[CA-216489] Add CMSP 239G Denial of Retroactive Benefits

Team Responsible:	**Client Correspondence**	Assignee:	**Ajay Agrawal**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**Aishwarya Pathak**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**109**
Reporter:	**Virginia C. Bernal**	Regulation Reference:		Created:	**05/19/2020 03:17 PM**
Status:	**Approved**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	**DD&I Obsoleted Hours**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**N/A**
Consortium Review Approval Date:					

Non-Committee Review:

Approved-Virginia Bernal 09/11/2023

Expedite Approval:

Current Design: Currently, CMSP 239G (05/16) form does not exist in CalSAWS.

Request: Add CMSP 239G (05/16) CMSP Notice of Action, Denial of Retroactive Benefits in English and Spanish languages to the CalSAWS Template Repository.

Recommendation: Add CMSP 239G (05/16) CMSP Notice of Action, Denial of Retroactive Benefits in English and Spanish languages to the CalSAWS Template Repository.

Outreach Description:

Alternative Procedure Description: N/A - CalSAWS DD&I Requirement

Operational Impact:

Estimate: 109

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	70	Contact Center :	0
Conversion :	0	DBA :	0	Design :	18
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	21
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-231812] ACL 14-37 CF 28 and CF 28A in the Template Repository

Team Responsible:	**Client Correspondence**	Assignee:	**Unassigned**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**Ravi Gupta**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**743**
Reporter:	**Caroline Bui**	Regulation Reference:	**ACL 14-37**	Created:	**08/04/2021 06:55 AM**
Status:	**Pending Approval**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	**DD&I Obsoleted Hours**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:
Expedite Approval: Review and approved by Caroline Bui 9/1/2023

Current Design: Currently CF 28 and CF 28A do not exist in CalSAWS.

Request: Add the CF 28A (2/14) - CalFresh Program Restricted Account Agreement Part A along with CF 28 Coversheet (2/14) - CalFresh Program Restricted Account Coversheet to CalSAWS Template Repository in English and available threshold languages.
Languages Include: English, Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

Recommendation: Add the CF 28A (2/14) - CalFresh Program Restricted Account Agreement Part A along with CF 28 Coversheet (2/14) - CalFresh Program Restricted Account Coversheet to CalSAWS Template Repository in English and available threshold languages.
Languages Include: English, Spanish, Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **743**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	468	Contact Center :	0
Conversion :	0	DBA :	0	Design :	117
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	140
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	18.0
Virtual Assistant :	0				

[CA-235682] Update the logic for MC 215

Team Responsible:	**Client Correspondence**	Assignee:	**Unassigned**	SPG Status:	**Pending**
Fix Version/s:	**[RWR]**	Designer Contact:	**Phong Xiong**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**No**	Estimate:	**112**
Reporter:	**Tiffany Huckaby**	Regulation Reference:	**22 CCR § 50155**	Created:	**10/26/2021 11:07 AM**
Status:	**Pending Approval**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:		Funding Source:	**Other**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	**Corr_Reallocation**
Consortium Review Approval:		Approved by Committee:	**09/06/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design: The MC 215 gets generated from the Negative Action Detail page when a person fails for the following reasons:
- Requested. Disc. (CMSP) – Add Person
- Requested. Disc. (CMSP) – Reapply with Budget Change
- Requested. Disc. (CMSP) – Verbal
- Requested Disc. – Written

Request: The MC 215 should not be sent out from the Negative Action Detail page as the MC 215 should have been filled out prior to the failure. It also generates with no pre-population and per person.

Recommendation: Update the MC 215 to no longer have automated trigger conditions.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 112

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	20	Client Correspondence :	68	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	5	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-251155] Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (M40-107B)

Team Responsible:	**Client Correspondence**	Assignee:	**Unassigned**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**Singaram Manickam**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**99**
Reporter:	**Connie Buzbee**	Regulation Reference:	**EAS 10-116**	Created:	**10/10/2022 11:45 AM**
Status:	**Approved**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Gingko Luna**	Training Impacted:	**[Online Help]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh, Correspondence]**	Funding Source ID:	**DD&I Obsoleted Hours**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Gingko Luna 8/30/2023

Expedite Approval: By Karen J. Rapponotti on 08/31/2023

Current Design: Not all NOAs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese).

Request: Add Threshold languages to Time on Aid at Application/ Redetermination with NOA code A416I (Snippet ID - 9582).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

Recommendation: Add Threshold languages to Time on Aid at Application/ Redetermination with NOA code A416I (Snippet ID - 9582).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **99**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	64	Contact Center :	0
Conversion :	0	DBA :	0	Design :	16
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	19
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant :   0

[CA-251569] Adult Expansion - NOA changes

Team Responsible:	**Client Correspondence**	Assignee:	**Vicente Romero**	SPG Status:	**Approved**
Fix Version/s:	**[RWR]**	Designer Contact:	**Vicente Romero**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**922**
Reporter:	**Renee Gustafson**	Regulation Reference:	**ACWDL 23-08**	Created:	**10/19/2022 12:17 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Nina Butler**	Training Impacted:	**[Job Aid]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence, Medi-Cal/CMSP]**	Funding Source ID:	**Adult Full Scope Expansion**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	**CH-210202**

Non-Committee Review:	
Expedite Approval:	Streamline approval added by Nina Butler
Current Design:	CalSAWS grants restricted scope Medi-Cal for all eligible individuals ages 26-49, inclusive, if they meet all other eligibility criteria but do not have satisfactory citizenship or immigration status. CalSAWS generates corresponding MAGI and Non-MAGI NOAs that explain the approval or change of Medi-Cal eligibility to the individual.
Request:	When Adult Expansion becomes effective on 01/01/2024, CalSAWS will need to populate certain Medi-Cal - Approval and Change NOAs with the appropriate and updated verbiage. CalSAWS will also populate the verbiage in threshold languages.
Recommendation:	1. Effective date the existing NOA fragments to continue to populate for certain conditions. 2. Start populating the new State-provided NOA fragments if the NOA is generated for certain conditions. Please see design documentation for more details.
Outreach Description:	
Alternative Procedure Description:	Generate a Manual NOA.
Operational Impact:	
Estimate:	**922**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	236	Client Correspondence :	431	Contact Center :	0
Conversion :	0	DBA :	0	Design :	105
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	40	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-262850] Add Fillable Threshold Languages MC 216, MC 210RV and MC 217 Forms to the Template Repository

Team Responsible:	**Client Correspondence**	Assignee:	**Unassigned**	SPG Status:	
Fix Version/s:	**[RWR]**	Designer Contact:	**Lianel Richwin**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**2945**
Reporter:	**Elisa Miller**	Regulation Reference:	**MEDIL I 23-27**	Created:	**06/06/2023 06:50 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	**DD&I Obsoleted Hours**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved-Virginia Bernal 09/12/2023

Expedite Approval:

Current Design: Currently MC 210RV (10/20), MC 216 (10/20), and MC 217 (10/20) forms are available only in English and Spanish languages in Template Repository.

Request:
1. Add available threshold languages for MC 216 (10/2020) - Pre-Populated Renewal Form to CalSAWS Template Repository.
Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, Vietnamese.
2. Update English, Spanish and add available threshold languages for MC 217 (01/2024) - Pre-Populated Renewal Form to CalSAWS Template Repository.
Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, Vietnamese.
3. Update English, Spanish and add available threshold languages for MC 210 RV (01/2024) - Medi-Cal Annual Redetermination to CalSAWS Template Repository.
Languages Include: English, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Lao, Mien, Punjabi, Russian, Spanish, Tagalog, Thai, Ukrainian, Vietnamese.

Recommendation:
1. Add the MC 216 in all threshold languages.
2. Update the MC 210 RV in English and all threshold languages to latest version (01/2024).
3. Update the Non-MAGI RE Packet for LA County in English and all threshold languages to account for the updates to forms MC 210 RV.
4. Update the Non-MAGI RE Packet for Migration Counties in English and all threshold languages to account for the updates to forms MC 210 RV.
5. Update the MC 217 in English and all threshold languages to latest version (01/2024).
6. Update the Mixed HH RE Packet for LA County in English and all threshold languages to account for the updates to forms MC 217.
7. Update the Mixed HH RE packet for Migration Counties in English and all threshold languages to account for the updates to forms MC 217.

Outreach Description:

Alternative Procedure Description: Access the forms from the DHCS Forms Website.

Operational Impact:

Estimate: **2945**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0

CalHEERS Test :	0	Client Correspondence :	1900	Contact Center :	0
Conversion :	0	DBA :	0	Design :	475
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	570
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267553] Monterey County Requests for Purpose Built Data Set with Athena and RDS (Serverless Database MySQL, and EMR Serverless)

Team Responsible:	**Analytics**	Assignee:	**Unassigned**	SPG Status:	**Select a value**
Fix Version/s:	**[RWR]**	Designer Contact:	**Nitin Baxi**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Sean Ny**	Regulation Reference:		Created:	**09/07/2023 04:59 PM**
Status:	**New**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sean Ny**	Training Impacted:		Funding Source:	**Other**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	**n/a**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design: Monterey County does not have access to the Purpose-Built Data Set

Request: Monterey County Requests for Purpose Built Data Set with Athena and RDS (Serverless Database MySQL, and EMR Serverless) also known as option 2.

Recommendation: Use EDR and APEX

Outreach Description:

Alternative Procedure Description: Use available Qlik Reports and Dashboards in CalSAWS.

Operational Impact:

Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-262517] Add Individuals to CH_Protect for CalHEERS Project Defect Impacted Population

Team Responsible:	**CalHEERS**	Assignee:	**Prem Raghupathy**	SPG Status:	**N/A**
Fix Version/s:	**[TBD]**	Designer Contact:	**Renee Gustafson**	Change Type (SCR):	**Data Change**
Minor Version:		Expedite Changes:	**Production Deployment**	Estimate:	**83**
Reporter:	**Renee Gustafson**	Regulation Reference:		Created:	**05/30/2023 03:10 PM**
Status:	**Approved**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CH Defect 240202**
Consortium Review Approval Date:					

Non-Committee Review: Approved by: Maureen Votta 06232023

Expedite Approval: Approved by Karen J. Rapponotti via email on 6/20/2023

Current Design: CalHEERS project has an eligibility defect that determines individuals already active on Medi-Cal as MAGI Ineligible instead of MAGI Discontinue, or Soft Paused or MAGI Pending during renewals.

This causes downstream processes to be impacted. The individual is not tested for Covered California programs because CalHEERS does not detect the loss of coverage. Without the 'loss of coverage' detection, CalHEERS expects a Qualifying Life Event to be present in the EDR in order to test for Covered California programs.

These individuals were sent a Medi-Cal RE Packet. If they don't turn in their Medi-Cal Renewal Packet, the CalSAWS Negative Action job (PB00CH204) sends a Negative Action for Failed to Complete Redetermination (RD), but CalHEERS will not return the Negative Action reason in the DER. This causes the CalSAWS discontinuance notice to be incorrect and the Disc reason sent to MEDS in addition to them not being tested for covered California programs for which they are potentially eligible.

CA-261955 added online page validations to warn users that MAGI Medi-Cal individuals are potentially impacted by an incorrect MAGI Determination. Batch skips were also added to skip these individuals from EDR/EDBC processing in Batch.

Request: Insert individuals into CH_Transact

Recommendation: Create a daily DCR to insert individuals to the CH_Protect table from June/July/August 2023 Renewal cases if the new DER received has an Active MAGI individuals as MAGI Ineligible.

Outreach Description:

Alternative Procedure Description: Hold Medi-Cal renewal processing until the MAGI Determination has the correct eligibility.

Operational Impact:

Estimate: **83**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	45
CalHEERS Test :	15	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	8
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0

Release Communication Support :	5	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267223] Kiosk App Java Version Upgrade

Team Responsible:	**Tech Arch**	Assignee:	**Unassigned**	SPG Status:	**N/A**
Fix Version/s:	**[TBD]**	Designer Contact:		Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	
Reporter:	**Kali Jackson**	Regulation Reference:		Created:	**08/31/2023 10:12 AM**
Status:	**New**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:		Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Independent Test**	Committee:	**[Lobby Management]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Sowmya Coppisetty 8/31/2023

Current Design: The kiosk app currently uses zulu11.41.23-ca-fx-jdk11.0.8

Request: For the kiosk app to be updated to the latest version of Java provided by Oracle (V8u381)

Recommendation: Update app decencies to work with latest version of Java (V8u381)

Outreach Description:

Alternative Procedure Description: Use currently working app with depreciated Java version.

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-208335] DDID 1391: WTW 24-Month Time Clock Research Analysis

- Resolved: 05/08/2019 04:25 PM

Team Responsible:	**Online**	Assignee:	**Amy Gill**	SPG Status:	**N/A**
Fix Version/s:	**[19.03]**	Designer Contact:	**Matthew Lower**	Change Type (SCR):	**Enhancement**
Minor Version:	**19.05.08**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Amy Gill**	Regulation Reference:		Created:	**05/06/2019 12:44 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Michele Peterson**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**DDID**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design: *** Documentation SCR Only ****

WTW 24-Month Time Clock functionality differs between C-IV, CalWIN, and LRS.

Request: *** Documentation SCR Only ****

Per DDID 1391:

The CONTRACTOR shall at the onset of migration perform a detailed code analysis to identify logic gaps in the LRS WTW 24 Month Time Clock functionality that may impact county business processes. Any hours associated with addressing design differences that are identified through the detailed code analysis will be taken from the allowance of hours in DDID #1967 for Unforeseen differences in the code base that result in additional requirements.

An Unforeseen difference shall be defined as any disparity or gap that is not and could not reasonably have been identified or anticipated in advance by the CONTRACTOR.

Recommendation: *** Documentation SCR Only ****

Contractor Assumptions:

• The CalSAWS Software will have one set of WTW 24 month functionality for all 58 counties. This requirement is to perform a detailed code analysis on the LRSWTW 24 month time clock logic to be migrated into CalSAWS to identify functionality logic gaps that may impact the 57 C-IV and CalWIN Counties' business processes.
• At the start of the CalSAWS Migration DD&I Project, the WDCS Project will provide detailed documentation on any WTW 24 Month Time Clock functionality hat exists in CalWIN. This will include but not be limited to data collection, eligibility determination, use cases, batch impacts, and training materials.
• Consortia Subject Matter Experts (C-IV, LRS & CalWIN) will be available to identify county business process impacts.
• Any new requirements identified will be calculated by the CONTRACTOR and include the necessary tasks in the software development lifecycle required to implement the SCR including conversion, implementation and change management.

Refer to the attached work product for further details on the WTW 24-Month Time Clock research analysis.

Outreach Description:

Alternative Procedure Description: N/A - CalSAWS DD&I Requirement

Operational Impact:

Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-221929] Event Streaming: Enabling Event Streaming implementation for MEDS EW45 Transaction

- Resolved: 11/23/2020 11:38 AM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Yuga Teja**	SPG Status:	**Select a value**
Fix Version/s:	**[20.11]**	Designer Contact:	**Balakumar Murthy**	Change Type (SCR):	**Data Change**
Minor Version:	**20.12.11**	Expedite Changes:	**Production Deployment**	Estimate:	**15**
Reporter:	**Balakumar Murthy**	Regulation Reference:		Created:	**11/18/2020 05:11 PM**
Status:	**In Production**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Cloud Enablement Project**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**N/A**
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 11/19

Current Design: Current batch architecture to generate EW45 is based on standalone Java processing with Spring JDBC. The current Batch programs use materialized views and other JDBC queries to determine the data changes made by the online application during the day and process those changes at night during batch.

Request: As part of CA-213976 the current batch architecture was rearchitected to Event Streaming approach and implemented in production. The event streaming and batch architecture was made to run in parallel and the output was validated and confirmed.
Since event streaming is working fine now it is safe to turn off EW45 batch and turn on event streaming implementation.

Recommendation:
1. Turn off existing batch job generating EW45 transaction to MEDS.
2. Turn on Event streaming implementation.
3. Set the EW45 consumer application as a predecessor to existing MEDS file writer job.

Outreach Description:

Alternative Procedure Description: N/A.

Operational Impact:

Estimate: 15

Automated Test :	0	Batch/Interfaces :	15	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant : 0

[CA-224734] ForgeRock: Qlik Configuration Update in Dev Env to Support New Qlik Env

- Resolved: 02/09/2021 03:43 PM

Team Responsible:	**Tech Forge Rock [21.01]**	Assignee:	**Yul McGrath [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.02.05**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**02/04/2021 01:48 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Milind Nirgun**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**02/04/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Approved by Haikaz Tombakian on 02/04/2021

Current Design: Qlik is currently configured in ForgeRock's dev env

Request: Qlik requested an update in configuration scripts in ForgeRock's lower env to support newly built env.

Recommendation: ForgeRock made changes to current Qlik script in dev env to support new Qlik env

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-224735] ForgeRock: Enhanced Password Hashing in FR Dev Env

- Resolved: 02/16/2021 01:10 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Alisia Washington [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.01]**	Designer Contact:	**Alisia Washington [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.02.05**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**02/04/2021 01:50 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Joseph Nelson**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Security]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**02/04/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 02/04/2021

Current Design: Passwords are hashed

Request: Enhance password hashing schema as an increased security measure

Recommendation: Enhance password hashing schema as an increased security measure

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-224737] ForgeRock: Apigee Authorization API POC

- Resolved: 02/09/2021 03:38 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Alisia Washington [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.02]**	Designer Contact:	**Alisia Washington [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.02.05**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**02/04/2021 02:11 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Alisia Washington [X]**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**02/04/2021**	Other Agency Cross Reference:	

Non-Committee Review:
Expedite Approval: Approved by Laura Chavez on 02/04/2021

Current Design: Apigee client currently configured in ForegRock dev env

Request: Update Apigee client to include a random string as a new scope. This string will be used as an application identifier which Apigee will map to a specific client/application which will dictate what resources it has access to.

Recommendation: Update Apigee client in ForgeRock Dev env

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-215169] DDID 2669 FDS: Non State Forms - Threshold Languages - Add State Form GEN 201 (VER 201)

- Resolved: 07/21/2021 09:18 AM

Team Responsible:	**Client Correspondence**	Assignee:	**Indira Ramasamy**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Maria Jensen**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**39**
Reporter:	**Lynnel Silva**	Regulation Reference:		Created:	**04/02/2020 04:58 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Correspondence]**	Funding Source ID:	**DDID 2669 FDS: Non State Forms - Threshold Languages - Add State Form GEN 201**
Consortium Review Approval:	**Maria Arceo**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	**04/12/2021**				

Non-Committee Review:

Expedite Approval: Karen Rapponotti - 04/12/2021

Current Design: Currently the GEN 201 State form is implemented in the CalSAWS system in English and Spanish with the version date of 01/21.

Request:
1) Add State Form GEN 201 - Verification of Employment Earnings in the threshold languages.
2) This form replaces the existing NSF VER 201 - Statement Regarding Employment for migration.
3) Update the IFDS batch job that generates the PA 2418B form to generate the GEN 201 instead.
4) Hide the PA 2418B form in the Template Repository for all counties.
5) Relabel the button and update the trigger on the IEVS pages to generate the GEN 201 instead of the PA 2418B.
6) This form will be available in the Template Repository in all threshold languages, including.
• Arabic
• Armenian
• Cambodian
• Cantonese
• Chinese
• Farsi
• Hmong
• Korean
• Lao
• Other Chinese Language
• Russian
• Tagalog
• Vietnamese

Note: Please mask the first 5 digits of the SSN and only display the last 4 digits. (Ex: XXX-XX-1234)

Recommendation: Add State Form GEN 201 – Income Verification Form (01/21) in the 11 supported threshold languages.

Outreach Description:

Alternative Procedure Description: N/A - CalSAWS DD&I Requirement

Operational Impact:

Estimate: **39**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	39
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-229847] ForgeRock: Prevent Delegated Admins from updating themselves

- Resolved: 07/09/2021 03:11 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nora Byrd [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Sam Sternberg [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.07.16**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Sam Sternberg [X]**	Regulation Reference:		Created:	**06/10/2021 12:54 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**06/10/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Approved by Haikaz Tombakian on 06/10/2021

Current Design:

Delegated Admin privileges provide guardrails over the users that can be viewed/updated, but a user is not excluded from being able to update themselves.

