CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: September 26, 2022 – October 9, 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	🟢	► The CalSAWS System did not experience any unplanned outages during this period
Defects	🟢	► There are 98 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 1:30 p.m. on September 26, 2022, some Users encountered an error (UEID) in specific scenarios which prevented them from running Eligibility Determination Benefit Calculation (EDBC). Defect CA-250568 was deployed on September 27, 2022, to resolve the issue (PRB0044376) ► CALSAWS BROADCAST: Starting at 8:12 a.m. on September 26, 2022, Users encountered an error (UEID) which prevented them from being able to link e-applications from BenefitsCal, MAGI referrals from CalHEERS, and Inter County Transfer (ICT) to a case in CalSAWS. Defect CA-250559 was deployed on September 27, 2022, to resolve the issue (PRB0044373) ► CALSAWS BROADCAST: Starting at 9:44 a.m. on September 28, 2022, there was a widespread Amazon Web Services (AWS) outage, impacting multiple CalSAWS services, including IVR, Contact Centers and BenefitsCal. Impacted services were restored by AWS by 2:00 p.m. (PRB0044393) ► CALSAWS BROADCAST: Starting at 9:34 a.m. on September 29, 2022, Kern County Users at the Lake Isabella site were unable to access their workstations and CalSAWS due to a local power outage. Issue was resolved with restoration of power by 12:45 p.m. later in the day (PRB0044401) ► CALSAWS BROADCAST: Starting at 12:24 p.m. on September 29, 2022, CalSAWS Users were not able to receive responses from CalHEERS for MAGI determination requests due to an unplanned CalHEERS outage. Issue was resolved by CalHEERS by 1:10 p.m. on the same day (PRB0044404) ► CALSAWS BROADCAST: Starting at 4:08 p.m. on September 30, 2022, Users were unable to access the CalSAWS Imaging Solution. As a result, CalSAWS was unable to process imaging documents from Users and external applications. As of 4:33 p.m. on September 30, 2022, this issue was resolved by Hyland (PRB0044416, RCA requested from Hyland) ► CALSAWS BROADCAST: Starting at 1:00 p.m. on September 30, 2022, the transfer of applications from BenefitsCal to CalSAWS

Topic	CalSAWS System	Highlights
		was impacted: Applications where the relationship type (such as parent, child, grandparent, etc.) was not entered by the User failed to transfer to CalSAWS and required manual reprocessing to transfer the applications to CalSAWS. As of 9:00 a.m. on October 4, 2022, this issue was resolved with a change to BenefitsCal on October 3, 2022, to align BenefitsCal with the CalSAWS Application Transfer API (CA-249863) change (CSPM-60964) ► CALSAWS BROADCAST: On the night of October 3, 2022, the September 2022 Foster Care Main Payroll ran for the former 39 C-IV Counties. In addition, the daily Foster Care Issuance batch job was erroneously run. Defect CA-250950 was implemented on October 6, 2022, to change the Benefit Type for the impacted Foster Care payments and Issuances with "Validation Error" status were updated to "Void" status. The impacted reports were rerun and available on Saturday, October 8, 2022 (PRB0044424, RCA in progress) ► CALSAWS BROADCAST: Starting at 7:00 a.m. on October 4, 2022, Seven Fiscal reports were delayed. As of 7:45 a.m., October 4, 2022, the delayed Fiscal reports were generated in production (PRB0044423) ► CALSAWS BROADCAST: Starting at 7:00 a.m. on October 5, 2022, the Integrated Payroll Summary Report generation was delayed. The report was generated by 7:40 a.m. on October 5, 2022 (PRB0044432) ► CALSAWS BROADCAST: Starting at 6:50 a.m. on October 5, 2022, Stanislaus County Users were unable to access the Custom and Default Call Control Panel (CCP) from a county site; Remote users were not impacted. Issue was resolved by 12:15 p.m. on October 5, 2022 (PRB0044433, RCA in progress) ► CALSAWS BROADCAST: Starting at 11:04 p.m. on October 6, 2022, Glenn County Users at the Willows site experienced a local internet outage which prevented them from being able to access the CalSAWS application. The internet connectivity was restored by 11:30 a.m. on October 8, 2022, by the telecommunications vendor (PRB0044456)

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

1.2   Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases 22.09.27, 22.09.28, 22.09.29, 22.10.04, 22.10.07, and 22.10.08
► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Outage
      o On October 2, 2022, from 6:00 a.m. until 10:00 p.m., Users were redirected to a "Read Only" version of the CalSAWS application
      o On October 7, 2022, at 11:00 p.m. until October 8, 2022, at 1:00 a.m., Users were unable to login to the CalSAWS application
    ▪ CalSAWS Learning Management System (LMS) Maintenance
      o On October 14, 2022, at 9:00 p.m. until October 15, 2022, at 2:00 a.m., Users will be unable to access the CalSAWS Learning Management System (LMS)
    ▪ CalSAWS Training Production Environment Maintenance
      o On October 7, 2022, at 6:00 p.m. until October 9, 2022, at 6:00 p.m. all Users were unable to login to the Training Production environment
  o Scheduled External Application Outages:
    ▪ BenefitsCal Maintenance/Limited Access
      o On October 2, 2022, between 11:00 a.m. and 1:00 p.m., the BenefitsCal application was unavailable
      o On October 2, 2022, between 6:00 a.m. and 11:00 a.m. and between 1:00 PM and 10:00 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 balance and case information from BenefitsCal. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default County office
      o On September 29, 2022, between 8:00 p.m. and 9:30 p.m., the BenefitsCal application was unavailable
      o On October 3, 2022, from 8:00 p.m. until 9:00 p.m., the BenefitsCal application was unavailable
    ▪ OCAT Production Maintenance
      o On October 7, 2022, at 11:00 p.m. until October 8, 2022, at 1:00 a.m., Users were unable to login to the OCAT application

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	🟢	• 12 of 21 (57%) Deliverables have been fully approved to date • The following (12) M&O and PCD Services Plan Deliverables were fully approved as of 10/7/2022: ○ M&E Services Plan ○ 0.0 CalSAWS M&O Services Plan Executive Summary ○ 3.0 Change Management Plan ○ 5.0 Helpdesk Services Plan ○ 9.0 Procurement and Assets Management Plan ○ 10.0 Project Office Plan ○ 11.0 Remote Maintenance Operations Plan ○ 13.0 County Site Plans ○ PCD Main ○ Appendix D – Deliverables Management Plan ○ Appendix E – Quality Management Plan ○ Appendix F – Risk & Issues Management Plan • The following (6) FDELs were submitted and awaiting completion of Consortium Review: ○ 4.0 Configuration Management Plan ○ Appendix A - Communications Management Plan ○ 7.0 Operations Management Plan ○ 8.0 Performance Management Plan ○ Appendix G - Staff Management Plan ○ 6.0 Network Management Plan • The following (1) FDELs were submitted to Consortium/QA for review with comments due on October 18, 2022 ○ 1.0 Business Continuity & Disaster Recovery Plan • The following Deliverables are being

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
				finalized by Accenture teams for FDEL submission on October 14, 2022: 2.0 Capacity Management Plan 12.0 Security Management Plan - A revised calendar for Deliverables at risk of completing after September 30, 2022 was finalized with Consortium PMO and continues to evolve as needed

[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	12 out of 21 (57%) Service Plans and PCDs have been completed to date - A revised calendar for Deliverables at risk of completing after September 30, 2022 was finalized with Consortium PMO but continues to evolve as needed

► 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
  o Held meetings with Deliverable Owners, Reviewers, and Consortium on status of Deliverables update cycle and calendar
► Continued performing contract management activities:
  o There are no Accenture Amendments or Change Notices currently planned for submission to the October JPA
  o Change Notice No. 22 (November JPA) is currently in development and will include following:
    ▪ Premise Items: Prepopulated Medi-Cal Redetermination Forms - 6 additional languages, Earned Income Disregard (SB 80), CF Discontinuance of Gambling Wins, Transitional Nutrition Benefits Recertification Hold (Auto), Resume Pre-Pandemic Medi-Cal Operations, PHE Additional Contact Attempt
    ▪ Technical adjustments to Production Operations charges to reflect Trinity County's transition to the PoP network model
    ▪ Approved CPOs
    ▪ Technical updates to Schedule 7 (Performance Requirements)
  o 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

- o 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
- o Tracking of County Purchases:
  - ▪ Reference Appendix B for detailed tracking of County Purchases

2.3   CRFI/CIT Communications Status

► The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending October 9, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0279-22	CalSAWS Project County Reallocations SFY 2021-22 v7	Informational	September 26, 2022	Britt Carlsen	Girish Uppal
0280-22	Temporary Income from the Census Bureau for Medi-Cal	Informational	September 26, 2022	Maggie Orozco-Vega	Nina Butler
0282-22	RE Appointment Letter in CW, CF, and CWCF RE Packets	Informational	September 27, 2022	Caroline Bui	Maria Arceo
0289-22	SCR CA-242023 Batch Schedule for Foster Care Reports	Informational	October 6, 2022	Claudia Pinto	N/A

