Plan• 12.0 Security Management Plan

[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"> • The following DDELs were submitted to Consortium/QA for review with comments due back September 16, 2022: <ul style="list-style-type: none"> ○ 5.0 Helpdesk Services Plan ○ 8.0 Performance Management Plan • The following FDELs were submitted to Consortium/QA for review with comments due back as follows: <ul style="list-style-type: none"> ○ M&E Services Plan (CalWIN Cutover). Comments due September 14, 2022 • Revised Deliverables Calendar for remaining outstanding deliverables is being finalized and will be shared with Consortium PMO this week

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ 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 on status of Deliverables update cycle and calendar
- ▶ Continued performing contract management activities:
 - Currently evaluating items, including potential premise, planned for submission on the October JPA via Amendment or Change Notice.
 - 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
 - County Purchase Orders
 - Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the Joint Powers Authority (JPA) Board of Directors on April 16, 2021
 - Tracking of County Purchases:
 - Reference Appendix B for detailed tracking of County Purchases

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2.3 CRFI/CIT Communications Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending September 11, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0247-22	SCR CA-229271 CalWORKS / CalFresh Allow School Expense to be Deducted from Awards / Scholarships	Informational	August 29, 2022	Sarah Cox	Caroline Bui
0249-22	CalSAWS BUZZ Volume 4 Issue 4	Informational	September 29, 2022	June Hutchison	Lenecia Miles
0251-22	Recruitment of CalSAWS Project Staff Closing on September 30, 2022	Informational	August 30, 2022	Jennifer Smith	Holly Murphy
0254-22	BenefitsCal CalSAWS Features Status for Counties	Informational	August 31, 2022	Joel Acevedo	Onur Senman
0255-22	CalSAWS County Cost Summary – September 2022 Update	Informational	September 1, 2022	Britt Carlsen	Tracy Berhel, Melissa Gates
0239-22	CA-239411 CalWORKs/CalFresh COLA FFY 2023 Batch Memorandum	Informational	September 1, 2022; Revised September 6, 2022	Caroline Bui, Sarah Cox, Ignacio Lázaro	Lara Ould
0257-22	CalSAWS Power of 58 Online Store is Now Open	Informational	September 6, 2022	CPMO	
0258-22	CA-248913 CalFresh Emergency Allotments for August 2022 List Posted	Informational	September 6, 2022	Caroline Bui	Committee.CalWORKs_CalFresh.Facilitator
0260-22	Customer Reporting Page for Medi-Cal Renewal Packets	Informational	September 8, 2022	Maggie Orozco-Vega	Nina Butler

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending September 11, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-062	CalWIN Readiness Prerequisites for IPT	July 25, 2022	Open	September 16, 2022	Melanie Gines, and Lloyd Rankine
22-063	CalSAWS ServiceNow User Assessment and County Helpdesk Tools	August 1, 2022	Open	August 15, 2022	Mike Tombakian
22-069	CalSAWS Web Portal County	August 18, 2022	Open	September 1,	Daisy Villasenor

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CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
	Focus Group Participant Recruitment			2022	
22-073	CalWIN Wave 1 Counties: Project-Maintained Worker IDs	August 30, 2022	Open	September 13, 2022	Darcy Alexander
22-074	Technical Questionnaire for CalSAWS Enablement	August 30, 2022	Open	September 16, 2022	Melanie Gines
22-075	County Support Staff Adjustments	August 31, 2022	Open	September 16, 2022	Britt Carlsen

Table 2.3-3 – Overdue CRFIs

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending September 11, 2022

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-063	CalSAWS ServiceNow User Assessment and County Helpdesk Tools		Alpine, Amador, Sierra, and Yuba Counties				

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
Done	1
Assigned	19
Completed	723
Duplicate	17
Withdrawn	24
Total	788

Note: SCIRFRA/SCERFRA/SIRFRA/SARRA requests from November 2018 through the end of the reporting period

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Table 2.4-2 – Details of SCIRFRA/SCERFRA/SIRFRA/SARRA Data Received

ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 22-550	22-550 – CalWORKS Current Child Support Pass-Through – CalWORKs	Completed	August 29, 2022	August 30, 2022	
OTHER	Los Angeles County – Update GA/GR to SAR and Reporting	Assigned	September 5, 2022	No response	
SCERFRA 22-542	22-542 – Addition of IRT Language and Budget to CalFRESH NOAs	Completed	September 5, 2022	September 2, 2022	
SIRFRA 3784	3784 – CFAP Expansion Data Elements	Completed	September 7, 2022	September 9, 2022	
SCERFRA 22-552	22-552 - WDTIP Replacement Solution	Assigned	September 13, 2022	No response	
SIRFRA 1205	1205 – PHE Renewal Data Request	Assigned	September 13, 2022	No response	
SIRFRA 1206	1206 - Inmate Suspension and Renewal Requirement	Assigned	September 15, 2022	No response	
SIRFRA 1189	1189 -SAWS Policy Guidance RE PHE	Assigned	September 15, 2022	No response	
SCERFRA 22-548	22-548 - Extension of CalFresh Water Pilot - Due: August 17, 2022 - Urgency level 2	Assigned	September 15, 2022	No response	
SCERFRA 22-539	22-539 - CalFresh and CalWORKs Implementation of New Forms and CDSS Civil Rights Contact Info Update	Assigned	September 15, 2022	No response	
SIRFRA 3732	3732 - LOC and ISFC Information from SAWS	Assigned	September 15, 2022	No response	
SIRFRA 3791	3791 - Stage One Child Care Home Provider Data - August Data	Assigned	September 20, 2022	No response	
SCERFRA 22-508	22-508 - SB 1083 – CalWORKs: Pregnancy and Homeless Assistance	Assigned	September 21, 2022	No response	
SIRFRA 3794	3794 - Data Report Providing Benefits Being Received by Afghan Arrivals	Assigned	September 22, 2022	No response	
SIRFRA 3790	3790 - Elderly Simplified Application Project - CalFresh Household by Certification Period and by	Assigned	September 23, 2022	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
	County				
SIRFRA 3797	3797 – Child and Child Care Provider Data for Stipends Based on April 2022 Enrollment Data	Assigned	September 23, 2022	No response	
SCERFRA 22-551	22-551 – Cost Estimate to Implement the Prepopulated SAR 7 Form and SAR 7A Notice	Assigned	September 23, 2022	No response	
SIRFRA 3788	3788 - Assignment of Child/Spousal Support Rights	Assigned	September 26, 2022	No response	
SCERFRA 22-553	22-553 - CalWORKs - Two Parent Aid Code for Families Who Have Exceeded TANF 60-Month Limit	Assigned	September 30, 2022	No response	
SCERFRA 22-554	22-554 - Correct Restaurant Meals Program (RMP) Automation	Assigned	September 30, 2022	No response	
SIRFRA 3789	3789 - Aid Code 35 Cases with a TANF Timed Out Adult	Assigned	September 30, 2022	No response	
SIRFRA 3792	3792 - CalFresh Restaurant Meals Program Eligibility Determination	Assigned	September 30, 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
3.2.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none">• New CalSAWS Accenture Monthly Help Desk Diagnosis Service Level Agreement (SLA) metric added to status reporting. The current September Monthly Help Desk Diagnosis SLA compliance is 97.8%• New trend graph added that shows the number of open incidents

