

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: November 21, 2022 – December 4, 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 did not experience any unplanned outages during this period
Defects	●	<ul style="list-style-type: none"> ▶ There are 137 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 7:00 a.m. on November 21, 2022, Users were encountering an error while running online Eligibility Determination and Benefit Calculation (EDBC) for the January 2023 benefit month on CalFresh cases that had an Able-Bodied Adults Without Dependents (ABAWD) determination pending. As of 7:00 p.m. on November 21, 2022, this issue was resolved by the deployment of CA-252931 (PRB0044771) ▶ CALSAWS BROADCAST: Starting at 10:30 a.m. on November 21, 2022, Lassen, Shasta, and Merced County Users were experiencing slowness with screen-to-screen navigation or while performing transactions in CalSAWS. As of 8:05 p.m. on November 21, 2022, this issue was resolved (PRB0044773) ▶ CALSAWS BROADCAST: Starting at 4:25 p.m. on November 22, 2022, Riverside County Users at the 1225 W Hobsonway, Blythe site were not able to access CalSAWS and other applications/ services due to a local power outage. As of 8:08 a.m. on November 23, 2022, power at the impacted site was restored (PRB0044786) ▶ CALSAWS BROADCAST: Starting at 1:32 p.m. on November 29, 2022, some Users reported experiencing performance slowness while accessing the Learning Management System (LMS). As of 6:04 p.m. on November 29, 2022, this issue was resolved by the LMS vendor (PRB0044814) ▶ CALSAWS BROADCAST: Starting at 10:30 a.m. on November 30, 2022, Kern County users at the 2340 State Highway 58, Mojave site were not able to access CalSAWS due to a local power outage. As of 7:00 a.m. on December 1, 2022, the issue was resolved (PRB0044822) ▶ CALSAWS BROADCAST: Starting at 12:30 p.m. on December 1, 2022, Monterey County Users reported an issue where December 2022 benefits had not been posted to Electronic Benefits Transfer (EBT) cards for some CalWORKs and General Relief programs. As of 4:00 p.m. on December 1, 2022, the issue was resolved by the EBT vendor (FIS). December 2022 benefits

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Topic	CalSAWS System	Highlights
		<p>for the impacted cases have been posted to their EBT cards (PRB0044834)</p> <ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 10:00 a.m. on December 1, 2022, Users were unable to access the Training Staging environment. As of 11:51 a.m. on December 1, 2022, this issue was resolved (PRB0044830) ▶ CALSAWS BROADCAST: Starting at 8:31 a.m. on December 2, 2022, Authorized payments from December 1, 2022, were not issued for Kings County. As of 6:00 a.m. on December 3, 2022, this issue was resolved. Authorized payments for Kings County (which were not issued on December 1, 2022) have been issued, along with the authorized payments from December 2, 2022 (PRB0044851)

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed CalSAWS minor releases 22.11.21, 22.11.22, 22.11.23, 22.11.28, 22.11.29, 22.11.30, 22.12.01, and 22.12.02
- ▶ Planned Outages:
 - Scheduled CalSAWS Outages:
 - CalSAWS Production Outage
 - From 10:00 p.m. on December 2, 2022, until 1:00 a.m. on December 3, 2022, Users were unable to login to the CalSAWS application. The “Read Only” version of the CalSAWS application was not available for Users
 - On December 4, 2022, from 9:00 a.m. to 6:30 p.m., the CalSAWS application was unavailable for Users
 - On December 4, 2022, between 9:00 a.m. and 10:30 a.m., the read-only version of CalSAWS was unavailable for Los Angeles County Users only
 - On November 27, 2022, from 3:00 p.m. to 8:00 p.m. the CalSAWS application was unavailable for Users. Users were redirected to a “Read-Only” version of the CalSAWS application
 - CalSAWS Learning Management System (LMS) Maintenance
 - On December 2, 2022, from 7:00 p.m. to 11:00 p.m., CalSAWS Users were unable to access the CalSAWS Learning Management System (LMS)
 - Scheduled External Application Outages:
 - BenefitsCal maintenance/limited access
 - On December 4, 2022, from 9:00 a.m. to 6:30 p.m., BenefitsCal was available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. EBT balance and case

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information was not available to view from BenefitsCal. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office

- o On November 27, 2022, from 3:00 p.m. to 8:00 p.m. BenefitsCal was available for participants but the transactions from BenefitsCal were queued and released for processing upon completion of maintenance activities. EBT balance and case information was not available to view from BenefitsCal. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office
- o On November 30, 2022, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
 - Online CalWORKs Appraisal Tool (OCAT) Production Maintenance:
- o From 10:00 p.m. on December 2, 2022, until 1:00 a.m. on December 3, 2022, 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		<ul style="list-style-type: none"> • Final Deliverables (FDELs) for 13.0 County Site Plans, Wave 2 and Wave 3 Counties, were approved on November 21, 2022 • Draft Deliverable (DDEL) of System Security Plan (SSP) was submitted to client on November 22, 2022, for review with comments returned on December 1, 2022. Final Deliverable (FDEL) is due to be submitted for Consortium review and approval on December 5, 2022 • 20 of 21 (95%) Deliverables have been fully approved to date • 12.0 Security Management Plan was approved during the reporting period. • The following (1) FDEL is being resolved by Owners and Reviewers: <ul style="list-style-type: none"> o Appendix A - Communications 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"> • No updates for the reporting period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued preparation for the update of M&O Services Plan Deliverables to include updates necessary for the CalWIN Counties migration
 - Held meetings with Deliverable Owners, Reviewers, and Consortium on status of comments log remediation
- ▶ Continued performing contract management activities:
 - Change Notice No. 23 (December JPA) is currently in development and will include following:
 - Premise Items: Mass Notice - End of CalFresh Emergency Allotments, Cal-OAR Modifications & Cal-OAR Client Satisfaction Survey, Healthy Futures for Foster Youth, CF Discontinuance of Gambling, CF Simplification
 - California Department of Social Services (CDSS) Report Support additional hours
 - Change Notice No. 24 (January JPA) is currently in development and will include following:
 - Exhibit X – Additional M&E Hours
 - Budget adjustments related to Potential Budget Reallocation discussion (still in discussion)
 - County Purchase Orders
 - TBD
 - Continued planning the implementation of requirements from the Department of Health Care Services (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 December 4, 2022

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0338-22	CA-205633/CA-252519 ACL 18-75 Phase IV-Long Term Funding for Emergency Caregivers with Placements Prior to RFA Approval- (Batch Job Update)	Informational	November 21, 2022	Ignacio Lázaro	Laura Ould, and Michelle Ramos
0341-22	List for CA-233588: 2022/2023 Family Members Base Allocation Amount Update	Informational	November 28, 2022	Nina Butler	Maggie Orozco-Vega
0342-22	BenefitsCal CalSAWS Features Status for Counties	Informational	November 28, 2022	Marsale Eramya	Carrie White
0343-22	Increase in CalSAWS Web Portal Licenses for Counties	Informational	November 28, 2022	Pete Quijada	Yogesh Patel
0347-22	CA-251465 CalFresh Emergency Allotments for October 2022 List Posted	Informational	November 29, 2022	Caroline Bui	Sheryl Eppler
0348-22	January 2023 Postage Rate Changes	Informational	November 29, 2022	Geoff Cosner	Julie Holmes
0349-22	CA-242010: Increase to the Asset Limits for Medically Needy (MN) Sneed Non-MAGI Medi-Cal Programs	Informational	November 29, 2022	Nina Butler	Maggie Orozco-Vega
0350-22	CA-242753 2023 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA) Batch Memorandum	Informational	November 30, 2022	Maggie Orozco-Vega, Caroline Bui, Sarah Cox, Ignacio Lázaro, and Adelaide Mendoza	Nina Butler, Laura Ould, Caroline Bui, Dennis Kong, and Committee of CalWORKs CalFresh Facilitator
0351-22	CalSAWS County Cost Summary – December 2022 Update	Informational	December 2, 2022	Britt Carlsen	Tracy Berhel, and Melissa Gates

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- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending December 4, 2022

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
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
22-101	Permit New CalSAWS API (capi.calsaws.net) URL over Internet	October 14, 2022	Open	October 20, 2022	Melanie Gines, and Lloyd Rankine
22-104	2023 Holiday and Payroll Calendar Request	October 17, 2022	Open	November 7, 2022	Sheryl Eppler
22-107	CA-247003 Opt In/Out of the GRCAPI Recovery Batch Job	October 25, 2022	Open	November 16, 2022	Caroline Bui
22-114	CalWIN Wave 2 Counties: Project-Maintained Worker IDs	November 22, 2022	Open	December 9, 2022	Darcy Alexander
22-115	CalSAWS Workgroup Recruitment for Advanced Enhancements to Task Management	November 30, 2022	Open	December 14, 2022	Dymas Pena

Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending December 4, 2022

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-093	CalSAWS and CalWIN Counties: Request for Source Internet IP Address for JIRA and Sandbox Access		Alpine, and Yuba Counties	Trinity County			
22-101	Permit New CalSAWS API (capi.calsaws.net) URL over Internet	Alameda, County	Alpine, Mono, and Sacramento, Counties		Fresno County		
22-104	2023 Holiday and Payroll Calendar Request		Alpine, Mono, Sierra, and Yuba Counties	Mendocino County	Merced County		