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending October 9, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-079	Kern – ZScaler Discovery CA-243209	September 6, 2022	Open	September 23, 2022	Melanie Gines, and Eric Prestwood
22-081	Migration County Veterans Service Office Address	September 8, 2022	Closed	September 21, 2022	Maria Arceo
22-082	Virtual Assistance User Group	September 13, 2022	Closed	September 23, 2022	Lucy Her
22-084	CalWIN Readiness Prerequisites for IPT	September 16, 2022	Open	October 14, 2022	Melanie Gines, and Lloyd Rankine
22-087	CalSAWS Duplicate Persons Contact	September 19, 2022	Open	October 7, 2022	Ignacio Lázaro
22-093	CalSAWS and CalWIN Counties: Request for Source Internet IP Address for JIRA and Sandbox Access	October 3, 2022	Open	October 14, 2022	Melanie Gines

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-095	Batch CW/CF RE Appointment Scheduling Job for Migration Counties	October 6, 2022	Open	October 13, 2022	Caroline Bui
22-096	CalWIN Wave 1 Pre-Migration Regression Testing	October 7, 2022	Open	October 14, 2022	Lloyd Rankine

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending October 9, 2022

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-079	Kern – ZScaler Discovery CA-243209				Kern 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	3
Done	1
Assigned	11
Completed	745
Duplicate	17
Withdrawn	24
Total	**805**

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
OTHER	Los Angeles County – Update GA/GR to SAR and Reporting	Assigned	September 5, 2022	No response	
OTHER	CalFresh Program to Person Level Aid Code Change	Assigned	September 11, 2022	No response	
SCERFRA 22-552	22-552 - WDTIP Replacement Solution	Completed	September 13, 2022	October 6, 2022	
SIRFRA 3790	3790 - Elderly Simplified Application Project - CalFresh Household by Certification Period and by County	Completed	September 23, 2022	September 27, 2022	
SCERFRA 22-551	22-551 – Cost Estimate to Implement the Prepopulated SAR 7 Form and SAR 7A Notice	Completed	September 23, 2022	September 27, 2022	
CWDA	CWDA - LOC and ISFC Age Based Counts	Assigned	September 23, 2022	No response	
SIRFRA 3788	3788 - Assignment of Child/Spousal Support Rights	Completed	September 26, 2022	September 27, 2022	
SCERFRA 22-555	22-555 – BenefitsCal CBOs, AAs, and AR Roles in CalWORKs	Completed	September 27, 2022	September 28, 2022	
SIRFRA 3798	3798 – CalFRESH Water Pilot Data	Completed	September 27, 2022	September 28, 2022	
SIRFRA 1208	1208 - Medi-Cal Asset Changes Phase II Implementation	Completed	September 27, 2022	October 6, 2022	
SIRFRA 3799	3799 – Income Types in SAWS	Completed	September 28, 2022	September 29, 2022	
SCERFRA 22-553	22-553 - CalWORKs - Two Parent Aid Code for Families Who Have Exceeded TANF 60-Month Limit	Completed	September 30, 2022	October 3, 2022	
SCERFRA 22-554	22-554 - Correct Restaurant Meals Program (RMP) Automation	Completed	September 30, 2022	September 30, 2022	
SIRFRA 3789	3789 - Aid Code 35 Cases with a TANF Timed Out Adult	Completed	September 30, 2022	September 30, 2022	
SIRFRA 3792	3792 - CalFresh Restaurant Meals Program Eligibility Determination	Completed	September 30, 2022	September 28, 2022	
SIRFRA 3796	3796 - CAPI CIT 0047-22 Modification of BenefitsCal Webpage	New	October 6, 2022	No response	
SIRFRA 3800	3800 - CalWORKs Child Support Reimbursement on Closed/Discontinued Cases	Assigned	October 14, 2022	No response	
SIRFRA 1210	1210 – Data Reporting During Migration	Completed	October 6, 2022	October 6, 2022	

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1211	1211 – Alternate Formats in SAWS	Pending Clarifications	October 6, 2022	No response	
SIRFRA 1207	1207 – PHE Renewal Data Request – September 2022	Assigned	October 14, 2022	No response	
SIRFRA 1209	1209 - Reoccurring SIRFRA – Pending Applications (PHE Data Dashboard Slides)	Assigned	October 14, 2022	No response	
SIRFRA 1186	1186 - CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Assigned	October 14, 2022	No response	
SIRFRA 1213	1213 - SAVE File Layout v37.1 Updates	New	October 20, 2022	No response	
SIRFRA 3805	3805 - CalOAR Barrier Removal Data from OCAT	New	October 24, 2022	No response	
SIRFRA 3802	3802 - Stage One Child Care Home Provider Data - September	Assigned	November 19, 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	• The final September Monthly Help Desk Diagnosis SLA compliance is 98.2%. The current October Monthly Help Desk Diagnosis SLA compliance is 98.4%
3.5.1 ForgeRock	• Updates were made to ForgeRock Milestones for SCR status and expected delivery dates

3.1.1 Service Management

3.1.2 Overview

► Facilitated Wave 2 fulfiller training the week of October 3, 2022
► Facilitated the Optional Wave 1 Support Line for CalSAWS ServiceNow on September 19, 2022, through September 30, 2022
► Scheduled ServiceNow Change CHG0037035, CHG0037033, CHG0037032, CHG0037031
  o ServiceNow [CSM-PROD] Security Patch: Install Rome Patch 10 on SNC Instance

3.1.3   CalSAWS Help Desk Metrics

Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week
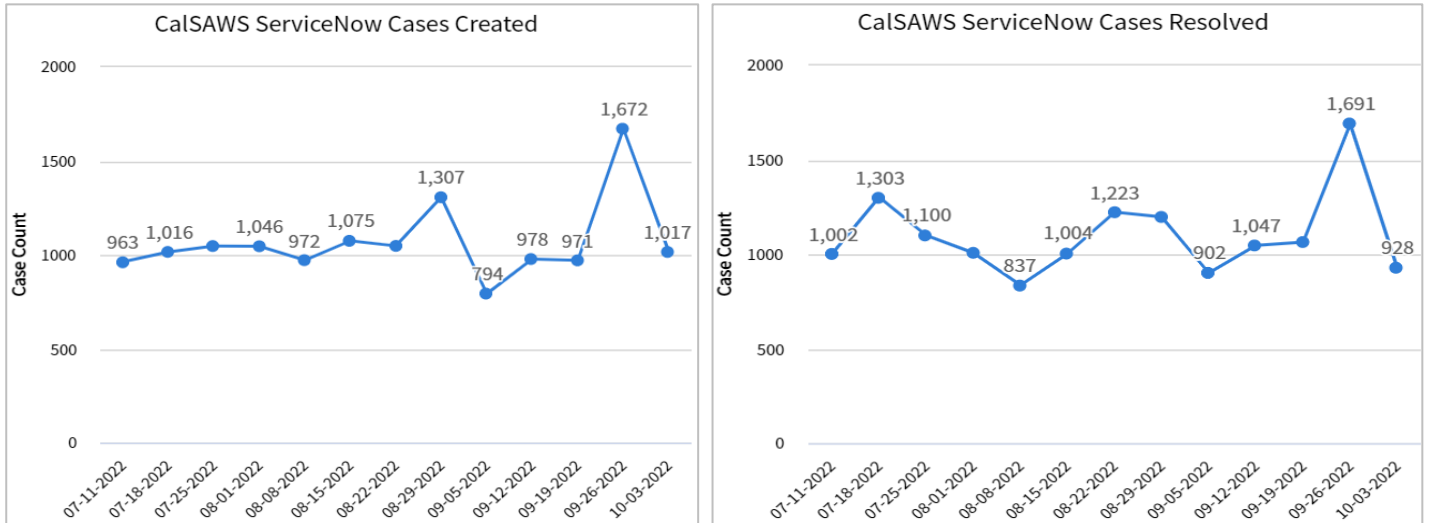
Note: The graphs represent the ServiceNow cases associated to all 40 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents
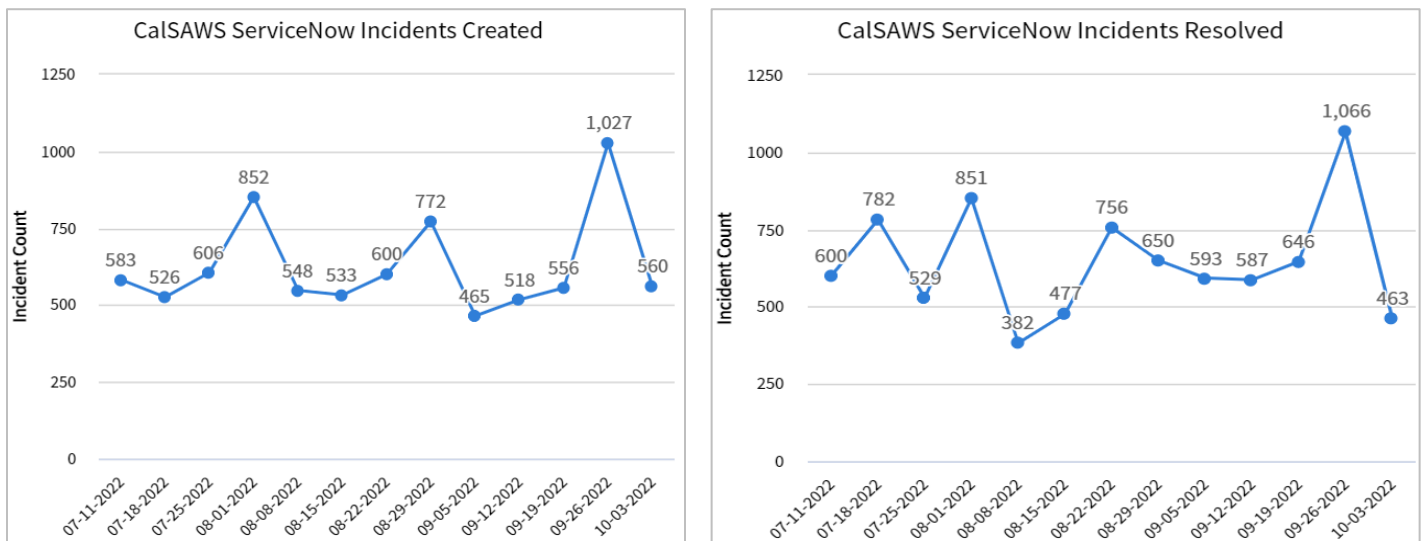
Note: The graphs represent the ServiceNow Incidents associated to all 40 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