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	<p>that missed the SLA on a monthly basis</p> <ul style="list-style-type: none">• New trend graph added that shows the number of closed incidents that missed the SLA on a monthly basis
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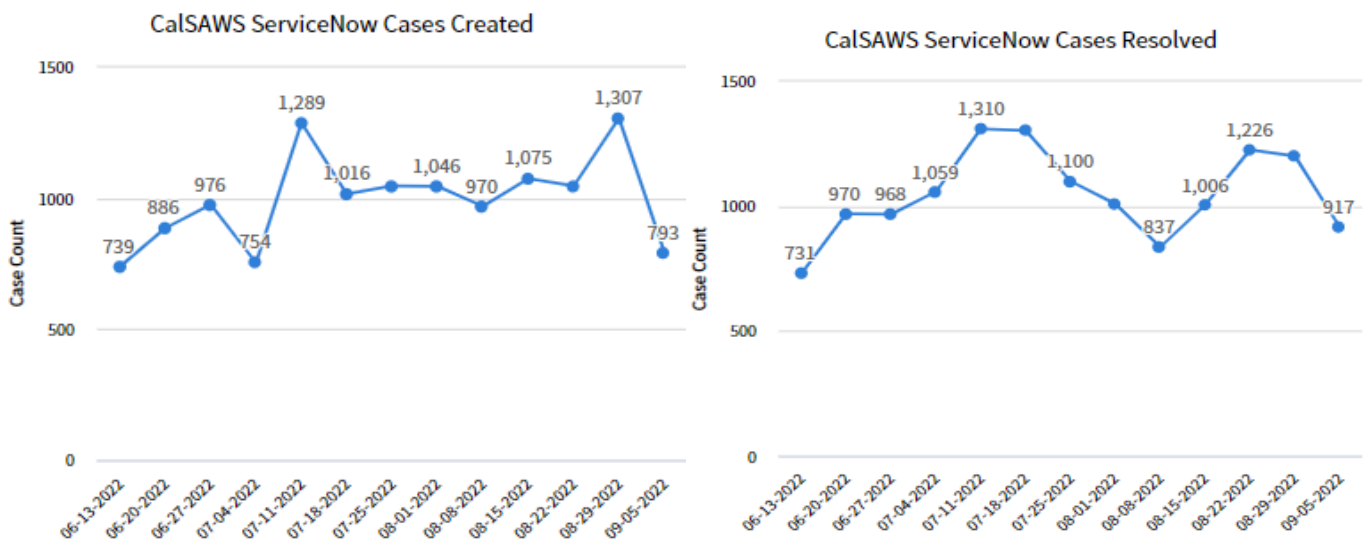
3.1.1 Service Management

3.1.2 Overview

- ▶ Implemented Change **CHG0036551** - ServiceNow Release 22.09.01 Update Security POA&M Application on September 01, 2022.
- ▶ Implemented Change **CHG0036613** - ServiceNow new Gainwell BenefitsCal and Routing on September 07, 2022.
- ▶ Implemented Change **CHG0036562, CHG0036563, CHG0036564** - Security Patch: Install Rome Patch 9b on SNC Instance on Dev, Test & Training Instance.
- ▶ Facilitated the Helpdesk Operations meeting between County Helpdesk and Project staff.
- ▶ Scheduled CHG0036765 -ServiceNow - ForgeRock account syncing integration targeted for September 15, 2022.
- ▶ Wave 2 Delegated Admin training is scheduled for Wednesday September 14, 2022.

3.1.3 CalSAWS Help Desk Metrics

Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week



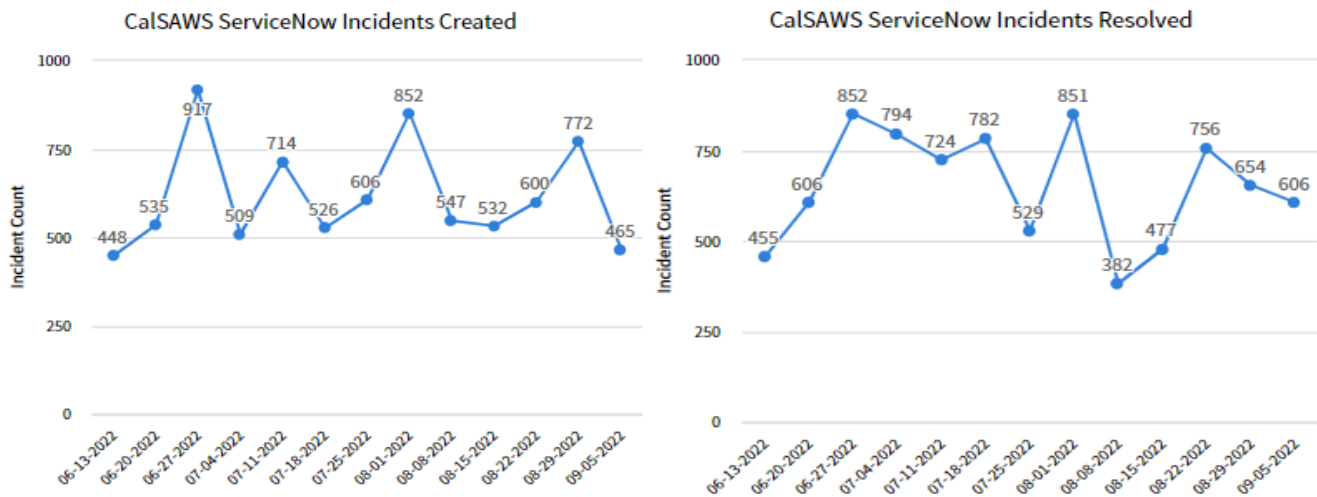
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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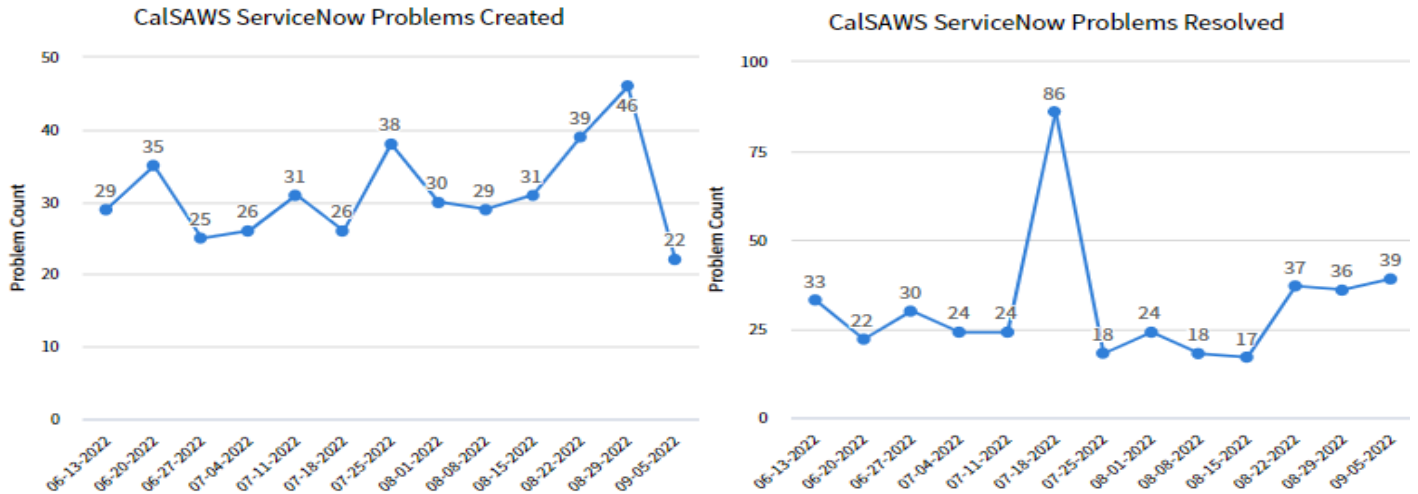
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Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