Request:

Update ForgeRock privileges to prevent Delegated Administrators from updating themselves using their Delegated Administration privileges

Recommendation:

Update ForgeRock privileges to prevent Delegated Administrators from updating themselves using their Delegated Administration privileges

Outreach Description:

Alternative Procedure Description:

N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-230286] ForgeRock App Onboarding - CalSAWS Lobby Self-Service

- Resolved: 09/08/2021 09:12 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Alisia Washington [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Sam Sternberg [X]**	Regulation Reference:		Created:	**06/22/2021 03:25 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Erick Arreola**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**06/22/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Laura Chavez on 06/22/2021

Expedite Approval:

Current Design: The application currently does not exist in the ForgeRock authentication platform

Request: Onboard CalSAWS Lobby Self-Service to the ForgeRock authentication platform

Recommendation: ForgeRock team will work on onboarding CalSAWS Lobby Self-Service to the ForgeRock authentication platform for the next PROD release

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 0

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-230517] ForgeRock: Application Onboarding - LMS

- Resolved: 08/09/2021 10:22 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Yul McGrath [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.07.30**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**06/28/2021 02:45 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**06/28/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Laura Chavez on 06/28/2021
Expedite Approval:	
Current Design:	The application currently does not exist in the ForgeRock authentication platform
Request:	Onboard LMS to the ForgeRock authentication platform
Recommendation:	ForgeRock team will work on onboarding LMS to the ForgeRock authentication platform for the next PROD release
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-230730] ForgeRock: Enable Email Validation for all C-IV and CalWIN Users

- Resolved: 07/27/2021 06:19 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.07.30**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Sam Sternberg [X]**	Regulation Reference:		Created:	**07/02/2021 04:08 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**07/02/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	
Expedite Approval:	Approved by Haikaz Tombakian on 07/02/2021
Current Design:	ForgeRock Email validation only applies to C-IV and CalWIN users that are created on or after June 26th, 2021.
Request:	Remove the date restriction and enable ForgeRock Email validation for all C-IV and CalWIN users.
Recommendation:	Remove the date restriction and enable ForgeRock Email validation for all C-IV and CalWIN users.
Outreach Description:	C-IV and CalWIN users of the ForgeRock-connected applications below will need to provide and validate their email address upon next login - users should be informed of this new process prior to it going to production.
	• CalSAWS core • OCAT • Childcare Portal • Service Now • CalSAWS Learning Management System (LMS) • CalSAWS C-IV Contact Center
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-231515] ForgeRock: ForgeRock Lower Env Color Change

- Resolved: 07/31/2021 06:45 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Haikaz (Mike) Tombakian**	Change Type (SCR):	**Data Change**
Minor Version:	**21.07.29**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**07/27/2021 06:24 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**07/21/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	
Expedite Approval:	Approved by Haikaz Tombakian on 07/21/2021
Current Design:	CalSAWS lower envs currently look the exact same as the prod env
Request:	Request to change the colors of the lower envs (Dev/ AT) to a different color to provide clarity for testers and other users who are required to enter their credentials in ForgeRock hosted lower envs
Recommendation:	New colors for the buttons (Orange=AT, Orange=DEV)
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-231516] ForgeRock: AD C-IV User Login Instructions to Login Page

- Resolved: 07/30/2021 03:42 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Sam Sternberg [X]**	Change Type (SCR):	**Data Change**
Minor Version:	**21.07.30**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**07/27/2021 06:33 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**07/27/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	
Expedite Approval:	Approved by Haikaz Tombakian on 07/27/2021
Current Design:	There's currently no instructions for C-IV users logging into CalSAWS. They are not aware of which credentials should be used for login
Request:	To add short blurb with login instructions specifically for C-IV users logging into CalSAWS for the first time.
Recommendation:	Add a blurb to the login page stating: C-IV users only: Please use your C-IV User Name and C-IV Password upon first time log in.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-231751] GAGR - API Authorization

- Resolved: 08/11/2021 09:29 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Yul McGrath [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Yul McGrath [X]**	Regulation Reference:		Created:	**08/02/2021 02:18 PM**
Status:	**In Production**	Impact Analysis:	**[Imaging]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Girish Chakkingal**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/02/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 08/02/2022

Expedite Approval:

Current Design: This is not an existing component in ForgeRock

Request: Build the required components for API Authorization between Gainwell GAGR and CalSAWS Core Applications via ForgeRock API Authorization.

Recommendation: Build the required components for API Authorization between Gainwell GAGR and CalSAWS Core Applications via ForgeRock API Authorization.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-231753] ForgeRock: IDM Migration to Shared Repository

- Resolved: 09/08/2021 09:13 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Yul McGrath [X]**	Regulation Reference:		Created:	**08/02/2021 02:28 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Luz Esparza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/02/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 08/02/2021

Expedite Approval:

Current Design: IDM is not migrated with shared repository

Request: IDM Migration to Shared Repository

Recommendation: ForgeRock to test and perform the migration of IDM to shared repository

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-231799] ForgeRock: Add Username to User Inactivity Email Template

- Resolved: 08/09/2021 10:44 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nora Byrd [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Sam Sternberg [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Nora Byrd [X]**	Regulation Reference:		Created:	**08/03/2021 05:00 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Independent Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/03/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	
Expedite Approval:	Approved by Haikaz Tombakian on 08/03/2021
Current Design:	Email Template does not include Username for user inactivity
Request:	Addition of username to LoginReminder email template
Recommendation:	The ForgeRock will create a pull request for the Addition of username to LoginReminder email template
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232074] Limit ForgeRock Non-Production Email Notifications to Project Users Only

- Resolved: 08/24/2021 09:25 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sam Sternberg [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Sam Sternberg [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.08.19**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Sam Sternberg [X]**	Regulation Reference:		Created:	**08/11/2021 10:00 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/11/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Haikaz Tombakian on 08/11/2021
Expedite Approval:	
Current Design:	Email Notifications go out to all users across all environments for Inactive User and Password Reset. This includes County users that may have had access to non-prod at one time but no longer need access and could be confused by the email notification.
Request:	Exclude Non-Project Users from receiving these email notifications in ForgeRock AT and ForgeRock DEV environments
Recommendation:	Update ForgeRock logic to send emails only for users with a County code of "00" (Project/non-County)
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232076] Revise Account Inactivity Message on ForgeRock Login Page

- Resolved: 09/08/2021 09:10 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nora Byrd [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Sam Sternberg [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Nora Byrd [X]**	Regulation Reference:		Created:	**08/11/2021 10:13 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/11/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Haikaz Tombakian on 08/11/2021
Expedite Approval:	
Current Design:	The message currently says: "User account is inactive. Please contact helpdesk to reactivate account."
Request:	Update the message to: "Your CalSAWS user account is inactive. Please contact your County Delegated Administration group or County Helpdesk to reactivate your account."
Recommendation:	The ForgeRock will revise the account inactivity message on ForgeRock Login Page to reflect the new message.

Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232108] ForgeRock: CFA API Authorization Clients

- Resolved: 08/31/2021 08:51 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Yul McGrath [X]**	Regulation Reference:		Created:	**08/11/2021 01:41 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Anna Chia**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/11/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 08/11/2021

Expedite Approval:

Current Design: Authorization has not been given for CFA API

Request: complete NonProd OAuth2Client with only the Scopes "Code4America" and "00"

Recommendation: ForgeRock to complete the CFA API Authorization Clients

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232428] LA County Salesforce API Authorization

- Resolved: 08/23/2021 04:06 PM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Yul McGrath [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Jason Osterwald**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.08.19**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Yul McGrath [X]**	Regulation Reference:		Created:	**08/18/2021 02:41 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Jason Osterwald**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/12/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Joseph Nelson on 08/12/2021

Expedite Approval:

Current Design:

LA County currently utilizes a system called LAGAN to support their call centers. CalSAWS Currently interfaces with this application via a series of custom built inbound and outbound SOAP services. LA County is working on a project to replace LAGAN with a Salesforce implementation. LA County submitted a CER to request CalSAWS support for this effort which was approved by the consortium. As part of this, the Salesforce implementation will not be supported with customized APIs. Instead they will leverage the existing Business Domain Object APIs that were/are being developed as migration requirements to support county ancillary applications. This request is NOT for a new API or for alterations to the APIs. This request is to provision an application ID and tokens in Forgerock which will allow the Salesforce Application to authenticate in our API gateway and call the existing Business Domain Object APIs to support county ancillary applications.

Request:

This request is to provision an application ID and tokens in Forgerock which will allow the Salesforce Application to authenticate in our API gateway and call the existing Business Domain Object APIs to support county ancillary applications. This will also grant Production API Access to the DPSS LA County Salesforce Application.

Recommendation:

CHG0030531 was approved to provide the DPSS LA County Salesforce application access to the CalSAWS APIs in the County Preview environment.

Outreach Description:

Alternative Procedure Description:

N/A

Operational Impact:

Estimate: **4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232430] DR Test Prep and Support - 08/22

- Resolved: 08/24/2021 09:35 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Amir Mohammad [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.08.22**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Ishaq Mariajoseph [X]**	Regulation Reference:		Created:	**08/18/2021 04:05 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Anna Chan**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Independent Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/18/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Anna Chia on 08/18/2021

Current Design: Upcoming Production Build requires DR Test prep and support

Request: Assign and prep for DR Test

Recommendation: ForgeRock will collaborate with the team on prepping and supporting for the upcoming DR Testing

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232457] 8/20 LMS Bulk Load to Production

- Resolved: 08/23/2021 08:24 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Cacia Cowsette [X]**	Change Type (SCR):	**Data Change**
Minor Version:	**21.08.20**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**08/19/2021 10:12 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Lesley Pevny**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Independent Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/19/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 08/19/2021

Expedite Approval:

Current Design: C-IV users are not migrated to ForgeRock

Request: C-IV users need to be migrated to ForgeRock, which will give them access to CalSAWS Core, the LMS and other CalSAWS applications. If the users are not migrated, they will not be able to continue their work responsibilities.

Recommendation:

1. Raji Reddy will extract the remaining ~18,500 C-IV users from C-IV OID. He will remove the previously loaded users (CHG0030663 - Early Training user load, CHG0030987 - Additional LMS Participants user load) from the list.
2. Raji Reddy will will securely send the OID data (which includes usernames/passwords) to the ForgeRock team via an encrypted SFTP.

--> We will copy the file to PROD ForgeRock server directly.

3. Cacia Cowsette/Sierra Rush/Amir Mohammad (ForgeRock team) will perform the bulk load of these users to ForgeRock Production. BulkLoad to be completed via Postman API calls with provided information.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232493] DDID 2663: Update PA 6049 to not generate for migration counties

- Resolved: 09/14/2021 01:39 PM

Team Responsible:	**Client Correspondence**	Assignee:	**Unassigned**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Phong Xiong**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.16**	Expedite Changes:	**Start Build**	Estimate:	**45**
Reporter:	**Tiffany Huckaby**	Regulation Reference:		Created:	**08/19/2021 05:18 PM**
Status:	**In Production**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**DDID 2663 FDS: Non State Forms - Hide LA County forms**
Consortium Review Approval:	**Maria Arceo**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Maria Arceo - 8/23/2021

Expedite Approval: Approved by Karen J.Rapponotti on 8/24/2021

Current Design: The PA 6049 currently generates when there is a new person add as an administrative role. The form only generates once per case.

This is a LA county specific Form.

Request: Update the generation conditions to not generate the PA 6049 for migration counties.

Recommendation: The PA 6049 generates from the InitialAssignmentController.java file for a brand new case.
The PA 6049 generates from the AdminstrativeRoleManagerImpl.java file for an existing case and the primary applicant is changed.

1.) Add logic that looks for the county code to generate the PA 6049 only to LA county.

Outreach Description:

Alternative Procedure Description: Generate the PA 6049 from the Template Repository.

Operational Impact:

Estimate: 45

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	40	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	5
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232512] Automate Index Rebuild

- Resolved: 09/10/2021 09:31 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Emily Tang [X]**	Regulation Reference:		Created:	**08/20/2021 12:33 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Ishaq Mariajoseph [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Refactoring**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/20/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 08/20/2021

Current Design: Manual Index Rebuild

Request: Automate Index rebuild

Recommendation: ForgeRock to look and create a script to automate the rebuild

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232513] Support Customer Page in Delegated Admin

- Resolved: 09/16/2021 09:35 AM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.09.17**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Emily Tang [X]**	Regulation Reference:		Created:	**08/20/2021 12:52 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Ishaq Mariajoseph [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Refactoring**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/20/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 08/20/2021

Current Design: Support is needed for customer page with DA

Request: ForgeRock team to work on supporting DA with enhancements for customer page

Recommendation: ForgeRock team to work along side Consortium on how to support DA with enhancements for customer page

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232541] AMI Build to test patch&splunk update

- Resolved: 09/09/2021 08:59 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Sierra Rush**	Regulation Reference:		Created:	**08/23/2021 10:41 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Amir Mohammad [X]**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/23/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 08/23/2021

Expedite Approval:

Current Design: Splunk instillation is being run even though splunk is already installed

Request: remove Splunk Installation

Recommendation: remove splunk installation steps and add in AMI patch to keep everything running

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232549] Creating Grafana Alerts

- Resolved: 03/09/2022 01:01 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.10.31**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Sierra Rush**	Regulation Reference:		Created:	**08/23/2021 11:32 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Amir Mohammad [X]**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/23/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 08/23/2021

Current Design: No Alerts for DS in Grafana are set up if there is a problem with Dev/Prod (Outage, etc)

Request: Set up an alert to let the FR Ops Team know about potential outages

Recommendation: update the grafana dashboard to include alerts for DS

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232565] Cross Region Enhancements

- Resolved: 10/27/2021 09:43 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Alisia Washington [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Alisia Washington [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Alisia Washington [X]**	Regulation Reference:		Created:	**08/23/2021 02:34 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/23/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 08/23/2021

Current Design: Additional enhancements needed for cross region

Request: Complete and sync with Consortium on the cross region enhancements required

Recommendation: ForgeRock to work on the enhancements and requirements needed for Cross Region Enhancements

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232676] BCAL Prod Environment Testing

- Resolved: 08/31/2021 08:50 AM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Yul McGrath [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Yul McGrath [X]**	Regulation Reference:		Created:	**08/25/2021 12:17 PM**
Status:	**In Production**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Independent Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/25/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 08/25/2021

Current Design: Upcoming production build requires BCAL Testing

Request: Complete testing of BCAL in PROD environment

Recommendation: ForgeRock team to work on testing of BCAL for the next upcoming PROD in August

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **8**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232833] High Repl Delay Alert

- Resolved: 09/27/2021 09:26 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Sierra Rush**	Regulation Reference:		Created:	**08/30/2021 03:38 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Amir Mohammad [X]**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/27/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 09/27/2021

Expedite Approval:

Current Design: The alert does not exist for high replay delay

Request: Create an alert for ops in grafana/splunk to report when there is a high replay delay

Recommendation: Success: when there is an alert that can successfully monito for a high replay delay

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232913] Enable IG Logs Across All Env

- Resolved: 09/10/2021 09:31 AM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**		
Fix Version/s:		Designer Contact:	**Cacia Cowsette [X]**	Change Type (SCR):	**Operational Enhancement**		
Minor Version:	**21.09.10**	Expedite Changes:	**No**	Estimate:	**8**		
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**09/01/2021 09:26 AM**		
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Luz Esparza**	Training Impacted:		Funding Source:	**CalSAWS M&O**		
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:	**09/01/2021**	Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review:

Approved by Haikaz Tombakian on 09/01/2021

Expedite Approval:

Current Design: IG Logs are not enabled for all environments

Request: Enable IG Logs Across All Env

Recommendation: ForgeRock to test and enable IG Logs Across All Env

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233004] Migrate Roles during Merge Process in onUpdate Script

- Resolved: 10/08/2021 05:36 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Emily Tang [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.10.08**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Emily Tang [X]**	Regulation Reference:		Created:	**09/02/2021 02:39 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/02/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 09/02/2021

Current Design: Several roles are not included in the OnUpdate Script

Request: Migrate Roles during Merge Process in onUpdate Script

Recommendation: ForgeRock to review the roles and ensure the roles are migrated over in the onUpdate Script

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233098] Base & SpringBoot AMIs to test (For Oct)
- Resolved: 10/29/2021 01:13 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Sierra Rush**	Regulation Reference:		Created:	**09/07/2021 08:14 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**David Bruhn**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/07/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 09/07/2021

Expedite Approval:

Current Design: New AMI given for September and needs to be tested and added.

Request: Add in the Base & SpringBoot AMI to Sandbox, Dev, and Prod

Recommendation: Add in the Base & SpringBoot AMI that was updated on September 1st

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233102] Address DA Password Reset

- Resolved: 10/11/2021 09:21 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**12**
Reporter:	**Amir Mohammad [X]**	Regulation Reference:		Created:	**09/07/2021 09:41 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Cacia Cowsette [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/07/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 09/07/2021

Current Design: The current flow for chrome password autofill is breaking the flow ad causing issues.

Request: Provide a method to prevent chrome password autofill from breaking the flow

Recommendation: ForgeRock to provide an update with a method to prevent chrome password autofill from breaking the flow

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **12**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	12	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233391] AMIs to test (For Sept)
- Resolved: 10/27/2021 09:42 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Sierra Rush**	Regulation Reference:		Created:	**09/14/2021 02:07 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Amir Mohammad [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/14/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 09/14/2021

Expedite Approval:

Current Design: AMI has splunk listed in it

Request: test new AMI

Recommendation: Run tests to make sure that updated AMI can run properly

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233603] ForgeRock Production Patch For DS

- Resolved: 09/21/2021 09:46 AM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**		
Fix Version/s:		Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Operational Enhancement**		
Minor Version:	**21.09.17**	Expedite Changes:	**No**	Estimate:	**8**		
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**09/20/2021 08:59 AM**		
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Luz Esparza**	Training Impacted:		Funding Source:	**CalSAWS M&O**		
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:	**09/21/2021**	Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 09/21/2021

Current Design: Patch needed for production in DS

Request: Implement the patch for production in DS

Recommendation: ForgeRock to test and implement the patch for production in DS

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233637] DynaTrace-Infrastructure Only

- Resolved: 10/27/2021 09:43 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Data Change**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**09/21/2021 08:59 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sumeet Patil**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/21/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 09/21/2021

Expedite Approval:

Current Design: FR instances are using Full Stack monitoring of DT licenses and that's consuming more than required licenses and that's causing overage of our DT allocated licenses.

Request: change the DT one agent configuration on these instances to use 'Infrastructure only' monitoring mode

Recommendation: The ForgeRock team will be investigating and providing a solution for Forge Rock instances Dynatrace License consumption

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-234374] Health Check Password Policy Enhancement

- Resolved: 10/27/2021 09:43 AM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**10/04/2021 09:30 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Luz Esparza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/04/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 10/04/2021

Expedite Approval:

Current Design: Investigation into enhancements and improvements of password policy

Request: create and assign a specific password policy for this user that is doing these health checks.

Recommendation:

NOTE: The new password policy should NOT use the "lastLoginTime" policy option. **

create an entry cache for these group searches that are also showing high etimes and using high CPU.

need to specify the "include-filter" for the entry cache as "(objectclass=consortiumGroup)".

