CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: December 19, 2022 – January 1, 2023

Table of Contents

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 124 active Production defects
Incidents		► CALSAWS BROADCAST: During the December 19, 2022, nightly batch processing, the Supplemental Security Income (SSI) and State Supplementary Program (SSP) records from the Department of Health Care Services (DHCS) were incorrectly processed in CalSAWS. As a result, CalSAWS cases that had SSI or SSI/SSP records that were updated during the nightly batch processing on December 19, 2022, had an incorrect Other Program Assistance (OPA) record. As of 11:00 p.m. on December 21, 2022, this issue was resolved. PRB0044997 ► CALSAWS BROADCAST: Starting at 4:00 p.m. on December 19, 2022, Users were experiencing issues while printing Electronic Benefit Transfer (EBT) cards and accessing EBT related information from CalSAWS. The issue was resolved by FIS at 4:35 p.m. on December 19, 2022. PRB0044970 ► CALSAWS BROADCAST: A subset of Fiscal reports/dashboards were delayed from the batch run on the night of December 19, 2022 and have been generated at 10:10 a.m. on December 20, 2022. PRB0044974 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on December 20, 2022, BenefitsCal customer accounts created between 2:55 a.m. and 5:50 p.m. on December 19, 2022, experienced an issue. BenefitsCal customers were not able to access their accounts that were created during the impacted duration. BenefitsCal applications and images submitted during this time period were successfully submitted to CalSAWS. As of 10:00 p.m. on December 21, 2022, this issue was resolved. PRB0044980 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on December 20, 2022, Humboldt County Users at the 215 4th Street and 929 Koster Street sites were not able to access CalSAWS and associated systems due to a power outage at the site. As of 12:32 p.m. on December 21, 2022, this issue was resolved. PRB0044975 ► CALSAWS BROADCAST: Starting at 7:57 a.m. on December 20, 2022, Users were experiencing EBT slowness and accessing EBT related information from CalSAWS. The EBT vendor, FIS, had

Topic	CalSAWS System	Highlights
		been experiencing issues with a degradation in Host-to-Host interface transactions. Transaction response time was running higher than normal. As of 4:00 p.m. on December 21, 2022, this issue was resolved by the EBT vendor. PRB0044985 ► CALSAWS BROADCAST: Starting at 9:15 a.m. on December 20, 2022, Mono County Users at the 107384 Highway 395, Coleville site were not able to access CalSAWS and associated systems due to a power outage at the site. As of 12:20 p.m. on December 20, 2022, this issue was resolved. PRB0044983 ► CALSAWS BROADCAST: Starting at 8:30 a.m. on December 20, 2022, Kern County Users located at the 100 E. California Ave., Bakersfield site were experiencing slowness while navigating or performing transactions in CalSAWS and associated systems. As of 3:40 p.m. on December 20, 2022, this issue was resolved. PRB0044981 ► CALSAWS BROADCAST: Starting at 8:30 a.m. on December 21, 2022, some CalSAWS County Users were experiencing issues accessing CalSAWS and associated systems. As of 9:05 a.m. on December 21, 2022, this issue was resolved. PRB0044994 ► CALSAWS BROADCAST: Some appointments for 2023 were incorrectly scheduled by the system and users on holidays (such as Martin Luther King holiday – January 16, 2023). Defect CA-254511 has been created to address this issue. PRB0045046

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

1.2 Highlights from the Reporting Period

► The CalSAWS team successfully deployed CalSAWS minor releases: 22.12.19, 22.12.20, 22.12.21, 22.12.27, and 22.12.29
► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Maintenance:
      • On January 1, 2023, from 8:00 p.m. to 9:00 p.m., the CalSAWS application was unavailable for Users. Users were redirected to a "Read-Only" version of the CalSAWS application
  o Scheduled External Application Outages:
    ▪ BenefitsCal Maintenance/Limited Access:
      • On January 1, 2023, from 8:00 p.m. to 9:00 p.m., BenefitsCal were 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 were routed to the office selected by the participant instead of the default County office.

- On December 20, 2022, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable

2.0 Project Management

2.1 Project Deliverables Summary

Table 2.1-1 – Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&O Services Plan	PMO, Technical, Application Development	🟢	• Draft Deliverables (DDELs) for 13.0 County Site Plans, Wave 4 Counties, were submitted for Consortium review and approval on December 22, 2022. Comments are due back on January 4, 2023 • Final Deliverable (FDEL) of System Security Plan (SSP) was submitted to client and approved as of December 16, 2022. Work Acceptance Certificate (WAC) was submitted on December 27, 2022

[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	• 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
   o Held meetings with Deliverable Owners, Reviewers, and Consortium on status of comments log remediation
► Continued performing contract management activities:
   o Change Notice No. 24 (January JPA) is currently in development and will include following:
      ▪ Exhibit X – Additional M&E Hours

- ▪ ARPA
- ▪ TBD Premise
- ▪ Budget adjustments related to Potential Budget Reallocation discussion (still in discussion)
- ▪ County Purchase Orders
- o 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
- 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 January 1, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0370-22	Recruitment of CalSAWS Project Staff Closing on January 13, 2023	Informational	December 19, 2022	Jennifer Smith	Holly Murphy
0371-22	CA-253097 CalFresh Emergency Allotments for November 2022 List Posted	Informational	December 19, 2022	Caroline Bui	Committee of CalWORKs CalFresh Facilitator
0372-22	CA-253595 Reverse OPA Record Updates from CalFresh SSI COLA Batch Lists	Informational	December 20, 2022	Caroline Bui and Maggie Orozco-Vega	Committee of CalWORKs CalFresh Facilitator
0376-22	CA-254195 Reverse Incorrect SSI/SSP OPA Records from CF SSI COLA Import on December 19, 2022	Informational	December 22, 2022	Caroline Bui, Sarah Cox, and Maggie Orozco-Vega	Nina Butler, and Committee of CalWORKs CalFresh Facilitator
0380-22	List for CA-253505 SAR 7/QR 72 Customer Reporting Status is Not Saving Properly	Informational	December 22, 2022	Caroline Bui and Sarah Rich	Committee of CalWORKs CalFresh Facilitator
0381-22	CA-253596 2023 CalFresh SSI COLA Batch Memorandum	Informational	December 22, 2022	Caroline Bui and Sarah Rich	Committee of CalWORKs CalFresh Facilitator
0382-22	CalSAWS Batch Runs on Holidays	Informational	December	Carlos Zepeda	N/A

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
			22, 2022		
0383-22	CalSAWS Duplicate Person Protocol	Informational	December 22, 2022	Ignacio Lázaro	Erick Arreola
0386-22	CA-253649 Posted List for CalFresh 2023 SSI COLA	Informational	December 28, 2022	Caroline Bui and Sarah Rich	Committee of CalWORKs CalFresh Facilitator

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending January 1, 2023

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
22-101	Permit New CalSAWS API (capi.calsaws.net) URL over Internet	October 14, 2022	Open	October 20, 2022	Melanie Gines, and Lloyd Rankine
22-107	CA-247003 Opt In/Out of the GRCAPI Recovery Batch Job	October 25, 2022	Open	November 16, 2022	Caroline Bui
22-115	CalSAWS Workgroup Recruitment for Advanced Enhancements to Task Management	November 30, 2022	Closed	December 14, 2022	Dymas Pena
22-116	CalWIN Wave 2 Pre-Migration Regression Testing	December 5, 2022	Open	January 16, 2023	Lloyd Rankine
22-119	CA-253280 - List of Manual GAGR Correspondences That Were Not Sent for Placer and Yolo	December 9, 2022	Closed	December 16, 2022	Caroline Bui

Table 2.3-3 – Overdue CRFIs

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending January 1, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
22-101	Permit New CalSAWS API (capi.calsaws.net) URL over Internet	Alameda, County	Alpine, Mono, and Sacramento, Counties		Fresno County		
22-107	CA-247003 Opt In/Out of the GRCAPI Recovery Batch Job	Monterey County	Alpine, Mono, and Yuba Counties		Inyo, Mariposa, Merced Counties		