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CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-107	CA-247003 Opt In/Out of the GRCAPI Recovery Batch Job	Monterey County	Alpine, Mono, and Yuba Counties		Inyo, Mariposa, Merced		

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
Assigned	8
Completed	772
Duplicate	17
In Review	3
Withdrawn	28
Total	833

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3811	SIRFRA 3811 - CalWORKs Application, Redetermination, and Closed Cases	Completed	November 22, 2022	November 28, 2022	
SCERFRA 22-559	SCERFRA 22-559 - AB 1965 – California Antihunger Response Act of 2022	Completed	November 28, 2022	December 2, 2022	
SIRFRA 3812	SIRFRA 3812 – CalWORKs Home Visiting Program (HVP)	Completed	November 30, 2022	December 1, 2022	
OTHER	CalFresh Program to Person Level Aid Code Change	Assigned	December 2, 2022	No response	
SCERFRA 22-560	SCERFRA 22-560 - Cash Benefit Deliver	Withdrawn	December 2, 2022	No response	
SIRFRA 3818	3818 - EBT 2259 Impacts to EBT Replacement Denial NOAs	Assigned	December 7, 2022	No response	
SIRFRA 1219	1219 - Pending Applications (PHE Data Dashboard Slides)	Completed	December 9, 2022	November 29, 2022	
SIRFRA 1222	1222 – PHE Data Renewal	Assigned	December 15, 2022	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 1223	1223 - Pending Applications (PHE Data Dashboard Slides)	Assigned	December 15, 2022	No response	
SIRFRA 1187	1187 - Reoccurring SIRFRA - CMS State Report on Plans for Prioritizing and Distribution Renewals	Assigned	December 15, 2022	No response	
SIRFRA 3817	3817 – Cal-OAR First Activity Attendance Rate – Variable 39	Assigned	December 19, 2022	No response	
SIRFRA 3819	3819 – Cal-OAR November 2022 Validation of CalSAWS Migration Data	Assigned	December 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
3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> ▶ The final November Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 99.2%. The current December Monthly Help Desk Diagnosis SLA compliance is 97.4%
3.5.1 ForgeRock	<ul style="list-style-type: none"> ▶ The next ForgeRock Production release is tentatively scheduled for the end of January 2023 and should have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)

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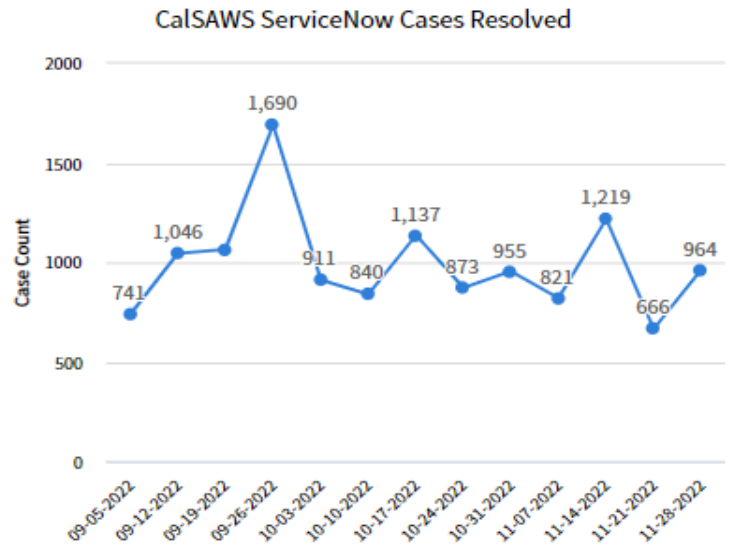
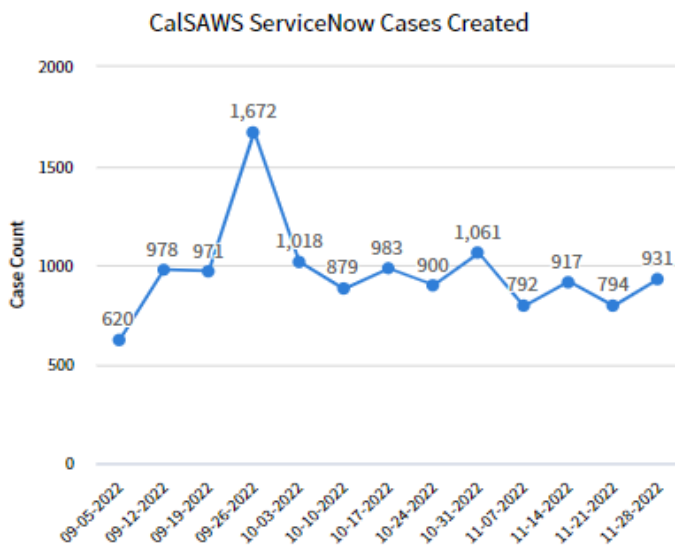
3.1.1 Service Management

3.1.2 Overview

- o Implemented Change CHG0037799 “Removal of Business stakeholder roles from all User accounts on the CalSAWS Prod instance of ServiceNow on November 18, 2022
- o Scheduled ServiceNow Changes CHG0037964, CHG0037963, CHG0037962, CHG0037961 to patch Development, Test, Training & Production environments targeted for December 16, 2022, and December 9, 2022, respectively
- o Scheduled Change CHG0037929 to “Add a Risk Designation field to the Roster table” targeted for December 8, 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 42 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

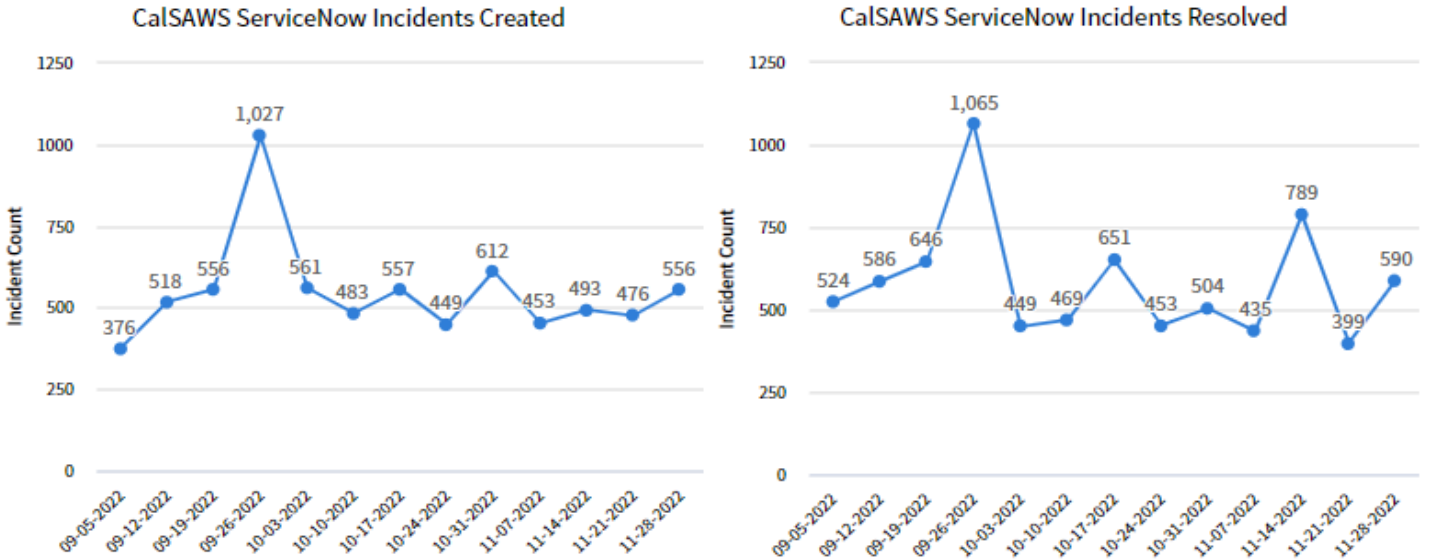
- ▶ Created 931 cases of which 99 are cases created from CalWIN Wave 1 Counties:
 - o Placer County: 17
 - o Yolo County: 82
- ▶ Resolved 964 cases of which 90 are cases resolved from CalWIN Wave 1 Counties:
 - o Placer County: 16
 - o Yolo County: 74