Based on the extract data from the server your current heap memory usage is well within the max you have allocated.
IE:
Max Memory 25769803775 (24 GB)
Used Memory 9466643584 (8.8165 GB)
Used Memory % ~ 33 %

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **8**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant : 0

[CA-234445] Splunk (index=os) Updates to Prevent License Overages

- Resolved: 02/28/2022 12:13 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**10/04/2021 05:24 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Marbely Balcom**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/11/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Haikaz Tombakian on 10/11/2021
Expedite Approval:	
Current Design:	an increase in Splunk License Usage in the past days coming from the OS index for sourcetype= oneagent_latest_snapshot .
Request:	The SIEM Team is requesting the following change to remediate the increase in Splunk License, which is currently in violation of our contract with Splunk. 1. ssh into server 2. Go to the following directory: /apps/splunkforwarder/etc/system/local/ 2.a. Take a backup of the input.conf file 2.b. Update the inputs.conf file by replacing the present var/log monitor stanza with the below stanza
Recommendation:	*ForgeRock to implement manually* 1. ssh into server 2. Stop Splunk Agent 3. Go to the following directory: /apps/splunkforwarder/etc/system/local/ 3.a. Take a backup of the inputs.conf file 3.b. Update the inputs.conf file by replacing the present var/log monitor stanza with the below stanza. [monitor:///var/log] whitelist=(messages|secure|auth|cron$) <----NEW whitelist blacklist=(lastlog|anaconda\.syslog) disabled = 0 index = os 3.c. Save 4. Start Splunk Agent
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**8**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0

Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-234473] ForgeRock - User Activity Operational Metrics

- Resolved: 10/07/2021 09:15 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Ishaq Mariajoseph [X]**	Regulation Reference:		Created:	**10/05/2021 08:48 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Anna Chia**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/05/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:
Expedite Approval: Approved by Haikaz Tombakian on 10/05/2021

Current Design: Missing User Activity Operational Metrics reported from Anna Chia

Request: Metrics to collect and Report (Ref: Ms Anna Email on Thursday, September 30, 2021 at 18:10)

New Customer Accounts Created
First-time Logins for Legacy Users Completed
First time Logins for New Customers
Unique Customer Logins to BenefitsCal
Number of Customer Login Failures
Number of Customer Password Resets
New CBO User Accounts Created
CBO User Logins
CBO Unique Logins
Number of users locked-out (incorrectly entered password multiple times where FR returns a lockout)
Number of unique users locked out

Recommendation: ForgeRock team to work on collecting the metrics requested

Outreach Description:
Alternative Procedure Description: N/A

Operational Impact Estimate: **4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0

Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-234480] Login Flow Enhancements

- Resolved: 10/18/2021 05:50 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Nicholas Williams [X]**	Regulation Reference:		Created:	**10/05/2021 09:12 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**David Bruhn**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/05/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Haikaz Tombakian on 10/05/2021
Expedite Approval:	
Current Design:	Uses IDM to fetch user attributes which increases calls to IDM and causes performance impact.
Request:	Use new DS backends to improve performance.
Recommendation:	No changes to be made to front end user journeys but reduce calls that fetch user attributes to reduce number of calls and use DS shared repo to improve performance.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-234753] ForgeRock - DCR to remove C4Y converted accounts that have not gone through 1st time log-in process

- Resolved: 10/21/2021 08:51 AM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Data Change**
Minor Version:	**21.10.20**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Anna Chia**	Regulation Reference:		Created:	**10/08/2021 06:23 AM**
Status:	**In Production**	Impact Analysis:	**[Business Process, Customer Impact]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Anna Chia**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/08/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Haikaz Tombakian on 10/08/2021
Expedite Approval:	
Current Design:	N/A
Request:	DCR for ForgeRock and BenefitsCal to remove converted accounts that have not gone through the first time login process.
	This was agreed upon on 10/5/2021 (see attached CSPM-39168 for reference)
Recommendation:	DCR for ForgeRock and BenefitsCal to remove converted accounts that have not gone through the first time login process.
	Request this to be done ASAP as this causes issue if/when the customer has an email address as C4Y Username and then tries to create account in BenefitsCal using the same email address (same as C4Y converted username)
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-234800] Enable McAfee Logs in Splunk

- Resolved: 10/18/2021 09:01 AM

Team Responsible:	**Tech Forge Rock [21.07]**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**		
Fix Version/s:		Designer Contact:	**Amir Mohammad [X]**	Change Type (SCR):	**Operational Enhancement**		
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**8**		
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**10/08/2021 07:25 PM**		
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Luz Esparza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**		
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:	**10/08/2021**	Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 10/08/2021

Current Design: McAfee Logs not enabled in Splunk

Request: Enable McAfee Logs in Splunk

Recommendation: ForgeRock will be working on enabling the logs in Splunk in all env.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-235217] Enable County Admin access to ALL CBO users

- Resolved: 11/22/2021 11:58 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Amir Mohammad [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.11.19**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Amir Mohammad [X]**	Regulation Reference:		Created:	**10/15/2021 03:29 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/15/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	
Expedite Approval:	Approved by Mike Tombakian on 10/15/2021
Current Design:	County DAs are restricted to see the CBO users from other county
Request:	Enable County Admin access to all CBO users
Recommendation:	The ForgeRock team will work on enabling County Admin access to all CBO users
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-235536] Organization not Visible in UI

- Resolved: 10/27/2021 09:43 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.07]**	Designer Contact:	**Nora Byrd [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Emily Tang [X]**	Regulation Reference:		Created:	**10/22/2021 09:36 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Ishaq Mariajoseph [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Refactoring**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/22/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:
Expedite Approval: Approved by Haikaz Tombakian on 10/22/2021

Current Design: Organization is not visible in the UI

Request: Enable Organization to be visible in the UI

Recommendation: ForgeRock to investigate and work on the enablement of organization in the UI

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-235856] Enable VPN CIDR Blocks for All ForgeRock Security Groups

- Resolved: 11/19/2021 10:43 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Uchenna Obicheta [X]**	SPG Status:	**Select a value**
Fix Version/s:	**[21.07]**	Designer Contact:	**Uchenna Obicheta [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**21.11.19**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Amir Mohammad [X]**	Regulation Reference:		Created:	**10/28/2021 12:27 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Amir Mohammad [X]**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: CAB approved on 11/17/2021

Current Design: Currently if you connect to VPN.CALSAWS.NET, SSH connection fail for all the ForgeRock Servers and we won`t be able to connect to any servers.

Request: These CIDR blocks needs to be added in the SGs tagged to the FR instances.

Recommendation: Add below CIDR Blocks to all the ForgeRock Security Groups across the ports required.

la3vpn001 = 10.78.252.0/22
sv1vpn001 = 10.78.248.0/22

Port: 22, etc (Please check the ports to be added)

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-230509] ForgeRock: Application Onboarding - AWS API Gateway

- Resolved: 01/17/2022 01:54 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Uchenna Obicheta [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.11]**	Designer Contact:	**Adnan Bukhari**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.14**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**06/28/2021 02:42 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Documentation**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**06/28/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 06/28/2021

Expedite Approval:

Current Design: The application currently does not exist in the ForgeRock authentication platform

Request: Onboard AWS API Gateway to the ForgeRock authentication platform

Recommendation: ForgeRock team will work on onboarding AWS API Gateway to the ForgeRock authentication platform for the next PROD release

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232452] Deploy Standalone IG

- Resolved: 12/20/2021 09:43 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nora Byrd [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.11]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.12.17**	Expedite Changes:	**No**	Estimate:	**40**
Reporter:	**Nora Byrd [X]**	Regulation Reference:		Created:	**08/19/2021 09:46 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/19/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Haikaz Tombakian on 08/19/2021

Current Design: Currently does not exist for standalone IG

Request: Deploy standalone IG

Recommendation: Work on getting IG Service runs when installed/configured on its own

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 40

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	40	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-232725] BenefitsCal Enhance onUpdate script to handle role removal

- Resolved: 09/16/2021 09:19 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nora Byrd [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.11]**	Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.10.29**	Expedite Changes:	**No**	Estimate:	**12**
Reporter:	**Nora Byrd [X]**	Regulation Reference:		Created:	**08/26/2021 08:24 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/26/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Haikaz Tombakian on 08/26/2021
Expedite Approval:	
Current Design:	Functionality works, but there are logs being thrown so additional review is required.
Request:	Forgerock team to create a BenefitsCal Enhance onUpdate script to handle role removal
Recommendation:	ForgeRock to deliver a script and deploy to all environments
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**12**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	12	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233600] ForgeRock: Enable MFA for Project Users

- Resolved: 01/12/2022 09:24 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.11]**	Designer Contact:	**Nicholas Williams [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.14**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Ishaq Mariajoseph [X]**	Regulation Reference:		Created:	**09/20/2021 08:04 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**09/20/2021**	Other Agency Cross Reference:	

Non-Committee Review:
Approved by Laura Chavez on 09/20/2021

Expedite Approval:

Current Design: Currently Project users don't require MFA during Login, Multi Factor Authentication is being requested for additional security

Request: Enable Multi Factor Authentication for Project Users

Recommendation:

Project Users would be required to use an Email OTP based Multi Factor Authentication as part of their login user journey in ForgeRock

Impacted Users – A Project user is defined as a user whose authoritative credential source is CalSAWS AD, including:
- Consortium personnel
- Accenture personnel
- Deloitte personnel
- Any other user rolled onto the project with a '@calsaws.org' email address

Excluded Users – users whose authoritative credential source is not CalSAWS AD, including:
- County Users (Eligibility workers, CBOs, all county worker users across all counties e.g. LA/C-IV)
- External Users (e.g. BenefitsCal)

Impacted Applications – All applications currently integrated with the ForgeRock login page, including:
- CalSAWS Core
- OCAT
- QLIK
- Child Care Portal
- OBIEE
- Auditor
- ServiceNow
- CalSAWS C-IV Contact Center
- LMS
- Imaging

Excluded Applications – All applications not currently integrated with the ForgeRock login page, for example (but not limited to):
- BenefitsCal
- AWS Console
- Office 365
- Splunk
- Any other application that does not currently use the ForgeRock login page

Outreach Description:

Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	**0**				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-234758] Add Metric Gathering in User Journeys

- Resolved: 12/20/2021 09:55 AM

Team Responsible:	**Tech Forge Rock [21.11]**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.12.17**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**10/08/2021 08:45 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Luz Esparza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/08/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 10/08/2021

Expedite Approval:

Current Design: No metric created or ready for gathering user journeys

Request: Add metric gathering in user journey through all env.

Recommendation: Implement metric gathering in various trees and construct Grafana dashboards for interpreting the metrics

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 4

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-235945] Jenkins Pipeline: Single Instance Rebuild

- Resolved: 11/12/2021 12:50 PM

Team Responsible:	**Tech Forge Rock [21.11]**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**21.12.17**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Cacia Cowsette [X]**	Regulation Reference:		Created:	**11/01/2021 08:42 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Luz Esparza**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**11/01/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	
Expedite Approval:	Approved by Haikaz Tombakian on 11/01/2021
Current Design:	Pipeline not created in Jenkins to rebuild a since instance in case of termination.
Request:	Build a pipeline in Jenkins to rebuild a since instance in case of termination.
Recommendation:	The ForgeRock team will develop and build a pipeline in Jenkins to rebuild a since instance
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	

Estimate: **4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-239824] DCR for CBO Users Missing Attributes
- Resolved: 02/01/2022 03:38 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:	**[21.11]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Data Change**
Minor Version:	**22.01.21**	Expedite Changes:	**No**	Estimate:	**4**
Reporter:	**Emily Tang [X]**	Regulation Reference:		Created:	**01/21/2022 12:37 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**01/21/2022**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:
Expedite Approval: Approved by Haikaz Tombakian on 01/21/2022

Current Design: Some users in PROD are not linked correctly to their CBO

Request: Update the following users in prod to be linked to their CBOs correctly:
0c2fe03b-fb71-4e11-a261-6664e1bf4f72
0da91e82-85eb-4446-b4c8-d2fbb753bf26
49db4406-88e8-4f8c-8ea9-3628fadc6503

Recommendation: The ForgeRock team will update the users in PROD with the correct link to their CBOs.

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **4**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	4	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-230514] ForgeRock: Application Onboarding - Adobe Experiences

- Resolved: 01/31/2022 02:14 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Yul McGrath [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**06/28/2021 02:44 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sumeet Patil**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**06/28/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 06/28/2021

Expedite Approval:

Current Design: The application currently does not exist in the ForgeRock authentication platform

Request: Onboard Adobe Experiences to the ForgeRock authentication platform

Recommendation: ForgeRock team will work on onboarding Adobe Experiences to the ForgeRock authentication platform for the next PROD release

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-230516] ForgeRock: Application Onboarding - Consortium AWS

- Resolved: 01/25/2022 11:57 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Brian Rodgers**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**06/28/2021 02:45 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**06/28/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Laura Chavez on 06/28/2021

Current Design: The application currently does not exist in the ForgeRock authentication platform

Request: Onboard Consortium AWS to the ForgeRock authentication platform

Recommendation: ForgeRock team will work on onboarding Consortium AWS to the ForgeRock authentication platform for the next PROD release

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233557] ForgeRock Application Onboarding - Code4America

- Resolved: 01/31/2022 02:10 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nora Byrd [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Alisia Washington [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:25 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:
Current Design: None

Request: Onboard Code4America to the ForgeRock authentication platform

Recommendation: Onboard Code4America to the ForgeRock authentication platform

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233558] ForgeRock: Application Onboarding - HITS API Client

- Resolved: 01/31/2022 02:14 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:26 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard HITS API Client to the ForgeRock authentication platform

Recommendation: Onboard HITS API Client to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233559] ForgeRock: Application Onboarding - HOMS API Client

- Resolved: 01/31/2022 02:14 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:27 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard HOMS API Client to the ForgeRock authentication platform

Recommendation: Onboard HOMS API Client to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233560] ForgeRock: Application Onboarding - Track Advisory API Client

- Resolved: 01/31/2022 02:15 PM

Team Responsible:	**Tech Forge Rock [22.01]**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:28 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Pete Quijada**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	

Non-Committee Review:

Expedite Approval: Approved by Laura Chavez on 09/17/2021

Current Design: None

Request: Onboard Track Advisory API Client to the ForgeRock authentication platform

Recommendation: Onboard Track Advisory API Client to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233561] ForgeRock: Application Onboarding - CATR

- Resolved: 01/31/2022 02:07 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:30 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	

Non-Committee Review:
Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 1 to the ForgeRock authentication platform

Recommendation: Onboard API Client 1 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233563] ForgeRock: Application Onboarding - VSAS

- Resolved: 01/31/2022 02:12 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:30 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 3 to the ForgeRock authentication platform

Recommendation: Onboard API Client 3 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233564] ForgeRock: Application Onboarding - SSI Advocacy

- Resolved: 01/31/2022 02:08 PM

Team Responsible:	**Tech Forge Rock [22.01]**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:30 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 4 to the ForgeRock authentication platform

Recommendation: Onboard API Client 4 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233565] ForgeRock: Application Onboarding - SMART

- Resolved: 01/31/2022 02:13 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:31 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 5 to the ForgeRock authentication platform

Recommendation: Onboard API Client 5 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233566] ForgeRock: Application Onboarding - MEDS_HHS

- Resolved: 01/31/2022 02:10 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:31 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 6 to the ForgeRock authentication platform

Recommendation: Onboard API Client 6 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233567] ForgeRock: Application Onboarding - CATR_ECA

- Resolved: 01/31/2022 02:11 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:32 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 7 to the ForgeRock authentication platform

Recommendation: Onboard API Client 7 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233568] ForgeRock: Application Onboarding - CIP

- Resolved: 01/31/2022 02:11 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:32 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 8 to the ForgeRock authentication platform

Recommendation: Onboard API Client 8 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233569] ForgeRock: Application Onboarding - DUPP

- Resolved: 01/31/2022 02:11 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:32 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:
Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 9 to the ForgeRock authentication platform

Recommendation: Onboard API Client 9 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233570] ForgeRock: Application Onboarding - IEVS

- Resolved: 01/31/2022 02:12 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:32 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	

Non-Committee Review:

Approved by Laura Chavez on 09/17/2021

Expedite Approval:
Current Design: None

Request: Onboard API Client 10 to the ForgeRock authentication platform

Recommendation: Onboard API Client 10 to the ForgeRock authentication platform

Outreach Description:
Alternative Procedure Description: N/A
Operational Impact:
Estimate: **8**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233571] ForgeRock: Application Onboarding - DPSS_SF

- Resolved: 01/31/2022 02:13 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:33 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	

Non-Committee Review:

Expedite Approval: Approved by Laura Chavez on 09/17/2021

Current Design: None

Request: Onboard API Client 11 to the ForgeRock authentication platform

Recommendation: Onboard API Client 11 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-233572] ForgeRock: Application Onboarding - InDoc Manage

- Resolved: 01/31/2022 02:12 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Sierra Rush**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Sierra Rush**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**09/17/2021 12:33 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Yul McGrath [X]**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**Application Onboarding**
Consortium Review Approval:		Approved by Committee:	**09/17/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 09/17/2021

Expedite Approval:

Current Design: None

Request: Onboard API Client 12 to the ForgeRock authentication platform

Recommendation: Onboard API Client 12 to the ForgeRock authentication platform

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **8**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-234415] ForgeRock: Enable County User MFA

- Resolved: 01/25/2022 11:57 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Nicholas Williams [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Nicholas Williams [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:	**80**
Reporter:	**Nicholas Williams [X]**	Regulation Reference:		Created:	**10/04/2021 01:49 PM**
Status:	**In Production**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**10/04/2021**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Haikaz Tombakian on 10/04/2021
Expedite Approval:	
Current Design:	County Users are not enabled for MFA
Request:	Enable County User MFA
Recommendation:	ForgeRock team to work on the enablement of MFA for all users both county and project
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	80

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	80	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-236291] CalSAWS batch job client creation

- Resolved: 01/31/2022 02:18 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Cacia Cowsette [X]**	SPG Status:	**N/A**	
Fix Version/s:	**[22.01]**	Designer Contact:	**Cacia Cowsette [X]**	Change Type (SCR):	**Enhancement**	
Minor Version:	**22.01.28**	Expedite Changes:	**No**	Estimate:		
Reporter:	**Amir Mohammad [X]**	Regulation Reference:		Created:	**11/04/2021 02:09 PM**	
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**	
Policy/Design Consortium Contact:	**Gokul Suresh**	Training Impacted:		Funding Source:	**CalSAWS M&O**	
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:		
Consortium Review Approval:		Approved by Committee:	**11/11/2021**	Other Agency Cross Reference:		
Consortium Review Approval Date:						

Non-Committee Review:

Approved by Haikaz Tombakian on 11/11/2021

Expedite Approval:

Current Design: No CalSAWS batch job client created to be used in MV batch job to better track the Qlik provisioning roles this job adds to and removes from users

Request: Need to create a CalSAWS batch job client to be used in MV batch job to better track the Qlik provisioning roles this job adds to and removes from users

Recommendation: The ForgeRock team will be identifying all batch jobs in all environments and will be creating batch job client to be used in MV batch job based on this research.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-239708] Add Monterey County App id to CalSAWS

- Resolved: 02/17/2022 12:23 PM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Shuvam Mahapatra [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Data Change**
Minor Version:	**22.02.17**	Expedite Changes:	**Production Deployment**	Estimate:	**14**
Reporter:	**Avinda Bandaranayake**	Regulation Reference:		Created:	**01/19/2022 01:33 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**Cloud Enablement and IM&O - API**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by KarenJ on 02/03/2022

Current Design: The STAFF_INTERF_ASSIGN and STAFF tables in CalSAWS does not contain an app ids for the Monterey County AIRPORTAL.

Request:
1) Add the App id used by Forge Rock (AIRPORTAL_27) to the STAFF_INTERF_ASSIGN.
2) Add the AIRPORTAL_27 application to the STAFF table. This will be used to populate CREATED_BY and/ or UPDATED_BY fields with a STAFF_ID value, for tables being impacted by the API. Set the First Name to "AIRPORTAL_27" and the Last Name to "application".
3) Manually apply the data change to the County Preview environment

Recommendation: Create SQL script to create DB records

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 14

Automated Test :	0	Batch/Interfaces :	6	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	8
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-240020] Add App ids to CalSAWS
- Resolved: 02/17/2022 12:24 PM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Shuvam Mahapatra [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.01]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Data Change**
Minor Version:	**22.02.17**	Expedite Changes:	**Production Deployment**	Estimate:	**35**
Reporter:	**Avinda Bandaranayake**	Regulation Reference:		Created:	**01/26/2022 03:47 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**Cloud Enablement and IM&O - API**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by KarenJ on 02/03/2022

Current Design: The STAFF_INTERF_ASSIGN and STAFF tables in CalSAWS does not contain an app ids for county applications

Request:
1) Add the following App ids used by Forge Rock to the STAFF_INTERF_ASSIGN.
TRACKADVOC_07
HITS_30
HOMS_30
SMART_34
CIP_30
ESTOOL_34
VSAS_43
DUPP_43
MEDS_43
ECA_43
CATR_43
IEVS_43
SSIADV_43
InDoc_43
TeleSig_19
MGMTRPT_44

2) Add the above applications to the STAFF table. This will be used to populate CREATED_BY and/or UPDATED_BY fields with a STAFF_ID value, for tables being impacted by the API. Set the First Name to the application names above and the Last Name to "application".
3) Manually apply the data change to the County Preview environment

Recommendation: Create SQL script to create DB records

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **35**

Automated Test :	0	Batch/Interfaces :	20	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	15
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-235040] Automate Log Collection Process

- Resolved: 02/25/2022 01:51 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Dean Barrois**	SPG Status:	**N/A**
Fix Version/s:	**[22.02]**	Designer Contact:	**Dean Barrois**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**22.02.25**	Expedite Changes:	**No**	Estimate:	**8**
Reporter:	**Sierra Rush**	Regulation Reference:		Created:	**10/13/2021 08:48 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Joseph Nelson**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**02/18/2022**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Haikaz Tombakian on 02/18/2022

Expedite Approval:

Current Design: Manual process for log collection

Request: Improve the log gathering process by automating it

Recommendation: ForgeRock to work on an automation for the log collection

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-242175] Add County App id to CalSAWS

- Resolved: 03/16/2022 03:01 PM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Eric Delaney**	SPG Status:	**N/A**
Fix Version/s:	**[22.02]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Data Change**
Minor Version:	**22.03.17**	Expedite Changes:	**No**	Estimate:	**14**
Reporter:	**Avinda Bandaranayake**	Regulation Reference:		Created:	**03/08/2022 12:59 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**Application Development and Test**
Consortium Review Approval:	**Logan Pratt**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	**03/08/2022**				

Non-Committee Review:

Expedite Approval:

Current Design: The STAFF_INTERF_ASSIGN and STAFF tables in CalSAWS does not contain an app ids for the following county apps
REQFORFA_34
DFP_37
EBTCardRPA_19
BIADHOC_19

Request: 1) Add the App id used by Forge Rock (listed above) to the STAFF_INTERF_ASSIGN.
2) Add the applications to the STAFF table. This will be used to populate CREATED_BY and/or UPDATED_BY fields with a STAFF_ID value, for tables being impacted by the API. Set the First Name to <application name listed above> and the Last Name to "Application".
3) Manually apply the data change to the County Preview environment

Recommendation: Create SQL script to create DB records

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **14**

Automated Test :	0	Batch/Interfaces :	6	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	8
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0

| Tech Support : | 0 | Training : | 0 | Translation : | 0 |
| Virtual Assistant : | 0 | | | | |

[CA-238939] Online Help - Update Online Help pages for CA-214914
- Resolved: 02/22/2022 11:40 AM

Team Responsible:	**Training**	Assignee:	**Melita Dennis [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.03]**	Designer Contact:	**Cristina Garcia**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**17**
Reporter:	**Cristina Garcia**	Regulation Reference:		Created:	**01/03/2022 10:53 AM**
Status:	**In Production**	Impact Analysis:	**[Training]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sarah Rich**	Training Impacted:	**[Online Help]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**Task Management**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Joyce Oshiro 01/04/2022 - Approved

Expedite Approval: Approved by Karen Rapponotti on 1/5/2022

Current Design: CA-214914 references updates to Online Help to support the Task Management functionality.