2.4 SCIRFRA/SCERFRA/SIRFRA/SARRA Information

► The following tables outline current CalSAWS SAWS Communication Information Request for Research and Analysis (SCIRFRA), SAWS Cost Estimation Request for Research and Analysis (SCERFRA), SAWS Information Request for Research and Analysis (SIRFRA), and SAWS Advocates Request for Research and Analysis (SARRA)

Table 2.4-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

Status	Total
Done	1
Assigned	13
Completed	785
Duplicate	17
In Review	1
Withdrawn	28
Total	**845**

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	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 1223	1223 - Pending Applications (PHE Data Dashboard Slides)	Completed	December 15, 2022	December 21, 2022	
SIRFRA 1224	1224 – CalWORKS Child Support Pass Through	Completed	December 22, 2022	December 22, 2022	
SIRFRA 1206	1206 – Inmate Suspension and Renewal Requirement	Completed	December 27, 2022	September 16, 2022	
SIRFRA 1225	1225 – MC 007	Completed	December 30, 2022	December 20, 2022	
(Expedite) SIRFRA 3825	3825 - Direct Outreach Project for CalFresh Emergency Allotment Ending	Assigned	January 4, 2023	No response	
SCERFRA 22-564	22-564 - CalFresh/CalWORKs Recertification Packets	Assigned	January 5, 2023	No response	
OTHER	LA County - GROW Program name changed to START	Assigned	January 6, 2023	No response	
SIRFRA 3824	3824 – Cases in CalFresh, CAPI, SSP-SSI with Child Support Income	Assigned	January 10, 2023	No response	
SIRFRA 1176	1176 - Full Scope Medi-Cal Expansion to adults ages 26	Assigned	January 10, 2023	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
	through 49, regardless of immigration status				
SIRFRA 3822	3822 - CalFresh Restaurant Meals Program Eligibility Determination	Assigned	January 11, 2023	No response	
SIRFRA 1226	1226 - SAWS Reporting for Pending Applications	Assigned	January 13, 2023	No response	
SIRFRA 1227	1227 – PHE Renewal Data Request	Assigned	January 13, 2023	No response	
SIRFRA 1228	1228 - CMS PHE Baseline Report	Assigned	January 13, 2023	No response	
SIRFRA 1229	1229 - CMS State Report - Prioritizing and Distribution Renewals	Assigned	January 13, 2023	No response	
CWDA	CWDA – CCPU Request	Assigned	December 9, 2022	No response	
SIRFRA 3826	3826 - Eligibility Determination and Benefits Calculation Batch Sweep Job	Assigned	January 20, 2023	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	► The final December Monthly Help Desk Diagnosis Service Level Agreement (SLA) compliance was 98.7%
3.5.1 ForgeRock	► The next ForgeRock Production release is tentatively scheduled for the end of January 2023 and is targeted to have the ServiceNow integration in that release with a successful User Acceptance Test (UAT)

3.1.1 Service Management

3.1.2 Overview

> o   Facilitated Fulfiller and Delegated Admin training for Wave 2 on December 20, 2022

3.1.3 CalSAWS Help Desk Metrics

Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week
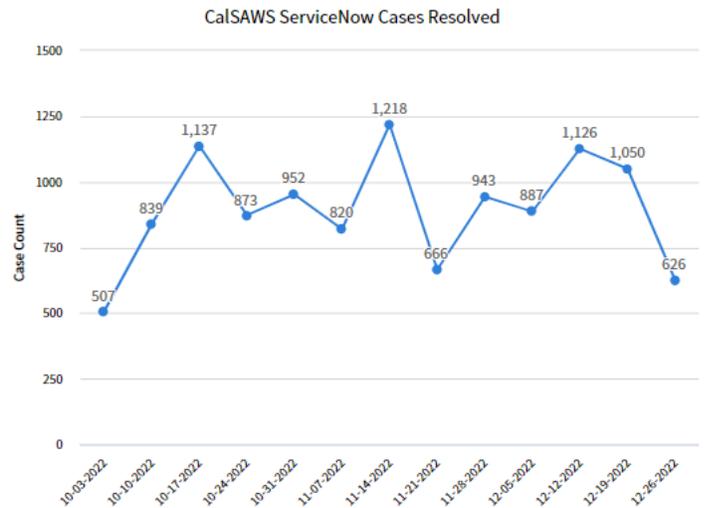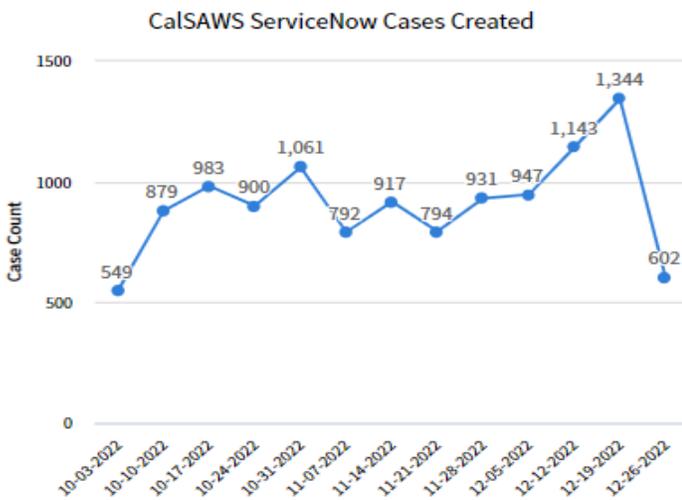
Note: The graphs represent the ServiceNow cases associated to all 42 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

► Created 1,946 cases of which 159 are cases created from CalWIN Wave 1 Counties:
  o   Placer County: 33
  o   Yolo County: 126
► Resolved 1,676 cases of which 173 are cases resolved from CalWIN Wave 1 Counties:
  o   Placer County: 35
  o   Yolo County: 138

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

CalSAWS ServiceNow Incidents Created

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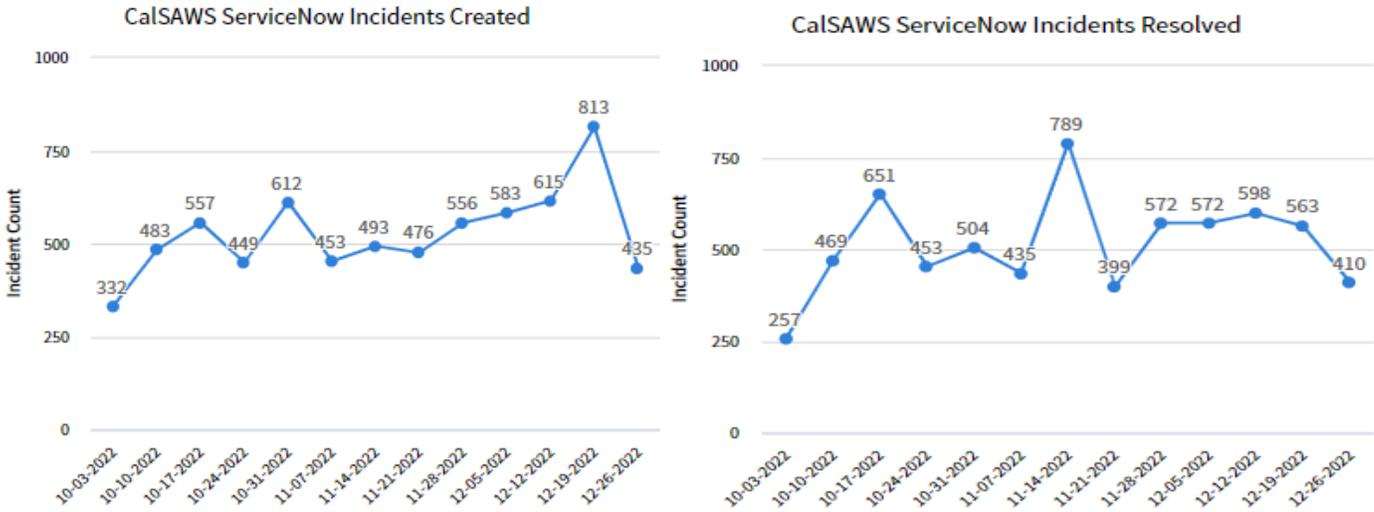
Note: The graphs represent the ServiceNow Incidents associated to all 42 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