Figures 3.1.3-5 and 3.1.3-6 – CalSAWS ServiceNow Problems
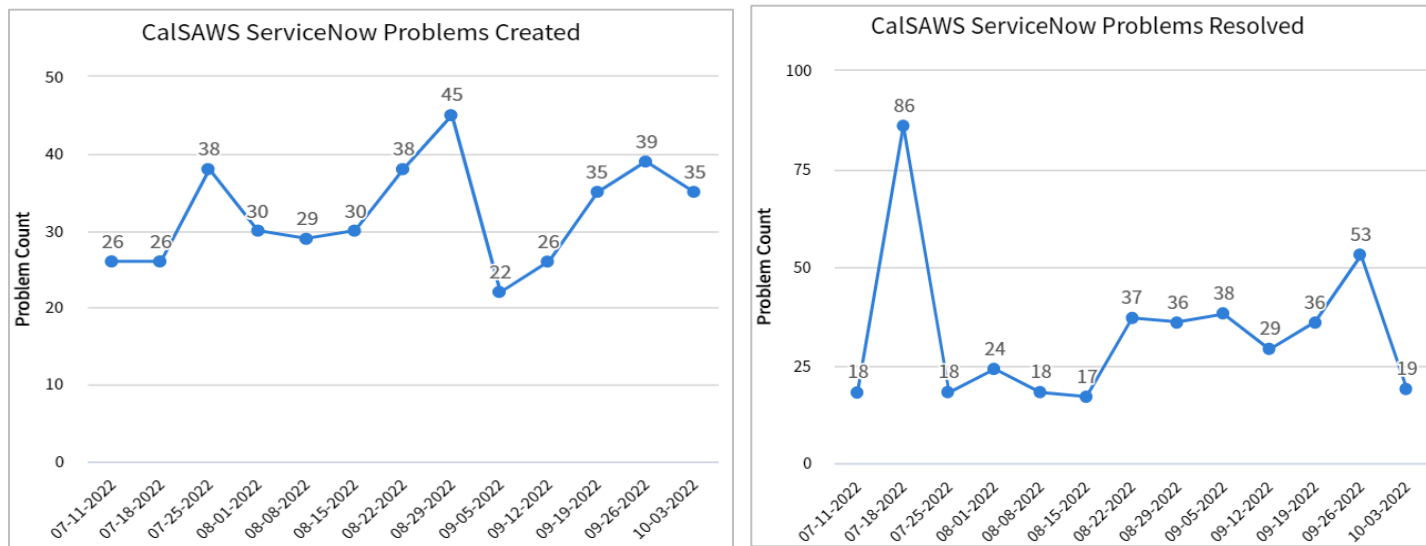
Note: The graphs represent the ServiceNow problems associated to 40 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	4	25	4	2	2	9	11	2	**59**
In progress	3	108	23	15	16	28	55	48	**296**
On hold	3	84	87	86	128	217	408	694	**1,707**
Resolved	2	148	230	864	198	124	53	15	**1,634**
Closed	4	1	3	11,911	30,453	8,004	5,035	608	**56,019**
Problem in diagnosis	0	0	1	1	0	0	1	0	**3**
Total	16	366	348	12,879	30,797	8,382	5,563	1,367	**59,718**

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

- Defect Fixed = 1,452 (26.6%)
- How To - Steps... = 1,074 (19.67%)
- Not a System E... = 912 (16.71%)
- Multiple Outre... = 506 (9.27%)
- Solved (Perman... = 367 (6.72%)
- Customer Confi... = 338 (6.19%)
- Outage / Perfo... = 230 (4.21%)
- Unable to Recr... = 218 (3.99%)
- Customer Reque... = 116 (2.12%)
- SCR Implemente... = 74 (1.36%)
- Duplicates = 51 (0.93%)
- Additional Inf... = 50 (0.92%)
- Service Reques... = 31 (0.57%)
- Password Reset = 26 (0.48%)
- CalHEERS Issue... = 5 (0.09%)
- OCAT Issue Ide... = 5 (0.09%)
- LMS Access Req... = 2 (0.04%)
- Other = 2 (0.04%)

Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,452	26.6%
How To - Steps to Proceed Provided	1,074	19.67%
Not a System Error - With Explanation	912	16.71%
Multiple Outreach Attempts – No Response	506	9.27%
Solved (Permanently)	367	6.72%
Customer Confirmed Issue is Resolved	338	6.19%
Outage / Performance Degradation	230	4.21%
Unable to Recreate Issue	218	3.99%
Customer Requested Closure	116	2.12%
SCR Implemented	74	1.36%
Duplicates	51	0.93%
Additional Information Needed	50	0.92%
Service Request Created - With Request Number	31	0.57%
Password Reset	26	0.48%
CalHEERS Issue Resolved	5	0.09%
OCAT Issue Identified	5	0.09%
LMS Access Request	2	0.04%
Other	2	0.04%
Total	**5,459**	**100%**

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

Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

CalSAWS Incidents by Category

- CalSAWS Applic... = 321 (6.04%)
- Contact Center... = 275 (5.18%)
- CalSAWS Applic... = 230 (4.33%)
- CalSAWS Applic... = 219 (4.12%)
- CalSAWS Applic... = 205 (3.86%)
- BenefitsCal > ... = 202 (3.8%)
- CalSAWS Applic... = 190 (3.58%)
- Imaging > Scan... = 158 (2.97%)
- CalSAWS Applic... = 157 (2.95%)
- CalSAWS Applic... = 151 (2.84%)
- CalSAWS Applic... = 130 (2.45%)
- Imaging > Othe... = 115 (2.16%)
- Other = 2,961 (55.72%)
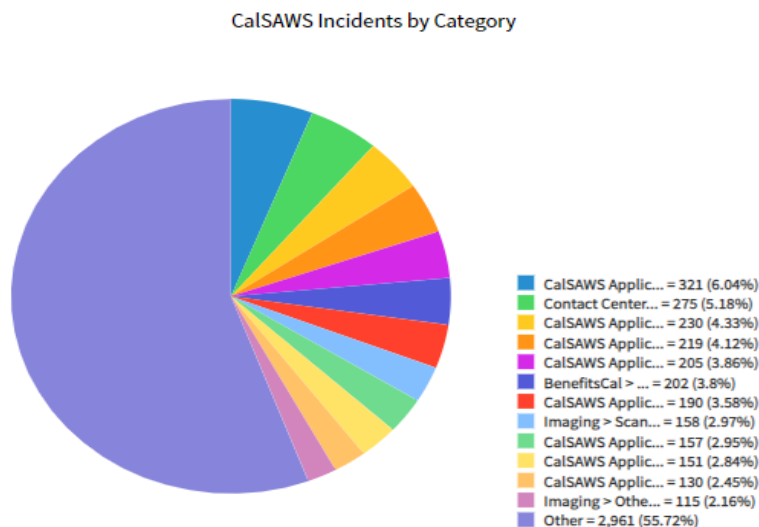
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	321	6.04%
Contact Center/IVR > CCP	275	5.18%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	230	4.33%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	219	4.12%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	205	3.86%
BenefitsCal > Notices/Documents/Images	202	3.8%
CalSAWS Application/Related Systems > Production > Performance > Other	190	3.58%
Imaging > Scanning Documents	158	2.97%
CalSAWS Application/Related Systems > Production > Error Encountered > eApplication	157	2.95%
CalSAWS Application/Related Systems > Production > Eligibility Determination	151	2.84%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	130	2.45%
Imaging > Other	115	2.16%
Other	2,961	55.72%
Total	**5,314**	**100%**