Request: Update Online Help to support the Task Management functionality.

Recommendation:
 Update the following in Online Help:
1) Update the Task Detail page (pop up window)
2) Create a new My Watchlist page (pop-up window).

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: 17

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	17	Translation :	0
Virtual Assistant :	0				

[CA-238972] Online Help - Create Online Help pages for CA-215672

- Resolved: 02/14/2022 12:09 PM

Team Responsible:	**Training**	Assignee:	**Melita Dennis [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.03]**	Designer Contact:	**Cristina Garcia**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**20**
Reporter:	**Cristina Garcia**	Regulation Reference:		Created:	**01/03/2022 03:35 PM**
Status:	**In Production**	Impact Analysis:	**[Training]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Adelaide Mendoza**	Training Impacted:	**[Online Help]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**GA/GR**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by TMuresan on 01/04/2022

Expedite Approval: Approved by Karen Rapponotti on 1/5/2022

Current Design: CA-215672 introduces online help updates to support the GA/GR functionality.

Request: Update Online Help by adding new OLH pages supporting the GA/GR functionality.

Recommendation: Create the following in Online Help:
1) Burial List page
2) Burial Detail page

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 20

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	20	Translation :	0
Virtual Assistant :	0				

[CA-242102] ca_services Version Updates

- Resolved: 03/26/2022 04:25 AM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Shuvam Mahapatra [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.03]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.03.30**	Expedite Changes:	**Production Deployment**	Estimate:	**707**
Reporter:	**Avinda Bandaranayake**	Regulation Reference:		Created:	**03/07/2022 09:53 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**Cloud Enablement and IM&O - API**
Consortium Review Approval:	**Logan Pratt**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	**12/15/2021**				

Non-Committee Review:

Expedite Approval: Approved by Karen J on 03/15/2022

Current Design: The following APIs under the ca_services code repository are currently available but lack certain feature that are common to other APIs.
a. File Service API
b. Case API
c. Program API
d. Documents API
e. E-Application API
f. Barriers API
g. Person API
h. Verifications API
i. Worker Info

Request: Add versioning on a endpoint level.

Recommendation:
File Service API
Case API
Program API
Documents API
E-Application API
Barriers API
Person API
Verifications API
Worker Info

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **707**

Automated Test :	72	Batch/Interfaces :	635	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0

Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-243223] Add Capture Code to Task API Endpoint for Telephonic Signature

- Resolved: 04/12/2022 10:34 AM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Hemanth Tadavarthy**	SPG Status:	**Select a value**
Fix Version/s:	**[22.03]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.04.12**	Expedite Changes:	**Start Build**	Estimate:	**146**
Reporter:	**Jared Kuester**	Regulation Reference:		Created:	**03/31/2022 11:54 AM**
Status:	**In Production**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:	**Customer Service Center**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Karen Rapponotti 4/4/2022

Current Design: Capture Code field is not in the Task API

Request: Add the Capture Code Field to the Task API.

Recommendation:

1. Add a Capture Code field to the Task API on the POST and GET endpoints to hold a Capture Code (see attached YAML & HTML files). The Capture Code sent in the request must be associated to the Case that is also sent in the request.

2. Allow a Capture Code to be passed and stored when creating a task.

Outreach Description:

Alternative Procedure Description: N/A.

Operational Impact:

Estimate: 146

Automated Test :	66	Batch/Interfaces :	80	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-231605] ForgeRock: Enable Lifecycle Management for ServiceNow Accounts

- Resolved: 05/16/2022 12:12 PM

Team Responsible:	**Tech Forge Rock [22.05]**	Assignee:	**Emily Tang [X]**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Ishaq Mariajoseph [X]**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.05.20**	Expedite Changes:	**No**	Estimate:	**200**
Reporter:	**Rainie Spiva [X]**	Regulation Reference:		Created:	**07/28/2021 11:00 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	**ServiceNow**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**07/28/2021**	Other Agency Cross Reference:	

Non-Committee Review: Expedite Approval:	Approved by Haikaz Tombakian on 07/28/2021
Current Design:	ForgeRock uses OAuth interface to connect to Service Now. ServiceNow instance should have OAuth enabled and an OAuth client need to be created.
Request:	OAuth ClientID/Secret and User credential for each ServiceNow environment
Recommendation:	The connector configuration must include a ServiceNow user (Service Account) with the following roles:
	admin
	rest_api_explorer
	Disable "Just in Time Provisioning" in Service Now* (post successful testing)
Outreach Description: Alternative Procedure Description:	N/A
Operational Impact: Estimate:	**200**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	200	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-214741] DDID 2298 FDS: API - Person - MDM API

- Resolved: 06/29/2022 09:27 AM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Jason Osterwald**	SPG Status:	**N/A**
Fix Version/s:	**[22.06]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.07.05**	Expedite Changes:	**Start Build**	Estimate:	**1115**
Reporter:	**Lynnel Silva**	Regulation Reference:		Created:	**03/30/2020 08:41 AM**
Status:	**In Production**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**Cloud Enablement and IM&O – API**
Consortium Review Approval:	**Logan Pratt**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	**04/22/2022**				

Non-Committee Review:

Expedite Approval: Approved by JoAnne to Start Build on 04/25/2022

Current Design: An API for Person MDM does not currently exist

Request: Create an endpoint that will return a list of changed, new or deleted individuals based upon a timestamp field.

Recommendation: Create new endpoint in the person API to return demographic data that was changed.

Outreach Description:

Alternative Procedure Description: N/A.

Operational Impact:

Estimate: 1115

Automated Test :	345	Batch/Interfaces :	738	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	32	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-247264] Add Marin and SLO County App id to CalSAWS

- Resolved: 07/21/2022 04:41 AM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Shuvam Mahapatra [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.07]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Data Change**
Minor Version:	**22.08.22**	Expedite Changes:	**Start Build**	Estimate:	**14**
Reporter:	**Avinda Bandaranayake**	Regulation Reference:		Created:	**06/29/2022 09:54 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	**Application Development and Test**
Consortium Review Approval:	**Logan Pratt**	Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:	**07/06/2022**				

Non-Committee Review:

Expedite Approval: Approved by Karen Rapponotti to Start Build on 07/06/2022

Current Design: The STAFF_INTERF_ASSIGN and STAFF tables in CalSAWS does not contain an app ids for the following county apps
DSSNET_40
RUSHMORE_21

Request:
1) Add the App id used by Forge Rock (listed above) to the STAFF_INTERF_ASSIGN.
2) Add the applications to the STAFF table. This will be used to populate CREATED_BY and/or UPDATED_BY fields with a STAFF_ID value, for tables being impacted by the API. Set the First Name to <application name listed above> and the Last Name to "Application".
3) Manually apply the data change to the County Preview environment

Recommendation: Create SQL script to create DB records

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 14

Automated Test :	0	Batch/Interfaces :	6	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	8
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant :   0

[CA-248627] Oracle Apex - ForgeRock Integration

- Resolved: 10/18/2022 02:19 PM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Amir Mohammad [X]**	SPG Status:	**N/A**
Fix Version/s:	**[22.09]**	Designer Contact:	**Joel Jos**	Change Type (SCR):	**Enhancement**
Minor Version:	**22.10.07**	Expedite Changes:	**Start Build**	Estimate:	**408**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**08/04/2022 01:55 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Patrick de Werk**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/20/2022**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Grady Howe on 9/20/2022 on behalf of Laura Chavez
Expedite Approval:	Approved by Grady Howe on 9/20/2022 on behalf of Laura Chavez
Current Design:	Tech Ops will be decommissioning OID (Oracle Internet Directory) by September 2022. As of right now, they are using Oracle Internet Directory as their Authentication Provider for Oracle Apex System.
	Oracle APEX is an enterprise low-code development platform from Oracle Corporation that is used to develop and deploy web applications on Oracle databases. APEX provides a web-based integrated development environment that uses wizards, drag-and-drop layout, and property editors to build applications and pages.
	In CalSAWS ecosystem, Currently Oracle APEX is Integrated with Oracle Internet Directory for authentication. Any user who needs Oracle Apex access is currently created in Oracle Internet Directory.
	Upon completion of this implementation, all users currently in Oracle Internet Directory and have access to Oracle Apex application will be able to use their CalSAWS ID to login to Oracle Apex system. Some key benefits of this integration are:
	• End users need not maintain a separate account for accessing Oracle Apex System.
	• End users can use self-service portal for password reset.
	• Tech Team no longer required to create uses in Oracle Internet Directory.
	• Oracle Internet Directory can be decommissioned.
Request:	There is a need to reconfigure Oracle Apex to start using ForgeRock as an Authentication Provider and end users will be able to login to Apex using regular CalSAWS Single Sign-On login page.
Recommendation:	As part of this migration, we need to identify all existing users on Oracle Apex system. This can be done by an export from Oracle Apex console. We have exported the current list of users in production environment and identified 322 users.
	List of current users are attached here. Any additional user creation requests we receive until this implementation will be updated and taken care during this migration activity. Once the implementation is complete, all new user creation requests will be redirected to ForgeRock team as required.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**408**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0

Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	400
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-243901] BenefitsCal - Set up Training environment connection

- Resolved: 08/23/2023 10:07 AM

Team Responsible:	**BenefitsCal**	Assignee:	**Raji Reddy**	SPG Status:	**Select a value**
Fix Version/s:	**[23.07]**	Designer Contact:	**Melissa Mendoza**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.08.24**	Expedite Changes:	**Production Deployment**	Estimate:	**96**
Reporter:	**Melissa Mendoza**	Regulation Reference:		Created:	**04/14/2022 09:16 AM**
Status:	**In Production**	Impact Analysis:	**[BenefitsCal]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Melissa Mendoza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Training**	Committee:	**[Self Service Portal]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Karen Rapponotti 02/03/2023

Current Design: BenefitsCal has a connected environment for Staging, UAT, System Test and Production.

Request: Create a connected environment to BenefitsCal to support Training for counties.

Recommendation:
1. Smoke Test APIs for connection.
2. Data Set up to support testing for BC Team.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **96**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	16	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	16	Tech ForgeRock :	8	Tech Ops :	56
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-259379] San Francisco (Wave 6) County Rush Warrant Testing - Bank testing

Team Responsible:	**Client Correspondence**	Assignee:	**Lalitha Valamarthi**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Phong Xiong**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.09.xx**	Expedite Changes:	**Production Deployment**	Estimate:	**42**
Reporter:	**Tiffany Huckaby**	Regulation Reference:		Created:	**04/03/2023 01:19 PM**
Status:	**In Development**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Marlene Rangel**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Karen Rapponotti via email (attached)

Current Design: CA-244770 updated San Francisco county to JP Morgan Bank.

Request: Conduct Rush Warrant Alignment/mapping testing and print testing in the County.

Recommendation: 1. Perform Rush Warrant testing with San Francisco County.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **42**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	38	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-260261] ASD MC/CF/CAPI Centralized Mail Office ID 8K and 8L

- Resolved: 09/07/2023 08:07 AM

Team Responsible:	**Client Correspondence**	Assignee:	**Manisha Chatterjee**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Lalitha Valamarthi**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.09.07**	Expedite Changes:	**Start Build**	Estimate:	**50**
Reporter:	**Frederick Gains**	Regulation Reference:		Created:	**04/19/2023 08:05 AM**
Status:	**In Production**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-260259**
Consortium Review Approval Date:					

Non-Committee Review: Approved 8/14/2023 Maria Arceo.

Expedite Approval: Approved by Karen J. Rapponotti on 08/15/2023

Current Design: ASD MC/CF/CAPI team is working towards centralizing mail to the Banning Office. To achieve this, Riverside created two new officess in CalSAWS:

Office ID 8K - MC/CF/CAPI La Sierra
Office ID 8L - MC/CF/CAPI Hemet

Riverside created two new officess in CalSAWS:

Office ID 8K - MC/CF/CAPI La Sierra
Office ID 8L - MC/CF/CAPI Hemet

Request: ASD MC/CF/CAPI team is working towards centralizing mail to the Banning Office. To achieve this, Riverside created two new officess in CalSAWS:

Office ID 8K - MC/CF/CAPI La Sierra
Office ID 8L - MC/CF/CAPI Hemet

Riverside created two new officess in CalSAWS:

Office ID 8K - MC/CF/CAPI La Sierra
Office ID 8L - MC/CF/CAPI Hemet

Both need a BRM and Both office ID need to be added as an option to the CalSAWS reports.

BRM:
APS-BANNING IHSS-MC
COUNTY OF RIVERSIDE-DPSS
901 E RAMSEY ST
BANNING CA 92220-9920

Recommendation: Add BRM address to offices 8K and 8L
APS-BANNING IHSS-MC
COUNTY OF RIVERSIDE-DPSS
901 E RAMSEY ST
BANNING CA 92220-9920

Outreach Description:

**Alternative
Procedure
Description:** N/A

Operational Impact:

Estimate: **50**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	25	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	25
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-261304] Operational Data changes for Day1 Batch run post CalWIN Wave 5C cutover

Team Responsible:	**Batch Operations [23.07]**	Assignee:	**Kapil Santosh**	SPG Status:	**Select a value**	
Fix Version/s:		Designer Contact:	**Kapil Santosh**	Change Type (SCR):	**System Operational Enhancement**	
Minor Version:	**23.09.18**	Expedite Changes:	**Production Deployment**	Estimate:	**8**	
Reporter:	**Kapil Santosh**	Regulation Reference:		Created:	**05/08/2023 02:50 PM**	
Status:	**In Development**	Impact Analysis:	**[Batch Performance]**	Outreach Required:	**No**	
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:		Funding Source:	**CalSAWS DD&I**	
Project Phase (SCR):	**Design**	Committee:	**[Other]**	Funding Source ID:	**1787 and 1789**	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:		
Consortium Review Approval Date:						

Non-Committee Review: Sheryl Eppler - 03/30/2023

Expedite Approval: Emergency Production Deployment approval from Karen Rapponotti on 5/8/2023

Current Design: When certain batch jobs for Wave 5C run in production on 9/18/2023 after the Wave5C cutover, they would need a last success date update in order to avoid picking converted data

Request: Batch Operation team needs to apply the attached one time DCRs to update the last success dates of the Wave 5 county batch jobs that might pick converted data from the 5C cutover.

Recommendation: Batch Operation team needs to apply the attached one time DCRs to update the last success dates of the Wave 5 county batch jobs that might pick converted data from the 5C cutover.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 8

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	8	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-263106] Update CH_PROTECT to no longer Protect June and July RE cases and send NA EDRs for 10/2023 Discontinuance

- Resolved: 09/06/2023 01:03 PM

Team Responsible:	**CalHEERS**	Assignee:	**Dylan Patel**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Tisha Mutreja**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.12**	Expedite Changes:	**Production Deployment**	Estimate:	**27**
Reporter:	**Tisha Mutreja**	Regulation Reference:		Created:	**06/12/2023 12:11 PM**
Status:	**In Production**	Impact Analysis:	**[Business Process]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-262142**
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti via email on 8/23/2023.

Current Design: CalHEERS project has an eligibility defect 240202 for which CalSAWS protected individuals in CH_Protect table with CA-262142.

Request: CalHEERS fixed their defect with CRs XXXXXX. DHCS requested CalSAWS to no longer protect the June and July RE cases and attempt to process Auto-Discontinuance for any programs where the MC RE packet is still not returned and their RE is overdue.

This SCR will Update the CH_PROTECT table to update the PROTECT_IND = N for individuals with June or July RE Due Date.
One-time batch run to send NA EDR to CalHEERS for 'RD' reason for 10/2023 benefit month.

SCR CA-266878 will be a one-time EDBC run to discontinue programs where the NA DER returned from CA-263106 run.

SCR CA-266882 will generate Special Journals for cases that are processed through the CA-266878 and provide a list of any fall out cases.

Since this discontinuance is late compared to the RE Due Date, SCR CA-266883 will send special NOAs when someone is discontinued for "RD" reason because the system will not generate it automatically.

Recommendation: 1. Update the CH_PROTECT table to update the PROTECT_IND = N for individuals with June or July RE Due Date.
2. Run One-time batch to send NA EDR to CalHEERS for 'RD' reason for 10/2023 benefit month for protected individuals in CH_Protect table with CA-262142.

Outreach Description:

Alternative Procedure Description: Manual Override

Operational Impact:

Estimate: 27

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	17
CalHEERS Test :	6	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0

Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	1	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265148] BenefitsCal Email Campaign Queries

- Resolved: 08/18/2023 02:41 PM

Team Responsible:	**BenefitsCal**	Assignee:	**Rajesh Rudra**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Gillian Bendicio**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.08.18**	Expedite Changes:	**Production Deployment**	Estimate:	**237**
Reporter:	**Melissa Mendoza**	Regulation Reference:		Created:	**07/21/2023 11:13 AM**
Status:	**In Production**	Impact Analysis:	**[BenefitsCal]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Dymas Pena**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Self Service Portal]**	Funding Source ID:	**ARPA**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Dymas Pena on 9/06/2023
Expedite Approval:	Karen Rapponotti 08/09/2023
Current Design:	BenefitsCal sends out yearly email campaigns to promote BenefitsCal to the public.
Request:	CalSAWS to provide a list of customer contact information to BenefitsCal as part of their 2023 Communications and Marketing Campaigns.
Recommendation:	1. Create a query and export the data for customers who have a renewal due for July, August, September 2023. 2. Create a query to export data for customers who have a SAR 7 due on August 2023. 3. Create a query to export data for customers who have a BenefitsCal account and a SAR 7 due on September 2023. 4. Create a query to export data for applicants who submitted an application after October 1, 2022, are opted-in for e-mails but do not have a BenefitsCal account. 5. Create a query to export data for customers who have a BenefitsCal account and a report due in September 2023.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**237**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	130	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	60
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265512] Wave 4 - One-time MAGI run to Auto-Disc June RE cases with missing MC Reminders

- Resolved: 08/15/2023 05:51 PM

Team Responsible:	**CalHEERS**	Assignee:	**Dylan Patel**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Renee Gustafson**	Change Type (SCR):	**Data Change**
Minor Version:	**23.08.15**	Expedite Changes:	**Production Deployment**	Estimate:	**120**
Reporter:	**Renee Gustafson**	Regulation Reference:		Created:	**07/28/2023 09:58 AM**
Status:	**In Production**	Impact Analysis:	**[Business Process]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Elisa Miller**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**PHE**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by E. Miller 9/1/2023
Expedite Approval:	Expedited Approval received by Sharon Teramura on 7/28/2023 via email
Current Design:	CalWIN generates MC RE Packets for cases that have an Authorized Rep and keeps the status as 'generated'. They do not automate the printing of the packet and the worker is required to print the packet. If the worker doesn't print the packet before the automated MC Reminder notices are sent, the program doesn't get the MC Reminder notice. Several cases in Wave 4 meet this criteria. The MC RE Packet is marked as 'Sent' but they didn't get the proper two MC Reminder notices in CalWIN due to the worker marking the status to 'Sent' late. The CalSAWS Automated Discontinuance jobs will only auto-discontinue a program that has the MC RE Packet and at least two MC Reminder notices. These cases were not identified for auto-discontinuance.
Request:	Using a one-time process, identify the cases described above and send MC Reminder notices so that the program gets at least two. Using a one-time process, auto-discontinue the individuals if the MC RE Packet is still in Sent status after the two reminder notices are sent.

Recommendation:	For CalWIN Wave 4 counties that have an RE Due Date 07/2023,
	Reminder Notices are sent with CA-265514 and CA-265515.
	
	MAGI/Mixed programs.
	1. Insert the programs into CH_Transact for Auto-Discontinuance for 'RD' if:
	    a. the RE DUE DATE is still 07/2023, and
	    b. the MC RE packet is still in 'Sent' status, and
	    c. there is at least one Active MEM on the MC Program with MAGI aid code, and
	    d. the RE/RM DER has at least one Active MAGI individual who returned MAGI Discontinued/Ineligible/ Pending or MAGI Eligible/Conditionally Eligible with Soft Pause.
	
	EDBC will run on these programs with CA-265528.

Outreach Description:	
Alternative Procedure Description:	Send the Negative Action EDR from the MAGI Determination List page and then run Negative Action EDBC to authorize the discontinuance online.
Operational Impact:	
Estimate:	**120**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	66
CalHEERS Test :	28	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	5	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265528] Wave 4 - One-time EDBC run to Auto-Disc July RE cases with missing MC Reminders

- Resolved: 08/18/2023 02:46 PM

Team Responsible:	**CalHEERS**	Assignee:	**Dylan Patel**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Renee Gustafson**	Change Type (SCR):	**Data Change**
Minor Version:	**23.08.18**	Expedite Changes:	**Production Deployment**	Estimate:	**120**
Reporter:	**Renee Gustafson**	Regulation Reference:		Created:	**07/28/2023 02:21 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Elisa Miller**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**PHE**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by E. Miller 9/5/2023

Expedite Approval: Expedited Approval received by Sharon Teramura on 7/28/2023 via email

Current Design: CalWIN generates MC RE Packets for cases that have an Authorized Rep and keeps the status as 'generated'. They do not automate the printing of the packet and the worker is required to print the packet.