► Created 1,248 incidents of which 53 are incidents created from CalWIN Wave 1 Counties:
  o Placer County: 32
  o Yolo County: 21
► Resolved 973 incidents of which 61 are incidents resolved from CalWIN Wave 1 Counties:
  o Placer County: 32
  o Yolo County: 29

Figures 3.1.3-5 – CalSAWS ServiceNow Problems

CalSAWS ServiceNow Problems Resolved
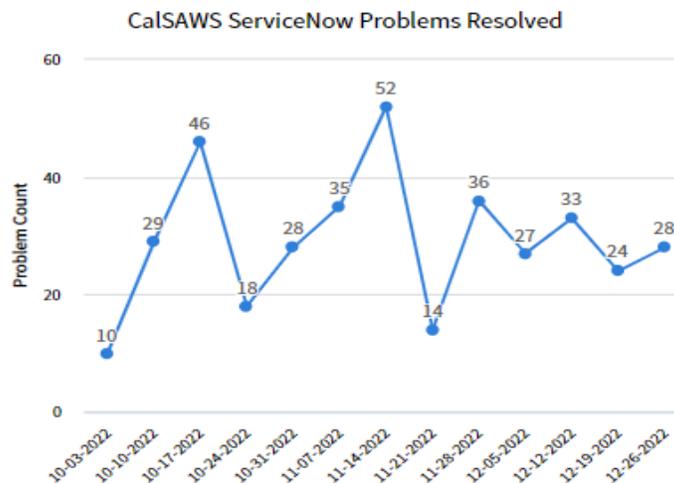
Note: The graph represents the ServiceNow problems associated to 42 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

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	1	63	7	9	5	15	18	7	125
In progress	2	41	15	32	33	38	75	71	307
On hold	0	88	63	213	166	153	337	686	1,706
Resolved	7	141	140	469	198	37	27	7	1,026
Closed	4	1	3	14,283	34,137	8,590	5,420	841	63,279
Problem in diagnosis	0	7	2	0	4	17	63	0	93
Total	14	341	230	15,006	34,543	8,850	5,940	1,612	66,536

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

- How To - Steps... = 1,129 (24.65%)
- Not a System E... = 748 (16.33%)
- Defect Fixed = 725 (15.83%)
- Multiple Outre... = 406 (8.86%)
- SCR Implemente... = 390 (8.51%)
- Outage / Perfo... = 371 (8.1%)
- Customer Confi... = 220 (4.8%)
- Duplicates = 166 (3.62%)
- Unable to Recr... = 145 (3.17%)
- Solved (Perman... = 92 (2.01%)
- Customer Reque... = 86 (1.88%)
- Additional Inf... = 56 (1.22%)
- Service Reques... = 32 (0.7%)
- CalHEERS Issue... = 6 (0.13%)
- Password Reset = 5 (0.11%)
- OCAT Issue Ide... = 4 (0.09%)
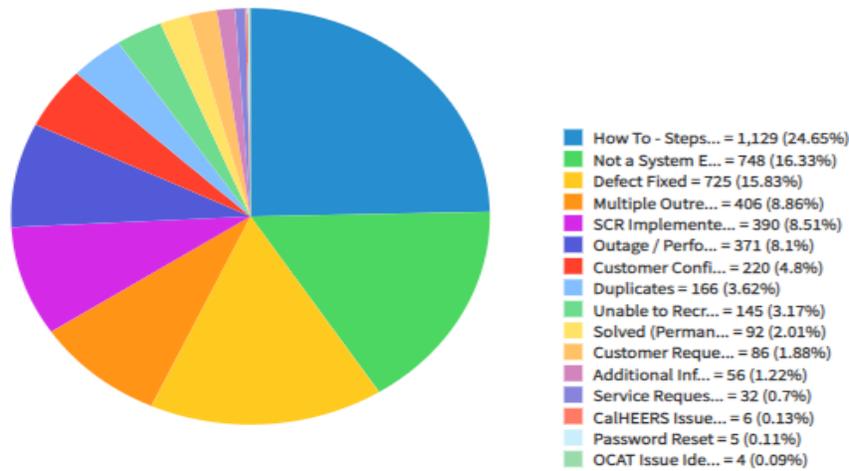
| Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,129	24.65%
Not a System Error - With Explanation	748	16.33%
Defect Fixed	725	15.83%
Multiple Outreach Attempts – No Response	406	8.86%
SCR Implemented	390	8.51%
Outage / Performance Degradation	371	8.1%
Customer Confirmed Issue is Resolved	220	4.8%
Duplicates	166	3.62%
Unable to Recreate Issue	145	3.17%
Solved (Permanently)	92	2.01%
Customer Requested Closure	86	1.88%
Additional Information Needed	56	1.22%
Service Request Created - With Request Number	32	0.7%
CalHEERS Issue Resolved	6	0.13%
Password Reset	5	0.11%
OCAT Issue Identified	4	0.09%
Total	**4,581**	**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

CalSAWS Incidents by Category

- ■ CalSAWS Applic... = 276 (6.74%)
- ■ CalSAWS Applic... = 182 (4.45%)
- ■ CalSAWS Applic... = 174 (4.25%)
- ■ CalSAWS Applic... = 165 (4.03%)
- ■ CalSAWS Applic... = 154 (3.76%)
- ■ CalSAWS Applic... = 154 (3.76%)
- ■ BenefitsCal > ... = 142 (3.47%)
- ■ Contact Center... = 119 (2.91%)
- ■ Imaging > Scan... = 88 (2.15%)
- ■ Imaging > Othe... = 87 (2.13%)
- ■ Imaging > Unab... = 86 (2.1%)
- ■ CalSAWS Applic... = 85 (2.08%)
- ■ Other = 2,382 (58.18%)
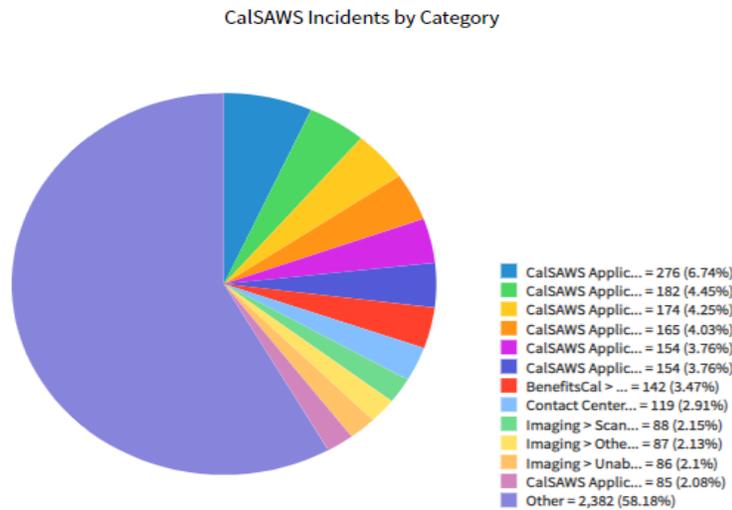
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	276	6.74%
CalSAWS Application/Related Systems > Production > Eligibility Determination	182	4.45%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	174	4.25%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	165	4.03%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	154	3.76%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	154	3.76%
BenefitsCal > Access Issue > Customer	142	3.47%
Contact Center/IVR > CCP	119	2.91%
Imaging > Scanning Documents	88	2.15%
Imaging > Other	87	2.13%
Imaging > Unable to View Images	86	2.1%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	85	2.08%
Other	2,382	58.18%
Total	**4,094**	**100%**