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

Figure 3.1.3-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance
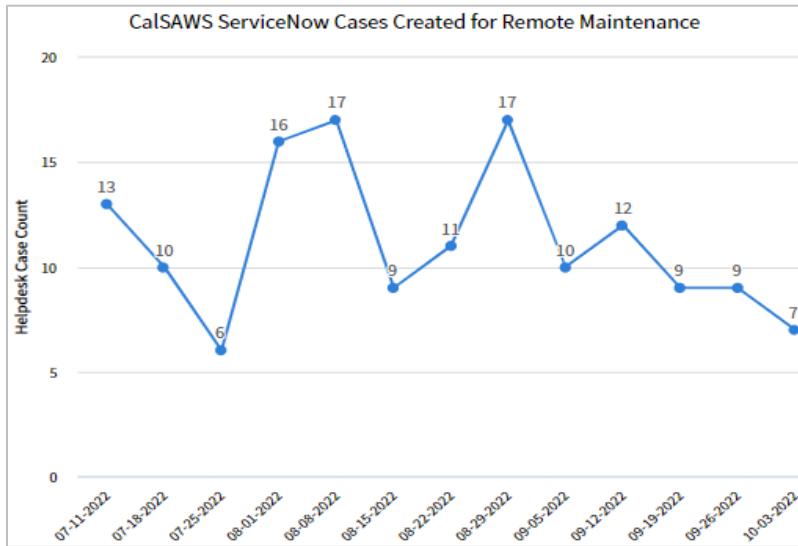
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The compliance to date for October is 98.4%

Figure 3.1.3-10 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance
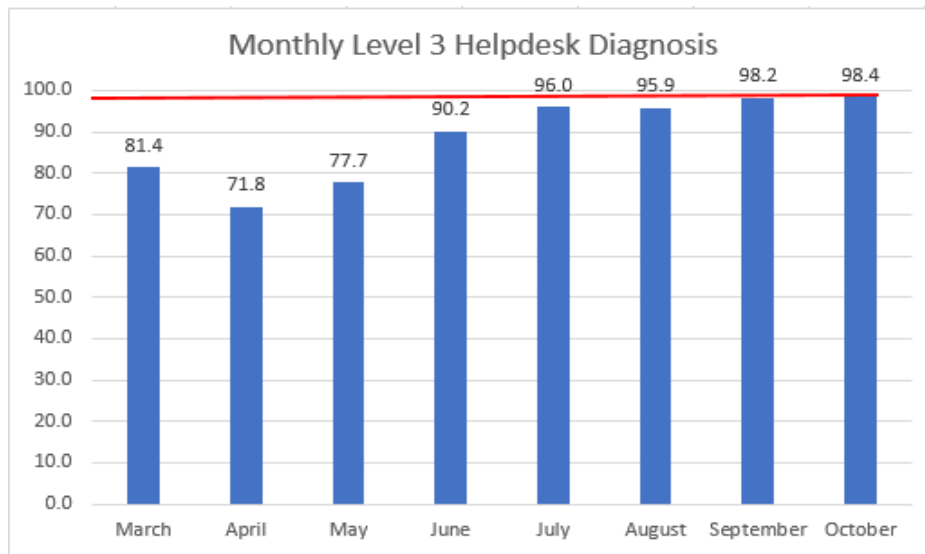
Note: ——— Represents the current period Service Level Agreement (SLA) Percent

► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in a given month. 4 incidents missed the SLA in October (MTD.

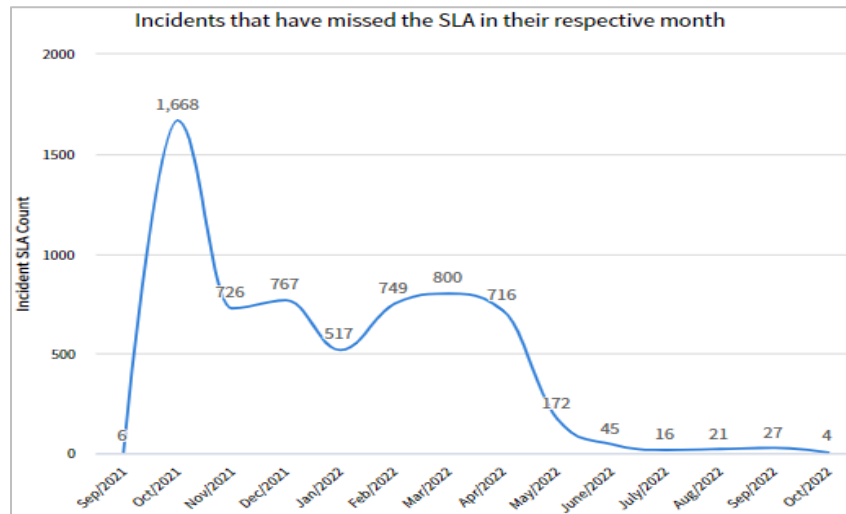**Figure 3.1.3-11 – Incidents that have missed the Service Level Agreement (SLA) in their respective month**

Incidents that have missed the SLA in their respective month

► The graph below represents the number of closed incidents that missed the SLA in each month. When an incident is resolved, the SLA is paused, which allows users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is complete. 43 closed incidents missed the SLA in September (Final). 16 closed incidents missed the SLA in October (MTD).

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

Incidents that have missed the SLA and are reported in the month the incidents are closed
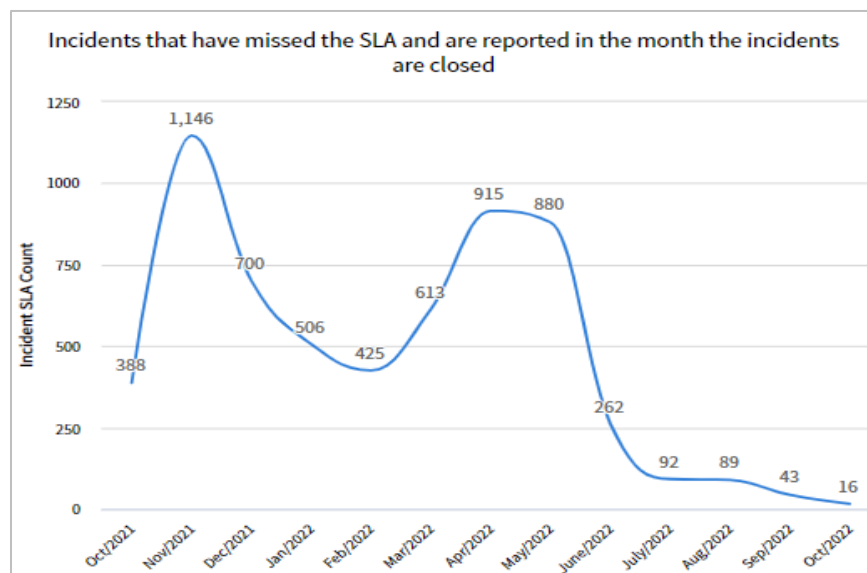
3.2   Technology Operations

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
  o SCR CA-246659 associated with migrating ZScaler ZPA to production On-Hold pending budgetary and Consortium Technical approval
► ZScaler Discover System Change Request (SCR) – San Bernardino and Kern Counties
  o SCR CA-243209 associated with gathering requirements for County connectivity On Hold pending budgetary and Consortium Technical approval
► Network Management and Monitoring – Automated Alerting
  o SolarWinds integration with ServiceNow for automated ticket generation
    ▪ Developed and under testing in lower environment
    ▪ Change request to move to production will be raised
► GoldCamp router is down (CDT location), working on replacing router