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 3.1.3-5 and 3.1.3-6 – 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

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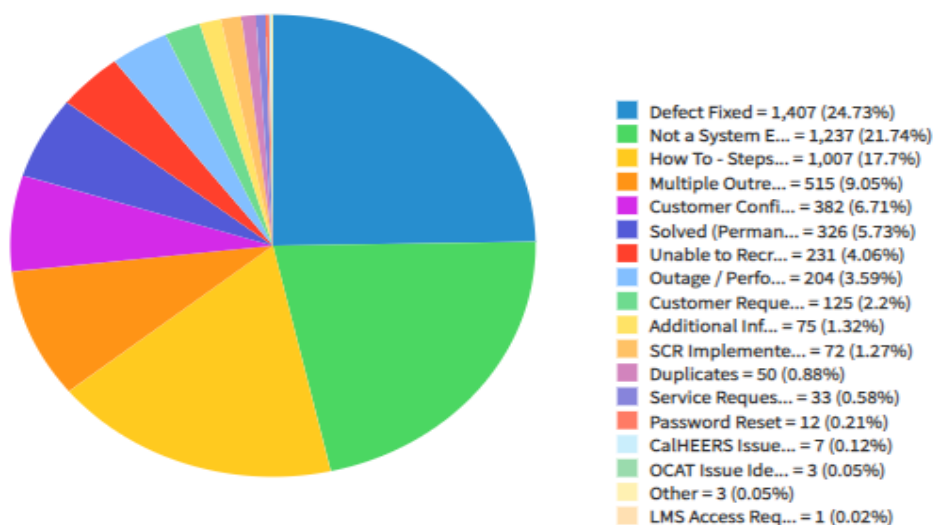
Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	29	29	4	10	5	11	18	2	108
In progress	7	72	20	20	22	26	66	41	274
On hold	5	95	53	77	167	272	415	669	1,753
Resolved	1	182	174	571	270	117	33	45	1,393
Closed	4	1	3	11,189	29,071	7,727	4,863	531	53,389
Problem in Diagnosis	0	2	2	0	1	0	1	0	6
Total	46	381	256	11,867	29,536	8,153	5,396	1,288	56,923

Figure 3.1.3-7 – 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
Defect Fixed	1,407	24.73%
Not a System Error - With Explanation	1,237	21.74%
How To - Steps to Proceed Provided	1,007	17.7%
Multiple Outreach Attempts – No Response	515	9.05%
Customer Confirmed Issue is Resolved	382	6.71%
Solved (Permanently)	326	5.73%
Unable to Recreate Issue	231	4.06%
Outage / Performance Degradation	204	3.59%
Customer Requested Closure	125	2.2%
Additional Information Needed	75	1.32%
SCR Implemented	72	1.27%
Duplicates	50	0.88%
Service Request Created - With Request Number	33	0.58%
Password Reset	12	0.21%
CalHEERS Issue Resolved	7	0.12%
OCAT Issue Identified	3	0.05%
Other	3	0.05%
LMS Access Request	1	0.02%
Total	5,690	100%

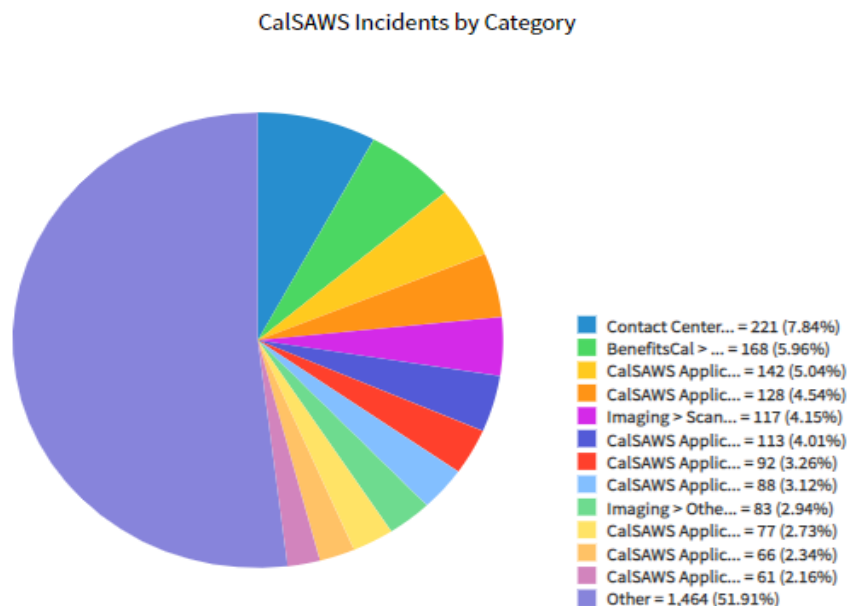
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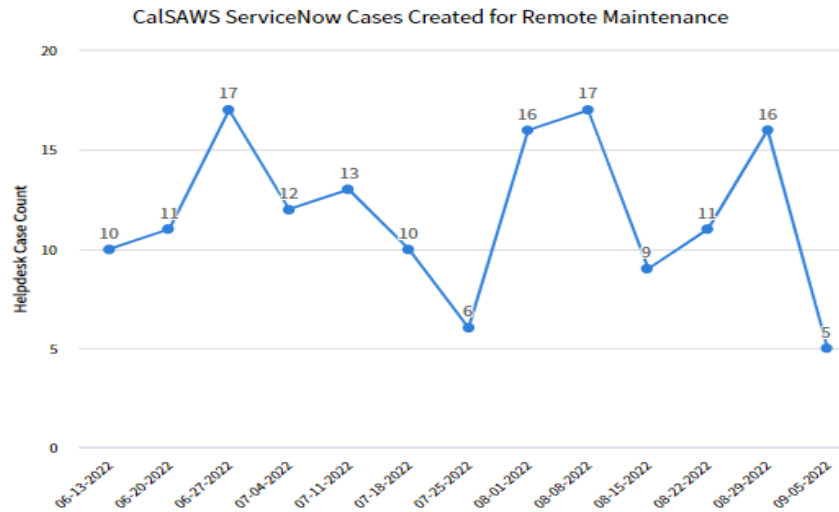
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