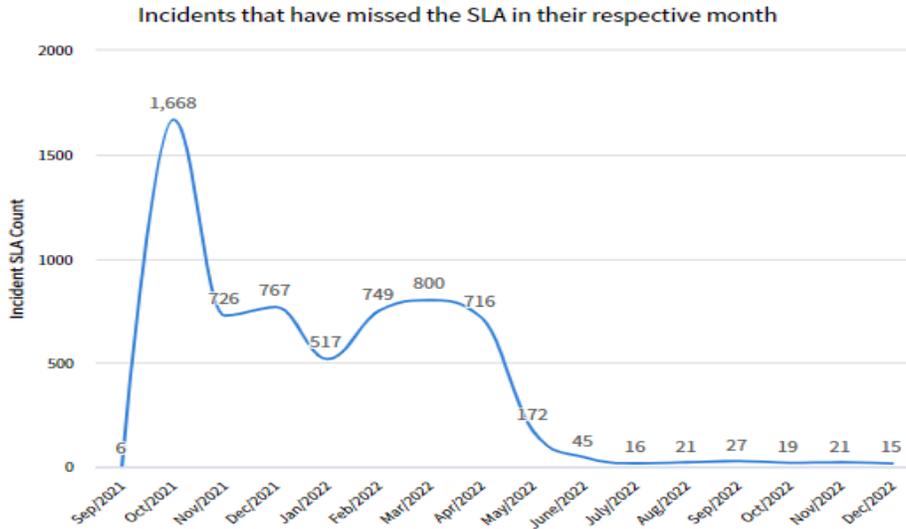**Figure 3.1.3-9 – CalSAWS ServiceNow Cases Created for Remote Maintenance**
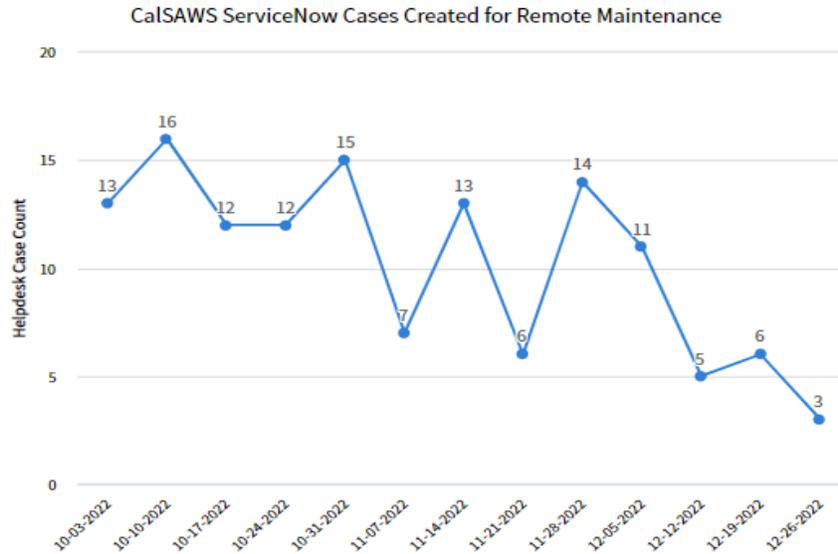
► The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The final compliance for December was 98.7%

Figure 3.1.3-10 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance
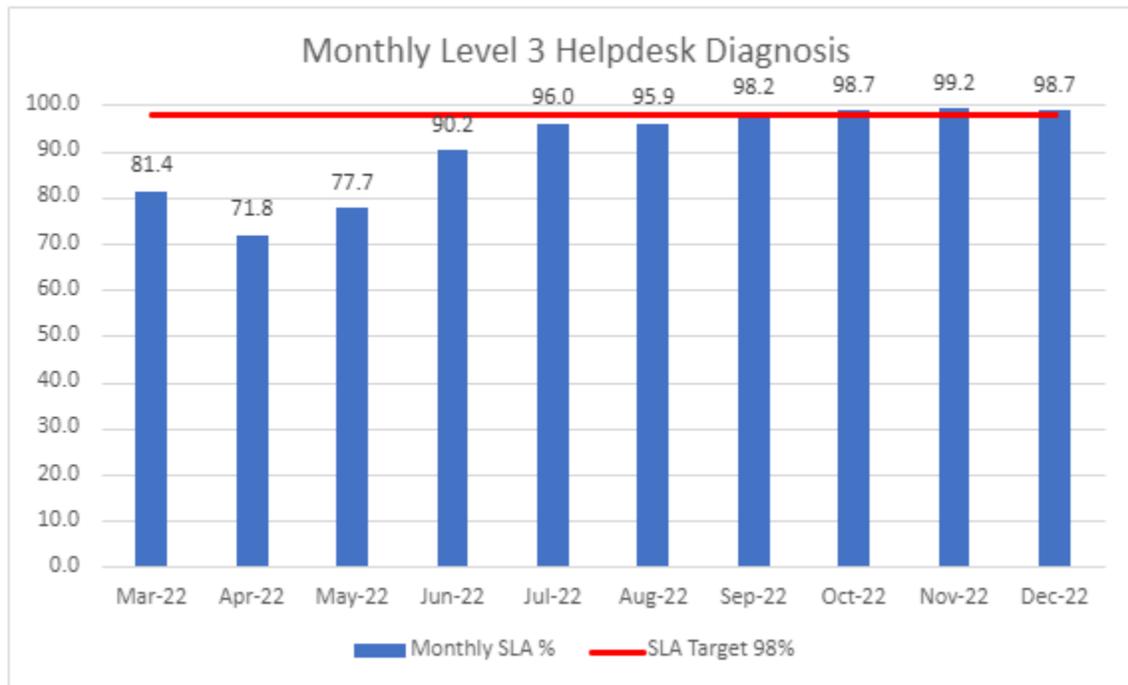
► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in a given month. 15 incidents missed the SLA in December (MTD)

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

Incidents that have missed the SLA in their respective month

(Line chart showing Incident SLA Count by month from Sep/2021 to Dec/2022. Data points: Sep/2021: 6, Oct/2021: 1,668, Nov/2021: 726, Dec/2021: 767, Jan/2022: 517, Feb/2022: 749, Mar/2022: 800, Apr/2022: 716, May/2022: 172, June/2022: 45, July/2022: 16, Aug/2022: 21, Sep/2022: 27, Oct/2022: 19, Nov/2022: 21, Dec/2022: 15)

► 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. 28 closed incidents missed the SLA in December.

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

(Line chart showing Incident SLA Count by month from Oct/2021 to Dec/2022. Data points: Oct/2021: 388, Nov/2021: 1,146, Dec/2021: 700, Jan/2022: 506, Feb/2022: 425, Mar/2022: 613, Apr/2022: 915, May/2022: 880, June/2022: 262, July/2022: 92, Aug/2022: 89, Sep/2022: 43, Oct/2022: 34, Nov/2022: 16, Dec/2022: 28)

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 is 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 is 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

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
January 3, 2023	Bulk Load Wave 4 CalWIN Users into ForgeRock Production - Support Access to Learning Management System (LMS)
January 4, 2023	Prod Database Rebuild: Security Group Updates (Planned Change)
January 6 - 9, 2023	January 2023 Refresh for Case Data removal for the Training Production environment (Planned Change)
January 8, 2023	Disable NetworkManager on SV1's Domain Name System (DNS) server (Planned Change)
January 8, 2023	Switch Production database (Planned Change – CalSAWS Outage)
January 12, 2023	Upgrade Nuance Software to 12.2 & .NET framework to 4.8 in production servers
January 17, 2023	Update McAfee Mvision SAML (Security Assertion Markup Language) Authentication to Trellix domain
January 24 – 25, 2023	IOS (Internetwork Operating System) Upgrade for the SV1 Exchange Routers from 17.03.05 to 17.06.03 (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

| Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

► The CalSAWS System did not meet the Service Level Agreement (SLA)'s on the following dates within the reporting period.
  o December 19, 2022 - Off-Prime EDBC was below SLA. 22 out of 299 transactions were > 5 sec, yielding 92.64%
  o December 20, 2022 – Unbounded Search was below SLA. 17902 out of 242746 transactions were > 10 sec, yielding 92.63%