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
October 10, 2022	Upgrade Cisco Firewall LA3FW001 to latest code version to fix Vulnerabilities
October 10 – 11, 2022	[Phase 1.1] - Equinix Direct Connect Upgrade - Patching new 10G Port at SV1
October 10 – 11, 2022	IOS Upgrade for the LA3 Data Center devices from 17.03.04 to 17.03.05
October 10 – 11, 2022	ADF Firewall - Phase 3: Replace virtual firewall with new Cisco FirePower
October 12, 2022	Deploy new Lambdas for SCR CA-247275 to contact center-production-Shasta (Planned Change)
October 12, 2022	TPX Circuit Handoff change to Fiber for Site 36040
October 12 – 19, 2022	Critical County Network Device Vulnerability fix [Criticality Value-4] (Planned Change)
October 13, 2022	Load STAT47 Tables from Analytics RDS Production to Oracle Adhoc DB with July 2022 through September 2022 Data (Planned Change)
October 14, 2022	Update Email Domain for Nevada County Users (Planned Change)
October 16, 2022	AWS Coreapp-Production OS Patching to October 1, 2022 Patch Baseline
October 16, 2022	Apply July (quarterly) 2022 WebLogic Server (WLS) CPU Patch on cProd-Apex-App1 and cProd-Apex-App2 in core application production (Planned Change)
October 17, 2022	[Phase 1.2] - Equinix Direct Connect Upgrade - Patching new 10G Port

Scheduled Date	Activity Description
	at LA3
October 23, 2022	AWS Coreapp-Production Database Patching to October 1, 2022 Patch Baseline (CalSAWS Outage needed 4:00 p.m. – 8:00 p.m.)

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 met the Service Level Agreement (SLA)'s within the reporting period

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
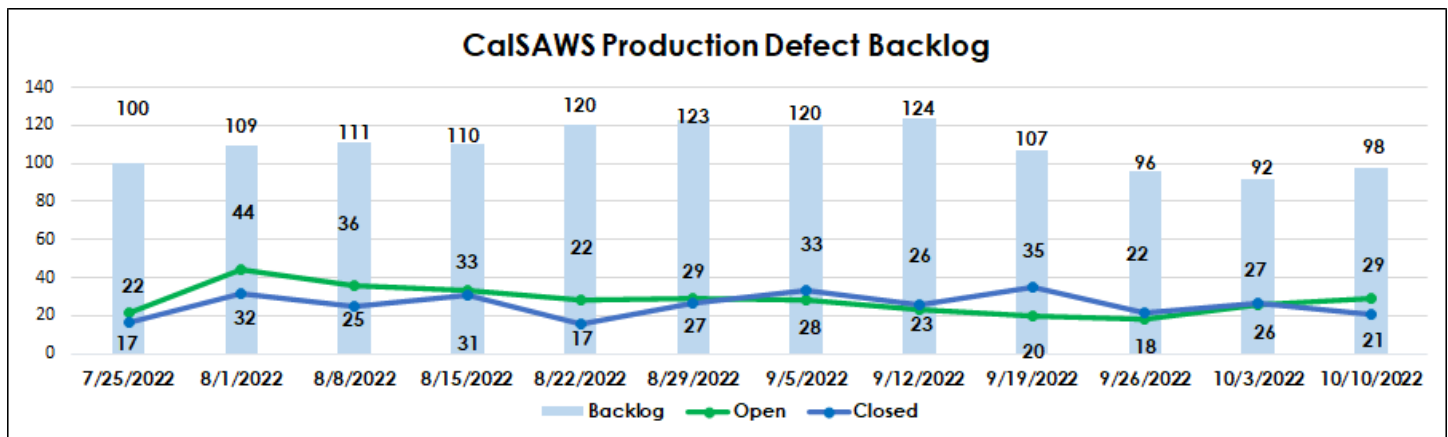
3.3.1 Release Schedule Production Defect Fix

► 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**			**Grand total**
Severity	**22.09**	**22.11**	**TBD**	
2-Normal/Medium	**104**	**10**	**13**	**127**
New	1	3	8	12
In progress	42	7	3	52
Closed	61		2	63
3-Normal/Low	**47**	**3**	**9**	**59**
New	1			1
In progress	20	3	4	27
Closed	26		5	31
4-Cosmetic	**14**			**14**
In progress	5			5
Closed	9			9
Grand total	**165**	**13**	**22**	**200**

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:
  o   See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 22.09 Communication Activities

| TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	October 10, 2022	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	October 24, 2022	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	November 7, 2022	Production Operations
Webcast on CalSAWS Release 22.11	November 8, 2022	Production Operations
Send summary of changes in CalSAWS Release 22.11 in CalSAWS Health Report	November 14, 2022	Production Operations
22.11 CalSAWS Application Development and Training Release Notes Broadcast	November 15, 2022,	Production Operations
CalSAWS Release 22.11 Greenlight Meeting	September 16, 2022	Release Management/QA
CalSAWS 22.11 Post-Release Checkpoint Call	November 21 – 23, 2022	Production Operations

3.4.2 Root Cause Analysis (RCA)

► Root Cause Analysis (RCA) – 169 – ForgeRock ServiceNow Connector Issues – PRB0044222
  o Starting at 9:50 p.m. on August 30, 2022, CalSAWS technical teams received alerts for a possible ForgeRock issue. A troubleshooting bridge was setup to investigate the issue. After the initial troubleshooting was performed, a broadcast was sent to counties to inform them that users were unable to access CalSAWS. Since the issue occurred during the off-business hours, there were very few users logged into the CalSAWS application. The issue did not impact already logged in users. During the investigations, the ForgeRock team identified that the ServiceNow connectors were in an error state. A ticket (CS20104550) was created for ServiceNow to investigate the reason for outage. Due to a bug in the ForgeRock application, the ServiceNow connector did not fail properly. As a result, the entire ForgeRock Identity Access Manager stack became unresponsive. This resulted in users' inability to access CalSAWS. As of 12:18 a.m., the ServiceNow vendor resolved the outage and responded to the ticket with the following root cause analysis:
    ▪ "During a change activity to migrate ServiceNow's existing edge routing infrastructure to new routing infrastructure to improve redundancy and support higher bandwidth between data centers, a network misconfiguration occurred. ServiceNow reverted a portion of the network change to route traffic to the prior routing infrastructure to resolve the issue."
  Authentication services were restored automatically once the ServiceNow endpoints were made available. The ServiceNow connector was able to reestablish the connection, and users were able to authenticate into ForgeRock normally. The ForgeRock team continues to troubleshoot the issue with the ForgeRock vendor to identify the root cause of the issue which impacted the ForgeRock IAM to go down when only the ServiceNow connector was not functional
► Root Cause Analysis (RCA) – 171 – TPx Network Outage Placer County – PRB0044324
  o Starting at 9:45 a.m. on September 19, 2022, Placer County Users reported experiencing issues accessing CalSAWS. A bridge call was setup with CalSAWS Technical teams to troubleshoot the issue and a broadcast was sent to Placer County acknowledging the issue. The CalSAWS Network team identified that the network link at the impacted sites were down and immediately reached to TPx Communications to investigate the issue. Later, it was identified that the network issue impacted 3 other CalWIN Counties as well. Meanwhile, the Production Operations team reached out to Yolo County and confirmed that the Users at Yolo County sites were not impacted due to this network outage. The following sites and Counties were impacted due this network issue: Placer County (Auburn site), Contra Costa County (Martinez site), Tulare County (Visalia site), Santa Clara County (San Jose site). TPx analyzed and identified that the issue was due to the configuration changes not being updated to correct values while performing a change activity for these sites. TPx resolved the issue by updating the network configuration settings to the desired values. The CalSAWS Network team validated the circuits at Placer County and confirmed that they were functional. The Production Operations team then reached out to Placer County and verified that users were able access CalSAWS

3.4.3 Batch Operations

► Completed special Cost of Living Adjustment (COLA) batch run update Level of Care Specialized Rates for 2022-2023 (CA-249048) on October 8, 2022

► Supported batch run and activities for the October Disaster Recovery test activities on the weekend of October 1, 2022

► Continued Batch Weekly Roundup session with Quality Assurance (QA), and Consortium team members

► Setup meeting with CalWIN Wave 1 Yolo County for October 12, 2022, to review County contacts and batch operations notification emails. Meeting with Placer County is in the process of being scheduled