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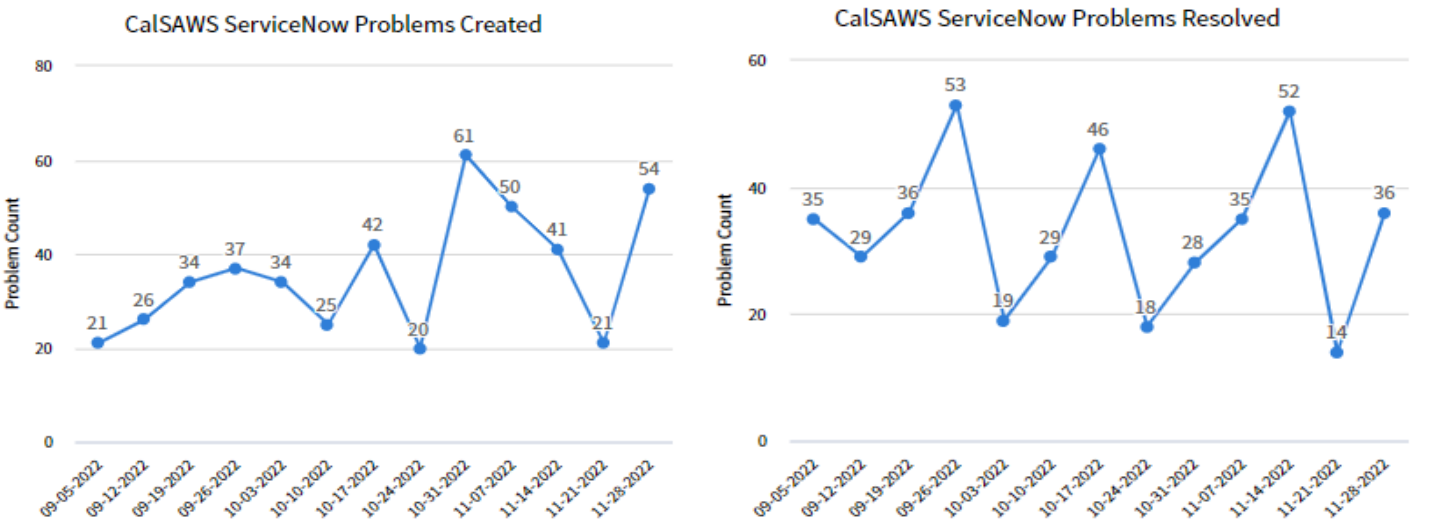
Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



Note: The graphs represent the ServiceNow Incidents associated to all 42 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

- ▶ Created 556 incidents of which 39 are incidents created from CalWIN Wave 1 Counties:
 - Placer County: 16
 - Yolo County: 23
- ▶ Resolved 590 incidents of which 39 are cases resolved from CalWIN Wave 1 Counties:
 - Placer County: 16
 - Yolo County: 23

Figures 3.1.3-5 and 3.1.3-6 – CalSAWS ServiceNow Problems



Note: The graphs represent the ServiceNow problems associated to 42 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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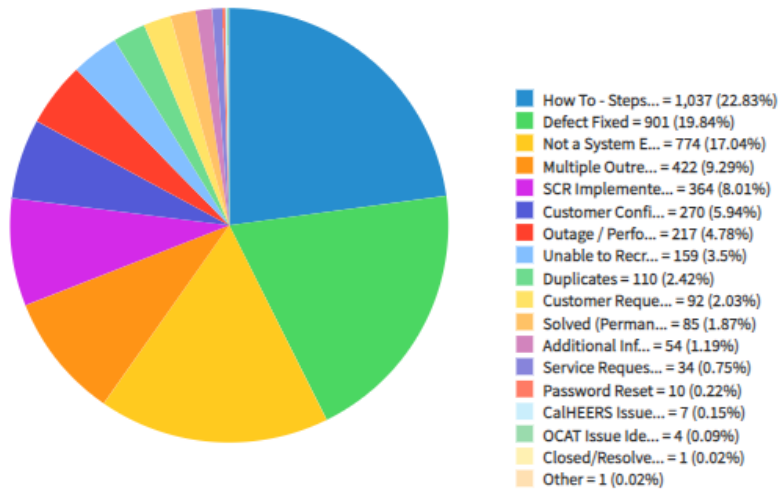
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Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	23	23	9	4	6	7	16	4	92
In progress	22	94	28	10	27	39	56	72	348
On hold	7	45	32	44	130	188	389	627	1,462
Resolved	37	239	221	416	134	58	26	20	1,151
Closed	4	1	3	13,380	33,186	8,415	5,325	814	61,128
Problem in diagnosis	0	3	1	1	0	0	1	0	6
Total	93	405	294	13,855	33,483	8,707	5,813	1,537	64,187

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

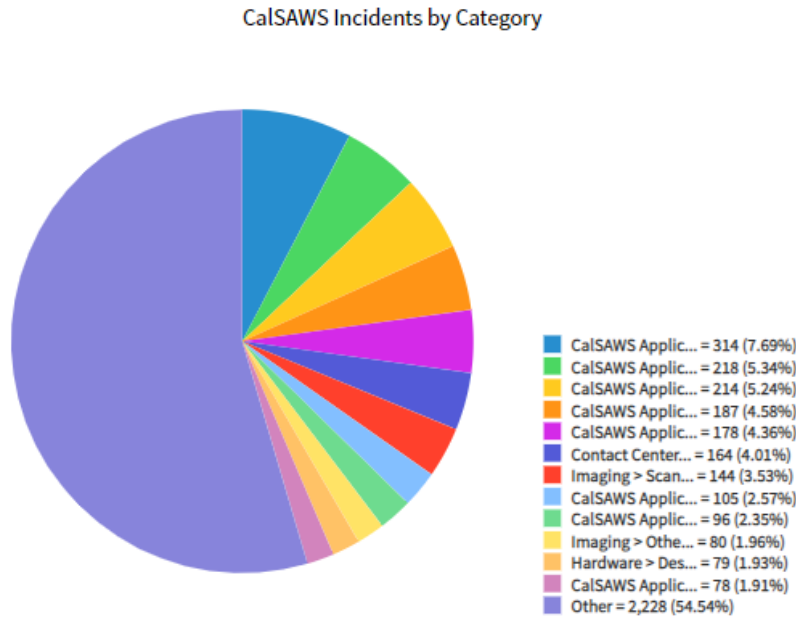
Note: The pie chart below represents Incidents resolved within the past two months
 CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,037	22.83%
Defect Fixed	901	19.84%
Not a System Error - With Explanation	774	17.04%
Multiple Outreach Attempts – No Response	422	9.29%
SCR Implemented	364	8.01%
Customer Confirmed Issue is Resolved	270	5.94%
Outage / Performance Degradation	217	4.78%
Unable to Recreate Issue	159	3.5%
Duplicates	110	2.42%
Customer Requested Closure	92	2.03%
Solved (Permanently)	85	1.87%
Additional Information Needed	54	1.19%
Service Request Created - With Request Number	34	0.75%
Password Reset	10	0.22%
CalHEERS Issue Resolved	7	0.15%
OCAT Issue Identified	4	0.09%
Closed/Resolved by Caller	1	0.02%
Other	1	0.02%
Total	4,542	100%

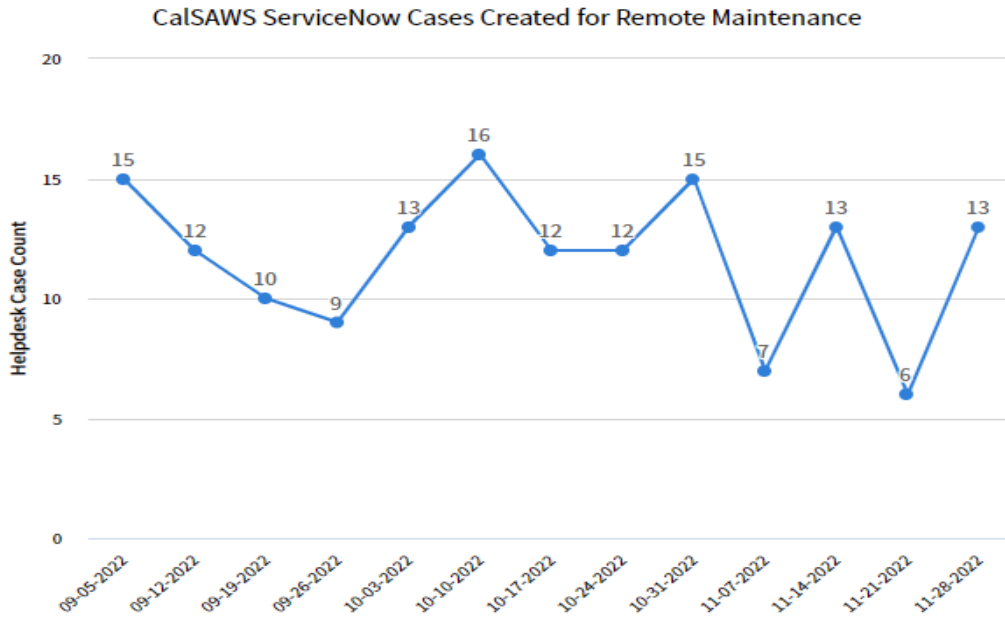
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