If the worker doesn't print the packet before the automated MC Reminder notices are sent, the program doesn't get the MC Reminder notice.

Several cases in Wave 4 meet this criteria. The MC RE Packet is marked as 'Sent' but they didn't get the proper two MC Reminder notices in CalWIN due to the worker marking the status to 'Sent' late.

The CalSAWS Automated Discontinuance jobs will only auto-discontinue a program that has the MC RE Packet and at least two MC Reminder notices. These cases were not identified for auto-discontinuance.

Request: Using a one-time process, identify the cases described above and send MC Reminder notices so that the program gets at least two.

Using a one-time process, auto-discontinue the individuals if the MC RE Packet is still in Sent status after the two reminder notices are sent.

Recommendation: For CalWIN Wave 4 counties that have an RE Due Date 07/2023,
Reminder Notices are sent with CA-265514 and CA-265515.
NA EDRs are sent with CA-265512.

Non-MAGI only programs:
1. Insert the programs into SYS_TRANSACT for Auto-Discontinuance for 'RD' if:
   a. the RE DUE DATE is still 07/2023, and
   b. the MC RE packet is still in 'Sent' status, and
   c. there are at least two MC Reminder notices sent after the MC RE Packet and prior to the one-time batch date, and
   d. there are no Active MEM on the MC Program with MAGI aid code.

Note: Insert into SYS_Transact as if PB00E182 job processing this program.

For Mixed and MAGI-only programs:
2. Insert the programs into SYS_Transact and Trans_PERS for Auto-Discontinuance for 'RD' if:
   a. the RE DUE DATE is still 07/2023, and
   b. the MC RE packet is still in 'Sent' status, and
   c. there are at least two MC Reminder notices sent after the MC RE Packet and prior to the one-time batch date, and

d. there is at least one Active MEM on the MC Program with MAGI aid code, and

e. the NA DER returned from Step 3, or there is no NA DER and the RE/RM DER has all Active MAGI individuals who returned MAGI Eligible/Conditionally Eligible without Soft Pause.

Insert these programs into SYS_Transact and Trans_Pers as if PB00E121 is processing them.

Note: A special journal for this population will be created with CA-266572 on 08/21/2023.

Outreach Description:		
Alternative Procedure Description:	Manual Override	
Operational Impact:		
Estimate:	**120**	

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	66
CalHEERS Test :	28	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	5	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265732] INC0099723 Child Support Cooperation Conversion Information

Team Responsible:	**Conversion**	Assignee:	**Sarbjeet Chana**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Sarbjeet Chana**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.14**	Expedite Changes:	**Production Deployment**	Estimate:	**55**
Reporter:	**Cristy Sharma**	Regulation Reference:		Created:	**08/02/2023 01:06 PM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Cristy Sharma**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Sharon on 9/12/2023. Attached email.

Current Design:
Currently for approved mapping for Cooperation of Child Support displayed in Support Questionnaire Page of a absent parent, logic is checking if form CW 2.1 was signed in CalWIN to determine the cooperation type i.e. whether parent "Agree to cooperate (05)" or "Do not agree to cooperate(06)" (absent_parnt_supp_rights.type_code).

Note: Third option is "Claim good cause and do not agree to cooperate (07)" but that is not impacted as the source used for its population is completely different source and is correct.

In CalSAWS, for Absent Parent Cooperation section the logic defines it does not use the CW 2.1 as a determining factor.

Request:
The Request is to not use CW2.1 signed form for determination of the cooperation type i.e whether parent "Agree to cooperate" or "Do not agree to cooperate".

Recommendation:
Redesigned the SQL to update absent parent cooperation based on the target type code.
Agree to cooperate (05)
Do not agree to cooperate (06)
I) For the changes from source following business rule need to be used
  1) Only use INDV_CMPL to determine cooperation values: TYPE_CODE = 05 and 06 and if switching from 06 and there is no INDV_CMPL then we set to '05'
  2) Use APP_CWIN from CS, instead of RPT_CWIN and ABS_PAR_CWIN, to get the INDV_CMPL record. They are the same most of the time between RPT_CWIN and APP_CWIN but they are not always, and we should never have used ABS_PAR_CWIN.
  3) DCRs will require 2 SQL's, one to change from 05(Cooperate) to 06(Non Cooperate) AND vice versa.
II) Create Temp table(s) using first step SQLs in transactional database and copy it in production environment.
III) Create DCR to update ABSENT_PARNT_SUPP_RGHT.TYPE_CODE using temp table and validate not to change records that are already been taken care by workers.

Outreach Description:

Alternative Procedure Description:
Alternative Procedure-Which is prohibitive due to number of cases involved for San Diego:
Edit Absent Parent Page
Add Record of Did not Agree to Cooperate
Save
RUN EDBC and accept benefits with Penalty on case

Operational Impact:

Estimate: **55**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0

CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	14
Eligibility :	21	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	20
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266017] Remove protection for August RE cases in CH_protect

- Resolved: 08/16/2023 11:57 PM

Team Responsible:	**CalHEERS**	Assignee:	**Rupalatha Putta**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Renee Gustafson**	Change Type (SCR):	**Data Change**
Minor Version:	**23.08.17**	Expedite Changes:	**Production Deployment**	Estimate:	**14**
Reporter:	**Renee Gustafson**	Regulation Reference:		Created:	**08/08/2023 03:55 PM**
Status:	**In Production**	Impact Analysis:	**[Business Process]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:		Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:	**[Medi-Cal/CMSP]**	Other Agency Cross Reference:	**CalHEERS Defect 240202**
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Maureen Votta August 11, 2023
Expedite Approval:	Expedited Approval received by Sharon Teramura via email on 8/8/2023
Current Design:	CalSAWS protected individuals impacted by the CalHEERS Defect 240202 in cases with June 2023, July 2023 and August 2023 RE Due Dates by inserting them in a CH_PROTECT table with PROTECT_IND = Y.

When an individual is in the CH_PROTECT table with Protect_Ind = Y, CalSAWS will display warnings for the workers on the MAGI Determination List page and the Run EDBC pages. CalSAWS also skips programs with the individual in batch processes. |
Request:	CalHEERS implemented CR XXXXXXs to fix the eligibility issue in Defect 240202. DHCS informed CalSAWS to remove the protection for August 2023 Renewal cases so they process through the normal auto-discontinuance process.
Recommendation:	1. Update the individuals with RE_DUE_DATE 08/2023 in CH_PROTECT to have PROTECT_IND = N
Outreach Description:	
Alternative Procedure Description:	Worker can Discontinue the individuals online by sending a Negative Action EDR for Failure to Complete Redetermination and then running Negative Action EDBC to authorize the Negative Action in CalSAWS.
Operational Impact:	
Estimate:	**14**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	8
CalHEERS Test :	4	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	1	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266227] AVP Reports Conversion as New for all AVP in CalSAWS for San Mateo County

- Resolved: 09/12/2023 03:49 PM

Team Responsible:	**Conversion**	Assignee:	**Sarbjeet Chana**	SPG Status:	**Pending**
Fix Version/s:	**[23.07]**	Designer Contact:	**Sarbjeet Chana**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.14**	Expedite Changes:	**Start Build**	Estimate:	**50**
Reporter:	**John Pratt**	Regulation Reference:		Created:	**08/11/2023 11:48 AM**
Status:	**Test Complete**	Impact Analysis:	**[Data Impact]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Cristy Sharma**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/16/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Non- Committee Approval by John Pratt on 8/16/2023

Expedite Approval: Approved by Laura Chavez on 8/28/2023

Current Design: After Go-live, workers from CalWIN using CalSAWS informed that the Asset Verification Program (AVP) reports are completed and the information is stored in IN_IEVS_RSP table.

In approved mapping this table was missing completely and thus with conversion this column was defaulted to New with no source in CalSAWS, all the AVP reports are showing as New requiring workers to review and complete them. In San Mateo, there are 44,000+ AVP reports.

Request: San Mateo is proposing that a DCR is opened to change the AVP Reports converted from CalWIN to CalSAWS as Completed as this impacts workers' workloads of having to review and complete the AVP Reports.

Note: On basis of expedited concern from San Mateo, a separate SCR will be created for other counties after conversion teamgets decision if the change is needed for other counties.

Recommendation: Create a DCR to change the AVP Reports converted from CalWIN to CalSAWS as Completed for San Mateo County as this impacts workers' workloads of having to review and complete the AVP Reports.

Steps to be taken:
1. Create temp table using new source to get the completed records information.
2. Copy temp table in Production Database with help of DBAs
3. Create DCR to update ASSET_VERIF table to have status of Completed depending on temp table.

The validation can be on the Asset Verification page under Special Unit–> Asset Verification menu. CalSAWs received this Asset verification from State. Worker reviews the abstract and marks the status to completed. Currently all records are coming as Pending with conversion for San Mateo County and after applying associated DCR many will be marked as completed per source.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **50**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	21	DBA :	0	Design :	9

Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	20
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266237] Add Alameda County App ids to CalSAWS

- Resolved: 08/23/2023 02:52 PM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Soundarya Ramesh**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Data Change**
Minor Version:	**23.08.24**	Expedite Changes:	**Start Build**	Estimate:	**18**
Reporter:	**Avinda Bandaranayake**	Regulation Reference:		Created:	**08/11/2023 01:20 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti via email on 08/18/2023

Current Design: The STAFF_INTERF_ASSIGN and STAFF tables in CalSAWS does not contain an app ids for the following county apps
DTS_01
CCSV_01
ACHPV_01

Request:
1) Add the App id used by Forge Rock (listed above) to the STAFF_INTERF_ASSIGN.
2) Add the applications to the STAFF table. This will be used to populate CREATED_BY and/or UPDATED_BY fields with a STAFF_ID value, for tables being impacted by the API. Set the First Name to <application name listed above> and the Last Name to "Application".
3) Manually apply the data change to UAT2

Recommendation: Create SQL script to create DB records

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 18

Automated Test :	0	Batch/Interfaces :	10	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	8
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266478] Wave 5- Import in the SEN CH_VERIF records for Converted CalWIN DERs

- Resolved: 08/31/2023 02:07 PM

Team Responsible:	**CalHEERS**	Assignee:	**Dylan Patel**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Tisha Mutreja**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.05**	Expedite Changes:	**Production Deployment**	Estimate:	**71**
Reporter:	**Cynthia Ridley**	Regulation Reference:		Created:	**08/17/2023 10:07 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Migration**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CH-186221**
Consortium Review Approval Date:					

Non-Committee Review: Approved by Maureen Votta on 7/25/23

Expedite Approval: Expedited Approval received by Karen J. Rapponotti via email on 8/21/2023

Current Design: CA-260498 introduced a DCR to populate the SEN CH_VERIF records for converted CalWIN DERs.

Request: Run a DCR to populate the SEN CH_VERIF records for converted CalWIN DERs.
The list provided by CalWIN contains the CINs of individuals in all their counties.

The data has been inserted into a Temp Table which will be copied to Production.
The DCR can then be run during the Wave 5 cutover.

Recommendation: DCR with the inserted data will run during Wave 5 cutover.
Data for CalWIN for Wave 5 counties is inserted into a CalSAWS temporary Table which will be copied to production for Sensitive Records. The list was provided by CalWIN and contains the CINS of the individuals and their counties.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 71

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	34
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	10
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	3	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	13
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266500] Reprint SAR7 for effective month 08/2023 for LA county

- Resolved: 08/17/2023 04:38 PM

Team Responsible:	**Client Correspondence**	Assignee:	**Nithin Bairlingal Halesh**	SPG Status:	**Pending**		
Fix Version/s:	**[23.07]**	Designer Contact:	**Nithin Bairlingal Halesh**	Change Type (SCR):	**System Operational Enhancement**		
Minor Version:	**23.08.17**	Expedite Changes:	**Production Deployment**	Estimate:	**35**		
Reporter:	**Nithin Bairlingal Halesh**	Regulation Reference:		Created:	**08/17/2023 12:24 PM**		
Status:	**In Production**	Impact Analysis:	**[Other]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS M&E**		
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 8/17/2023

Current Design: NA

Request: Due to hardware malfunction at Central Print, SAR7 prints were corrupted by including multiple languages. Below are the impacted bundles provided by central print. Reprint (not re-generate, it is reprint) impacted SAR 7 from the below bundles with backside in different language that are still in SENT status.

07272023_022433_19_DP_0_SM_PP_001
07272023_022521_19_DP_0_SM_PP_002
07272023_022608_19_DP_0_SM_PP_003
07272023_022646_19_DP_0_SM_PP_004
07272023_022720_19_DP_0_SM_PP_005
07272023_022753_19_DP_0_SM_PP_006
07272023_022826_19_DP_0_SM_PP_007
07272023_022857_19_DP_0_SM_PP_008
07272023_022931_19_DP_0_SM_PP_009
07272023_023003_19_DP_0_SM_PP_010
07272023_023033_19_DP_0_SM_PP_011
07272023_023102_19_DP_0_SM_PP_012
07272023_023132_19_DP_0_SM_PP_013
07272023_023202_19_DP_0_SM_PP_014
07272023_023230_19_DP_0_SM_PP_015
07272023_023259_19_DP_0_SM_PP_016
07272023_023328_19_DP_0_SM_PP_017
07272023_023357_19_DP_0_SM_PP_018
07272023_023425_19_DP_0_SM_PP_019
07272023_023454_19_DP_0_SM_PP_020
07272023_023523_19_DP_0_SM_PP_021
07272023_023552_19_DP_0_SM_PP_022
07272023_023621_19_DP_0_SM_PP_023
07272023_023650_19_DP_0_SM_PP_024
07272023_023718_19_DP_0_SM_PP_025
07272023_023747_19_DP_0_SM_PP_026
07272023_023815_19_DP_0_SM_PP_027
07272023_023844_19_DP_0_SM_PP_028
07272023_023914_19_DP_0_SM_PP_029
07272023_023942_19_DP_0_SM_PP_030

Recommendation: NA

Outreach Description:

Alternative Procedure Description: NA

Operational Impact:

Estimate: **35**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	5
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	30	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266572] Wave 4 - Journal for One-time EDBC run to Auto-Disc July RE cases with missing MC Reminders

- Resolved: 08/22/2023 10:07 AM

Team Responsible:	**CalHEERS**	Assignee:	**Dylan Patel**	SPG Status:	**Select a value**
Fix Version/s:	**[23.07]**	Designer Contact:	**Renee Gustafson**	Change Type (SCR):	**Data Change**
Minor Version:	**23.08.22**	Expedite Changes:	**Production Deployment**	Estimate:	**15**
Reporter:	**Renee Gustafson**	Regulation Reference:		Created:	**08/18/2023 02:38 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Elisa Miller**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**PHE**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by E. Miller 9/01/2023.

Expedite Approval:

Expedited Approval received by Sharon Teramura on 7/28/2023 via email

Current Design:

CalWIN generates MC RE Packets for cases that have an Authorized Rep and keeps the status as 'generated'. They do not automate the printing of the packet and the worker is required to print the packet.

If the worker doesn't print the packet before the automated MC Reminder notices are sent, the program doesn't get the MC Reminder notice.

Several cases in Wave 4 meet this criteria. The MC RE Packet is marked as 'Sent' but they didn't get the proper two MC Reminder notices in CalWIN due to the worker marking the status to 'Sent' late.

The CalSAWS Automated Discontinuance jobs will only auto-discontinue a program that has the MC RE Packet and at least two MC Reminder notices. These cases were not identified for auto-discontinuance.

For CalWIN Wave 4 counties that have an RE Due Date 07/2023,
Reminder Notices are sent with CA-265514 and CA-265515.
NA EDRs are sent with CA-265512.
SCR CA-265528 ran EDBC on these cases if the packet was still not received after the MC Reminder notices were generated out of CalSAWS. A generic auto-journal was created.

Request:

Create a special journal for this population to document the special batch run.

Recommendation:

1. Create a special journal for this population with the following language:

Cases with a July renewal (RE) where a packet was not returned and did not receive two reminder notices, were not able to be discontinued effective 8/1/2023. Reminder notices have now been sent out and individuals who did not submit their RE packet are now discontinued effective 9/1/2023 for Failure to Complete Redetermination.

Criteria: At least one individual was Discontinued for "RD" Reason effective 09/2023 from the special EDBC run on 08/19/2023 from SCR CA-265528.

2. provide a one-time county list for these subset of wave 4 impacted cases that has MC reminder missing where MAGI or EDBC processing was not successful, and worker still needs to process a discontinuance. If the case is still active and the RE Due Date is 07/2023, the case will be on the list.

The list will have the standard columns, plus an additional column to indicate if the case is in the CalHEERS Protection table due to CalHEERS Defect 240202 and latest packet status

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: **15**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	10
CalHEERS Test :	4	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	1	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266737] Update San Luis Obispo Direct Deposit file ABA Number

- Resolved: 09/01/2023 12:08 PM

Team Responsible:	**Fiscal**	Assignee:	**Eric Wu**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Eric Wu**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.09.05**	Expedite Changes:	**Production Deployment**	Estimate:	**58**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:		Created:	**08/22/2023 02:04 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Fiscal]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-266734**
Consortium Review Approval Date:					

Non-Committee Review:	Sheryl Eppler - Approved - 08/22/2023
Expedite Approval:	Approved by Karen Rapponotti on 08/22/2023
Current Design:	San Luis Obispo Direct Deposit (NACHA) file contains the ABA # 042000013
Request:	US Bank informed the County they need to use ABA 122235821
Recommendation:	San Luis Obispo only: Update ACH / NACHA Bank Files • NACHAD.prod.co40.txt (Daily) • NACHAM.prod.co40.txt (Monthly) To use ABA 122235821 for IMMEDIATE_DESTINATION – (Bank Routing Number) fields 4-13
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	58

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	13
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266878] One-time Batch EDBC to Disc effective 10/2023 for June and July RE cases no longer protected in CH_Protect

- Resolved: 09/11/2023 03:08 PM

Team Responsible:	**CalHEERS**	Assignee:	**Dylan Patel**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Tisha Mutreja**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.14**	Expedite Changes:	**Production Deployment**	Estimate:	**14**
Reporter:	**Renee Gustafson**	Regulation Reference:		Created:	**08/24/2023 10:12 AM**
Status:	**System Test**	Impact Analysis:	**[Business Process]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:	**[N/A]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-262142**
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Maureen Votta 8/29/23
Expedite Approval:	Expedited Approval received by Sharon Teramura via email on 8/29/2023
Current Design:	CalHEERS project has an eligibility defect 240202 for which CalSAWS protected individuals in CH_Protect table with CA-262142.
Request:	CalHEERS fixed their defect with CRs 247111. DHCS requested CalSAWS to no longer protect the June and July RE cases and attempt to process Auto-Discontinuance effective 10/2023 for any programs where the MC RE packet is still not returned and their RE is overdue.
Recommendation:	Run One-Time Negative Action EDBC on the unprotected June and July RE Cases where the NA DER for 10/2023 returned from CA-263106.
Outreach Description:	
Alternative Procedure Description:	Manual Override
Operational Impact:	
Estimate:	**14**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	8
CalHEERS Test :	4	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	1	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266883] Special 'Failed to Respond' NOA for Late processing of June/July RE cases no longer in CH_Protect

Team Responsible:	**Client Correspondence**	Assignee:	**Vicente Romero**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Vicente Romero**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.14**	Expedite Changes:	**Production Deployment**	Estimate:	**50**
Reporter:	**Renee Gustafson**	Regulation Reference:		Created:	**08/24/2023 11:08 AM**
Status:	**Development Complete**	Impact Analysis:	**[Business Process]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-262142**
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Expedited Approval received by Sharon Teramura via email on 8/29/2023

Current Design: CalHEERS project has an eligibility defect 240202 for which CalSAWS protected individuals in CH_Protect table with CA-262142.

Request: CalHEERS fixed their defect with CRs XXXXXX. DHCS requested CalSAWS to no longer protect the June and July RE cases and attempt to process Auto-Discontinuance for any programs where the MC RE packet is still not returned and their RE is overdue.

CalSAWS ran batch EDBC to auto-discontinue programs with CA-266878. For any individual who did not get the "RD" NOA generated, this SCR will genrate a Special "RD" NOA to send.

Recommendation: CalHEERS fixed their defect with CRs XXXXXX. DHCS requested CalSAWS to no longer protect the June and July RE cases and attempt to process Auto-Discontinuance for any programs where the MC RE packet is still not returned and their RE is overdue.

CalSAWS ran batch EDBC to auto-discontinue programs with CA-266878. For any individual who did not get the "RD" NOA generated, this SCR will genrate a Special "RD" NOA to send.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **50**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	10	Client Correspondence :	40	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0

Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266914] Update Alameda County Foster Care Placement Verification for August 2023 Payroll

- Resolved: 09/08/2023 10:17 AM

Team Responsible:	**Fiscal**	Assignee:	**Romel Acosta**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Kapil Santosh**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.08**	Expedite Changes:	**Production Deployment**	Estimate:	**115**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:		Created:	**08/24/2023 04:10 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Migration**	Committee:	**[Fiscal]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Sheryl Eppler - Approved - 08/28/2023
Expedite Approval:	Karen Rapponotti - Approved - 08/28/2023
Current Design:	Alameda County required Foster Care Placements to phone in to verify placement status prior to the Foster Care Main Payroll issuance being released.
Request:	With Alameda County migration into CalSAWS 09/04/2023, the phone verification system will not update the August 2023 Foster Care Main Payroll.
Recommendation:	Use provided Excel file to find case number to find Placement Verification Voucher. Update Placement Verification Voucher to 'Received' to cause the issuance to be released.