3.3   Production Defect Backlog

The Production defect backlog bar-chart depicts the balance of open (unresolved Production defects) and closed defects, week-over-week. Defects are closed upon system test validation and release deployment to Production

Figure 3.3-1 – Production Defects Backlog Weekly Trend
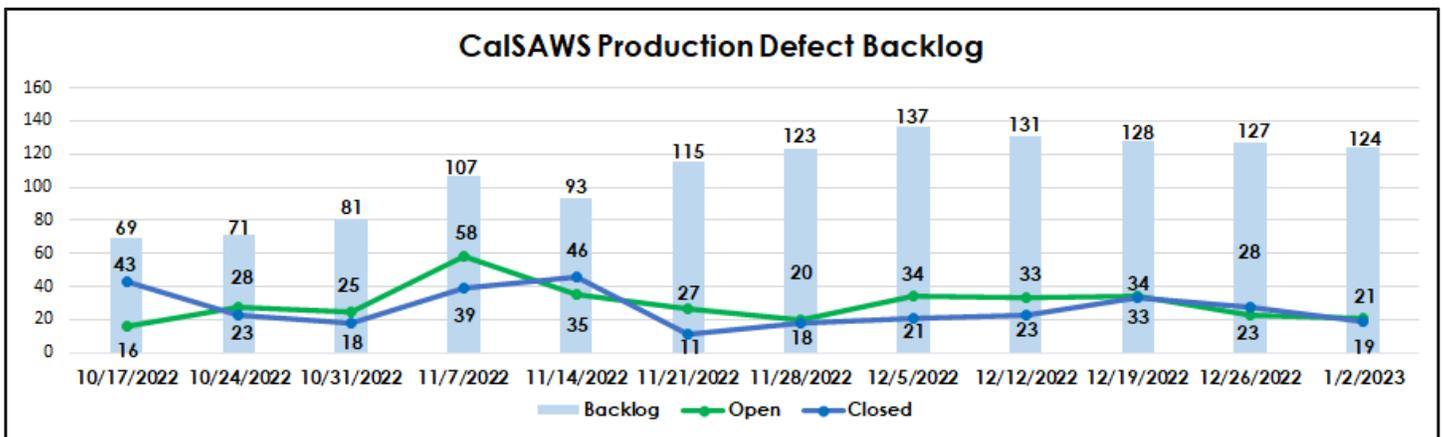
3.3.1   Release Schedule Production Defect Fix

► The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each monthly release (22.01, 22.02, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

Table 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release								
Count of Defects	**Release**							
Severity	**22.11**	**23.01**	**23.03**	**23.05**	**23.07**	**23.09**	**TBD**	**Grand Total**
2-Normal/Medium	**86**	**57**	**5**	**1**	**1**	**1**	**31**	**182**
New	2	1	1	1	1	1	14	21
In Progress	10	38	4				13	65
Closed	74	18					4	96
3-Normal/Low	**17**	**18**	**2**				**5**	**42**
New		1	1				1	3
In Progress	5	12	1				1	19
Closed	12	5					3	20
4-Cosmetic	**5**	**12**	**1**				**1**	**19**
New		3	1				1	5
In Progress	2	9						11
Closed	3							3
Grand Total	**108**	**87**	**8**	**1**	**1**	**1**	**37**	**243**

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:
  o 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

| TASK	DATE (S)	OWNER
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)

► No new RCAs have been officially finalized for the reporting period between December 19, 2022, to January 1, 2023.

3.4.3 Batch Operations

► During the December 19, 2022, nightly batch processing, the Supplemental Security Income (SSI) and State Supplementary Program (SSP) records from the Department of Health Care Services (DHCS) were incorrectly processed in CalSAWS. As a result, CalSAWS cases that had SSI or SSI/SSP records that were updated during the nightly batch processing on December 19, 2022, had an incorrect Other Program Assistance (OPA) record. As of 11:00 p.m. on December 21, 2022, this issue was resolved. The fix for the SSI & SSI/SSP Other Program Assistance (OPA) issue was deployed to Production on the night of December 21, 2022. The impacted SSI and SSI/SSP OPA records were reverted to the December 19, 2022, values. Eligibility Determination and Benefit Calculation (EDBC) was also run on the impacted cases to use the OPA records (from December 19, 2022) to establish eligible payments for the January 2023 and February 2023 benefit months. In addition, a journal entry was added to these impacted cases. On the morning of December 22, 2022, a list of impacted cases was also sent to the Counties for informational purposes

► Some appointments for 2023 were incorrectly scheduled by the system and users on holidays (e.g., Martin Luther King holiday – January 16, 2023). Defect CA-254511 has been created to address this issue

► Supported special run of Fiscal jobs to address unclaimed issuances for Placer and Yolo Counties (Defect CA-253990)

► Reviewed Cutover Batch run options with the Application Development team leads. Plan to review the options with Consortium and Quality Assurance (QA) leads during the week of January 2, 2023

► 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 Status Reporting Period (December 19, 2022 – January 1, 2023)

Analytics Reports and Dashboards Batch Completion Times - Core
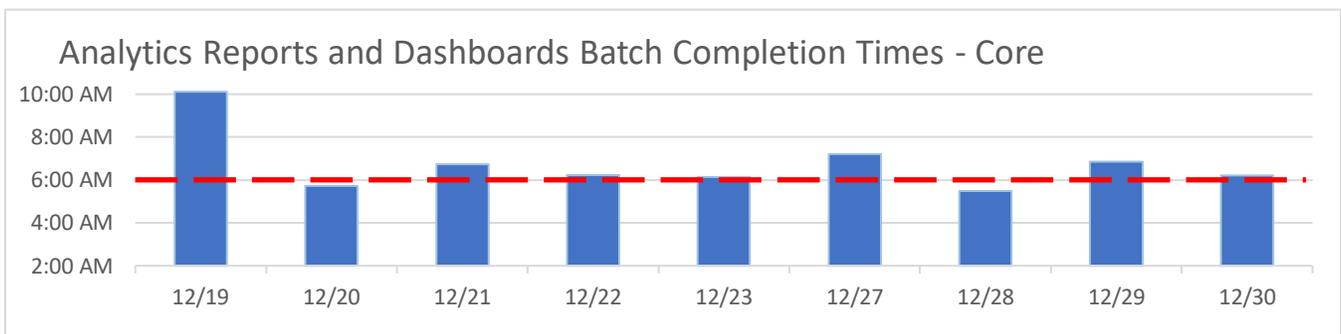
*Note: Saturday night batch runs are generally special batch runs (e.g., Emergency Allotment payments, Cost of Living Adjustment (COLA), Release deployments, Maintenance activities), which involve additional processing steps, volumes, or dependencies on Interface Partners or technical activities, and are therefore not included in the above graph.