► 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 categorization

Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Friday* Nightly Batch Runs for Past 30 Days (September 10, 2022 – October 9, 2022)
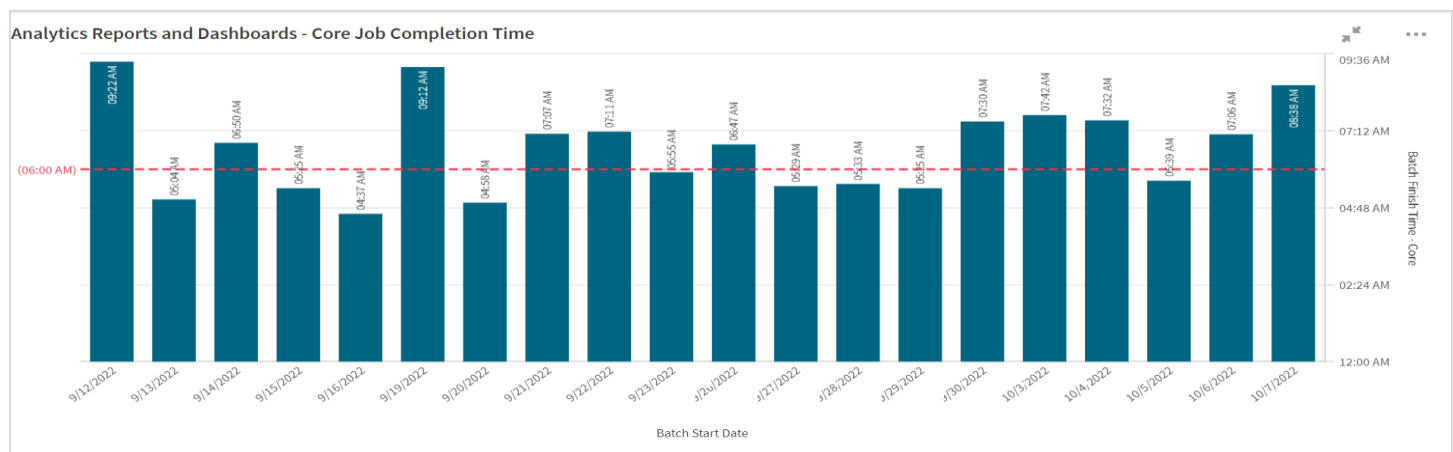
*Note: Saturday night batch runs are generally special batch runs (e.g., Emergency Allotment payments, Cost of Living Adjustment (COLA), Release deployments, Maintenance activities), which involve additional processing steps, volumes, or dependencies on Interface Partners or technical activities, and 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
October 7, 2022	1 dashboard completed after 7 AM	Jobs completed before planned broadcast was sent	Closed	Reports generation completed
October 6, 2022	Several Analytics reports and dashboards completed after 6 AM	Jobs completed before planned broadcast was sent	Closed	Reports generation completed
October 4, 2022	Batch started late due to deployment release activities, which delayed completion of Analytic reports	Broadcast: One Analytics Report Generation Delayed in Production	Closed	Reports generation completed
October 3, 2022	7 Fiscal reports were delayed due to an upstream FTP job running longer than expected	Broadcast: Seven Fiscal Reports are Delayed in Production	Closed	Reports generation completed
September 30, 2022	Upstream claiming jobs completed about 1 hour later than target, resulting in some reports getting delayed	Jobs completed before planned broadcast was sent	Closed	Reports generation completed
September 26, 2022	3 Analytics reports were delayed	Jobs completed before planned broadcast was sent	Closed	Reports generation completed
September 22, 2022	1 Analytics report was delayed due to a defect (CA-250521)	Broadcast: One Report Generation is Delayed in Production	Closed	Reports generation completed
September 21, 2022	8 Analytics completed after 6 a.m., with the last 1 report completing shortly 7 a.m.	Jobs completed before planned broadcast was sent	Closed	Reports generation completed
September 19, 2022	10 Analytics Reports delayed due to a special Fiscal batch run of Expungement transactions to update CalFresh Expungement Timeframe	Broadcast: Subset of Fiscal Reports are Delayed in Production	Closed	Reports generation completed
September 12, 2022	2 Analytics reports were delayed following the COLA run activities from the weekend	Broadcast: Two Reports Delayed in Production	Closed	Reports generation completed

3.4.4 Production Performance

► Batch
  o Batch Service Level Agreement (SLA) Performance (99% of core and core-off prime jobs completed on time every day)

Table 3.4.4-1 – Batch SLA Performance

Batch SLA Performance (in Days) 2022
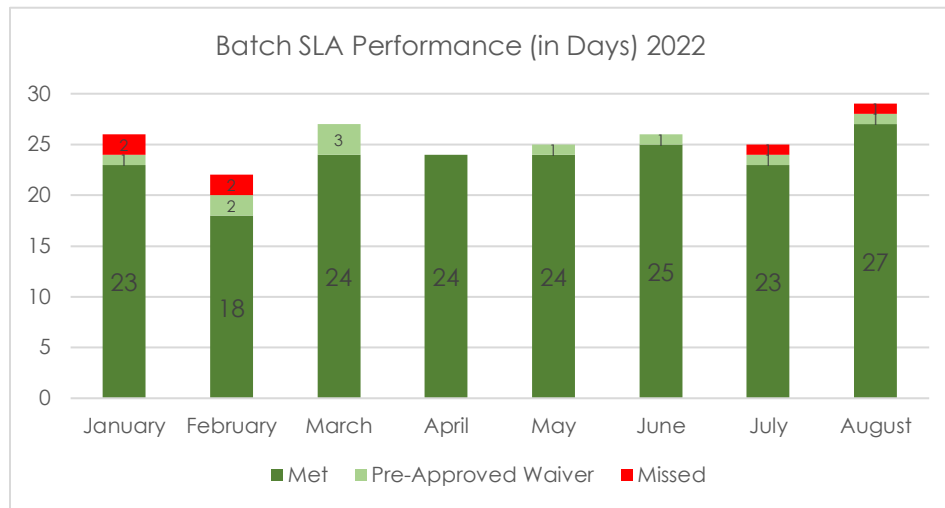
- ► Imaging
    - o None for the reporting period
- ► Contact Center
    - o None for the reporting period
- ► ForgeRock
    - o None for the reporting period
- ► Core Online
    - o Online Service Level Agreement (SLA) Performance. Peak SLAs for Screen to Screen and Eligibility Determination Benefit Calculation (EDBC) met every day for last 7 months
    - o Prime SLAs for screen to screen broke for one day in September

Table 3.4.4-2 – Peak SLAs - S2S and Eligibility Determination Benefit Calculation (EDBC)
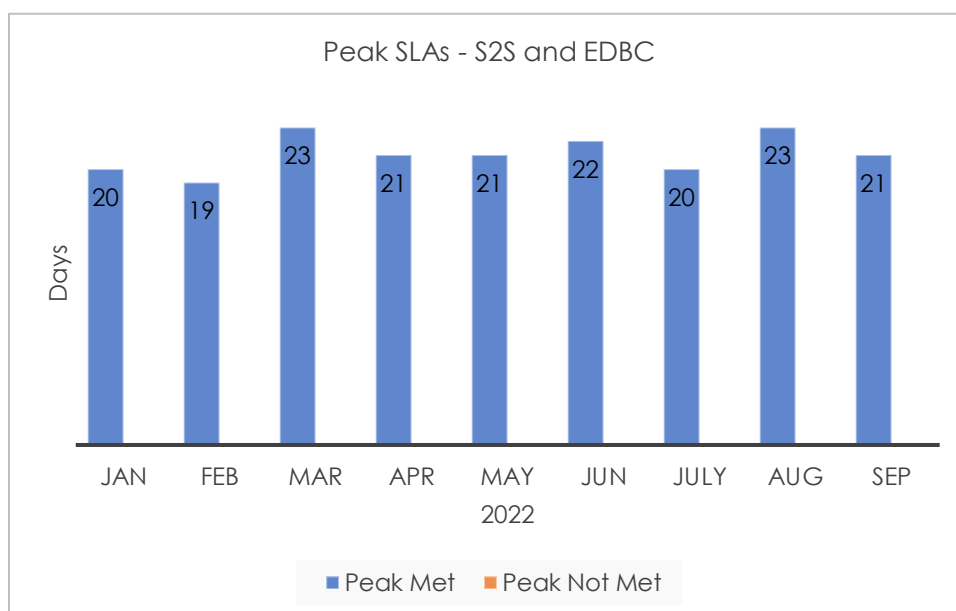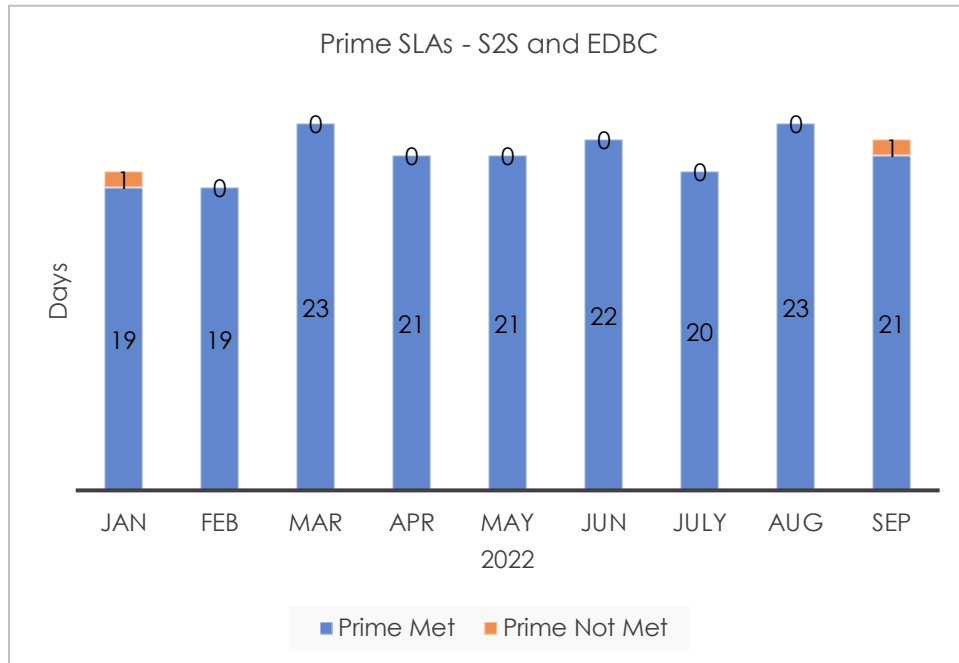