1. On Monday 9/4/2023, generate child placement verification records for active placements for August 2023 by running the CalWIN Daily FC Voucher Writer job back dated with batch date of 8/31/2023. Discard the generated file as the active placement information would have been sent to Alameda by CalWIN already.
2. On Tuesday 9/5/2023 (by 5 PM), Alameda County will send the details on the verified placements for August 2023 that were received by the county. CalSAWS would require the information in excel format with the following details.
Case Number, Benefit Month, Provider Name, Child Name, Received Date
3. On Friday 9/8, do a data change to update the verified placements from the list to received before the payroll runs. FC benefits for all verified placements should get issued in the FC payroll that runs on 9/8/2023. Note that county workers can also update any verified placements to received using the CalSAWS Child Placement Verification pages in the application.

The below points will be dealt with a separate SCR and will be targeted for 09/15/2023
4. On Tuesday 9/12/2023 (by 5 PM), Alameda County will send a second list with the details on the verified placements for August 2023 that were received after 9/5/2023. CalSAWS would require the information with the same details.
Case Number, Benefit Month, Provider Name, Child Name, Received Date
5. On Friday 9/15/2023, do another data change to update the verified placements from the second list to received. August 2023 benefits for these verified placements should get issued as supplemental benefits that same night (excluding any skipped issuances). Alameda county workers would have to update an additional placement verification to "received" through the CalSAWS application. |
Outreach Description:	
Alternative Procedure Description:	Verify the Placements manually via the Placement Verification Detail Page.
Operational Impact:	
Estimate:	**115**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	66	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	28
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267019] Update Alameda County SFTP Server Encryption Key

- Resolved: 08/30/2023 09:14 PM

Team Responsible:	**Fiscal**	Assignee:	**Romel Acosta**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Eric Wu**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.09.05**	Expedite Changes:	**Production Deployment**	Estimate:	**58**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:		Created:	**08/28/2023 11:21 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Migration**	Committee:	**[Fiscal]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-266287**
Consortium Review Approval Date:					

Non-Committee Review:	Sheryl Eppler - Approved - 08/28/2023
Expedite Approval:	Approved by Karen Rapponotti on 08/28/2023
Current Design:	Alameda County's current encryption key used by CalSAWS during the IPT was generated from a local machine.
Request:	When Alameda County tried to automate the process of decrypting the Outbound file received from CalSAWS, the current keys are not working.
Recommendation:	Use the tool from the Alameda SFTP Server to generate new keys for the CalSAWS encryption process. This is needed in order for us to automate the decryption process. NOTE: CER submitted by: Joseph Prabahar 510-268-2858
Outreach Description:	Test new SFTP Encryption Key
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	58

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	34	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	13
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267076] Add redirects for new AT6 environment in AT ForgeRock

- Resolved: 09/07/2023 11:46 AM

Team Responsible:	**Tech Forge Rock**	Assignee:	**Tyler Mogk**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Tyler Mogk**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.09.07**	Expedite Changes:	**Start Build**	Estimate:	**8**
Reporter:	**Raji Reddy**	Regulation Reference:		Created:	**08/29/2023 10:34 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Raji Reddy**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/31/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Grady Howe on 08/31/2023
Expedite Approval:	Approved by Grady Howe on 08/31/2023
Current Design:	We do not have ForgeRock redirects for AT6 in AT ForgeRock environment.
Request:	We need the new environment URL's to add in AT ForgeRock as part of env provision for CARES AT environment.
	All details mentioned in RITM0046389
Recommendation:	We need the new environment URL's to add in AT ForgeRock as part of env provision for CARES AT environment.
	All details mentioned in RITM0046389
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact Estimate:	**8**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267113] Add Fresno County App ids to CalSAWS

- Resolved: 08/31/2023 02:21 PM

Team Responsible:	**Batch/Interfaces**	Assignee:	**Soundarya Ramesh**	SPG Status:	**Select a value**
Fix Version/s:	**[23.07]**	Designer Contact:	**Avinda Bandaranayake**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.05**	Expedite Changes:	**Production Deployment**	Estimate:	**18**
Reporter:	**Soundarya Ramesh**	Regulation Reference:		Created:	**08/29/2023 05:11 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Migration**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti via email on 08/30/2023

Current Design: The STAFF_INTERF_ASSIGN contains appId DSSPASS_10 in CalSAWS and needs to be updated for the following county app
DSSSCAN_10

Request:
1)Update the App id used by Forge Rock (listed above) to the STAFF_INTERF_ASSIGN.
2) Validate the staff table to check first_name is updated for the staff_id .
3) Manually apply the data change to UAT2

Recommendation: Create SQL script to create DB records

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 18

Automated Test :	0	Batch/Interfaces :	10	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	8
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267152] PROD ForgeRock API client for San Francisco (38)

Team Responsible:	**Tech Forge Rock**	Assignee:	**Megan Rossier**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Nicole Cunningham**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.10.XX**	Expedite Changes:	**Start Build**	Estimate:	**16**
Reporter:	**Logan Pratt**	Regulation Reference:		Created:	**08/30/2023 10:36 AM**
Status:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/28/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 08/28/2023

Expedite Approval: Approved by Laura Chavez on 08/28/2023

Current Design: County is requesting API access for a new Application

Request: Provide Fresno county with PROD FR client

Application Name: LaunchPad
Scope: LP_38 38
RITM: RITM0046479
ENV: PROD

Recommendation: The Tech ForgeRock team will complete the API access request for providing San Francisco county with PROD FR client.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **16**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	16	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267235] Update POS (position) Record for Alameda Generic Worker

- Resolved: 09/12/2023 03:58 PM

Team Responsible:	**Online**	Assignee:	**Rashmi Holla**	SPG Status:	**N/A**		
Fix Version/s:	**[23.07]**	Designer Contact:	**Gerald Limbrick**	Change Type (SCR):	**Data Change**		
Minor Version:	**23.09.14**	Expedite Changes:	**Production Deployment**	Estimate:	**22**		
Reporter:	**Gerald Limbrick**	Regulation Reference:		Created:	**08/31/2023 12:18 PM**		
Status:	**Test Complete**	Impact Analysis:	**[Conversion, Data Impact]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Darcy Alexander**	Training Impacted:		Funding Source:	**CalSAWS M&E**		
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review:	Darcy Alexander 8/31/2023 approves SCR
Expedite Approval:	Karen J. Rapponotti 8/31/2023
Current Design:	When an RCC (Regional Contact Center) worker creates a program application outside of their home county, the application is assigned to the Counties RCC Generic Worker and the Generic Workers home office.
	The RCC Generic worker is System Administered i.e. not editable thru the CalSAWS front end.
	Alameda county's generic worker was assigned to the CEC-Hayward office with SCR CA-250094
	The WRKR_NUM_IDENTIF (Worker ID) of a Staff Worker is a concatenation of the following codes that link a worker to attributes: 1. The County code 2. The Division code 3. The Office number 4. The Unit number , and 5. The Position number.
Request:	Re-assign the Alameda County Generic Worker to the "Gail Steele Multi-Service Center" office
Recommendation:	Create a DCR to update the Office information for the Alameda RCC Generic Worker (staff.last_name="Worker" , staff.Mid_name = "Eligibility" & staff.first_name = "Alameda". 　a. 　　a.1 Update the existing POS table record in the office named "Gail Steele Multi-Service Center" (with POS.pos_num_identif = '00') 　　　　to have any unused POS.pos_num_identif 　　a.2　Update the Position for the Alameda RCC Generic Worker (staff.last_name="Worker" , staff.Mid_name = "Eligibility" & 　　　　staff.first_name = "Alameda" to be associated to the Office named "Gail Steele Multi-Service Center" in Alameda county 　　b. Update the WRKR_NUM_IDENTIF to reflect the new Office information Note: there is no design document for this change.
Outreach Description:	N/A
Alternative Procedure Description:	Manually re-assign applications from the Generic Worker in the CEC-Hayward office to the an appropriate worker thru the Workload Reassignment Detail page or thru the Individual Workload Reassignment page.
Operational Impact:	

Estimate: 22

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	8	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	13
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267239] Special 'Failed to Respond' NOA for Late processing of June/July RE cases no longer in CH_Protect- Form Deployment

- Resolved: 09/05/2023 01:08 PM

Team Responsible:	**Client Correspondence**	Assignee:	**Vicente Romero**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Vicente Romero**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.07**	Expedite Changes:	**Production Deployment**	Estimate:	**50**
Reporter:	**Vicente Romero**	Regulation Reference:		Created:	**08/31/2023 01:36 PM**
Status:	**In Production**	Impact Analysis:	**[Business Process]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-262142**
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:	Expedited Approval received by Sharon Teramura via email on 8/29/2023
Current Design:	CalHEERS project has an eligibility defect 240202 for which CalSAWS protected individuals in CH_Protect table with CA-262142.
Request:	Update Flyer static dates, but changes will only available to CalSAWS internal and will not be available to end users. This will be deployed today and can be tested with DCR on 23.09.15 as part of SCR CA-266883.
Recommendation:	Update Flyer static dates, but changes will only available to CalSAWS internal and will not be available to end users. This will be deployed today and can be tested with DCR on 23.09.15 as part of SCR CA-266883.

Outreach Description:

Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**50**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	10	Client Correspondence :	40	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-267246] CalWIN Collection Outbound File provide list of Legacy Account Claim Number to Alameda

- Resolved: 09/05/2023 09:24 AM

Team Responsible:	**Fiscal**	Assignee:	**Sidhant Garg**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Sidhant Garg**	Change Type (SCR):	**Documentation**
Minor Version:	**23.09.05**	Expedite Changes:	**Production Deployment**	Estimate:	**13**
Reporter:	**Sheryl E. Eppler**	Regulation Reference:		Created:	**08/31/2023 03:13 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Collections]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Sheryl Eppler - Approved - 08/31/2023
Expedite Approval:	Karen Rapponotti - Approved - 08/31/2023
Current Design:	The CalWIN Collection Outbound interface file does NOT include legacy recovery fields (CALWIN claim numbers).
Request:	The CALWIN claim number is necessary to match existing CALWIN claims in the Collections ancillary system to the corresponding CalSAWS data interfacing via the CalWIN outbound collection file.
Recommendation:	(1) Provide the County of Alameda a list of the existing CALWIN claim numbers and their corresponding CALSAWS Recovery Account Numbers. This should facilitate the initial load of data into the Ancillary Collection system in preparation to receive the data for CALSAWS Recovery Account Numbers in the CALSAWS Outbound Collection file and match to the existing CALWIN accounts in the Ancillary system. It was mentioned on the call that the information requested may be available in the "EDR ad hoc" process that pulls data from the reporting database. If this process will achieve the proposed recommendation, the County would like to be granted access and provided know-how needed to extract that information.
Outreach Description:	Interface Partner Testing with CalWIN Counties that have opted to receive the CalWIN Collections interface File
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**13**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	12	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant :   0

[CA-260063] Opt-In and Update Text Message Status in CalSAWS after Wave 5

Team Responsible:	**Online**	Assignee:	**Rashmi Holla**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Andrea Rodriguez**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.23**	Expedite Changes:	**Production Deployment**	Estimate:	**157**
Reporter:	**Andrea Rodriguez**	Regulation Reference:		Created:	**04/14/2023 09:21 AM**
Status:	**Development Complete**	Impact Analysis:	**[Batch Performance]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Logan Pratt on 08/14/2023

Expedite Approval: Approved by Karen J Rapponotti on 06/28/2023

Current Design: Text messages are sent to primary applicants who are opted-in to text messaging and have a text messaging status of 'Verified.'

Request: Due to the new FCC regulation, 'Opt-In' is not required to send text messages. Do not send Information update transactions to CalHEERS for individuals with phone numbers updated from this process.

Recommendation:
1. Apply data change to opt-in and update text message status for certain existing customers in CalSAWS that have not yet been opted-in after Wave 5.

2. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned off on the night of the implementation of SCR with BSCR # CA-263811.

3. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned back on the following night the implementation of SCR with BSCR # CA-263812 to resume normal processing. Update the last success date to day prior so it excludes the day it was turned off.

Outreach Description:

Alternative Procedure Description: Applicant has to manually opt-in to texting.

Operational Impact:

Estimate: 157

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	10
BenefitsCal :	0	Bots :	0	CalHEERS :	20
CalHEERS Test :	10	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	66	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	36
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant :   0

[CA-260223] Add Ukrainian in Language Dropdown

Team Responsible:	**BenefitsCal**	Assignee:	**Howard Suksanti**	SPG Status:	**Pending**
Fix Version/s:	**[23.09]**	Designer Contact:	**Jennifer Muna**	Change Type (SCR):	**New Policy**
Minor Version:	**23.09.28**	Expedite Changes:	**Production Deployment**	Estimate:	**280**
Reporter:	**Lawrence Samy**	Regulation Reference:	**ACWDL 20-21/ MEDIL I21-14**	Created:	**04/18/2023 03:33 PM**
Status:	**Development Complete**	Impact Analysis:	**[Customer Impact]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Dymas Pena**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Fiscal, ICT, Medi-Cal/CMSP, MEDS, Self Service Portal, Usability]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved by Dymas Pena on 09/06/2023

Expedite Approval: Approved by Karen J. Rapponotti on 8/22/2023

Current Design: BenefitsCal/CalHEERS allows the customer to select their preference for spoken and written language. CalSAWS does not currently have Ukrainian as a language in our codes table so data does not transfer correctly to CalSAWS.

See design document for details.

Request:
1. Add Ukrainian as a language in the codes table so that BenefitsCal/CalHEERS can pass that language through the App Transfer API to display in CalSAWS.
2. Send 'English' as default language to CalHEERS as Ukrainian is not a supported language in eHIT.

Recommendation:
1. Create CTCR to update Codes Table to include Ukrainian as a language.
2. Perform regression tests for BenefitsCal, Fiscal, CalHEERS and Batch/Interface using CT145.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **280**

Automated Test :	10	Batch/Interfaces :	70	Batch Operations :	0
BenefitsCal :	22	Bots :	0	CalHEERS :	10
CalHEERS Test :	25	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	19
Eligibility :	0	Fiscal :	30	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	58
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0

| Tech Support : | 0 | Training : | 0 | Translation : | 0 |
| Virtual Assistant : | 0 | | | | |

[CA-261285] Update TEMP 2313 and TEMP 2035 to include CalFresh Replacements with Subcategory Codes

Team Responsible:	**Reports**	Assignee:	**Susanna Martinez**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Susanna Martinez**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.10.xx**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Claudia Pinto**	Regulation Reference:		Created:	**05/08/2023 01:27 PM**
Status:	**Design in Progress**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Claudia Pinto**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[State/Fiscal Reports]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CA-255083**
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design:
The TEMP 2035 and TEMP 2313 do not count the CalFresh cash replacements under the 'CalFresh Cash Assistance' column when the replacement's original issuance has a subcategory code other than blank.

The reports also do not consider issuances that were manually issued, for any of the programs included in the report. Initially it was thought that they were not on the report because they were unclaimed but Fiscal SCR#CA-255083#was implemented to fix the claiming issue.

Request:
Update the report logic to include CalFresh cash replacements due to electronic theft under the 'CalFresh Cash Assistance' column of the reports when the original issuance has a subcategory code. Additionally, update the logic to also capture records where the issuance was 'Manually Issued' for all programs included in the report.

Recommendation:

1. Update the report's logic to categorize CalFresh cash replacements, whose original issuance also has an existing subcategory code, as 'CalFresh Cash Assistance' on the reports' summary sheet, and as 'CalFresh' in the 'Issuances' sheet, 'Prior Month Adjustments' sheet and new 'Expungements' sheet which will be added via this SCR.

2. Update the report's base population to include issuances that were 'Manually Issued' for all programs included in the report.

3. Update the reports to include Expungements for all programs included in the reports.

4. Create a new 'Expungements' detail sheet in the reports.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0

Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-263954] Suppress MEDS Recon Alerts for Wave 4 Counties (San Diego, San Mateo, Santa Cruz, Solano)

Team Responsible:	**Batch/Interfaces**	Assignee:	**Yuga Teja**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Howard Suksanti**	Change Type (SCR):	**Data Change**
Minor Version:	**23.09.XX**	Expedite Changes:	**Production Deployment**	Estimate:	**30**
Reporter:	**Tina Tran**	Regulation Reference:		Created:	**06/27/2023 03:38 PM**
Status:	**Approved**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Tina Tran**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[MEDS]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Tina Tran on 09/08/2023

Expedite Approval: Approved by Karen J. Rapponotti on 09/07/2023

Current Design: There is no process to suppress MEDS Recon Alerts for San Diego, San Mateo, Santa Cruz, and Solano Counties.

Request: Create a Data Change Request (DCR) to update the alert/task status as Complete for San Diego, San Mateo, Santa Cruz, and Solano Counties.

For County 37 (San Diego):
 o MEDS Recon Alerts 2005 and 6001 will be suppressed.

For County 41 (San Mateo):
 o MEDS Recon Alerts 2005 and 6001 will be suppressed.

For County 44 (Santa Cruz):
 o MEDS Recon Alerts 2005 and 6001 will be suppressed.

For County 48 (Solano):
 o MEDS Recon Alerts 2005 and 6001 will be suppressed.

Recommendation: Create a DCR to update alert status as Complete for all the MEDS Recon alerts created and listed in the JIRA attachment.

Outreach Description:

Alternative Procedure Description: N/A.

Operational Impact:

Estimate: **30**

Automated Test :	0	Batch/Interfaces :	30	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0

Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265236] Rebuild Jenkins Servers from AL1 to AL2

Team Responsible:	**Tech Forge Rock**	Assignee:	**Tyler Mogk**	SPG Status:	**N/A**
Fix Version/s:	**[23.09]**	Designer Contact:	**Brian Taylor**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.10.13**	Expedite Changes:	**Start Build**	Estimate:	**80**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**07/24/2023 04:32 PM**
Status:	**Design in Progress**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Brian Rodgers**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/12/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Grady Howe on 9/12/2023
Expedite Approval:	Approved by Grady Howe on 9/12/2023
Current Design:	Jenkins is deployed using Amazon Linux 1 (AL1). AL1 is discontinued and there are security vulnerabilities that exist in this version.
Request:	Request to rebuild the Jenkins servers using Amazon Linux 2 (AL2).
Recommendation:	Proceed with rebuilding the Jenkins servers using AL2.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**80**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	80	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265308] Update LA County BRM address for District 92(Torrance) and District 40 (Norwalk)

Team Responsible:	**Client Correspondence**	Assignee:	**Lalitha Valamarthi**	SPG Status:	**Pending**
Fix Version/s:	**[23.09]**	Designer Contact:	**Lalitha Valamarthi**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.10.12**	Expedite Changes:	**Production Deployment**	Estimate:	**88**
Reporter:	**Maria Arceo**	Regulation Reference:		Created:	**07/25/2023 03:46 PM**
Status:	**In Development**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 8/24/2023

Current Design: District offices 92 and 40 are currently not mapped to the correct BRM mail back addresses.

CSU-2 is being inundated with MC RE Packets that should be going to CSU-3 so we need to update the BRM mail back address for District 92 and District 40. LA DPSS is concerned with delayed scanning times due to mail having to be delivered to CSU-3 as well as delays in processing that could result in erroneous terminations.

Request: Make the following updates: District 92: Change BRM return address from CSU-2 to CSU-3 District 40: Change BRM address from CSU-2 to CSU-3

Recommendation: Make the following updates:
- District 92: Change BRM return address from CSU-2 to CSU-3
- District 40: Change BRM address from CSU-2 to CSU-3

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 88

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	48	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	32
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant :   0

[CA-265452] Update imaging API for MC RE Customer Reporting Logic when barcode is not available

Team Responsible:	**Imaging**	Assignee:	**Christopher Vasquez**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Christopher Vasquez**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.09.28**	Expedite Changes:	**Start Build**	Estimate:	**450**
Reporter:	**Christopher Vasquez**	Regulation Reference:		Created:	**07/27/2023 04:11 PM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Rhiannon Chin**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Imaging]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/05/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Karen Rapponotti 8/23/23

Current Design: Currently there is no support for updating customer reporting records of MC RE documents without an imaging barcode

Request: Update the imaging webservice and imaging solution to support updating customer reporting records of MC RE documents without an imaging barcode

Recommendation: 1. Update the markDocumentRecieved API to process requests without an imaging barcode.