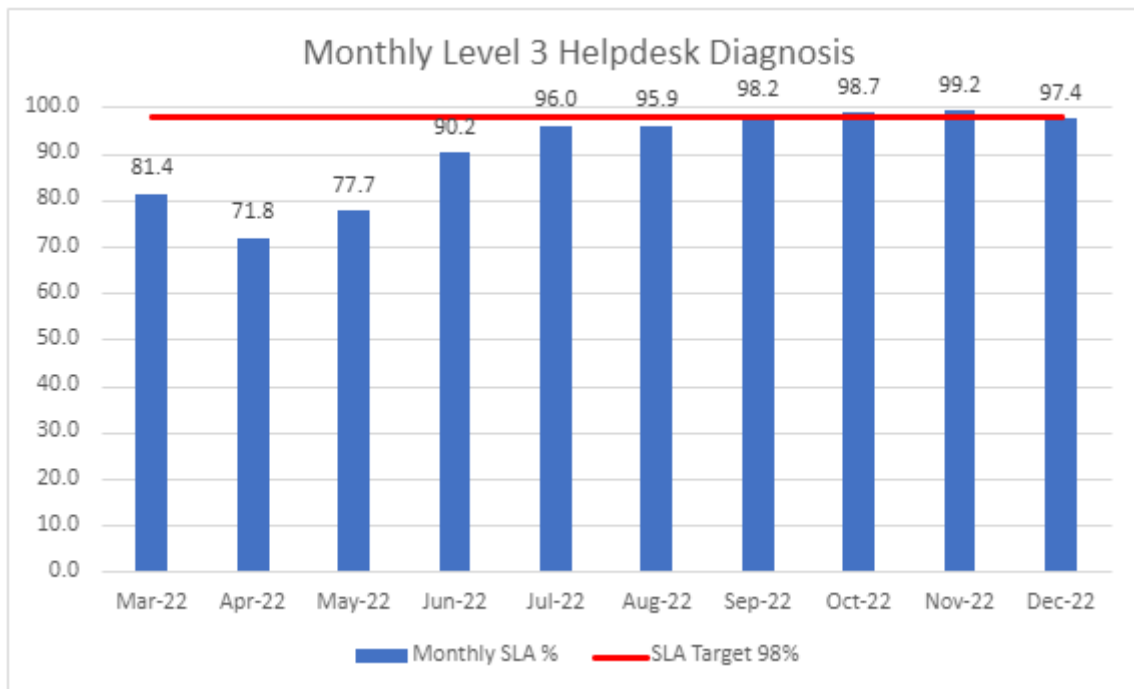
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	314	7.69%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	218	5.34%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	214	5.24%
CalSAWS Application/Related Systems > Production > Eligibility Determination	187	4.58%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	178	4.36%
Contact Center/IVR > CCP	164	4.01%
Imaging > Scanning Documents	144	3.53%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > Other	105	2.57%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	96	2.35%
Imaging > Other	80	1.96%
Hardware > Desktop	79	1.93%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	78	1.91%
Other	2,228	54.54%
Total	4,085	100%

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



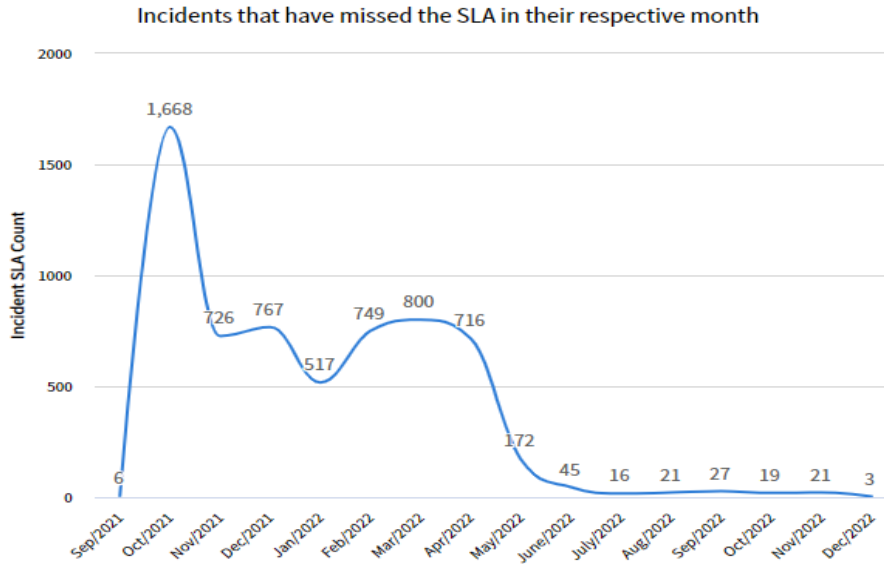
- ▶ The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The final November Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 99.2%. The compliance to date for December is 97.4%

Figure 3.1.3-10 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance



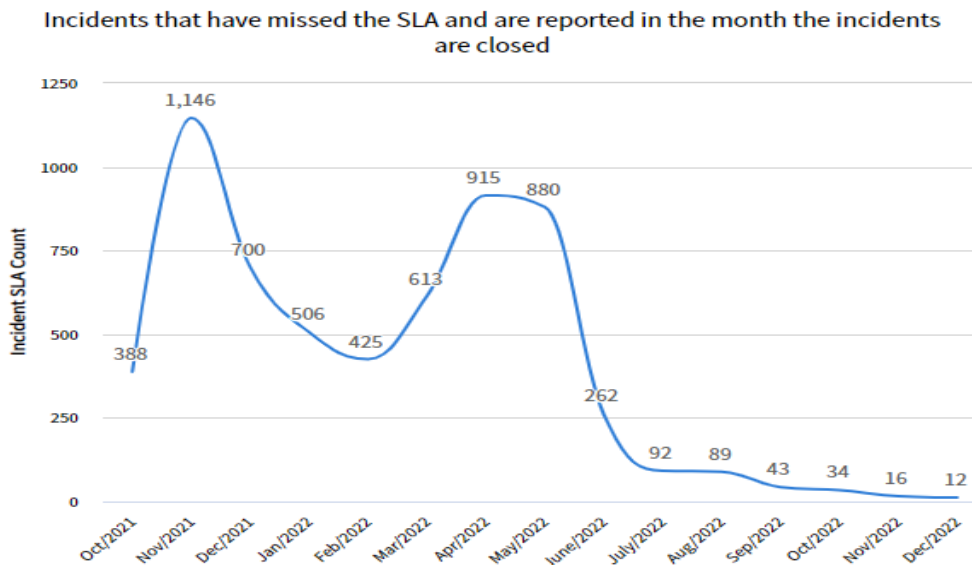
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in a given month. 3 incidents missed the SLA in December (MTD)

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



- ▶ The graph below represents the number of closed incidents that missed the Service Level Agreement (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. 12 closed incidents missed the SLA in December (MTD)

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



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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
 - 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
 - SCR CA-243209 associated with gathering requirements for County connectivity On Hold pending budgetary and Consortium Technical approval
- ▶ Network Management and Monitoring – Automated Alerting
 - 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
December 5, 2022	Upgrade latest November AML on Springboots - Application Production Account (DR)
December 5 – 9, 2022	Contact Center training for Tulare - Deploy all standard changes for new county specific account
December 5 – 9, 2022	Contact Center training for Santa Clara - Deploy all standard changes for new county specific account
December 5, 2022	Upgrade latest November AML on Springboots - Application Production Account (DR)
December 5 - 8, 2022	Upgrade of LA3 Cisco devices from IOS current version (17.03.04) to Latest gold star (17.03.06)
December 7, 2022	Need to renew Amazon Web Services (AWS) Intermediate Certificate Authority (CA) to issue private certificate for internal communications of servers (Planned Change)
December 7 – 8, 2022	CLOUDCHECKER REMEDIATION: Network Access Control List (NACL) Hardening effort - Contact Center Outbound
December 7 – 8, 2022	CLOUDCHECKER REMEDIATION: Network Access Control List (NACL) Hardening effort - Contact center Production
December 8, 2022	Deploy McAfee Agent and Endpoint Security Threat Prevention on On-Prem Linux Servers in the LA3 Equinix Data Center (Planned Change)
December 8, 2022	Moving Exchange devices (LA3RT002 and LA3SW002) to Azure Active Director (AD) for authentication and Multi Factor Authentication (MFA)

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Scheduled Date	Activity Description
	(Planned Change)
December 8, 2022	Upgrade Nuance Software to 12.2 & .NET framework to 4.8 in Production servers
December 8, 2022	Shutdown Cisco Unified Communication Server (UCS) Server and Voice Gateway Router - Rancho Cordova/Norwalk (Planned Change)
December 9, 2022	Moving Exchange devices (LA3RT001 and LA3SW001) to Azure Active Directory (AD) for authentication and Multi Factor Authentication (MFA) (Planned Change)
December 9, 2022	Update Web site certificate (cacmg001.calaces.org) in Production
December 9, 2022	ForgeRock Priority Production Disaster Recovery (DR) Release 22.12.09 (Planned Change)
December 11, 2022	Los Angeles Point of Presence (POP) sites failback from secondary to primary
December 12, 2022	Oct 2022 Database Patching on Conversion Databases (Planned Change)
December 19, 2022	Internal Run of 2C CalWIN Cutover Exercise (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