Peak SLAs - S2S and EDBC

Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)

Prime SLAs - S2S and EDBC

3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

► Continued restructure of team. 1 new resource onboarded
► Completed September Production release (CHG0036780)
► LifeCycle Management Enhancement for ServiceNow Accounts is currently in testing in Development
► Completed APEX-ForgeRock Integration successfully
► New Emergency change deployment process developed and is in testing
► ForgeRock Component-level monitoring developed and is being tested in SBX
► Presented "Choice of MFA during Login" demonstration (JPA's enhancement request) Feedback received regarding user experience and further work is required
► Completed CalWIN Wave 2 user bulk load
► Completed integration with San Diego Sandbox environment

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	Completed
Request for ForgeRock Production Load for Wave 3 CalWIN Counties Prior to the Start of CalSAWS Training	November 14, 2022	Not Started
Request for ForgeRock Production Load for Wave 4 CalWIN Counties Prior to the Start of CalSAWS Training	January 2, 2023	Not Started
Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training	February 23, 2023	Not Started
Request for ForgeRock Production Load for Wave 6 CalWIN Counties Prior to the Start of CalSAWS Training	May 1, 2023	Not Started
Tech ForgeRock Team Allocation for August and September	September 30, 2022	Completed
Secrets Manager Implementation	New date to be determined	On-hold pending SCR review
Design and Implement Geofencing for AWS Console Logins	New date to be determined	On-hold pending SCR review
ForgeRock CalWIN Reconciliation bypassing Policy Validation on Managed Objects	New date to be determined	On-hold pending SCR review
ForgeRock: Session Management Integration for Integrated Applications	New date to be determined	On-hold pending SCR review
ForgeRock: Multi Factor Authentication Policy Enhancement	New date to be determined	On-hold pending SCR review

3.6 Innovation Lab

► Virtual Assistant (Worker and Customer-Facing)
  o Held kick-off meeting on October 3, 2022
  o Finalized content/design call cadence for both worker- and customer-facing bots
  o Began initial design for both worker- and customer-facing bots
  o Began initial use case prioritization with key stakeholders
  o Completed roll-on for all team members
► Bots
  o Finalize workplan
  o Plan to kick-off at the next IVR/ Contact Center Committee meeting in November 2022
► EBT Card Replacement - Robotic Process Automation (RPA)
  o Finalize workplan
  o Plan to kick-off at the next IVR/ Contact Center Committee meeting in November 2022

3.7 Imaging

► Completed Defects
  o CA-249828 - Hyland Imaging Does Not Display Correct Information when GA/GR(CW) CC is scanned
  o CA-241836 - SAWS 2 PLUS document received with no Case/Person Name value
► Completed System Change Requests (SCRs)
  o CA-245231 - Update imaging API for No Touch SAR 7 Logic when barcode is not available (C)
  o CA-245402 – Enhance Imaging API to Enable Content Security Headers
  o CA-240916 - GA/GR Automated Solution

3.8   Customer Service Center (CSC)

► System Test:
  o 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	• Began 22.11 System Testing. 21% pass rate on a 14% target
4.4.2 Training	• Training Production Environment Refresh Completed – October 7, 2022

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:
  o The CalSAWS 22.09.26 Minor Release was successfully deployed on September 26, 2022
    ▪ One System Change Request (SCR) was deployed in the Online team
  o The CalSAWS 22.09.27 Minor Release was successfully deployed on September 27, 2022
    ▪ Three defects were deployed in the areas of online, Fiscal and Client correspondence teams

  o The CalSAWS 22.09.29 Minor Release was successfully deployed on September 29, 2022
    ▪ Thirty-eight defects were deployed in the areas of Technical Architecture, Reports, Online, Fiscal, Eligibility, Conversion, BenefitsCal, and Batch/Interfaces teams
    ▪ Six System Change Request (SCR) were deployed in the areas of Benefits and Client Correspondence team
  o The CalSAWS 22.10.04 Minor Release was successfully deployed on October 04, 2022
    ▪ Ten defects were deployed in the areas of Technical Architecture, Reports, Online, Fiscal, Eligibility, Conversion, BenefitsCal, and Batch/Interfaces teams
    ▪ Six System Change Request (SCR) were deployed in the areas of CalHEERs, and Batch/Interfaces teams
  o The CalSAWS 22.10.07 Minor Release was successfully deployed on October 07, 2022
    ▪ One System Change Request (SCR) was deployed in the Batch Operations team
  o The CalSAWS 22.10.08 Minor Release was successfully deployed on October 08, 2022
    ▪ Two System Change Request (SCR) were deployed in the Batch/Interfaces, and Eligibility teams
    ▪ Six defects were deployed in the Batch/Interfaces, BenefitsCal, Eligibility, and Performance teams

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
22.10.14	► Update Placer County's Positive Pay File Format for Wells Fargo bank

Release	Summary
	► Show mid-month approval date on GA/GR Automated Solution program notices where appropriate ► Imaging Workflow for API Store Documents ► One-time Batch to Send Information Updates to Clean-Up Primary's Mailing Address for CalHEERS ► Add NOA References for CalWIN Conversion NOAs ► CalSAWS CA-242569 Call Flow Changes for Yuba County in the IVR System ► Reschedule non-daily batch jobs for CalWIN wave 1 cutover weekend ► Batch Scheduling Updates for CalWIN Conversion (Wave 1) ► 'Person is Single' Role Reason to be set to GAGR individual only when the Marital Status is 'Married' or 'Common Law' ► Update POS (position) Records for Generic Workers to Support Wave 1 Counties Migrating from CalWIN
22.10.15	► Issue September 2022 Disaster Supplement in accordance with HR 6201 Emergency Allotments
22.10.16	► High availability for Portal Service - Office Mapping API
22.10.20	► Update Reports for Customer Non-Benefit Issuance Category ► DDID 2314/2319 FDS: New Report for GA/GR NOAs that have a Missing PDF ► Performance: Convert Current CC Batch Sweep Jobs Process ► Activate Converted Case Review Dashboard for Migrating Counties ► Upgrade SonarQube to 8.9.8 LTS ► Update Supportive Services Issuances Report to Expand Logic for All GA/GR Solutions
22.10.24	► CalWIN WAVE 1 Counties to/from CalSAWS ICT Records in Progress-Follow Up Case Lists
22.11	► Total System Change Controls (SCRs): 63 approved ► Release Webcast date: TBD
23.01	► Total System Change Controls (SCRs): 41 approved ► Release Webcast date: TBD
23.03	► Total System Change Controls (SCRs): 10 approved ► Release Webcast date: TBD

4.3   Application Development Status

► Continued design on:
  o CA-56887 for Phase III-B- Change CalFresh Notice of Actions (NOAs) to include the name of the individuals on change and denial Notice of Actions (NOAs)
  o CA-204494 for SB 1341 All County Solution Phase 4 - Letter Format Mixed Non- Modified Adjusted Gross Income (MAGI)/MAGI Notice of Actions (NOAs)
  o CA-48379 to Update AAP3 Form
  o CA-246150 to Add Threshold Languages to CF 377.4 SAR (6/13)
  o CA-246157 to Add Threshold Languages to CF 377.1 (5/20)
  o CA-246212 to Add Threshold Languages for the DFA 377.1A (3/02)
  o CA-216862 to Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages
  o CA-204087 for Generation of Forms/Correspondence to Authorized Representatives