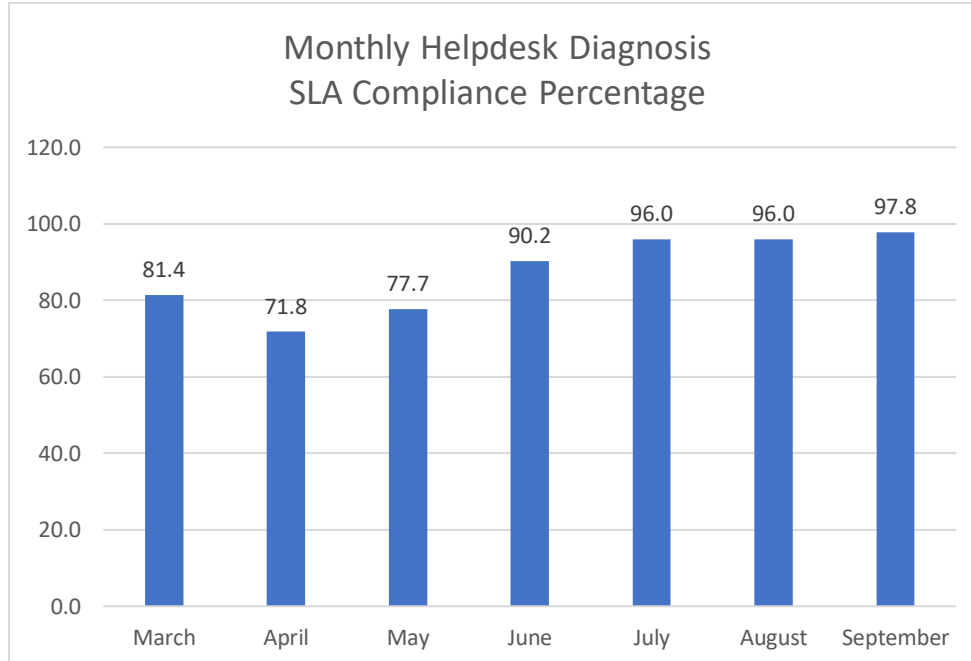
Category	Incident Count	Percentage of Incidents
Contact Center/IVR > CCP	221	7.84%
BenefitsCal > Notices/Documents/Images	168	5.96%
CalSAWS Application/Related Systems > Production > Performance > Slowness	142	5.04%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	128	4.54%
Imaging > Scanning Documents	117	4.15%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	113	4.01%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	92	3.26%
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	88	3.12%
Imaging > Other	83	2.94%
CalSAWS Application/Related Systems > Production > Eligibility Determination	77	2.73%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	66	2.34%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	61	2.16%
Other	1,464	51.91%
Total	2,820	100%

Figure 3.1.3-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance



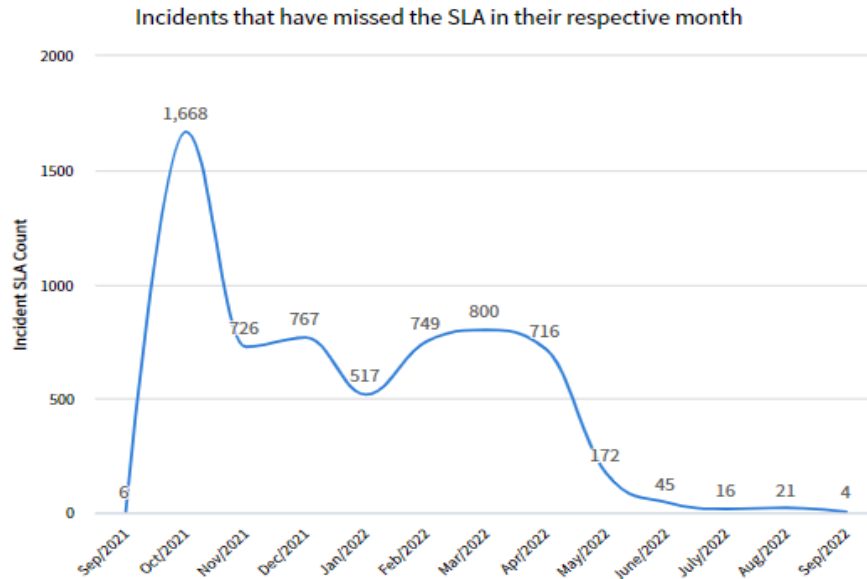
Figures 3.1.3-10 – CalSAWS Accenture Monthly Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

- Monthly Helpdesk Diagnosis SLA compliance to date for September is 97.8%



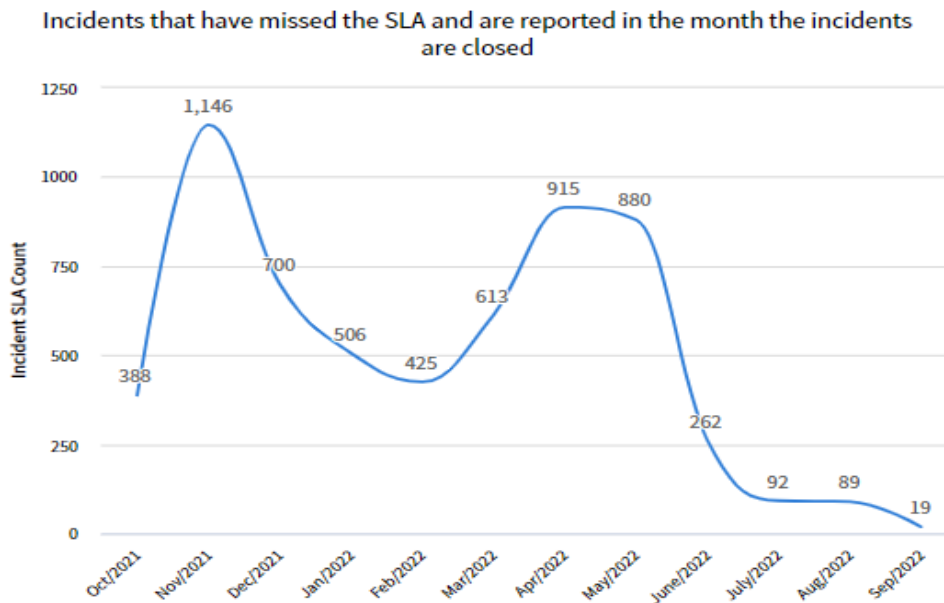
Figures 3.1.3-11 – Incidents that have missed the SLA in their respective month