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: **450**

Automated Test :	12	Batch/Interfaces :	149	Batch Operations :	0
BenefitsCal :	12	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	20	IVR/CC :	0	Network :	0
Online :	0	Performance :	48	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	94
Tech Arch :	36	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265554] Change BRM address for Mono County

Team Responsible:	**Client Correspondence**	Assignee:	**Nithin Bairlingal Halesh**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Lalitha Valamarthi**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.10.05**	Expedite Changes:	**Production Deployment**	Estimate:	**109**
Reporter:	**Maria Arceo**	Regulation Reference:		Created:	**07/31/2023 09:44 AM**
Status:	**In Development**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: 8/21/2023 Approved Maria Arceo

Expedite Approval: Approved by Karen J. Rapponotti on 8/24/2023

Current Design: All program are impacted by this change request. We are requesting the Business Reply Address on all correspondence be changed for Mono County.

Any area that provides corresepondence that includes the county Business Reply Address.

Justification / Request Summary: Mono County is requesting to update the county Business Reply Address
Issue:
Currently the Mono County Business Reply Address is:
PO BOX 576 BRIDGEPORT, CA 93517-9990

Request: Mono County is experiencing staffing vacancy in the Bridgeport Office that is impacting the ability to collect Business Reply Mail from the Bridgeport mailbox. Business Reply Mail needs to be routed to the Mammoth Lakes address as soon as possible to ensure timely processing of reports, applications, and other requests from clients.

The Business Reply Address for Mono County needs to be updated to:
PO BOX 2969 MAMMOTH LAKES, CA 93546-9998

Recommendation: Update Mono County BRM to:
PO BOX 2969 MAMMOTH LAKES, CA 93546-9998

Assumption: After this SCR goes live, since the BRM address is changing, reprinting any BRM form or packet for this county via central print with a previous BRM will result in an error. Workers are only supposed to reprint the BRM forms and packets locally that were generated prior to this SCR.

Outreach Description:

Alternative Procedure Description: n/A

Operational Impact:

Estimate: 109

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	61	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0

Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	38
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265917] BRM for New Office District 19 - Riverside

Team Responsible:	**Client Correspondence**	Assignee:	**Manisha Chatterjee**	SPG Status:	**Pending**
Fix Version/s:	**[23.09]**	Designer Contact:	**Lalitha Valamarthi**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.10.12**	Expedite Changes:	**Production Deployment**	Estimate:	**63**
Reporter:	**Maria Arceo**	Regulation Reference:		Created:	**08/07/2023 12:00 PM**
Status:	**In Development**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 8/24/2023

Current Design: New office for Family Stabilization Services will need a BRM required for customers to correspond and provide verifications needed for continued eligibility.

Request: The county is requesting a BRM for District 19 – Family Stabilization Services (FSS). It will be required for customers to correspond and provide verifications needed for continued eligibility.

BRM Address:
541 N SAN JACINTO ST
HEMET, CA 92543-9900

Recommendation: Add BRM Address to District 19
BRM Address:
541 N SAN JACINTO ST
HEMET, CA 92543-9900

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 63

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	35	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	22
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0

Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266303] Update BRM Permit for CalWIN Counties and Riverside county

Team Responsible:	**Client Correspondence**	Assignee:	**Manisha Chatterjee**	SPG Status:	**Pending**
Fix Version/s:	**[23.09]**	Designer Contact:	**Lalitha Valamarthi**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.10.05**	Expedite Changes:	**Production Deployment**	Estimate:	**204**
Reporter:	**Lawrence Samy**	Regulation Reference:		Created:	**08/14/2023 05:19 PM**
Status:	**In Development**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 8/24/2023

Current Design: BRM addresses for CalWIN Counties were added with CA-217127.

Request: Per USPS, all the BRM permit numbers must include the State. Add 'CA' to the end of BRM permit numbers for CalWIN Counties.

Recommendation: Per USPS, all the BRM permit numbers must include the State. Add 'CA' to the end of BRM permit numbers for CalWIN Counties.

Technical note: Create a CTCR to update category 1622's permit number (refer_table1_descr) to append 'CA' at the end of the permit number for CalWIN Counties and Riverside county. Please refer to the spreadsheet(UPDATE PERMIT NUMBER.xlsx) attached.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **204**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	113	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	72
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266480] Wave 6- Import in the SEN CH_VERIF records for Converted CalWIN DERs

Team Responsible:	**CalHEERS**	Assignee:	**Dylan Patel**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Tisha Mutreja**	Change Type (SCR):	**Data Change**
Minor Version:	**23.10.30**	Expedite Changes:	**Production Deployment**	Estimate:	**71**
Reporter:	**Cynthia Ridley**	Regulation Reference:		Created:	**08/17/2023 10:09 AM**
Status:	**Approved**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maureen Votta**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Migration**	Committee:	**[Medi-Cal/CMSP]**	Funding Source ID:	**CalHEERS**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	**CH-186221**
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Maureen Votta on 7/25/23
Expedite Approval:	Expedited Approval received by Karen J. Rapponotti via email on 8/21/2023
Current Design:	CA-260498 introduced a DCR to populate the SEN CH_VERIF records for converted CalWIN DERs.
Request:	Run a DCR to populate the SEN CH_VERIF records for converted CalWIN DERs. The list provided by CalWIN contains the CINs of individuals in all their counties. The data has been inserted into a Temp Table which will be copied to Production. The DCR can then be run during the Wave 6 cutover.
Recommendation:	DCR with the inserted data will run during Wave 6 cutover. Data for CalWIN for Wave 6 counties is inserted into a CalSAWS temporary Table which will be copied to production for Sensitive Records. The list was provided by CalWIN and contains the CINS of the individuals and their counties.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	71

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	34
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	10
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	3	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	13
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-266705] CCB 23-22 Revise Family Fee Schedule for FFY 23-24

Team Responsible:	**Online**	Assignee:	**Unassigned**	SPG Status:	**Approved**		
Fix Version/s:	**[23.09]**	Designer Contact:	**Erika Kusnadi**	Change Type (SCR):	**Policy Re-Design**		
Minor Version:	**23.10.19**	Expedite Changes:	**Production Deployment**	Estimate:	**125**		
Reporter:	**Gingko Luna**	Regulation Reference:	**CCB 23-22 (AB 116)**	Created:	**08/22/2023 10:35 AM**		
Status:	**Approved**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Gingko Luna**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**		
Project Phase (SCR):	**Production**	Committee:	**[Child Care]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review: Lien Phan approved 08/31/23

Expedite Approval: Approved by Michele Peterson on 8/29/23

Current Design: The Eligibility Detail page calculates part time and full time family fees based upon the Average Monthly income, the Household Size and the effective date to determine Child Care Eligibility.

Request: Update Family Fee schedule to amounts in CCB 23-22 for fiscal year 2023-24 effective 10/01/2023

Note: Family Fees are waived until 10/01/2023 as well.

Recommendation:
1. Add the rates for Part Time and Full Time Family Fees used on the Eligibility Detail page to match CCB 23-22. The existing calculation functionality will set the Part Time and Full Time Family Fee.
2. Rates can be found in the attached FFY 2023_2024 Family Fee.xlsx
3. Update the existing Family Fee scripts.

Note: There is no Design Document for this SCR

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: 125

Automated Test :	3	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	54	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	49
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-239577] BenefitsCal - Time Clocks

Team Responsible:	**BenefitsCal**	Assignee:	**Gillian Bendicio**	SPG Status:	**Pending**
Fix Version/s:	**[23.11]**	Designer Contact:	**Gillian Bendicio**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**1820**
Reporter:	**Jennifer Hobbs**	Regulation Reference:		Created:	**01/17/2022 11:28 AM**
Status:	**Pending Approval**	Impact Analysis:	**[BenefitsCal]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Dymas Pena**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Self Service Portal]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/21/2023**	Other Agency Cross Reference:	**CSPM-66525**
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti 08/30/2023

Current Design: Currently, the Self-Service Portal displays the customer's case information and allows them to submit support requests, forms, documents, etc. to help manage their case. The portal makes a real-time call to CalSAWS to retrieve the latest case information and sends request to update it. The customer's CW time clock is not part of the case information sent to the Self-Service Portal.

Request: The Self-Service portal has the following requirements that need to be met:
1. The system shall allow customers to view their CW time clock and request modifications to their CW time clock.
2. The system shall allow customers to submit requests for time-limit extensions.
CalSAWS will need to be updated to meet the above Self-Service portal requirements.

Recommendation: To meet the Self-Service portal CW Time Clock requirements, CalSAWS has the following recommendations:
1. Update the Time Limits API to add endpoints that retrieve the following from CalSAWS:
a. A list of the time clock months for a person
b. The detailed information for a specific time clock month
2. Update the Support Request API to accept a CalWORKs Time Limit Request and assign the generated task to the appropriate worker using a new automated action.
3. Update the Case Details API to include the primary applicant indicator, begin date of the current program status, and renaming of the account holder person ID field in the API response.

Outreach Description:

Alternative Procedure Description: Customer will need to contact their worker to get their CalWORKs Time Clock information.

Operational Impact:

Estimate: **1820**

Automated Test :	317	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	583	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	200
Eligibility :	0	Fiscal :	212	Forms Test :	0
Imaging :	24	IVR/CC :	0	Network :	0
Online :	78	Performance :	48	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	48	Tech ForgeRock :	0	Tech Ops :	24

Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-241864] ACWDL 04-14 Update the MC 359R

Team Responsible:	**Client Correspondence**	Assignee:	**Ravi Gupta**	SPG Status:	**Pending**
Fix Version/s:	**[23.11]**	Designer Contact:	**Nithya Chereddy**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**Production Deployment**	Estimate:	**279**
Reporter:	**Tiffany Huckaby**	Regulation Reference:	**ACWDL 04-14**	Created:	**03/01/2022 06:03 PM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/22/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 08/30/2023

Current Design: CalSAWS generates a MC 359R via EDBC. The current State version has additional verbiage that is missing from the CalSAWS version.

Request: When an ICT is approved by the receiving county, an approval NOA is generating. The MC 359R should generate instead.

Update the MC 359R to match the State version.

Recommendation: Generate a NOA based on the MC 359R for all Medi-Cal programs (MAGI and Non-MAGI) when an ICT is approved by the receiving county.

Suppress the existing approval NOAs from generating when the approval is from ICT.

See attached CER CA-242292 for additional information.

Outreach Description:

Alternative Procedure Description: None

Operational Impact:

Estimate: **279**

Automated Test :	24	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	60	Client Correspondence :	146	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0

Virtual Assistant :   0

[CA-246630] Issue CW 2103 Reminder for Teens Turning 18

Team Responsible:	**Client Correspondence**	Assignee:	**Kamal ShakerJ**	SPG Status:	**Approved**
Fix Version/s:	**[23.11]**	Designer Contact:	**Nithin Bairlingal Halesh**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**85**
Reporter:	**Sarah Rich**	Regulation Reference:	**ALL COUNTY INFORMATION NOTICE NO. I-71-02**	Created:	**06/13/2022 05:00 PM**
Status:	**In Development**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sarah Rich**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Karen J. Rapponotti on 8/30/2023

Current Design: The CW 2103 must be sent to the household of aided teens 60 days before the teen turns 18. The CW 2103 is automatically sent via batch for LA County (PB19R403). The CW 2103 is not being sent for other CalSAWS counties.

Request: 1. Enable Batch Generation of the CW 2103 for all counties.

Recommendation:
 1. Update the CW 2103 Batch Job to enable batch generation of the CW 2103 for all counties.
 2. Remove the 'LA' County reference in the CW 2103 (English) Form Number; located in the form footer section

Outreach Description:

Alternative Procedure Description: NA

Operational Impact:

Estimate: 85

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	55	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	22
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-252846] CalSAWS - Upgrade application dependent libraries

Team Responsible:	**Tech Arch**	Assignee:	**Sirisha Katkuri**	SPG Status:	**N/A**
Fix Version/s:	**[23.11]**	Designer Contact:	**Sumeet Patil**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**95**
Reporter:	**Sumeet Patil**	Regulation Reference:		Created:	**11/17/2022 11:27 AM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Brian Rodgers**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/08/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Approved by Grady H. on behalf of Laura C. on 9/8

Expedite Approval:

Approved by Grady H. on behalf of Laura C. on 9/8

Current Design:

CalSAWS bundles the following libraries -
1. commons-digester
2. javaee-api (javaee 6 to javaee-7)
3. jcert
4. xtools

Request:

Upgrade libraries to their latest versions

Recommendation:

1. Upgrade the libraries to the latest versions
   The libraries update impact the Core CalSAWS application and Batch.
2. Conduct the following Assembly Tests activities:
   - Manual regression testing of the application on high frequency web-pages.
   - Validate few core batch jobs.
3. Conduct the following System Tests activities:
   3.a - Weekly Automated Test Regression Suite runs against the 23.11 System Test code builds. Note: hours to support this task are covered under regular 23.11 baseline release activities.
   3.b - Manual regression testing of the application. This will inherently be conducted as part of SCR and defect testing in the 23.11 release cycle. Therefore, no additional hours have been added to support this test.
4. Conduct Batch Regression Test on all batch jobs and perform Partner Integration testing.

Outreach Description:

Alternative Procedure Description:

NA

Operational Impact:

Estimate: 95

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	30
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	5

Tech Arch :	60	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-256714] SCR - Humboldt County Site Changes - Project 2 & 3

Team Responsible:	**Network**	Assignee:	**Eric Prestwood**	SPG Status:	**N/A**	
Fix Version/s:	**[23.11]**	Designer Contact:	**Uzair S. Naveed**	Change Type (SCR):	**Enhancement**	
Minor Version:		Expedite Changes:	**No**	Estimate:	**400**	
Reporter:	**Uzair S. Naveed**	Regulation Reference:		Created:	**02/14/2023 01:16 PM**	
Status:	**Design in Progress**	Impact Analysis:	**[Other]**	Outreach Required:	**No**	
Policy/Design Consortium Contact:	**Grady Howe**	Training Impacted:		Funding Source:	**County Purchase**	
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	**HM-02-2023**	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:		
Consortium Review Approval Date:						

Non-Committee Review:

Expedite Approval:

Current Design: Current DTS POP model uses a non-optimized network connectivity for its connectivity to CalSAWS and C-IV
Counties have a managed contact center (listed below) which acts as "Pseudo POP site" to route the counties traffic

Traffic destined to CalSAWS 67.21.40.128/25 would be routed through the Contact Center
County traffic would use Vlan 20 as their gateway to CalSAWS
County would be responsible for NATTING (same as any other POP)
CalSAWS would have to "Allow list" the 100.64.x.x subnet to traverse through the managed L3 device

Request: Humboldt county has requested 3 changes to their existing County Site
This SCR covers projects 2 and 3

****
Project 2 : Site 12003 to be built and connectivity to CalSAWS established

Site 12003 will be configured with CalSAWS SD-WAN connectivity (TPX Circuits + CalSAWS Routers)
- Will use a CalSAWS POP design (Extranet, MGT and AccenturePRD)
   - To start after County purchase order is signed
   - Lead time to upgrade circuits – 3 Months + 1 Month for tech Integration + 1 Month for testing
   - No CalSAWS managed Switches / Workstations / Servers will be moved to this site

All County Branch Sites
   - Routed to use Site 12003 as its County POP location

****
Project 3 : Managed Contact Center migration to POP Contact Center
Connectivity from Site 12002 to CalSAWS be terminated

Site 12003
 - Re-imaging of all workstations by County IT
 - CC IVR Team to provide all software's / applications required by County
 - Contact Center agents have option to use Custom CCP and access AWS Connect via CalSAWS Extranet
 - If county retains Default CCP / Enhanced CCP, it will continue to use the internet egress for communication.

Recommendation: This is an Interim SCR (requirement gathering and Architecture) while the County purchase gets drafted and
signed. (Design, Build, Test, Operate) will be required. This SCR is ONLY for expediting the changes and work required.

A seperate County Purchase will be submitted if the work effort captured through this SCR is accepted)

Outreach Description:

Alternative Procedure Description: Contact Centre users would use Default CCP in order to accept calls over the county managed internet.

Operational Impact:

Estimate: **400**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	40	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	80	Special Project :	0	System Test Support :	0
Tech Arch :	270	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-260064] Opt-In and Update Text Message Status in CalSAWS after Wave 6

Team Responsible:	**Online**	Assignee:	**Rashmi Holla**	SPG Status:	**Approved**		
Fix Version/s:	**[23.11]**	Designer Contact:	**Andrea Rodriguez**	Change Type (SCR):	**Data Change**		
Minor Version:	**23.11.18**	Expedite Changes:	**Production Deployment**	Estimate:	**157**		
Reporter:	**Andrea Rodriguez**	Regulation Reference:		Created:	**04/14/2023 09:22 AM**		
Status:	**Approved**	Impact Analysis:	**[Batch Performance]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**		
Project Phase (SCR):	**Production**	Committee:	**[Other]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review: Approved by Logan Pratt on 08/14/2023

Expedite Approval: Approved by Karen J Rapponotti on 06/28/2023

Current Design: Text messages are sent to primary applicants who are opted-in to text messaging and have a text messaging status of 'Verified.'

Request: Due to the new FCC regulation, 'Opt-In' is not required to send text messages.

Do not send Information update transactions to CalHEERS for individuals with phone numbers updated from this process.

Recommendation: 1. Apply data change to opt-in and update text message status for certain existing customers in CalSAWS that have not yet been opted-in after Wave 6.

2. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned off on the night of the implementation of SCR with BSCR # CA-263813.

3. CalHEERSUpdateTransaction (PB00CH200) and CalHEERSUpdateTransactionTables (PB00CH201) will be turned back on the following night the implementation of SCR with BSCR # CA-263814 to resume normal processing. Update the last success date to day prior so it excludes the day it was turned off.

Outreach Description:

Alternative Procedure Description: Applicant has to manually opt-in to texting.

Operational Impact:

Estimate: **157**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	10
BenefitsCal :	0	Bots :	0	CalHEERS :	20
CalHEERS Test :	10	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	66	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	36

Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-260884] Update CalFresh Zero Dollar Allotment to generate on CF 377.4 SAR

Team Responsible:	**Client Correspondence**	Assignee:	**Sumanth Vydana**	SPG Status:	**Approved**
Fix Version/s:	**[23.11]**	Designer Contact:	**Sumanth Vydana**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**No**	Estimate:	**13**
Reporter:	**Tiffany Huckaby**	Regulation Reference:	**ACL 13-57**	Created:	**04/28/2023 01:45 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Review and approved by Caroline Bui 8/30/2023

Expedite Approval:

Current Design: Currently the CF Zero Dollar Allotment NOA Discontinuance reason generates on a DFA 377.1A.

Request: Per the State the DFA 377.1A is obsolete. Instead the CF Zero Dollar Allotment NOA reason should generate on a CF 377.4 SAR.

Recommendation: 1.) Update the NOA reference associated with the CF Zero Dollar Allotment Discontinuance NOA reason to be the CF 377.4 SAR.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 13

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	8	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	4
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-263291] Archive Phase1 - Implement Case Data Archive

Team Responsible:	**Batch/Interfaces**	Assignee:	**Angela Zhao**	SPG Status:	**Select a value**
Fix Version/s:	**[23.11]**	Designer Contact:	**Angela Zhao**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.12.xx**	Expedite Changes:	**No**	Estimate:	
Reporter:	**Karthikeyan Krishnamoorthy**	Regulation Reference:		Created:	**06/14/2023 04:22 PM**
Status:	**System Test**	Impact Analysis:	**[Batch Performance]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Marlene Rangel**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Performance**	Committee:	**[Other]**	Funding Source ID:	**Data Growth**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design: At present, the CalSAWS Primary DB host all the case information.

Request:
 - Archive case data older than 3 years to a secondary database
- Identify a DB to host secondary DB
- Develop components to move data between primary and secondary database
- Update identified online screen to provide information about archived case
- Provide message in the message center after the data copy

Recommendation:
 Perform design, development, testing and deployment to
 - Archive case data older than 3 years to a secondary database
 - Identify a DB to host secondary DB
 - Develop components to move data between primary and secondary database
 - Update identified online screen to provide information about archived case
 - Provide message in the message center after the data copy

 - Perform performance testing

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **0**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0

Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-263955] Suppress MEDS Recon Alerts for Wave 5 Counties (Alameda, Fresno, Sonoma)

Team Responsible:	**Batch/Interfaces**	Assignee:	**Yuga Teja**	SPG Status:	**Approved**
Fix Version/s:	**[23.11]**	Designer Contact:	**Howard Suksanti**	Change Type (SCR):	**Data Change**
Minor Version:	**23.12.XX**	Expedite Changes:	**Production Deployment**	Estimate:	**30**
Reporter:	**Tina Tran**	Regulation Reference:		Created:	**06/27/2023 03:45 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Tina Tran**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[MEDS]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Tina Tran on 09/09/2023
Expedite Approval:	Approved by Karen J. Rapponotti on 9/7/2023
Current Design:	There is no process to suppress MEDS Recon Alerts for Alameda, Fresno, and Sonoma Counties.
Request:	Create a Data Change Request (DCR) to update the alert/task status as Complete for Alameda, Fresno, and Sonoma Counties.

For County 01 (Alameda):
   o MEDS Recon Alert 2005 will be suppressed.

For County 10 (Fresno):
   o MEDS Recon Alert 2005 will be suppressed.

For County 49 (Sonoma):
   o MEDS Recon Alert 2005 will be suppressed.