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

Batch Date	Issue	Communication	Status	Resolution
December 29, 2022	1 report completed after 6:00 a.m.	Report completed before communication was sent	Closed	Report generation completed
December 27, 2022	Multiple dashboards and reports completed after 6:00 a.m. due to batch run after a holiday weekend (no batch on December 26, 2022)	Defect CA-251599 has been created to address the long running ingesting job causing some dashboards to be delayed	Closed	Dashboards and reports generation completed
December 21, 2022	9 dashboards and reports completed after 6:00 a.m.	See defect above	Closed	Dashboards and reports generation completed
December 19, 2022	A subset of fiscal reports and dashboards completed well after 6:00 a.m. due to 10-day batch run and Monday double-daily run occurring on the same day.	Fiscal Reports/Dashboards Generation Delayed in Production	Closed	Dashboards and 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
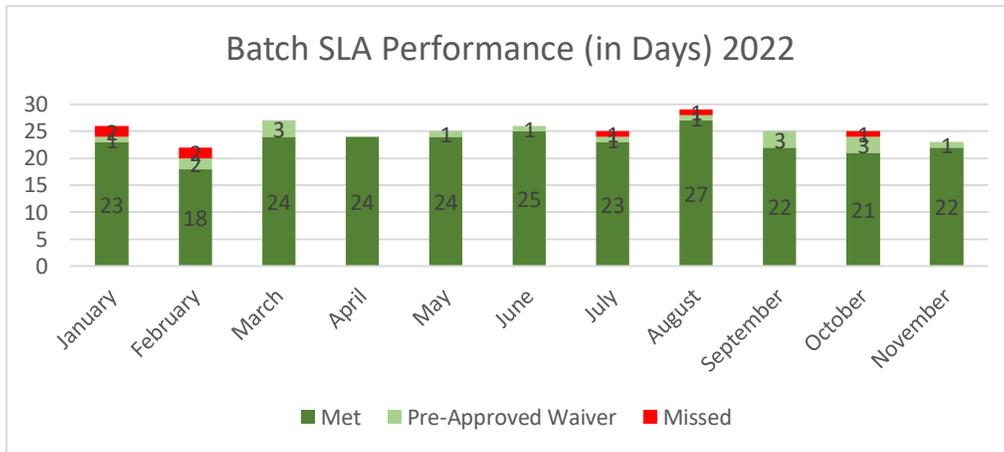
► Imaging
  o None for the reporting period
► Contact Center
  o None for the reporting period
► ForgeRock
  o None for the reporting period
► Core Online
  o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

Table 3.4.4-2 – Peak SLAs - S2S and Eligibility Determination Benefit Calculation (EDBC)
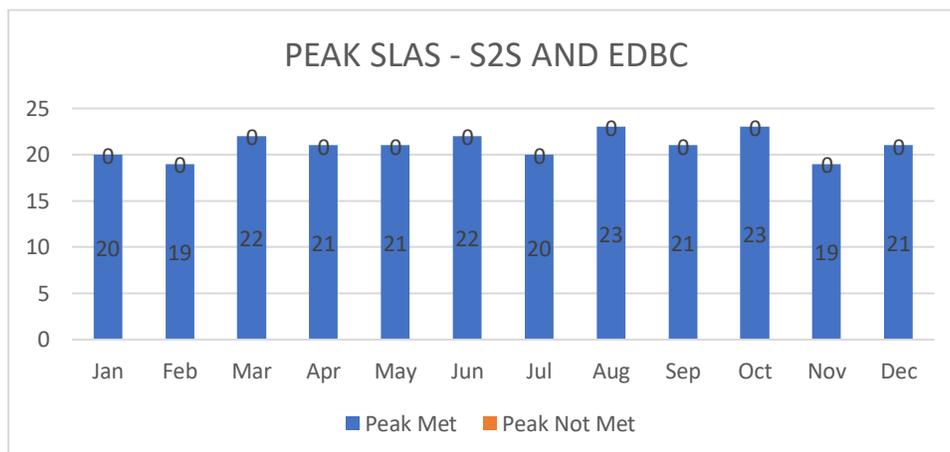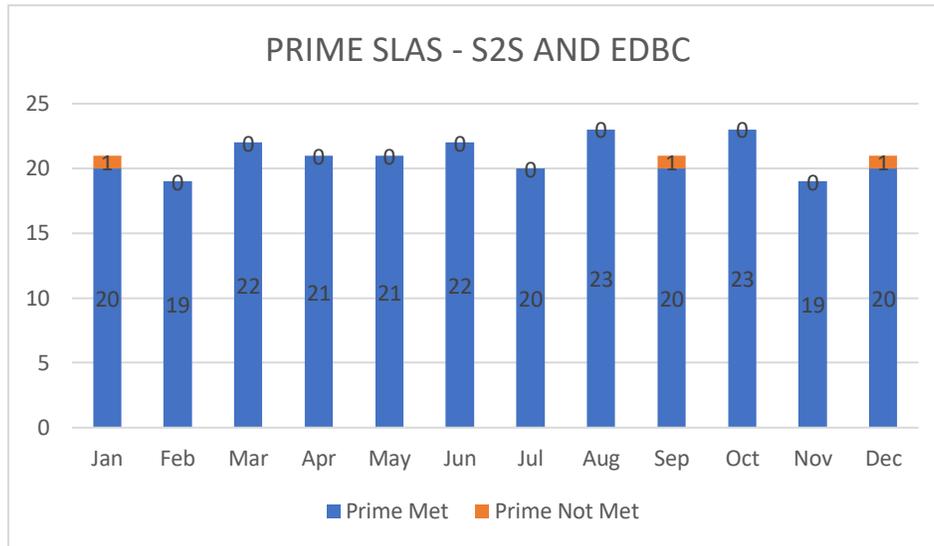
Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)

3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

► ForgeRock Operations team to begin weekly Production Builds for Security Compliance starting January 2023
► ForgeRock Team to place hold on all enhancement System Change Requests (SCRs) until further notice
► 3 additional roles created for the Technical ForgeRock Operations team to support Weekly Production Builds – candidates under review
► Change Request for Wave 4 CalWIN ServiceNow Bulkload shifted to January 3, 2023 – all approvals received for completion of load
► ForgeRock Operations Team placing Single-node build pipeline in lower environments on hold – Sync with Internal Leadership pending
► ForgeRock Operations Team pending Amazon Web Services (AWS) approval for component level monitoring
► Pending Funding Approval for Development of ServiceNow Integration with ForgeRock

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 3, 2023	In Progress – Change Request Approved
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	May 1, 2023	Not started

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Load for Wave 6 CalWIN Counties prior to the start of CalSAWS Training		
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	Completed
AT6 ForgeRock forwarding removal	December 8, 2022	Completed
ForgeRock: Multi Factor Authentication Policy Enhancement – Design and Proof of Concept (POC) ONLY	January 27, 2023	In Progress

3.6 Innovation Lab

► Worker-Facing Virtual Assistant
  o Release 1 SCR was approved during the December 13, 2022 SCRB meeting and will be included in January 5, 2023 Change Control Board (CCB)
  o Starting Build in Release 1 pending AWS access is granted on December 28, 2022
  o Targeting Release 1 to deploy February 2023. Any risks will be tracked as they arise with that date as we continue coordination with the teams
  o Finalizing Release 2 content design
  o Working to get Technical Team and County Representative Team correct Environment access
► Voice Bots (Welcome/Auth Bots)
  o Continued workplan development
  o Planning for kick-off to the Counties at the January 2023 IVR/Contact Center Committee meeting
► EBT Card Replacement - Robotic Process Automation (RPA)
  o Continued workplan development
  o Planning for kick-off to the Counties at the January 2023 IVR/Contact Center Committee meeting

3.7 Imaging

► Completed Defects
  o CA-252847 - No Case Barcodes are not correctly updating document fields
  o CA-254165 - Pre-OCR conversion is converting WAV and MP3 Files
► Completed System Change Requests (SCRs)
  o N/A

3.8 Customer Service Center (CSC)

► In Design:
  o CA-206611 – Outbound Call Campaign for CalWORKs/CalFresh Redeterminations
    ▪ Reviewing CER for design details

3.9 Additional Projects

► California Department of Social Services (CDSS) Report Support
  o Continued working on restructuring Public Assistance CalFresh (PACF) ad hoc query for CDSS Research Automation and Data Division (RADD) Team
  o Continued working on restructuring Social Security Income (SSI) ad hoc query for CDSS RADD Team
  o Continued working on reviewing Placer and Yolo County converted data with CDSS
  o Started work on SIRFRA 3822 - CalFresh Restaurant Meals Program Eligibility Determination – Due January 11, 2023
  o Started work on SIRFRA 3825 - Direct Outreach Project for CalFresh Emergency Allotment Ending – Due January 4, 2023
  o Started work on SIRFRA 3824 - Cases in CalFresh, Case Assistance Program for Immigrants (CAPI), State Supplemental Payment – Social Security Income (SSP-SSI) with Child Support Income – Due January 10, 2023
► Department of Health Care Services (DHCS) Report Support
  o Completed work on SIRFRA 1224 - CalWORKs Child Support Pass Through - Due December 22, 2022
  o Started work on SIRFRA 1227 - Public Health Emergency (PHE) Renewal Data Request - Due January 13, 2023
  o Started work on SIFRA 1228 – Centers for Medicare Services (CMS) PHE Baseline Report - Due January 13, 2023
  o Started work on SIRFRA 1226 – Statewide Automated Welfare Services (SAWS) Reporting for Pending Applications - Due January 13, 2023