- The graph shows the number of open incidents that missed the monthly SLA



Figures 3.1.3-12 – Incidents that have missed the SLA and reported in the month incidents are closed

- The graph shows the number of closed incidents that missed the SLA monthly



3.2 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

3.2.1 CalSAWS Management and Operations

- ▶ ZScaler Remote Access
 - Gaps to identify enhancements to meet NIST 800-53 (ZIA + EDR) being evaluated
 - SCR associated with migrating ZScaler ZPA to production created
- ▶ ZScaler Discover System Change Request (SCR) – San Bernardino County
 - CalSAWS Request for Information (CRFI) to San Bernardino County (CRFI - ZScaler Discovery SCR CA-243209)
 - Requirement Analysis ongoing along with feasibility ranking being calculated
 - Architectural options being evaluated to meet requirements
- ▶ ZScaler Discover System Change Request (SCR) – Kern County
 - CalSAWS Request for Information (CRFI) to Kern County generated
- ▶ Network Management and Monitoring – Automated Alerting
 - SolarWinds automated notification over Email and Teams channel setup completed
 - SolarWinds integration with ServiceNow for automated ticket generation
 - Developed and under testing in lower environment
 - Change request to move to production will be raised

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
September 12, 2022	Bulk Load Wave 2 CalWIN Users into ForgeRock Production - Support Access to LMS
September 13, 2022	CalWIN W4 - Solano County, Install CalSAWS Cisco Routers
September 13, 2022	CalWIN W4 - Solano - Staging: Rack, Stack and Installation of Velocloud Routers
September 13 – 14, 2022	Production: Upgrade Java and Apply WLS July 2022 Patches to Online and Batch
September 14 – 23, 2022	Production: Integrate Oracle Apex with ForgeRock for User Authentication (Planned Change)
September 15 – 22, 2022	CalWIN Wave 3 (Santa Barbara) - Interface Partner Connectivity over Extranet (For CalSAWS SFTP Servers, Batch File and IPT Readiness)
September 22, 2022	Disaster Recovery (DR) first dry run-on September 22, 2022
September 25, 2022	CalSAWS Release 22.09 (Planned Change)
September 29, 2022	Disaster Recovery (DR) first dry run-on September 29, 2022
October 2, 2022	Disaster Recovery (DR) Test on October 2, 2022 (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

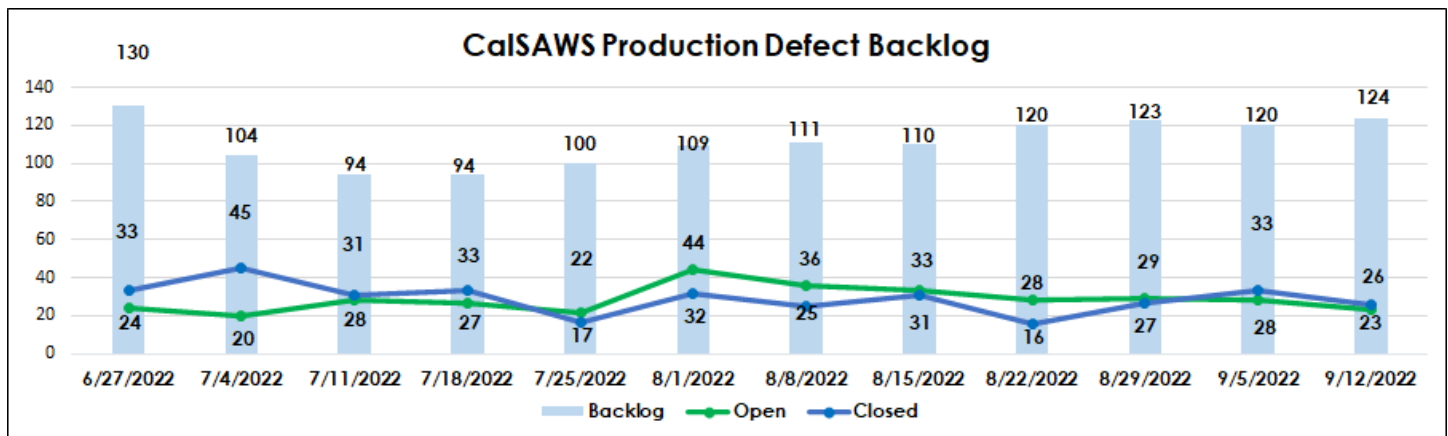
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- The CalSAWS System did not meet the Service Level Agreement (SLA)'s within the reporting period on the following date:
 - Friday, August 30, 2022 - Off-Prime EDBC was below SLA. 16 out of 235 transactions were > 5 sec, yielding 93.19%

3.3 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 3.3-1 – Production Defects Backlog Weekly Trend



3.3.1 Release Schedule Production Defect Fix

The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (22.01, 22.02, 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 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release					
Count of Defects	Release				
Severity	22.07	22.09	22.11	TBD	Grand Total
2-Normal/Medium	83	51	14	20	168
New	1	3	3	12	19
In Progress	17	22	11	7	57
Closed	65	26		1	92
3-Normal/Low	76	23	11	13	123
New			6	6	12
In Progress	7	13	5	2	27
Closed	69	10		5	84
4-Cosmetic	4	6	6	1	17
New			1	1	2
In Progress		2	5		7
Closed	4	4			8
Grand Total	163	80	31	34	308

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

3.4 Production Operations

3.4.1 Release Communications

- CalSAWS Release 22.09 Communications:
 - See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 22.09 Communication Activities

TASK	DATE (S)	OWNER
Sent Release 22.09 Major Upcoming Changes (MUC) documentation	August 10, 2022	Training
Distributed the updated MUC and request for Webcast list from Counties	TBD	Training
Sent draft Release Notes file to Regional Managers and Consortium Staff for review	September 20, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.09 in CalSAWS Health Report	TBD	Production Operations
Webcast on CalSAWS Release 22.09	September 20, 2022	Production Operations/ Consortium Policy and Design