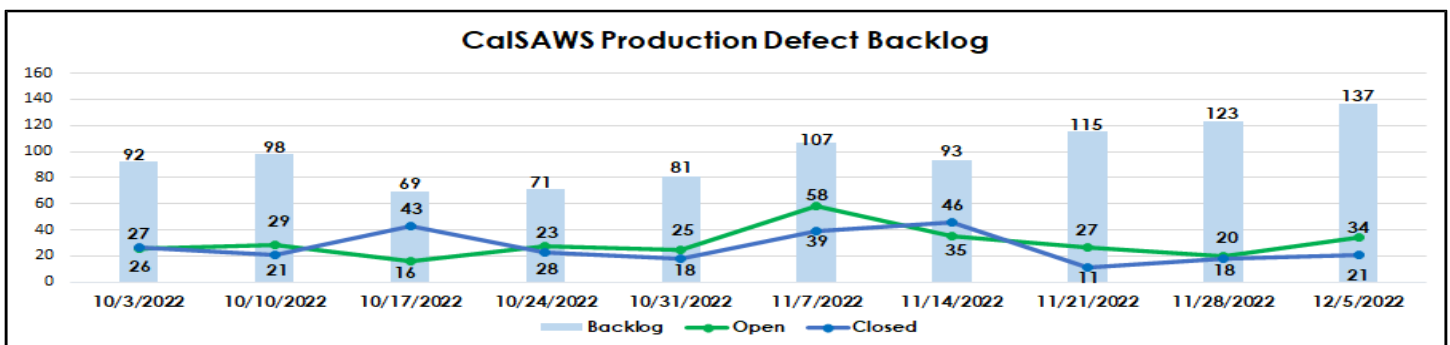
3.2.2 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

- ▶ The CalSAWS System 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



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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	22.11	23.01	23.03	23.05	23.07	23.09	TBD	Grand Total
1-High/Non-Cosmetic	1							1
Closed	1							1
2-Normal/Medium	49	42	1	1	1	1	41	136
New	3	4	1	1	1	1	21	32
In Progress	16	35					16	67
Closed	30	3					4	37
3-Normal/Low	14	18					6	38
New							2	2
In Progress	7	18					1	26
Closed	7						3	10
4-Cosmetic	3	5	1				2	11
New			1				1	2
In Progress	2	5					1	8
Closed	1							1
Grand Total	67	65	2	1	1	1	49	186

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 23.01 Communications:
 - See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 23.01 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	December 12, 2022	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	December 26, 2022	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	January 9, 2023	Production Operations
Webcast on CalSAWS Release 23.01	January 10, 2023	Production Operations / Consortium Policy & Design
Send summary of changes in CalSAWS Release 23.01 in CalSAWS Health Report	January 16, 2023	Production Operations
23.01 CalSAWS Application Development and Training Release Notes Broadcast	January 17, 2023	Production Operations
CalSAWS Release 23.01 Greenlight Meeting	January 18, 2023	Release Management/Quality Assurance
CalSAWS 23.01 Post-Release Checkpoint Call	January 23, 2023 – January 25, 2023	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 183 – Amazon Web Services (AWS) Storage Layer Issues – PRB0044584
 - Starting at 3:54 p.m. on October 27, 2022, the Project team received Splunk alerts indicating an application accessibility issue. The Technical Operations team started investigating the issue. Meanwhile, the Production Operations team started a bridge call with Technical Operations with the Network team and alerted the Production Alerts chat group of the issue. The teams observed that the application had returned to its stable performance state and the impacted services were restored by 4:05 p.m. A broadcast email was sent to counties acknowledging the issue and its immediate

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resolution. During the impacted period, Users were unable to access the CalSAWS application. The AWS team was invited to the bridge call for the root cause analysis. The AWS team identified an issue with the AWS storage layer which impacted the ability of Users to access the CalSAWS application. The AWS team continued to work on analyzing the issue over the next few days. As of 9:30 p.m. on October 31, 2022, the Project team received Splunk alerts indicating an application accessibility issue. Since the nature of the issue was like the one from October 27, 2022, the AWS team was contacted to troubleshoot the issue with Technical Operations, Database, Network, and ForgeRock teams on a bridge call. Since the application was not accessible, the Consortium team was informed of the issue and invited to join the bridge call to determine next actions. In addition, a broadcast email was sent to the appropriate Counties acknowledging the issue. The AWS team confirmed that the issue was due to an AWS storage layer not being in sync, which resulted in Elastic Block Store (EBS) volumes outage. As a result, the CalSAWS application was inaccessible. In addition, the nightly batch operations were put on hold to avoid any impact on batch due to database access issues. As there was no immediate solution provided by the AWS team, it was determined to restart the Database Elastic Cloud Compute (EC2) instances. The restart activity was completed by 3:38 a.m. on November 1, 2022, and the application availability was validated. The Batch Operations team was informed to restart the nightly batch activity. As a result of this delay, many batch processing jobs were delayed, including:

- Fiscal Issuances, EBT files to FIS vendor, and Claiming processes
 - Direct Deposit, Warrant Print, and Auditor Controller files to Counties
 - Generation and mailing of Central Print files
 - Workload reassignments and work drops
 - Child Support outbound file Generation of the daily Analytics Reports was not impacted as they were planned to be completed by end of day Wednesday, November 2, 2022, as referenced in CIT 0309-22
- o Following additional analysis, the AWS team identified the root cause of the issue was a software update in US-West-2 region that resulted in network communication impairment when deployed to AWS storage hosts with a specific network configuration. The following actions were performed by AWS to remediate the issue and avoid further re-occurrence of the issue:
- Pause the deployment containing the defect worldwide [completed on November 1, 2022, 07:13 a.m.]
 - Remediate the AWS storage infrastructure in all CalSAWS regions, preventing re-occurrence of the issue [completed on November 6, 2022, 1:00 p.m.]
 - AWS continues to work with Project delivery team to enhance monitoring of storage volume
 - All applicable service credits were applied to CalSAWS account due to occurrence of this issue
- ▶ Root Cause Analysis (RCA) – 184 – CalSAWS Imaging Backlog Issue – PRB0044606
- o Starting at 11:30 a.m. on November 1, 2022, the Imaging team reported an unexpected backlog of documents and engaged Hyland Technical Support for assistance. Hyland Technical Support was able to identify that the External Message Agent's (EMA) current configuration hit a volume limit. Hyland immediately increased the EMA capacity by updating the configuration for throughput, which resolved the EMA message limitation.

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After reviewing the CalSAWS Imaging solution further in the days following the incident, it was determined that the cause for the EMA messages to exceed what had been a ceiling for EMA message capacity was due to an increase in volume (10% increase after comparing metrics from two weeks prior). Exceeding the message limitation due to the aforementioned reasons ultimately caused a backlog of documents to build up. As a result, the script took longer to run than the workflow process. The workflow then moved documents out of queues where the script expected to find them. As a result, the script created new messages (which also contributed to the backlog). Although CalSAWS Imaging Users were able to access the Imaging solution, Users would have experienced a variety of issues including:

- Slow post task generation system processing of portal submitted documents
- Tasks and Customer Reporting updates based on image processing was delayed
- Documents took longer to arrive at the Person Selection queue for processing
- Users experienced a delay in their ability to view images on newly submitted documents in CalSAWS

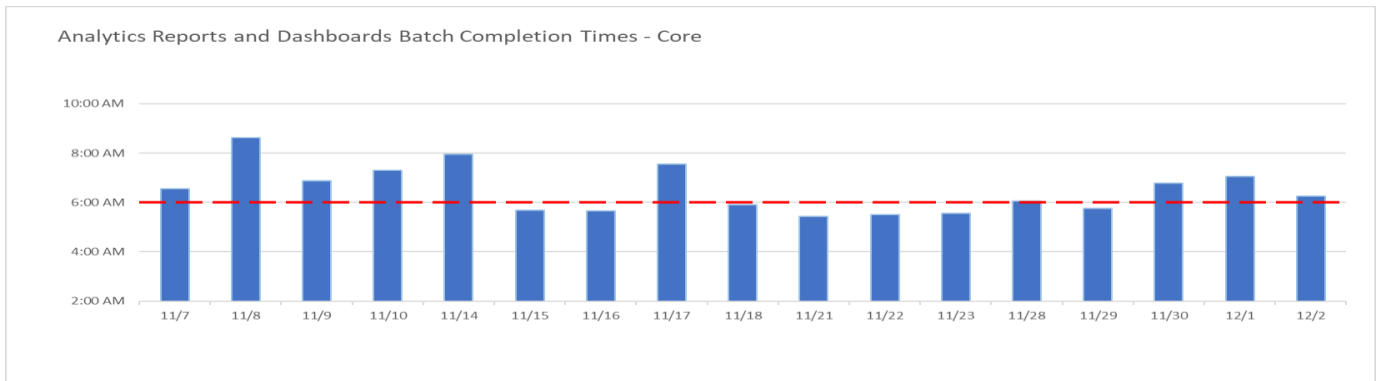
In addition to increasing the EMA capacity by updating the configuration, four additional recommendations were implemented. Hyland has also established a plan to increase throughput in configuration/scalability to ensure over time that an increase in volume will make this incident less likely to occur. Hyland is currently reviewing the overall system architecture using a data-driven approach to ensure this issue and other potential issues will be uncovered before the Wave 2 go-live. In addition, Hyland is working with Accenture to ensure that the system-based/solution-based monitoring and alerting are in place based on the data-driven approach (and are collaborating for the next full load performance test, which is currently scheduled for April 2023 and is being tracked by CA-253148)