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	• 23.01 System Testing on schedule. Week 5 of 8 completed. 84% pass rate on a 63% target

4.2   Priority Release Summary

This section outlines the scope of defect fixes included in each Ad-Hoc priority release deployed in this reporting period

► The CalSAWS System had six priority releases:
  o The CalSAWS 22.12.19 Minor Release was successfully deployed on December 19, 2022
    ▪ Two defects were deployed in the areas of Batch Interfaces and Fiscal teams
    ▪ Three System Change Request (SCRs) were deployed in the area of the Batch/Interfaces and BenefitsCal teams
  o The CalSAWS 22.12.21 Minor Release was successfully deployed on December 21, 2022
    ▪ Two defects were deployed in the areas of Batch Operations and Reports teams
  o The CalSAWS 22.12.22 Minor Release was successfully deployed on December 22, 2022
    ▪ One defect was deployed in the area of Fiscal team
  o The CalSAWS 22.12.27 Minor Release was successfully deployed on December 27, 2022
    ▪ One defect was deployed in the area of Batch/Interfaces team
  o The CalSAWS 22.12.29 Minor Release was successfully deployed on December 29, 2022
    ▪ Four defects were deployed in the areas of the Contact Center team
    ▪ Four System Change Requests (SCRs) were deployed in the area of Batch Operations, Batch Interfaces, Client Correspondence and Online teams
  o The CalSAWS 23.01.01 Minor Release was successfully deployed on January 1, 2023
    ▪ Two defects were deployed in the areas of Reports and Fiscal teams

Table 4.2-1 – CalSAWS Upcoming Release

Release	Summary
23.01.03	► Request for ForgeRock Production Load for Wave 4 CalWIN Counties Prior to the Start of CalSAWS Training
23.01.05	► Update Direct Deposit Inbound Reader file for Wells Fargo Bank ► Updates to the eCCP: Remove Transcription from Caller Profile Page, Change ACW to count up instead of down, and add in a Hold Timer ► San Diego County - Conduct Rush Warrant Testing
23.01.06	► DDID 1790: CalWIN Migration Phase-2 Batch Performance Test Execution & Support SCR ► DDID 2701, 2706 FDS CSC: Voice Authentication: All Languages
23.01.07	► Batch EDBC for 2023 CalFresh SSI COLA ► Issue December 2022 Disaster Supplement in accordance to HR 6201 Emergency Allotments
23.01.08	► Implement partitioning for performance enhancements ► Rebuild Production DB and Standbys to prepare for CalWIN migration
23.01.12	► Enable Online Access to Legacy C4Y e-Application Data ► DDID 2699, 2210, 2705, 2706, 2707, 2708, 2709, 2710, 2711, 2712, 2713, 2714, 2715, 2719, 2720, 2721 FDS CSC: Inbound IVR ► DDID 2284 FDS CSC: Scheduled Callback
23.01.13	► Validation of CalSAWS Migration Data for Cal-OAR November 2022
23.01.18	► Enhance Automated Regression Test (ART) Suite to Assess Accessibility

Release	Summary
	► Automated Regression Test - Execution and Maintenance - 22.11 Release Cycle
23.01.19	► DDID 2718 FDS CSC: Task for Cancelling an Appointment in Outbound IVR ► DDID 2219, 2716, 2717, 2728, 2258 FDS CSC: CalSAWS Outbound IVR
23.01	► Total System Change Controls (SCRs): 66 approved ► Release Webcast date: TBD
23.02	► Total System Change Controls (SCRs): 7 approved ► Release Webcast date: TBD
23.03	► Total System Change Controls (SCRs): 49 approved ► Release Webcast date: TBD

4.3   Application Development Status

► Continued design on:
  o CA-202054 All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
  o CA-205388 Update the CAPI Change Notice of Actions (NOAs) per newest state version of NA 692
  o CA-208423 to Updated Medi-Cal Income and Deductions Chart
  o CA-214024 Add Common NOA Fragments for Threshold Generation - Medi-Cal
  o CA-216862 Add Threshold languages for ACL 11-80 - CalWORKs New & Revised Overpayment Notice of Action Messages
  o CA-221914 Add Threshold languages for the Revised Notices & Forms per ACL 19-76EII
  o CA-222827 ACL 20-132 CalFresh Eligible Rules and Reporting on Substantial Lottery or Gambling Winnings
  o CA-232056 to Prevent Benefit Reduction Without 10-Day Notice for late Semi-Annual Reporting (SAR) 7 and CalWORKS (CW) RD, Allow CalFresh Benefit Reduction
  o CA-232609 Restart TNB Recertifications
  o CA-233168 ACL 21-137/ACL 21-137E Guaranteed Income Pilot Program
  o CA-237040 ACL 21-140 - Changes in CW Pregnancy Verification and End the PSN Payment when Result with No Live Birth
  o CA-241311 Add Missing Translations for CalFRESH (CF) 377.7A
  o CA-243684 CAPI Sponsor Deeming Income and Resources Requirements
  o CA-246136 Expand the Child Care Administrator Portal to work for other Providers/Community Based Organizations (CBO's) to display information other Referrals/Needs
  o CA-246157 Update CF 377.1 NOAs to latest CDSS version
  o CA-246212 Add Threshold Languages for the CF 377.1A (August 21, 2022)
  o CA-246484 Creation of Banked Caseload Capability
  o CA-246603 Update GEN 102 To Current Version (January 22, 2023)
  o CA-248361 Add Threshold Languages for CF 285A
  o CA-249684 Add CAPI Split Payment Functionality for Reimbursing General Assistance (GA)/General Relief (GR) Benefits to Another County
  o CA-251562 Adult Expansion for Medi-Cal
  o CA-253124 Validate E-mail Addresses Added into CalSAWS
  o CA-253192 Support System Change Request (SCR) to provide responses to Consortia queries
  o CA-253604 Task Mgmt: Update Dashboard for Task Management - Part 1
  o CA-48379 Update AAP3 Form Generation

► Continued build on:
  o Build for priority releases and 23.01 approved System Change Requests (SCRs)
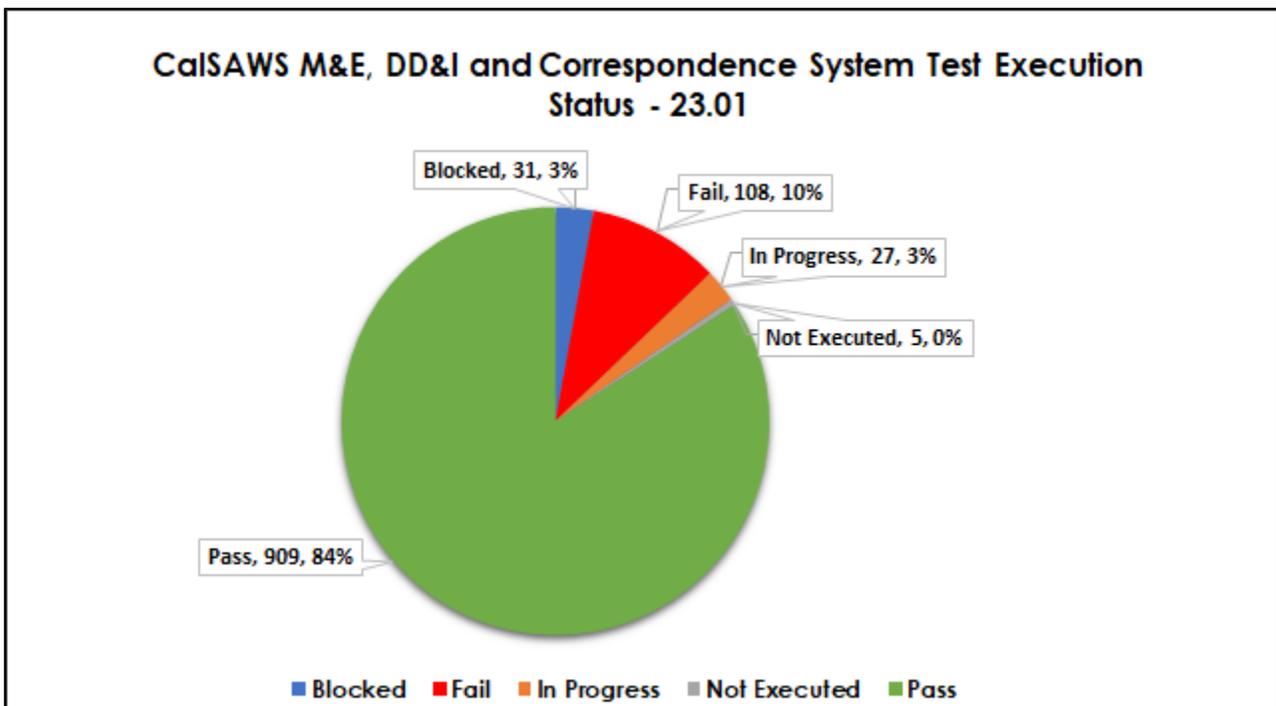
4.4   Release Management