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TASK	DATE (S)	OWNER
22.09 CalSAWS Application Development and Training Release Notes Broadcast	September 20, 2022	Production Operations
CalSAWS Release 22.09 Greenlight Meeting	September 21, 2022	Release Management/ Production Operations
CalSAWS 22.09 Post-Release Checkpoint Call	September 26, 2022 – September 30, 2022	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 164 – ForgeRock Jenkins and Operational Issues – PRB0043926
 - The ForgeRock deployment pipeline is based on Jenkins, which is used to push platform changes via Terraform scripts (infra) and installation/configuration scripts. During the rebuild efforts on July 15, 2022, the ForgeRock Operations team observed overall slowness in navigating the Jenkins administration console to run build jobs. This happened when the team was configuring the ForgeRock Access Manager component and running automated tests at the same time. ForgeRock Team identified the Central Processing Unit (CPU) credit usage (count) for the Jenkins server went up to 3 cores with the instance type as 't2.large', which has 2 cores. CPU credit provides the performance of a full CPU core only for one minute. The team had seen this delay only once and this coincides with the CloudWatch metrics available. The ForgeRock Operations team observed (a one-time) Jenkins slowness due to two events occurring simultaneously: Reconfiguration build on Production Stack B (n-1) Stack, and Running automated tests at the same time on Stack A. This resulted in the core count increase that was visible in CloudWatch where the metrics and slowness was observed. The slowness subsided and Jenkins server performance returned to normal once the build activities were completed.

3.4.3 Batch Operations

- ▶ Annual CalFresh/CalWorks Cost of Living Adjustment (COLA) batch run (SCR CA-242906) activities planned from September 10 through September 15, 2022
 - Adobe servers for generation of Notice of Action (NOAs) and Forms rendering were scaled from 4 to 8 servers to support the expected ~2 million correspondence documents
 - Completed checklist and preparation activities for the COLA run
 - Activities planned to start on Saturday morning September 10, 2022 with driving queries and three COLA batch EDBC runs on Saturday afternoon
 - COLA for Los Angeles County was processed first over the weekend, with central print activities planned to continue into Monday evening
 - COLA for the remaining 39 Counties was planned to be run over multiple days from Monday through Thursday afternoon. Based on the performance gains from the Adobe server scaling and activities performed over the weekend, the team anticipates completing these activities sooner
- ▶ Completed analysis of data from April, May, and June 2022 for warrant print files outbound from CalSAWS and warrant print files inbound to CalSAWS from Counties. Next step is to review

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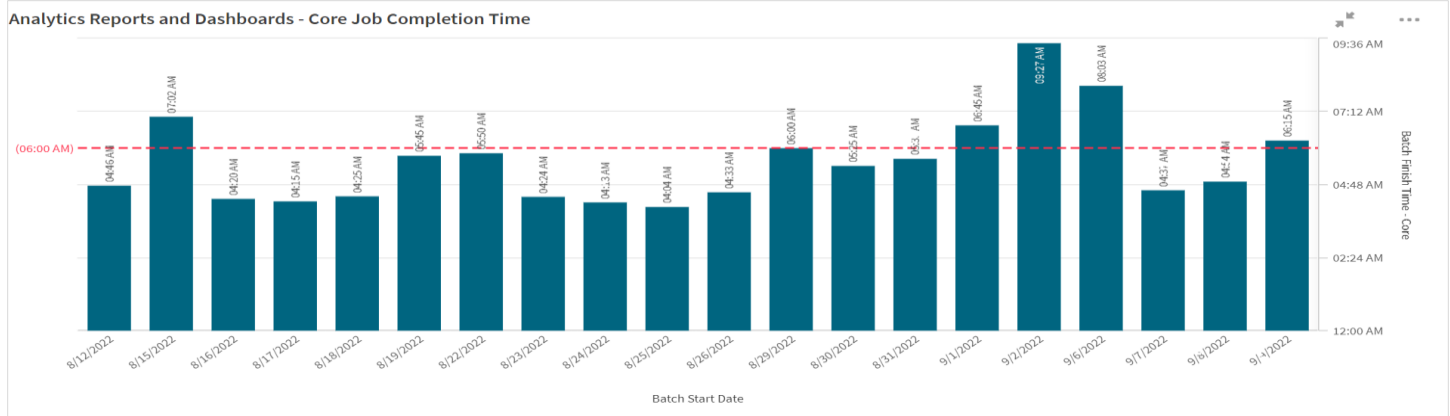
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the data with Consortium and confirm plans for discussions with Regional Managers and the four same-day Counties

- ▶ Reviewed the sample batch holiday calendar shared by the CalWIN team. Follow-up needed to discuss CalSAWS version
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA), 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
- ▶ 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

Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Friday* Nightly Batch Runs for Past 30 Days (August 12, 2022 – September 11, 2022)



*Note: Saturday night batch runs are generally special batch runs (e.g., Emergency Allotment payments, Cost of Living Adjustment (COLA), Release deployments, Maintenance activities), which involve additional processing steps, volumes, or dependencies on Interface Partners or technical activities, and are therefore not included in the above graph for now. The team will review incorporating this detail into future versions of the dashboard, as possible

Table 3.4.3.1 - Details of Days When Analytics Reports and Dashboards Completed Late

Batch Date	Issue	Communication	Status	Resolution
September 9, 2022	2 Analytics reports and dashboards completed 15 minutes past 6 a.m.	N/A – jobs completed before planned broadcast was sent	Closed	Reports generation completed by 6:15 a.m.

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Batch Date	Issue	Communication	Status	Resolution
September 6, 2022	Due to the Labor Day holiday on Monday, 3 sets of reports needed to be generated with Tuesday night's batch	Communication sent with subject line: Some Reports not Generated in Production	Closed	Reports generation completed by 9:40 a.m.
September 2, 2022	Due to the database issue from September 1, 2022, batch, September 1, 2022 reports were not generated with full data and needed to be run for two days	Communication sent with subject line: Some Reports not Generated in Production	Closed	Reports generation completed by 9:30 a.m.
September 1, 2022	Batch was paused due to Emergency maintenance activities to be performed to address a database issue	Communication sent with subject line: Emergency CalSAWS Maintenance	Closed	Batch was resumed after the maintenance
August 15, 2022	Back to school jobs held for post-run validations, resulting in claiming jobs finishing by 12:30 a.m., about an hour later than regular trend, but still before the expected time of 1:00 a.m.; 8 report jobs ran past 6:00 a.m.	N/A – jobs completed before planned broadcast was sent	Closed	The reports were generated through batch and completed at 7:02 a.m.