3.4.3 Batch Operations

- ▶ No batch scheduled on Thursday (November 24, 2022) and Friday (November 25, 2022) due to the Thanksgiving Holiday; Saturday nightly batch ran on November 26, 2022, as planned
- ▶ Completed execution of special batch run for October 2022 - HR 6201 Emergency Allotments on Saturday, November 26, 2022
- ▶ Benefits were impacted for Monterey and Kings County following the Batch run on November 30, 2022:
 - December 2022 benefits for Monterey County were not posted to EBT cards for some CalWORKs and General Relief programs due a file processing issue at the EBT vendor (FIS). FIS reprocessed the file and benefits were issued on December 1, 2022. FIS is investigating the cause of the issue and will work with CalSAWS on preventative actions going forward
 - Authorized payments from December 1, 2022, were not issued for Kings County. The cause of the issue was determined, and a fix was deployed on December 2, 2022, for defect CA- 253373. The authorized payments were issued following the nightly batch run on December 2, 2022
- ▶ Raised File Transfer Protocol (FTP) server issue with delayed receipt of files to Technical Operations. Technical Operations upgraded FTP server as part of Maintenance activities on December 4, 2022

- ▶ 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 batch performance testing for CalWIN Wave 2 release
- ▶ 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
- ▶ 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 the Past 30 Days (November 7, 2022 – December 2, 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
December 2, 2022	1 report completed shortly after 6:00 a.m.	Report completed shortly after 6:00 a.m.	Closed	Report generation completed
December 1, 2022	15 dashboards and reports completed after 6:00 a.m. due to delay in upstream files being received	Jobs completed before planned broadcast was sent	Closed	Dashboards and reports generation completed
November 30, 2022	8 dashboards and reports completed after 6:00 a.m. due to delay in upstream files being received	Jobs completed before planned broadcast was sent	Closed	Dashboards and reports generation completed
November 17, 2022	12 dashboards completed after 6:00 a.m.	Defect CA-251599 has been created to address the long	Closed	Dashboards generation

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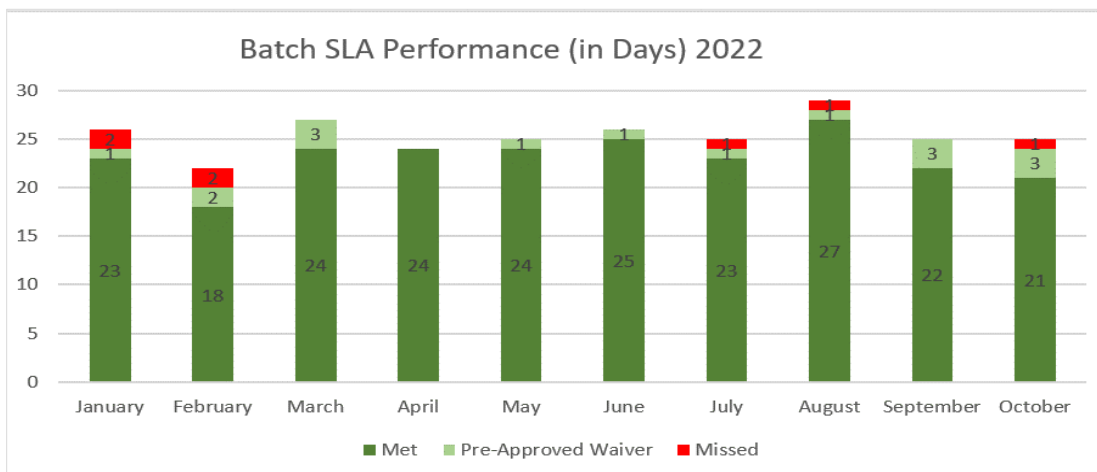
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Batch Date	Issue	Communication	Status	Resolution
		running ingesting job causing some dashboards to be delayed.		completed
November 14, 2022	8 dashboards completed after 6:00 a.m.	See note above	Closed	Dashboards generation completed
November 10, 2022	7 dashboards completed after 6:00 a.m.	See note above	Closed	Dashboards generation completed
November 9, 2022	7 dashboards completed after 6:00 a.m.	See note above	Closed	Dashboards generation completed
November 8, 2022	9 dashboards completed after 6:00 a.m.	See note above	Closed	Dashboards generation completed
November 7, 2022	5 dashboards completed shortly after 6:00 a.m.	See note above	Closed	Dashboards generation completed

3.4.4 Production Performance

- ▶ Batch
 - Batch Service Level Agreement (SLA) Performance (99% of core and core-off prime jobs completed on time every day)
 - November performance will be available in the next status report

Table 3.4.4-1 – Batch SLA Performance



- ▶ Imaging
 - None for the reporting period
- ▶ Contact Center
 - None for the reporting period
- ▶ ForgeRock
 - The Technical ForgeRock Operations Team conducted a successful Production Build on

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December 2, 2022

- o The Technical ForgeRock Team will not be conducting another Production Build in December and will resume monthly Production Builds starting January 2023
- ▶ 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 the last 7 months

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

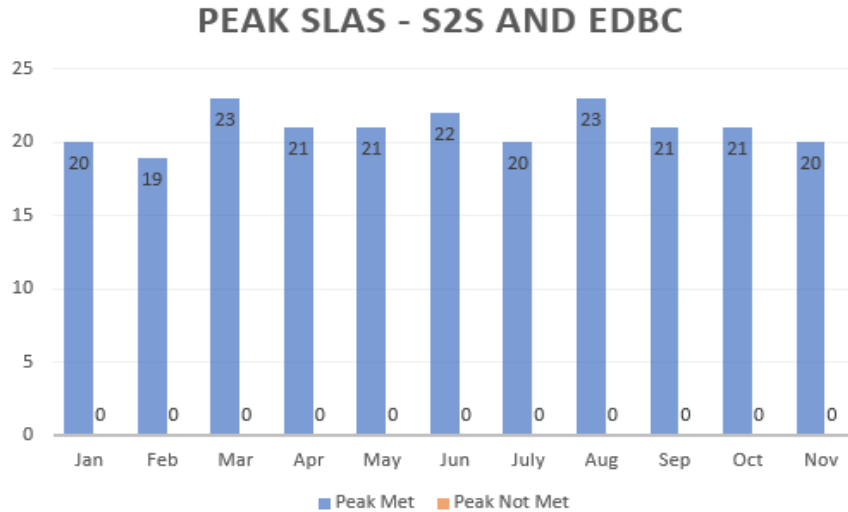
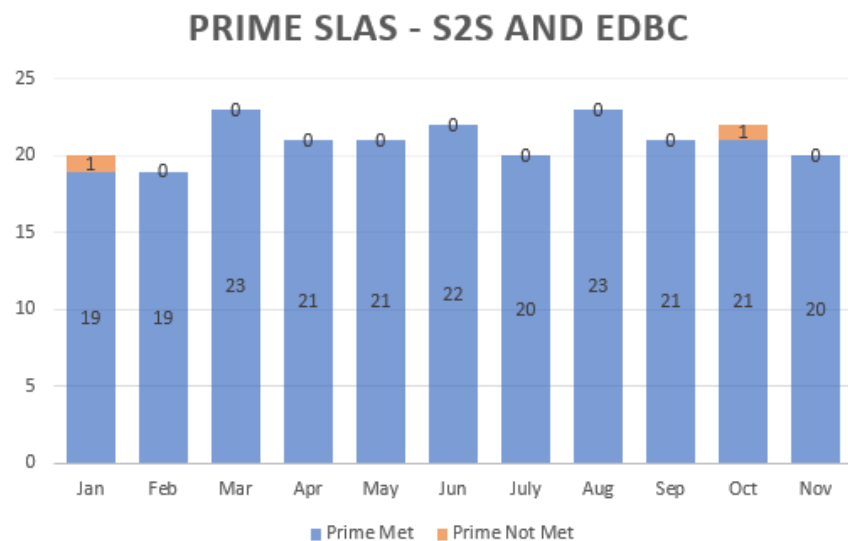


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ 3 Maintenance & Operations System Change Requests (SCRs) approved for System Change Requests Board (SCRB) and will be reviewed in the Change Control Board (CCB) meeting next week
- ▶ System Change Request (SCR) created for ServiceNow and ForgeRock Integration to deploy on January 27, 2023
- ▶ Submitted IADUP Estimates for ForgeRock Development and Operations Team for 2022-2025
- ▶ Reviewed and secured approval of ForgeRock December 2, 2022, Priority Release with Cloud Security Team
- ▶ Reviewed and secured approval of ForgeRock December 2, 2022, Priority Release with Accenture Security Team
- ▶ Confirmed application integration validators for December 2, 2022, ForgeRock Production Release
- ▶ ForgeRock Team to place hold on all enhancement SCRs until further notice
- ▶ ForgeRock Operations Team testing Single-node build pipeline in lower environments
- ▶ ForgeRock Operations Team pending AWS approval for component level monitoring