4.4.1   Release Test Summary

► Continued 23.01 test execution

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

Pass Rate Target as of December 16, 2022	**63%**
Pass Rate Actual as of December 16, 2022	**84%**
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 655 end-to-end Automated Regression Test (ART) scripts

4.5 General Assistance/ General Relief (GA/GR)

► General:
  o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on December 23, 2022, and December 30, 2022
  o System Change Requests (SCRs) in Design Phase
    ▪ CA-252089 Synchronization of CalSAWS and GA/GR Correspondence service databases (Wave 2)
    ▪ CA-254289 Update Benefit amount calculation for Tulare County
    ▪ CA-254290 Update Benefit amount calculation for Contra Costa County
    ▪ CA-220018 CalWIN GA GR Solution Changes - Wave 3
    ▪ CA-247003 GA/GR Auto Sol (GR), GA Managed (GM) and CAPI Recoverable Account Changes
    ▪ CA-249684 Add CAPI Split Payment Functionality for Reimbursing GA/GR Benefits to Another County
  o SCRs in Development Phase
    ▪ CA-249518 Genericize the naming of the GA/GR status reason 'CalWORKs (CW) Time Limit >= 48'
    ▪ CA-249961 Update the GAGR income multiplier for all CalWIN Counties Except Alameda, San Diego, and San Mateo Counties
  o Defects released to Production
    ▪ CA-253502 (22.12.19) DCR to Process Previously Generated Manual GA/GR Correspondences

Figure 4.5.-1 – GA/GR SCRs
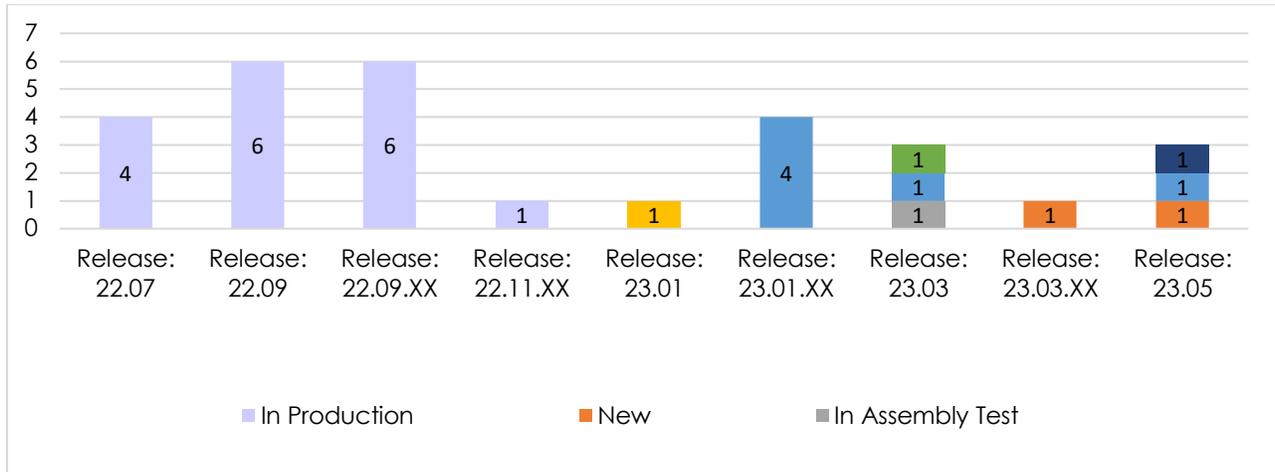
4.6 Training Materials Update

► 23.01 Online Help (OLH SCRs):
  o Test Complete: 10
► 23.01.20 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o Approved: 3
  o In Development: 6
  o In Assembly Test: 3
  o System Test: 2
  o Test Completed: 9
  o Rejected: 1
► 23.03.17 Priority Release Web Based Training (WBT and Functional Presentations (CFPs) SCRs):
  o New: 6
► Training Environments
  o Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

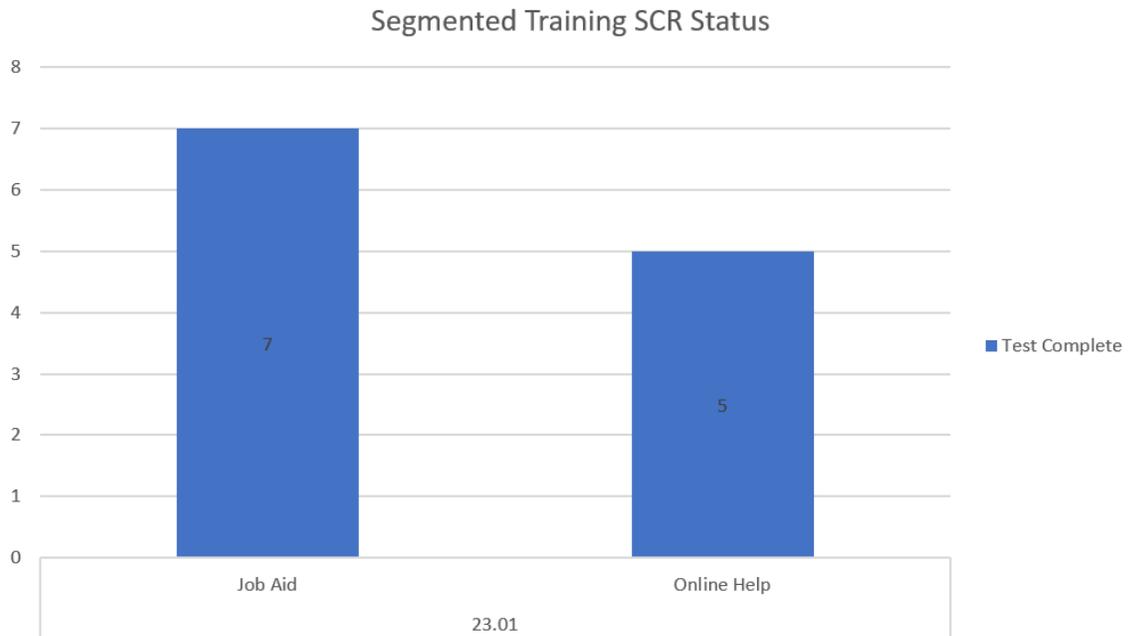**Figure 4.6-1 – Bi-Weekly Training SCR Status Report**

Segmented Training SCR Status

23.01

Table 4.6-1 – Upcoming Training Activities

Training Activity	Date
Training Production Environment Refresh (CHG0038374)	Weekend of January 6, 2023

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