Metrics and graphs for the overall batch completion timings is planned to be included in future M&O Bi-weekly status reports

3.4.4 Production Performance

Status on Production Performance will be included with the next M&O Bi-weekly status report

- ▶ Batch - None for the reporting period
- ▶ Imaging - None for the reporting period
- ▶ Contact Center - None for the reporting period
- ▶ ForgeRock - None for the reporting period
- ▶ Core Online - None for the reporting period

3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ ForgeRock Team submitting Multifactor Authentication (MFA) Application Issue with Bad Gen IDs, ServiceNow Issue, and DR AM Node Failure Refugee Cash Assistance (RCA) to Consortium
- ▶ System Change Requests (SCRs) for September Production moved to October Production to focus on operational improvements
- ▶ September Production Build date confirmed for September 30, 2022 – Change Request creation in progress
- ▶ SCR Creation for October extension to be created next week
- ▶ Operation Lead to conduct interviews for new additional operations resources (1 additional

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operation resources)

- ▶ SCRs for August and September Extension approved for both System Change Requests Board (SCRB) and Change Control Board (CCB)
- ▶ Pending SCRB approval for APEX-ForgeRock Integration

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Request for ForgeRock Production Load for Wave 2 CalWIN Counties Prior to the Start of CalSAWS Training	Release When Ready	In progress
Request for ForgeRock Production Load for Wave 3 CalWIN Counties Prior to the Start of CalSAWS Training	November 14, 2022	In progress
Request for ForgeRock Production Load for Wave 4 CalWIN Counties Prior to the Start of CalSAWS Training	January 2, 2023	In progress
Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training	February 23, 2023	In progress
Request for ForgeRock Production Load for Wave 6 CalWIN Counties Prior to the Start of CalSAWS Training	May 1, 2023	In progress
Tech ForgeRock Team Allocation for August and September	September 30, 2022	In progress
Secrets Manager Implementation	October 28, 2022	Design/Review
Design and Implement Geofencing for AWS Console Logins	October 28, 2022	In progress
ForgeRock CalWIN Reconciliation bypassing Policy Validation on Managed Objects	September 30, 2022	In progress
ForgeRock: Session Management Integration for Integrated Applications	October 28, 2022	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement	October 28, 2022	In progress

3.6 Innovation Lab

- ▶ None for the reporting period

3.7 Imaging

- ▶ Completed Defects
 - CA-249605 – Large Files Submitting to Brainware Processing
 - CA-248873 – Initial QA Report Displays Incorrect Date Format in Excel Format
- ▶ Completed System Change Requests (SCRs)
 - Not Applicable

3.8 Customer Service Center (CSC)

- ▶ Design In Progress:
 - CA-245005 – Yuba County Call Flow Changes
 - Yuba county has requested an update to their call flow, and will modify their General Menu once change goes live

3.9 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">• 22.09 System Testing on schedule. Week 6 of 8 completed. 99% pass rate on a 75% target

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 six priority releases:
 - The CalSAWS 22.08.30 Minor Release was successfully deployed on August 30, 2022
 - Eight defects were deployed in the areas of Batch/Interfaces, Fiscal and Technical Architecture teams
 - Six System Change Request (SCRs) were deployed in the areas of Batch/Interfaces, Eligibility, Fiscal, Online and Technical Operations teams
 - The CalSAWS 22.08.31 Minor Release was successfully deployed on August 31, 2022
 - One defect was deployed in the area of Batch/Interfaces team
 - The CalSAWS 22.09.01 Minor Release was successfully deployed on September 1, 2022
 - Five System Change Request (SCRs) were deployed in the areas of Batch/Interfaces, BenefitsCal and Client Correspondence teams
 - The CalSAWS 22.09.03 Minor Release was successfully deployed on September 03, 2022
 - One System Change Request (SCR) was deployed in the area of Fiscal team
 - The CalSAWS 22.09.08 Minor Release was successfully deployed on September 08, 2022
 - Sixteen defects were deployed in the areas of Batch/Interfaces, Client Correspondence, Eligibility, Fiscal, Reports and Technical Architecture teams
 - Seven System Change Request (SCRs) were deployed in the areas of Client Correspondence, Eligibility, Online, Reports and Technical Architecture teams
 - The CalSAWS 22.09.10 Minor Release was successfully deployed on September 10, 2022
 - One System Change Request (SCR) was deployed in the area of Eligibility team

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Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
22.09.15	► Update Disaster CalFresh Report to include Application Source
22.09.20	► Integrate Oracle Apex with ForgeRock ► CalWIN Wave 1 - Select Aid Codes for CalWIN wave 1 positions ► ACL 22-62 Agricultural Improvement Act of 2018 (Farm Bill) Deceased Household Changes
22.09	► Total System Change Controls (SCRs): 57 approved ► Release Webcast date: TBD
22.09.29	► Add a History Table for BenefitsCal Case Linking ► Update Forms Batch job for newly linked BC Accounts ► Enhance logging for Forms API ► Update 2 Way Messaging Task to update GR program type based on County ► BenefitsCal - CBO task ► Update the size of the DB Column for Medical Condition Detail and Other Health Care Detail ► Update MC RE packets to populate Primary Applicant's Address on 'Household Members' section ► Update imaging API for SAR 7 Customer Reporting Logic when barcode is not available
22.11	► Total System Change Controls (SCRs): 51 approved ► Release Webcast date: TBD
23.01	► Total System Change Controls (SCRs): 26 approved ► Release Webcast date: TBD

4.3 Application Development Status

- ▶ Continued design on:
 - 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-48379 to Update AAP3 Form
 - CA-246150 to Add Threshold Languages to CF 377.4 SAR (6/13)
 - CA-246157 to Add Threshold Languages to CF 377.1 (5/20)
 - CA-246212 to Add Threshold Languages for the DFA 377.1A (3/02)
 - CA-216862 to Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages
 - CA-209492 to Refactor: Medi-Cal NOA Regulations and Form Names
 - CA-204087 for Generation of Forms/Correspondence to Authorized Representatives
 - CA-56678 for Phase III - ACL 15-62 changes: NA 841, NA 845, NA 818, WTW 29, and WTW 32 with the latest versions in all threshold languages
 - CA-247608 to Add the NOA M40-107 Addendum 1 & 2 and NOA M40-107A (04/21) Version to the template Repository and add the Threshold Languages
 - CA-235011 to Add additional NOAs for Negative Actions
 - CA-228897 for Add CalLEARN NC Reason and update 'Cal-Learn \$50 Sanction NOA
 - CA-237111 to Add Threshold Languages for MAGI Older Adult Expansion NOAs
 - CA-238042 to Add missing Foster Care NOAs that existed in C-IV Phase 2
 - CA-245147 to Add Newest State versions of WI 10072A, WI 10072B, and EBT 2259
 - CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
 - CA-201813 to Display Important County Dates Phase I
 - CA-220693 for Enhancements to Child Care Administrator Portal
 - CA-239721 for CFL 21/22-61- reimbursement instructions for replacement of CalFresh food benefits due to electronic theft
 - CA-246484 for Creation of Banked Caseload Capability
 - CA-202054 for ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-245084 for Time Extension of RCA/TCVAP Programs
 - CA-219462 for ARC-FC, KG, and AAP Overrides
 - CA-245220 - Update FC and KG Batch EDBC Logic to carry overpay Code from previous EDBC
- ▶ Continued build on:
 - Build for priority releases and 22.11 approved System Change Requests (SCRs)