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
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
Secrets Manager Implementation	January 27, 2023	In progress
Component Level Monitoring and Failure Scenarios	January 27, 2023	In progress
ForgeRock-ServiceNow integration	January 27, 2023	In progress
SYS5 ForgeRock forwarding removal	December 9, 2022	In progress
AT6 ForgeRock forwarding removal	December 8, 2022	In progress
ForgeRock: Multi Factor Authentication Policy Enhancement – Design and POC ONLY	January 27, 2023	Not started

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3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant
 - Starting Design on Release 2 content
 - Starting Build in Release 1 pending AWS access is granted on December 15, 2022
 - Targeting Release 1 to deploy February 2023 based on new dependency identified with ForgeRock team. Any additional risks will be tracked as they arise with that date as we continue coordination with the teams
 - Working to get Functional Team, Technical Team, and County Representative Team correct Environment access
 - Finalizing design document for Release 1 System Change Request including details for worker-facing Virtual Assistant content
- ▶ Voice Bots (Welcome/Auth Bots)
 - Successfully held the internal team kick-off for Monday, November 21, 2022
 - Continued workplan development
 - Planning for kick-off to the Counties at the January 2023 IVR/Contact Center Committee meeting
- ▶ EBT Card Replacement - Robotic Process Automation (RPA)
 - Successfully held the internal team kick-off for Monday, November 21, 2022
 - Continued workplan development
 - Planning for kick-off to the Counties at the January 2023 IVR/Contact Center Committee meeting

3.7 Imaging

- ▶ Completed Defects
 - CA-252116 - Barcode should not clear when entering case number
 - CA-252345 - EMA bottlenecks in Hyland
 - CA-253025 - External Agency - Correct Post Task Generation Route Bottlenecks
 - CA-253161 - CF 285A and CF 285A Application Packet Not Associated to Document Type List
 - CA-252945 – Medi-Cal Redetermination Packets are showing in imaging as merged from different cases
 - CA-253200 - Changes to Person Handling to reduce "Person Selection Start" queue bottlenecks
- ▶ Completed System Change Requests (SCRs)
 - N/A

3.8 Customer Service Center (CSC)

- ▶ In Production:
 - CA-245005 – Yuba County call flow changes
 - Call Flow Changes to Yuba County have been deployed on December 12, 2022

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3.9 Additional Projects

- ▶ California Department of Social Services (CDSS) Report Support
 - Completed work on SIRFRA 3811 - CalWORKs Application, Redetermination, and Closed Cases (Due November 22, 2022)
 - Completed work on SIRFRA 3810 - CalFresh Standard Medical Deduction (SMD) Annual Report and Innovation Evaluation (Due November 15, 2022)
 - Completed work on SIRFRA 3812 – CalWORKs Home Visiting Program (HVP) (Due: November 30, 2022)
 - Continued working on restructuring Public Assistance CalFresh (PACF) ad hoc query for CDSS Research Automation and Data Division (RADD) Team*
 - Continued working on restructuring SSI ad hoc query for CDSS RADD Team*
 - ***All work on CDSS Report Support has been suspended until after the JPA meeting on December 16th, 2022**
- ▶ Department of Health Care Services (DHCS) Report Support
 - Completed work on SIRFRA 1219 - Pending Applications (Due November 23, 2022)
 - Started work on SIRFRA 1222 – Public Health Emergency (PHE) Renewal Data Request - November 2022
 - Started work on SIRFRA 1221 – Centers for Medicare Services (CMS) PHE Baseline Report – Reporting Month November - Due December 15, 2022
 - Started work on SIRFRA 1223 - Pending Applications (PHE Data Dashboard Slides) - November

3.10 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">• 23.01 System Testing on schedule. Week 1 of 8 completed. 24% pass rate on a 13% 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 three priority releases:
 - The CalSAWS 22.11.26 Minor Release was successfully deployed on November 26, 2022
 - One System Change Request (SCR) was deployed to the Fiscal team
 - The CalSAWS 22.11.28 Minor Release was successfully deployed on November 28, 2022

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- Five defects were deployed in the areas of Batch/Interfaces, CalHEERs, Client Correspondence and Contact Center teams
- One System Change Requests (SCR) was deployed in the area of Batch/Interfaces team
- The CalSAWS 22.12.02 Minor Release was successfully deployed on December 2, 2022
 - Five defects were deployed in the area of Contact Center, Conversion, Fiscal and Online team
 - One System Change Request (SCR) was deployed to the Contact Center team

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
22.12.06	▶ DDID 2687, 2688, 2689, 2690, 2691, 2692, 2693, 2694, 2695, 2696, 2702, 2169, 2291, FDS CSC: Administration Page for Contact Center
22.12.08	▶ AT6 ForgeRock forwarding removal ▶ Tulare County - Update Direct Deposit & Positive Pay Files ▶ DDID 2701, 2706 FDS CSC: Voice Authentication: All Languages
22.12.09	▶ SYS5 ForgeRock forwarding removal ▶ Updates to the eCCP: Remove Transcription from Caller Profile Page, Change ACW to count up instead of down, and add in a Hold Timer ▶ Create a BPCR and network connection to setup E2Lite for Placer County
22.12.10	▶ ACIN I-57-22 - 2023 State Minimum Wage Run Batch EDBC ▶ ACIN I-71-22 - 2023 CAPI COLA - Batch EDBC ▶ Prevent linking records to shell cases ▶ Batch EDBC to apply 2023 SSA Cost of Living Adjustments (COLA)
22.12.15	▶ CWMDM - Send pre 11/19/2017 persons on Active cases to CWMDM ▶ Update Outbound WIS Interface for 2023 STS Calendar Cycle Numbers ▶ Add a new validation on the Application Registration Summary requiring Email address to be in the correct format ▶ Update customer appointments e-mail selection for CalWIN counties ▶ Update the Converted Case Review Dashboard to add new columns ▶ Add CF 502 to Template Repository ▶ Update the Journal Long Description to support 20,000 characters
22.12.16	▶ CRFI 22-xxxx Update 2023 Holiday/Main Payroll Calendar for County Closure dates
22.12.18	▶ CRFI 22-xxxx Update 2023 Holiday/Main Payroll Calendar for County Closure dates
23.01	▶ Total System Change Controls (SCRs): 68 approved ▶ Release Webcast date: TBD
23.02	▶ Total System Change Controls (SCRs): 6 approved ▶ Release Webcast date: TBD
23.03	▶ Total System Change Controls (SCRs): 35 approved ▶ Release Webcast date: TBD

4.3 Application Development Status

- ▶ Continued design on:
 - CA-202054 ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
 - CA-205388 Update the CAPI Change NOAs per newest state version of NA 692
 - CA-214024 Add Common NOA Fragments for Threshold Generation - Medi-Cal
 - CA-216862 Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages
 - CA-232960 Afghan and Ukrainian Special Immigrant Parolee (SIP) and Lawful Permanent Resident Status
 - CA-233168 ACL 21-137/ACL 21-137E Guaranteed Income Pilot Program
 - CA-241311 Add Missing Translations for CF 377.7A
 - CA-243684 CAPI Sponsor Deeming Income and Resources Requirements
 - CA-246136 Expand the Child Care Administrator Portal to work for other Providers/CBO's to display information other Referrals/Needs
 - CA-246150 Add Threshold Languages to CF 377.4 SAR (6/13)
 - CA-246157 Update CF 377.1 NOAs to latest CDSS version
 - CA-246212 Add Threshold Languages for the DFA 377.1A (3/02)
 - CA-246484 Creation of Banked Caseload Capability
 - CA-246603 Update GEN 102 To Current Version (1/22)
 - CA-48379 Update AAP3 Form Generation
 - CA-56887 Phase III-B- Change CalFresh NOAs to include the name of the individuals on change and denial NOAs
 - CA-221914 Add Threshold languages for the Revised Notices & Forms per ACL 19-76EII
 - CA-248901 Add CF 285 Threshold Languages to Template Repository
 - CA-253124 Validate E-mail Addresses Added into CalSAWS
 - CA-241334 ACL 21-130E New and Revised Forms to Reflect the Recipient Income Disregard Increase to \$600 in Accordance with SB 80
 - CA-232609 Restart TNB Recertifications
 - CA-251562 Adult Expansion for Medi-Cal
 - CA-208423 to Updated Medi-Cal Income and Deductions Chart
 - CA-232056 to Prevent Benefit Reduction Without 10-Day Notice for late SAR 7 and CW RD, Allow CalFresh Benefit Reduction

- ▶ Continued build on:
 - Build for priority releases and 23.01 approved System Change Requests (SCRs)