- o 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
- o CA-228897 for Add CalLEARN NC Reason and update 'Cal-Learn $50 Sanction NOA
- o CA-245147 to Add Newest State versions of WI 10072A, WI 10072B, and EBT 2259
- o CA-214024 to Add Common NOA Fragments for Threshold Generation - Medi-Cal
- o CA-220693 for Enhancements to Child Care Administrator Portal
- o CA-239721 for CFL 21/22-61- reimbursement instructions for replacement of CalFresh food benefits due to electronic theft
- o CA-246484 for Creation of Banked Caseload Capability
- o CA-202054 for ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
- o CA-219462 for ARC-FC, KG, and AAP Overrides
- o CA-245220 to Update FC and KG Batch Eligibility Determination Benefit Calculation (EDBC) Logic to carry overpay Code from previous EDBC
- o CA-246603 to Update GEN 102 To Current Version (1January 22, 2022)
- o CA-245221 to Create a DHCS CMS Unwinding Eligibility and Enrollment Data Monthly Report
- o CA-241311 to Add Missing Translations for CF 377.7A
- o CA-233168 for ACL 21-137/ACL 21-137E Guaranteed Income Pilot Program
- o CA-205388 to Update the CAPI Change NOAs per newest state version of NA 692
- o CA-248917 for ACIN I-57-22: 2023 State Minimum Wage
- o CA-247516 to Enable CalSAWS Online to access C-IV eSignatures data
- o CA-246630 to Issue CW 2103 Reminder for Teens Turning 18
- o CA-243684 for CAPI Sponsor Deeming Income Requirements
- o CA-242753 to run Batch Eligibility Determination Benefit Calculation (EDBC) to apply 2023 SSA Cost of Living Adjustments (COLA)
- o CA-242752 for 2023 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA)
- o CA-232960 - Afghan and Ukrainian Special Immigrant Parolee (SIP) and Lawful Permanent Resident Status
- o CA-232056 to Prevent Benefit Reduction Without 10-Day Notice for late SAR 7 and CW RD, Allow CalFresh Benefit Reduction Without 10-Day Notice for RE
- o CA-208423 to Updated Medi-Cal Income and Deductions Chart
- ► Continued build on:
  - o Build for priority releases and 22.11 approved System Change Requests (SCRs)
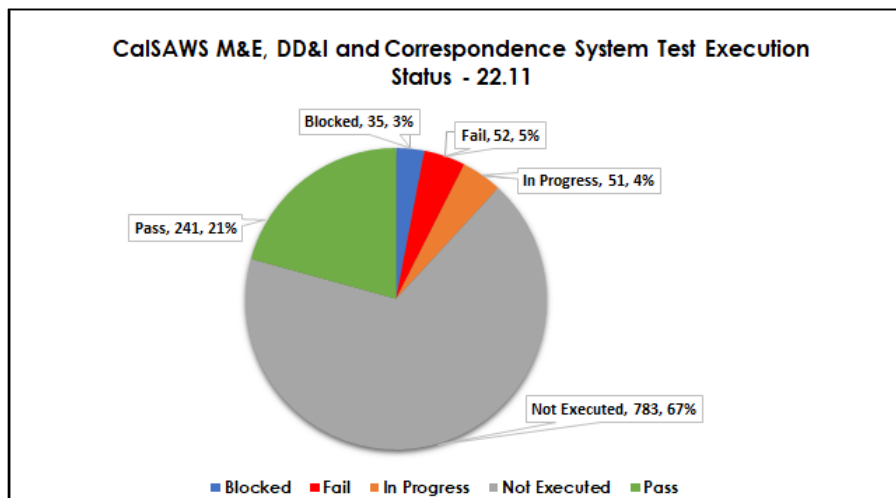
4.4   Release Management

4.4.1   Release Test Summary

► Continued 22.11 test execution

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

Pass Rate Target as of October 07, 2022	**14%**
Pass Rate Actual as of October 07, 2022	**21%**
System Test Complete Date: November 16, 2022	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 22.11

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%
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 606 end-to-end Automated Regression Test (ART) scripts

4.5 General Assistance/ General Relief (GA/GR)

► Status moved from the DD&I Status Report to the M&O Status report as of September 26, 2022
► General:
  o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on October 15, 2022
  o Discussed the Production Implementation plan with Gainwell in the weekly meeting October 15, 2022
  o Continued creating the remaining documents related to the SCR CA-245148: GA GR Training Documentation (documentation only) (22.09 priority release)
  o The SCR CA-248751 - Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 1) is in Design
  o System Change Requests (SCRs) are in System Test for 22.09 priority release
    ▪ CA-245149 GA GR Training Documentation
    ▪ CA-249979 Show mid-month approval date on GA/GR Automated Solution program notices where appropriate
    ▪ CA-251011 Person is Single' Role Reason to be set to GAGR individual only when the Marital Status is 'Married' or 'Common Law'

Figure 4.5.-1 – GA/GR Design Difference Identifiers (DDID) Status

Note: **"New"** reflects JIRA SCR's Status for existing DDID's
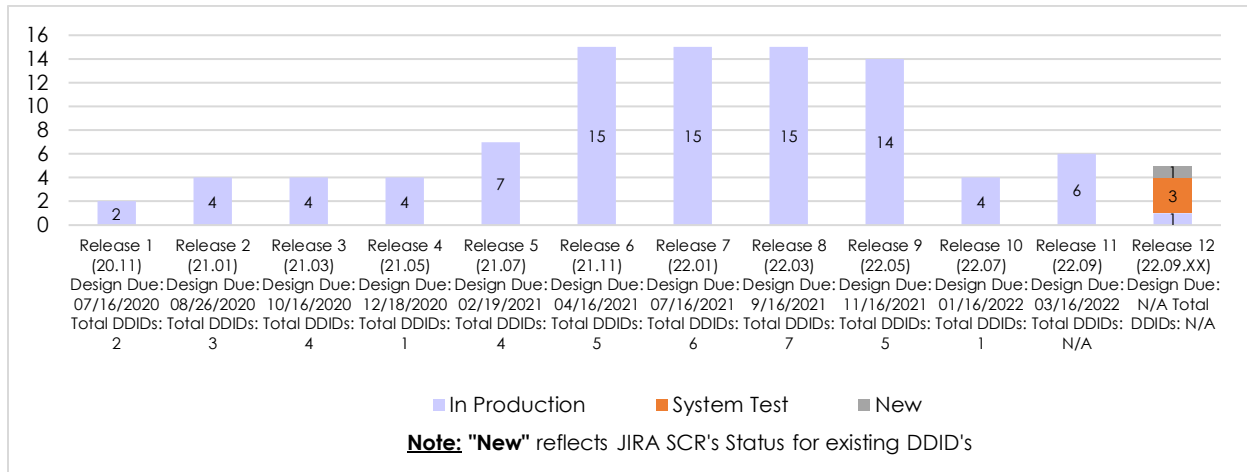
4.6 Training Materials Update

► 22.11 Online Help (OLH System Change Requests (SCRs):
  o System Test: 5
  o Test Completed: 6
► 22.11.18 Priority Release Web Based Training (WBT) and Functional Presentations (CFPs):
  o In development: 8
► 23.01.20 Priority Release Web Based Training (WBT) and Functional Presentations (CFPs):
  o Approved: 4
► 23.03.17 Priority Release Web Based Training (WBT) and Functional Presentations (CFPs):
  o Approved: 1
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

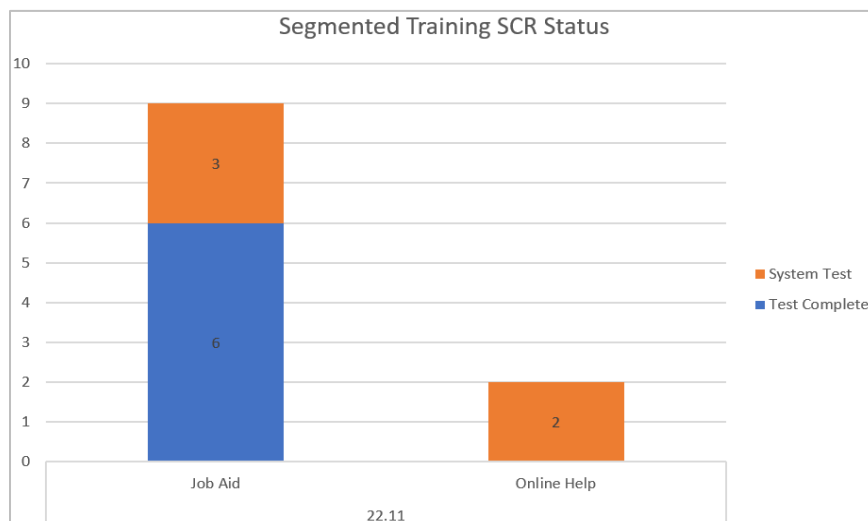**Figure 4.6-1 – Bi-Weekly Training SCR Status Report**

Table 4.6-1 – Upcoming Training Activities

Training Activity	Date
Training Production Environment Refresh	October 7, 2022 - Completed

4.7   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