4.4 Release Management

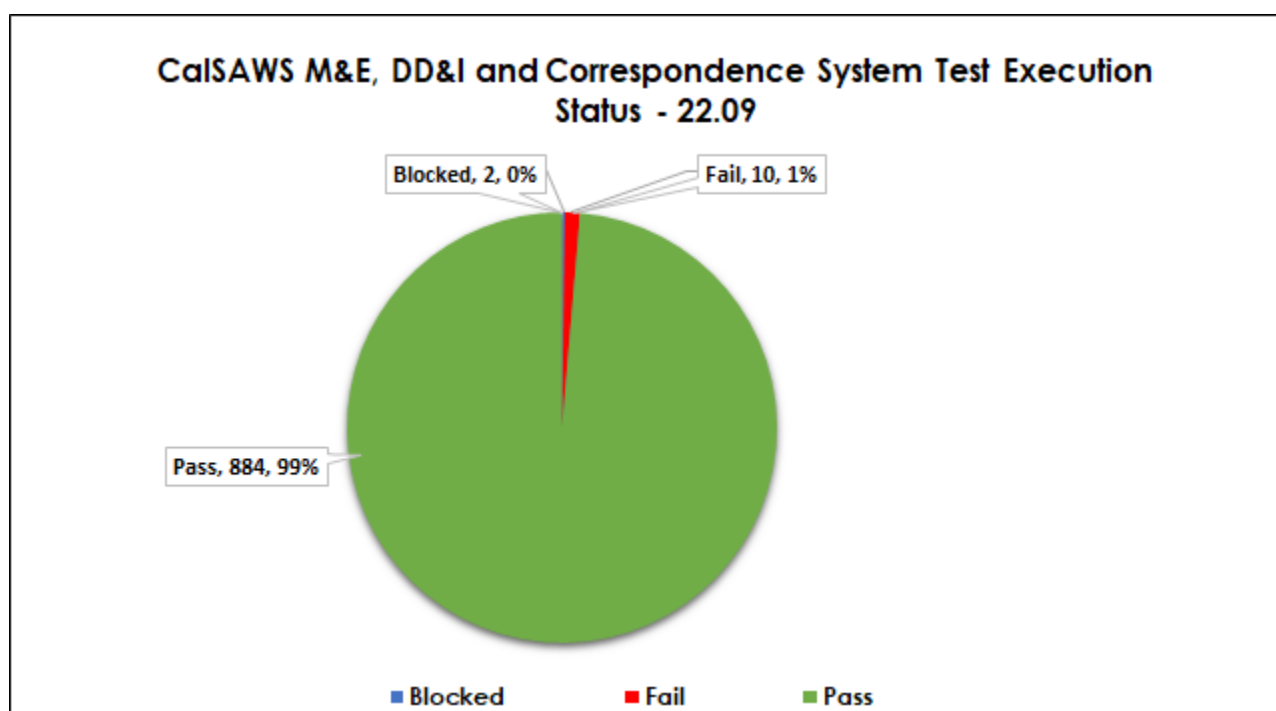
4.4.1 Release Test Summary

- Continued 22.09 test execution

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

Pass Rate Target as of September 09, 2022	75%
Pass Rate Actual as of September 09, 2022	99%
System Test Complete Date: September 21, 2022	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 22.09



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	112,093,288	4734%	15	100.00%
2	101	77,269,897	32.63%	93	89.67%
3	120	23,684,808	10.00%	109	91.95%

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Production Transactions				ART Coverage by Production Volume	
4	524	20,567,482	8.69%	307	67.96%
5	2709	3,181,894	1.34%	516	28.96%

- Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of August 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 605 end-to-end Automated Regression Test (ART) scripts

4.5 Training Materials Update

- 22.09 Online Help (OLH System Change Requests (SCRs):
 - All SCR are at Test Complete status
- 22.11 Online Help (OLH System Change Requests (SCRs):
 - Pending Rejection: 1
 - Design in Progress: 3
 - Pending Approval: 3
 - Approved: 3
 - In Development: 1
- 22.09.23 Priority Release Web Based Training (WBTs):
 - In Development: 2
 - System Test: 2
 - Test Complete: 2
- Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.5-1 – Bi-Weekly Training SCR Status Report

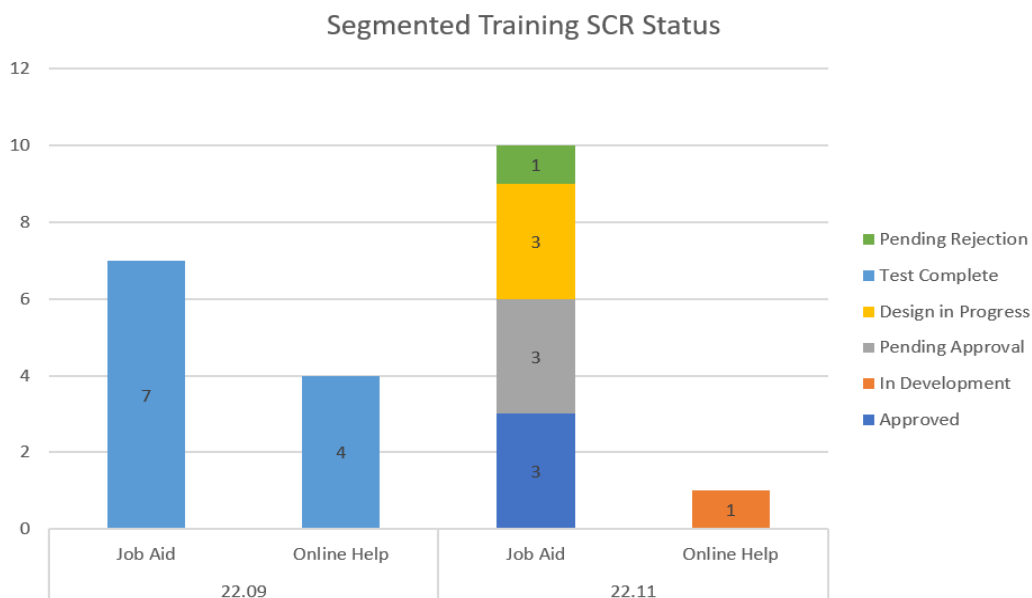


Table 4.5-1 – Upcoming Training Activities

Training Activity	Date
None for the reporting period	

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