4.4 Release Management

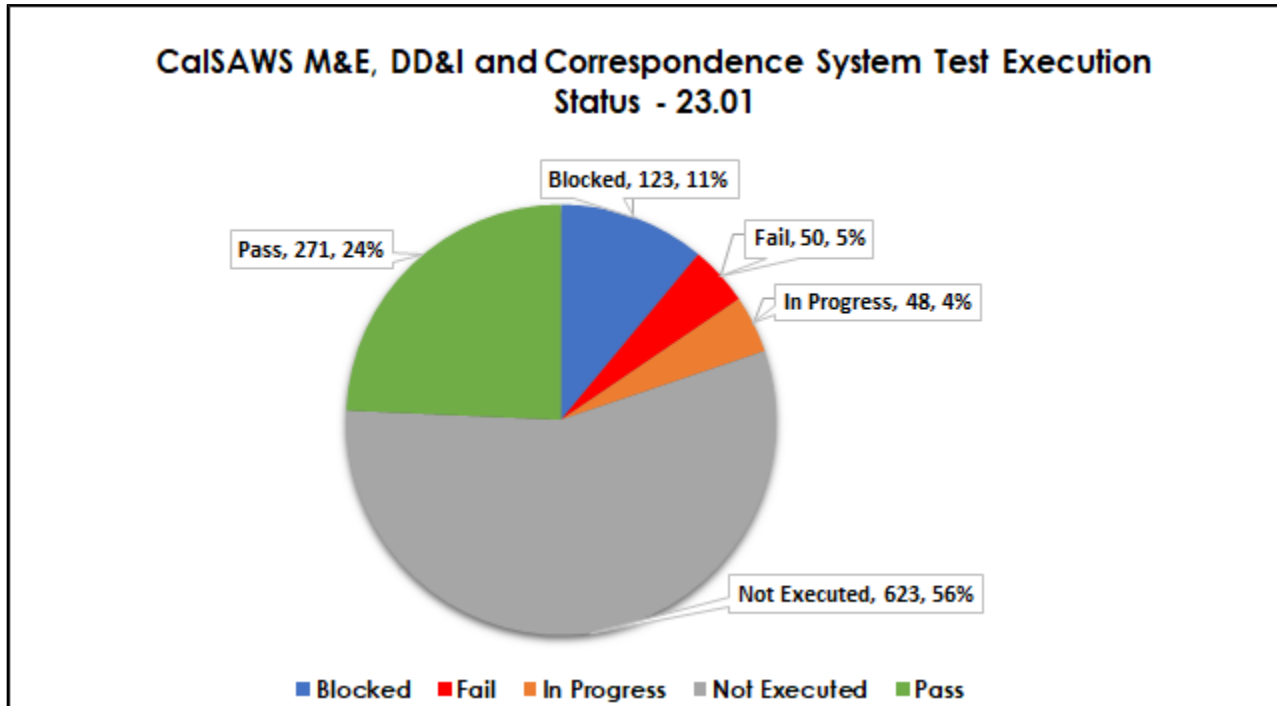
4.4.1 Release Test Summary

- ▶ Began 23.01 test execution

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

Pass Rate Target as of December 02, 2022	13%
Pass Rate Actual as of December 02, 2022	24%
System Test Complete Date: January 16, 2023	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.01



4.4.2 Automated Regression Test (ART) Coverage

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

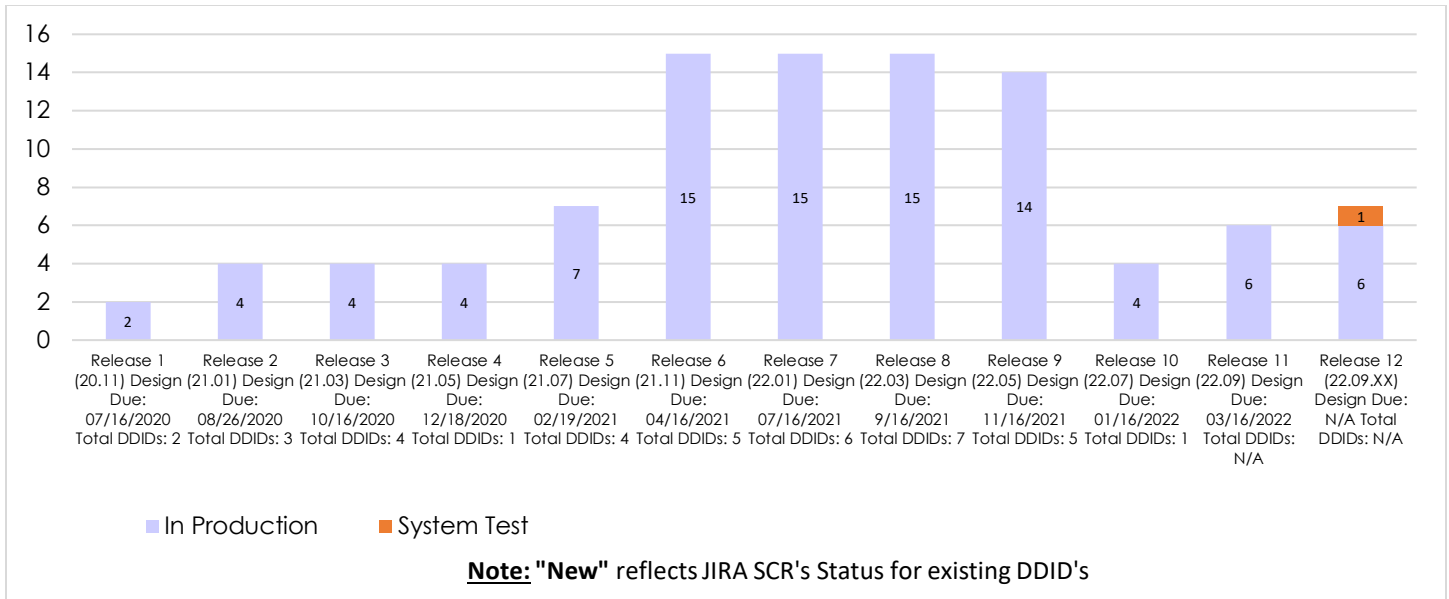
Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	98,122,713	46.46%	15	100.00%
2	104	70,750,834	33.50%	99	94.18%
3	120	21,167,979	10.02%	108	91.87%
4	497	18,044,635	8.54%	308	70.01%
5	2815	3,133,128	1.48%	594	35.04%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of November 30, 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 652 end-to-end Automated Regression Test (ART) scripts

4.5 General Assistance/ General Relief (GA/GR)

- ▶ General:
 - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on November 23, 2022, and November 30, 2022
 - Discussed the Production Implementation plan with Gainwell Technologies in the weekly meetings on November 23, 2022, and November 30, 2022
 - Upcoming SCRs:
 - CA-252053 (22.11.x2) will allow multiple CalSAWS test environments to connect to each GA/GR Correspondence Service test environment
 - CA-220017 (23.01) GA/GR updates in preparation for migration wave 2
 - Defects released to Production
 - CA-253117 (22.11.29) DCR to update status of Customer Reporting records for CW7 and YC58 packets.

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



4.6 Training Materials Update

- ▶ 23.01 Online Help (OLH SCRs):
 - System Test: 3
 - Test Complete: 7
- ▶ 23.01.20 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - New: 1
 - Approved: 7
 - In Development: 10
 - Development completed: 1
 - System Test: 1
 - Rejected: 2
- ▶ 23.03.17 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
 - Approved: 1
- ▶ Training Environments
 - 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

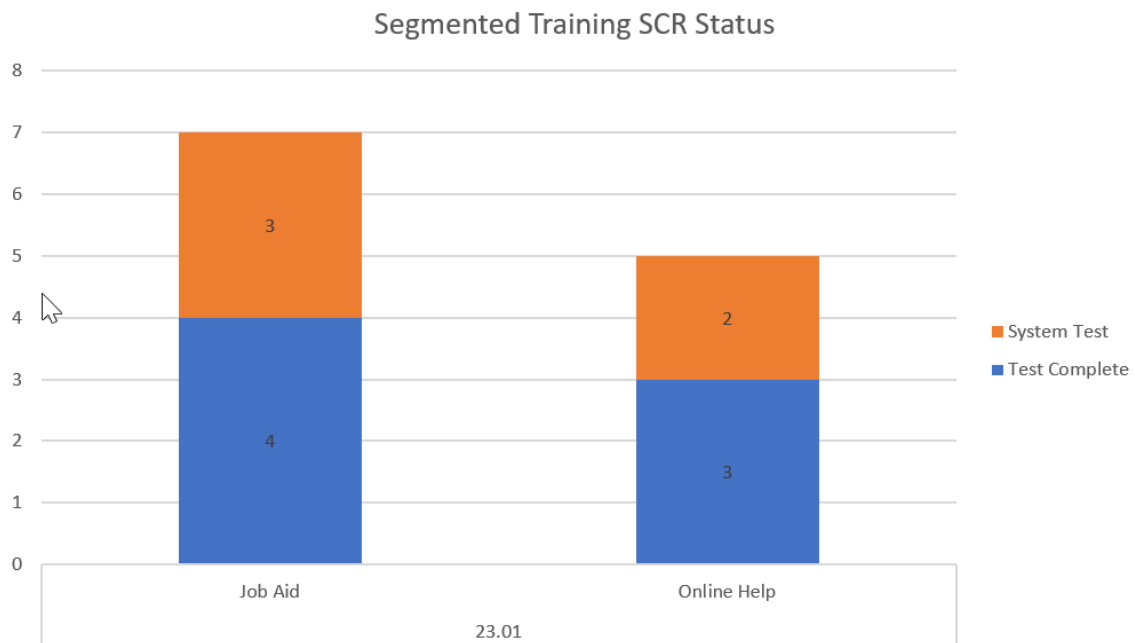


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date
None for the period	None for the period

4.7 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 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