CalSAWS | Request for Information (CRFI)   23-037

☐ **CalSAWS M&E**   ☒ **CalWIN Migration**

Distribution Date:	March 16, 2023
To:	PPOC.Placer <PPOC.Placer@CalSAWS.org>; PPOC.Contra Costa <PPOC.ContraCosta@CalSAWS.org>; Consortium.RegionalManagers.R1 <Consortium.RegionalManagers.R1@CalSAWS.org>; Consortium.RegionalManagers.R2 <Consortium.RegionalManagers.R2@CalSAWS.org>; Lobby.Support <Lobby.Support@CalSAWS.org>; Consortium.SectionDirectors;
Subject:	**CalSAWS Lobby & Kiosks Management & Connectivity**
From:	CalSAWS Project

Response Due:	**March 29, 2023**	**Respond To:**	Communication@CalSAWS.org

PPOCs, please forward to the appropriate impacted staff in your county:

☐ General
☐ Policy
  ☐ CW
  ☐ CF
  ☐ MC
  ☐ CMSP
  ☐ FC/KG/AAP
  ☐ Child Care
  ☐ WtW
  ☐ Other Program(s)_____
☐ BenefitsCal   ☐ MyBCW
☐ Customer Correspondence
☐ Other_____Kiosk_____

☐ Reports
  ☐ Fiscal
  ☐ Caseload Movement
  ☐ Management
☐ Fiscal
☐ Security
☐ Batch and Interfaces
☐ Imaging
☒ Migration
☐ Conversion
☒ Technical
☐ Training
☐ Help Desk

Description: (Including any step-by-step instructions)	**Purpose** The purpose of this CRFI is to provide instructions to the Pilot sites (Placer and Contra Costa) on setting up network connectivity required by Lobby services to work. This is essential for the deployment and management of the Kiosk and FACT tablets at the POP county sites. **Background** This CRFI is a supplement to CRFI 22-040 and intends to outline activities the county will need to perform to configure the network for lobby services. This CRFI will focus on the technical changes required for the two use-cases outlined below. The contents of this CRFI will also be discussed in a separate meeting with Placer and Contra Costa counties. An updated county Low-Level Design (LLD) will also be shared with the county prior to the meeting.

LOBBY SERVICES

Lobby services is comprised of both FACT tablets and kiosk endpoints. These devices have two business use cases:

- **Application Traffic:** Access to CalSAWS over the extranet using API's. This transactional traffic is required to perform business transactions (benefit recipient). This will also require access to the county internet for user authentication.

- **Management Traffic:** Bi-Directional access between endpoints to domain controllers in CalSAWS data center is required for management and patching of the lobby endpoints.

Note: The county must perform the NAT based on the instructions outlined below.

County Action
CALSAWS CONNECTIVITY AND MANAGEMENT OF KIOSK

Application Traffic – This traffic is generated from kiosk endpoints to the CalSAWS application over the extranet(P-WAN). This connectivity requires the County to NAT the kiosk endpoints to 100.64.X.Y. The county must configure 1:1 NAT for kiosks IP to the assigned 100.64.X.Y and forward to CalSAWS. POP kiosks are managed using 100.64.X.Y IP.

Kiosk Management – Management of the kiosk infrastructure requires additional communication outside of the existing CalSAWS/AWS connectivity (existing connectivity). This additional connectivity involves communication to both domain controller infrastructure (for authentication) and the SCCM (for endpoint management and system updates). To achieve this connectivity, the county must configure 1:1 NAT for the associated kiosk IP to the assigned 172.19.X.Y and forward it to CalSAWS.
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Counties are required to complete the below preparation activities.

- County to confirm IP details in the attached kiosk endpoint sheet.

- County to validate that the new CalSAWS allocated 172.19.X.Y subnet is not already allocated in the county network. If this validation fails (indicating this IP space is already in use), please inform the CalSAWS project contact mentioned in this document, who will work to allocate another 172.19.X.Y range to the county.

- CalSAWS requires counties to reserve a sub-set of the pre-allocated 100.64.x.0/25 subnet for Lobby services such as Kiosks and FACT Tablets.

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Counties are required to carry out the below changes on the county network devices.

- To harden the Kiosk and prevent IP spoofing, County to

a. Hardcode Kiosk MAC to respective county LAN IP (E.g. – DHCP Reservation or MAC binding on switch)
b. Configure the switch with "switchport port-security" at the Access port level to prevent another device from connecting to the same port.
c. County to provide evidence of above configurations as response to this CRFI as screenshots.

- County firewalls to be configured with a 1:1 NAT rule for all Traffic destined to the CalSAWS application subnet (67.21.40.128/25 & 71.6.46.0/25) to represent itself as traffic with source IP from the 100.64.x.0/25 IP subnet. (x represents the County ID)

- County firewalls to be configured with a 1:1 NAT rule for all Traffic destined to CalSAWS domain controllers and SCCM servers (67.124.162.99/67.124.173.99, and 67.124.173.19/67.124.162.19 respectively) to 172.19.X.Y IP subnet. (x represents the county ID, and Y can be any IP from the allocated 172.19.X.0/24)

- County to route traffic destined to Domain Controllers and SCCM towards the CalSAWS managed device (Cisco C111x Router) as its next hop.

- County must update the firewall to permit the Domain controller and SCCM ports. Please refer to the attached excel sheet.

[**NOTE**] CalSAWS may send subsequent CRFI's to supplement instructions.

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TESTING AND VALIDATION
CalSAWS Connectivity – from Kiosk to CalSAWS

- County will attempt to perform business transactions from the Kiosk and Tablets.
- County to validate on the county firewall if the traffic (originating from Kiosks and destined to the domain controller/SCCM) is being translated (via NAT rule) to the appropriate 172.16.X.Y IP address and is being routed towards CalSAWS.

Kiosk Management – from CalSAWS to Kiosk

- Functional Testing will be performed by the Lobby Management Team.

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- We request that all responses to this CRFI be sent by **Wednesday, March 29, 2023**.

- **Send the confirmation of completion of the above changes via email to:** Communication@CalSAWS.org with a copy to your Regional Manager(s) (RMs) and Lobby.Support@CalSAWS.org .

	See below for the project contacts in the event there are questions about the contents of this CRFI.
Primary Project Contact: (Name and email address)	*Primary Project Contact is for questions on the content of this CRFI.* *Responses must be sent back to CalSAWS at* Communication@CalSAWS.org Tom Dickey dickeyt@calsaws.org Eric Prestwood PrestwoodE@CalSAWS.org
Backup Project Contact: (Name and email address)	Shobin Scaria ScariaS@CalSAWS.org *For any Escalations or urgent requests, please reach out to* Uzair Naveed NaveedU@CalSAWS.org
Attachments:	CalSAWS Lobby & Kiosks Management Connectivity -CRFI Attachment
Web Portal Link:	██████████ OR You may also retrieve the CRFI document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Request for Information (CRFI)" folder. 3. Click on the "2023" folder. 1. Click on the appropriate CRFI # folder.