Recommendation:	Create a DCR to update alert status as Complete for all the MEDS Recon alerts created and listed in the JIRA attachment.
Outreach Description:	
Alternative Procedure Description:	N/A.
Operational Impact:	
Estimate:	**30**

Automated Test :	0	Batch/Interfaces :	30	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0

| Tech Support : | 0 | Training : | 0 | Translation : | 0 |
| Virtual Assistant : | 0 | | | | |

[CA-263957] Suppress MEDS Recon Alerts for Wave 6 Counties (Sacramento, San Francisco, San Luis Obispo)

Team Responsible:	**Batch/Interfaces**	Assignee:	**Yuga Teja**	SPG Status:	**Approved**
Fix Version/s:	**[23.11]**	Designer Contact:	**Howard Suksanti**	Change Type (SCR):	**Data Change**
Minor Version:	**23.12.XX**	Expedite Changes:	**Production Deployment**	Estimate:	**30**
Reporter:	**Tina Tran**	Regulation Reference:		Created:	**06/27/2023 03:55 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Tina Tran**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[MEDS]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Tina Tran on 09/09/2023

Expedite Approval: Approved by Karen J. Rapponotti on 9/7/2023

Current Design: There is no process to suppress MEDS Recon Alerts for Sacramento, San Francisco, and San Luis Obispo Counties.

Request: Create a Data Change Request (DCR) to update the alert/task status as Complete for Sacramento, San Francisco, and San Luis Obispo Counties.

For County 34 (Sacramento):
 o MEDS Recon Alert 2005 will be suppressed.

For County 38 (San Francisco):
 o MEDS Recon Alert 2005 will be suppressed.

For County 40 (San Luis Obispo):
 o MEDS Recon Alert 2005 will be suppressed.

Recommendation: Create a DCR to update alert status as Complete for all the MEDS Recon alerts created and listed in the JIRA attachment.

Outreach Description:

Alternative Procedure Description: N/A.

Operational Impact:

Estimate: **30**

Automated Test :	0	Batch/Interfaces :	30	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0

| Tech Support : | 0 | Training : | 0 | Translation : | 0 |
| Virtual Assistant : | 0 | | | | |

[CA-212503] Update sorting on Customer Contact History page

Team Responsible:	**Online**	Assignee:	**Unassigned**	SPG Status:	**Approved**
Fix Version/s:	**[24.01]**	Designer Contact:	**Farhat Ulain**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**99**
Reporter:	**Erick Arreola**	Regulation Reference:		Created:	**12/23/2019 01:56 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Accessibility]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Dymas Pena**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Lobby Management, Usability]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:	**08/18/2023**	Other Agency Cross Reference:	

Non-Committee Review:

Expedite Approval:

Current Design: The Customer Contact History page logs customer contacts from various sources and displays them in a single location.   Default sort for the Search Results are the Date/Time column displaying in oldest to newest order.

Request: Update the page so that the most recent customer contacts are displayed first rather than last. The current design requires users to go to the last page (if there are several pages) to find the most recent customer contact.

Recommendation:

 Description of Change:

1. Update the sorting order in the Search Results Summary section of the Customer Contact History page to display the most recent customer contacts first and oldest contacts last (Newest to Oldest sorting order).

2. Accessibility:

i. Elements must meet minimum color contrast ratio thresholds.
ii. IDs of active elements must be unique.

Fields not modified within this SCR will retain their current functionality.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **99**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	58	Performance :	0	POD :	0

Release Communication Support :	4	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	19
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-237974] Auto Post FTB Tax Intercept transactions to Recovery Account

Team Responsible:	**Fiscal**	Assignee:	**Unassigned**	SPG Status:	**Approved**	
Fix Version/s:	**[24.01]**	Designer Contact:	**Jimmy Tu**	Change Type (SCR):	**Enhancement**	
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**1083**	
Reporter:	**Sheryl E. Eppler**	Regulation Reference:		Created:	**12/09/2021 12:17 PM**	
Status:	**Pending Approval**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**	
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**	
Project Phase (SCR):	**Production**	Committee:	**[Tax Intercept]**	Funding Source ID:		
Consortium Review Approval:		Approved by Committee:	**08/29/2023**	Other Agency Cross Reference:	**CA-235392**	
Consortium Review Approval Date:						

Non-Committee Review:

Expedite Approval: Karen Rapponotti - Approved - 07/29/2022

Current Design: Currently, CalSAWS posts Franchise Tax Board (FTB) transactions from WIS manually by county workers on the Transaction Detail Page. Manual entries have a high potential for error and is inefficient.

Request:
1. Create new FTB Tax Intercept Interface Reader Job to automatically post Franchise Tax Board (FTB) Transactions to Recovery Accounts.
2. Create new FTB Recovery Account Transaction and Unposted FTB Recovery Account Transaction table.
3. Create a new report (FTB Intercept Transaction Report) that will report on unposted/posted FTB transactions.

Recommendation:
1. Create new FTB Tax Intercept Interface Reader Job to automatically post Franchise Tax Board (FTB) Transactions to Recovery Accounts.
2. Create new FTB Recovery Account Transaction and Unposted FTB Recovery Account Transaction table.
3. Create a new report (FTB Intercept Transaction Report) that will report on unposted/posted FTB transactions.

Outreach Description: N/A.

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 1083

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	313	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	413	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	257
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-245819] Open next document in workflow when users submit batches out of workflow

Team Responsible:	**Imaging**	Assignee:	**Unassigned**	SPG Status:	**Approved**
Fix Version/s:	**[24.01]**	Designer Contact:	**Robyn Anderson**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**15**
Reporter:	**Rhiannon Chin**	Regulation Reference:		Created:	**05/23/2022 04:20 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Imaging]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Rhiannon Chin**	Training Impacted:		Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Imaging]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**09/05/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design: When a user routes an image out of any county-maintained workflow queue, the user is taken back to the list of documents in the queue. To open the next image in the queue, the user must click on the next item.

Request: Automatically open the next document in the queues.

Recommendation: Make the appropriate configuration change to open the next document in the county-maintained queues.

Imaging configuration changes are applied globally and cannot be configured by county.

Outreach Description:

Alternative Procedure Description: Manually click on the next image in the queue.

Operational Impact:

Estimate: 15

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	15	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-262996] Enable CSRF Protection for Child Care Portal

Team Responsible:	**Online**	Assignee:	**Aaron Fowler**	SPG Status:	**N/A**
Fix Version/s:	**[24.01]**	Designer Contact:	**Erika Kusnadi**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**928**
Reporter:	**Prashant Goel**	Regulation Reference:		Created:	**06/08/2023 03:55 PM**
Status:	**Approved**	Impact Analysis:	**[Security]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Mike Tombakian 8-31-2023

Expedite Approval: Approved by Karen J Rapponotti on 07/20/2023

Current Design: The Cross-Site Request Forgery (CSRF) is a security threat as mentioned in OWASP 2021 TOP 10: A01 Broken Access Control. Currently, the Child Care Portal (which will be renamed to CalSAWS Administrator Portal under CA-263212) is not enabled with CSRF protection. As such, the Child Care Portal (CalSAWS Administrator Portal) is currently vulnerable to a CSRF attack.

Request: Enable the CalSAWS Administrator Portal with CSRF protection, to prevent a CSRF attack from being done through the CalSAWS Administrator Portal.

Recommendation: Enhance the CalSAWS Administrator Portal with CSRF protection.
1. Update the CalSAWS Administrator Portal to generate a CSRF Token post-authentication with ForgeRock (after a successful log in to the portal).
2. Authenticate the CSRF Token for every backend server interaction that the user is performing on the CalSAWS Administrator Portal.
3. Automatically expire the CSRF Token every 20 minutes.
   A) A new CSRF Token will be generated when the user is still logged in on the CalSAWS Administrator Portal under the same session.
4. Log off the user automatically and refuse to process the backend server interaction in the event that the CSRF Token that's being authenticated is determined to be "Invalid".
   A) User will automatically be logged out and will automatically be re-directed to the Log-in screen of the CalSAWS Administrator Portal.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **928**

Automated Test :	192	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	485	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0

Security :	0	Special Project :	0	System Test Support :	25
Tech Arch :	30	Tech ForgeRock :	0	Tech Ops :	30
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

[CA-265302] Turn on E2Lite interface for opt in CalWIN counties for wave 5 and 6

Team Responsible:	**Batch/Interfaces**	Assignee:	**Aman Anand [X]**	SPG Status:	**Approved**
Fix Version/s:	**[24.01]**	Designer Contact:	**Howard Suksanti**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**162**
Reporter:	**Victor Nunez**	Regulation Reference:		Created:	**07/25/2023 03:15 PM**
Status:	**Pending Approval**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Gingko Luna**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Gingko Luna on 8/22/2023

Expedite Approval:

Current Design: CA-243960 creates the E2Lite Interface jobs for CalWIN Counties. This SCR will turn on the E2Lite batch jobs for opted in CalWIN counties.

Request: Perform partner integration testing and create a Batch Scheduling Change Request (BSCR) to turn on E2Lite batch jobs for following opted in CalWIN wave 5 & 6 Counties: Sacramento, San Francisco, San Luis Obispo, Sonoma

Recommendation: Perform partner integration testing and Create a Batch Property Change Request (BPCR) and Batch Scheduling Change Request (BSCR) to turn on E2Lite batch jobs for following opted in CalWIN Counties: Sacramento, San Francisco, San Luis Obispo, Sonoma

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 162

Automated Test :	0	Batch/Interfaces :	125	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	22
Tech Arch :	0	Tech ForgeRock :	0	Tech Ops :	0
Tech Support :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

End SCRs

[CA-241306] Add Missing Translations for CF 377.7D

Team Responsible:	**Client Correspondence**	Assignee:	**Shaik Shahul**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**Deepika Babu**	Change Type (SCR):	**Policy Re-Design**
Minor Version:	**23.09.x3**	Expedite Changes:	**Start Build**	Estimate:	**341**
Reporter:	**Connie Buzbee**	Regulation Reference:	**ACL 07-12**	Created:	**02/17/2022 10:34 AM**
Status:	**In Development**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	**Obsolete_Hours**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Review and approved by Caroline Bui 8/9/2023
Expedite Approval:	By Karen J. Rapponotti on 08/15/2023
Current Design:	Currently, CF 377.7D (1/14) is only available in English and Spanish Languages in CalSAWS.
Request:	Add CF 377.7D (1/14) - "CalFresh Overissuance Notice for Administrative Errors (AE) Only" in available threshold languages to CalSAWS Template Repository. Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.
Recommendation:	Add CF 377.7D (1/14) - CalFresh Overissuance Notice for Administrative Errors (AE) Only to CalSAWS in following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**341**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	220	Contact Center :	0
Conversion :	0	DBA :	0	Design :	55
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	66
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change:

N/A

2. Estimate Change: Adding hours for transcription costs.
Before:
Translation Resource ETC: 0 hours

After:
Translation Resource ETC: 28 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:
Content Revision Description-2:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-241336] Update CW 25A to Current Version

Team Responsible:	**Client Correspondence**	Assignee:	**Ajay Agrawal**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**Navyasri Yalamanchili**	Change Type (SCR):	**Policy Re-Design**
Minor Version:	**23.09.x1**	Expedite Changes:	**Start Build**	Estimate:	**155**
Reporter:	**Connie Buzbee**	Regulation Reference:	**ACL 07-12**	Created:	**02/17/2022 02:30 PM**
Status:	**System Test**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:	**[Online Help]**	Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	**Obsolete_Hours**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved 8/10/2023 Maria Arceo. Send to correspondence committee as FYI.

Expedite Approval: By Karen J. Rapponotti on 08/15/2023

Current Design: The CW 25A-Payee Agreement for Minor Parent (7/2001) form is in CalSAWS.

Request: Replace the English CW 25A-Payee Agreement for Minor Parent (7/2001) version form with CW 25A-Payee Agreement for Minor Parent (2/2013) CDSS version.

Add CW 25A in all available CDSS translations.
Languages include: Cambodian, Chinese, and Russian.

Recommendation: Replace the EN CW 25A-Payee Agreement for Minor Parent (7/2001) form with CW 25A-Payee Agreement for Minor Parent (2/2013) form.

Add all available CW 25A CDSS translations.
Languages include: Cambodian, Chinese, Russian.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 155

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	100	Contact Center :	0
Conversion :	0	DBA :	0	Design :	25
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	30
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change: N/A 2. Estimate Change: Adding hours for transcription costs. Before: Translation Resource ETC: 0 hours After: Translation Resource ETC: 6 hours 3. Release Change: N/A 4. Funding Source Change: N/A
Content Revision Status-2:	
Content Revision Description-2:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
Content Revision Status-3:	
Content Revision Description-3:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
Content Revision Status-4:	
Content Revision Description-4:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-241910] Add Threshold Languages to Template Repository for SAR 73

Team Responsible:	**Client Correspondence**	Assignee:	**Keerthana Jayanna**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**M Devi Priya**	Change Type (SCR):	**Policy Re-Design**
Minor Version:	**23.09.x2**	Expedite Changes:	**Start Build**	Estimate:	**155**
Reporter:	**Connie Buzbee**	Regulation Reference:	**ACL 07-12**	Created:	**03/02/2022 01:31 PM**
Status:	**In Development**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	**Obsolete_Hours**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	8/09/2023 Approved. Sent to Correspondence committee as FYI.
Expedite Approval:	By Karen J. Rapponotti on 08/15/2023
Current Design:	Currently, SAR 73 (03/13) is available in English, Spanish, Armenian, Cambodian, Chinese, Korean, Russian, Tagalog, and Vietnamese languages in CalSAWS.
Request:	Add SAR 73 (03/13) - "Senior Parent Semi-Annual Income Report" in available threshold languages to CalSAWS. Languages Include: Arabic, Hmong, Lao, Farsi.
Recommendation:	Add SAR 73 (03/13) - "Senior Parent Semi-Annual Income Report" in available threshold languages to CalSAWS. Languages Include: Arabic, Hmong, Lao, Farsi.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**155**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	100	Contact Center :	0
Conversion :	0	DBA :	0	Design :	25
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	30
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change: N/A

	2. Estimate Change: Adding hours for transcription costs. Before: Translation Resource ETC: 0 hours
	After: Translation Resource ETC: 7 hours
	3. Release Change: N/A
	4. Funding Source Change: N/A
Content Revision Status-2: **Content Revision Description-2:**	1. Recommendation Change: Before: After:
	2. Estimate Change: Before: After:
	3. Release Change: Before: After:
	4. Funding Source Change: Before: After:
Content Revision Status-3: **Content Revision Description-3:**	1. Recommendation Change: Before: After:
	2. Estimate Change: Before: After:
	3. Release Change: Before: After:
	4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After:
	2. Estimate Change: Before: After:
	3. Release Change: Before: After:

4. Funding Source Change:
Before:
After:

[CA-241920] Add Missing Threshold Languages to CalSAWS - SNB 8

Team Responsible:	**Client Correspondence**	Assignee:	**Sreenidhyee Elamaran**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**Deepika Babu**	Change Type (SCR):	**Policy Re-Design**
Minor Version:	**23.09.x2**	Expedite Changes:	**Start Build**	Estimate:	**310**
Reporter:	**Connie Buzbee**	Regulation Reference:	**ACL 07-12**	Created:	**03/02/2022 02:04 PM**
Status:	**In Development**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Performance**	Committee:	**[Correspondence]**	Funding Source ID:	**Obsolete_Hours**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Review and approved by Caroline Bui 8/4/2023
Expedite Approval:	By Karen J. Rapponotti on 08/08/2023
Current Design:	Currently, SNB 8 (6/19) is only available in English and Spanish Languages in CalSAWS.
Request:	Add SNB 8 (6/19) - CalFresh and Supplemental Nutrition Benefit (SNB) Informing Notice of Sending Intercounty Transfer in available threshold languages to CalSAWS. Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese
Recommendation:	Add SNB 8 (6/19) to CalSAWS in following threshold languages: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, and Vietnamese.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	

Estimate: 310

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	200	Contact Center :	0
Conversion :	0	DBA :	0	Design :	50
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	60
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change: N/A

2. Estimate Change: Adding hours for transcription costs.
Before:
Translation Resource ETC: 0 hours

After:
Translation Resource ETC: 7 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:
Content Revision Description-2:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-247694] Asset Limit Changes-Forms and Notices

Team Responsible:	**Client Correspondence**	Assignee:	**Rakesh Nalluru**	SPG Status:	**Pending**
Fix Version/s:	**[RWR]**	Designer Contact:	**Phong Xiong**	Change Type (SCR):	**New Policy**
Minor Version:	**23.09.x2**	Expedite Changes:	**Start Build**	Estimate:	**357**
Reporter:	**Nina Butler**	Regulation Reference:	**MEDIL I 22-22**	Created:	**07/11/2022 04:42 PM**
Status:	**In Development**	Impact Analysis:	**[Central Print, Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review: Approved-Virginia Bernal 07/17/2023

Expedite Approval: Expedited Start Build Approved by Karen J. Rapponotti on 07/18/2023

Current Design: These forms currently exist in the system: MC 008, MC 010, MC 176 PI, PUB 10, and MC 14 A. These forms exist in English and Spanish with the exception of the MC 176 PI and MC 14 A. The MC 176 PI only exists in English and the MC 14 A exists in all threshold languages.

The Non-MAGI Screening Packet and the Non-MAGI Turning 65 Packet contains the PUB 10 as part of the packet itself. Both packets exist in English and Spanish.

Request: Effective July 1, 2022, the asset limits for Non-MAGI Medi-Cal programs have changed.

CalSAWS must update the following Asset Limit Changes – Forms and Informational Notices to reflect the new amounts via Medi-Cal Eligibility Division Information Letter- MC 008, MC 010, MC 176 PI, and MC 14 A.

Note: All of the forms are updated only in English with the exception of the MC 14 A as the State has provided all the translations for the MC 14 A.

Recommendation:
1. Update the following forms in English to reflect the new Asset Limit amounts in the CalSAWS system: MC 008, MC 010, MC 176 PI, and PUB 10. Turn off the Spanish version for MC 008, MC 010, PUB 10.
2. Update the following packets to reflect the new PUB 10: Non-MAGI Screening Packet, Non-MAGI Turning 65 packet. Update the Spanish version of the 2 packets to use the English version of PUB 10.
3. Update the MC 14 A in all threshold languages to the latest state version.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **357**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	217	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	104
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
Before:
1. Update the following forms in English to reflect the new Asset Limit amounts in the CalSAWS system: MC 008, MC 010, MC 176 PI, and PUB 10. Turn off the Spanish version for MC 008, MC 010, PUB 10.
2. Update the following packets to reflect the new PUB 10: Non-MAGI Screening Packet, Non-MAGI Turning 65 packet. Update the Spanish version of the 2 packets to use the English version of PUB 10.
3. Update the MC 14 A in all threshold languages to the latest state version.
After:
1. Update the following forms in English to reflect the new Asset Limit amounts in the CalSAWS system: MC 008, MC 010, and MC 176 PI. Turn off the Spanish version for MC 008 and MC 010.
2. Update the MC 14 A in all threshold languages to the latest state version.

2. Estimate Change:
N/A

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

	4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-260247] Add MC RE Packets in Mien and Ukrainian languages

Team Responsible:	**Client Correspondence**	Assignee:	**Unassigned**	SPG Status:	**N/A**
Fix Version/s:	**[RWR]**	Designer Contact:	**Meghana Chander**	Change Type (SCR):	**New Policy**
Minor Version:	**23.12.xx**	Expedite Changes:	**Start Build**	Estimate:	**1478**
Reporter:	**P Madhan Kumar**	Regulation Reference:	**ACWDL 20-21/ MEDIL I 21-14**	Created:	**04/19/2023 12:11 AM**
Status:	**Approved**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:		Funding Source:	**Premise**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	**Medi-Cal redetermination forms**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:	Approved-Virginia Bernal 07/20/2023
Expedite Approval:	By Karen J. Rapponotti on 07/21/2023
Current Design:	Currently MC RE Packet is available in English and system supported threshold languages (Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese) in CalSAWS.
Request:	1. Add the MAGI RE Packets in Mien and Ukrainian languages to CalSAWS. 2. Add the Non-MAGI RE Packets in Mien and Ukrainian languages to CalSAWS. 3. Add the Mixed Household RE Packets in Mien and Ukrainian languages to CalSAWS.
Recommendation:	1. Add the MC RE Packets (MAGI, Non-MAGI, Mixed) in Mien and Ukrainian languages to CalSAWS. 2. Update CalSAWS framework to support these additional languages. 3. Update bundling logic/code tables. 4. Conduct central print test with the print vendor. 5. These new languages will be added in Arial Unicode.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**1478**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	781	Contact Center :	0
Conversion :	0	DBA :	0	Design :	173
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	277
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	5.0

Virtual Assistant : 0

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
N/A

2. Estimate Change: Adding hours for transcription costs.
Before:
Translation Resource ETC: 5 hours
Unallocated Hours: 185 hours

After:
Translation Resource ETC: 11 hours
Unallocated Hours: 179 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

1. Recommendation Change:
Before:
After:

2. Estimate Change:

Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-256164] SCR - Humboldt County Site Changes - Project 1

Team Responsible:	**Network**	Assignee:	**Eric Prestwood**	SPG Status:	**N/A**
Fix Version/s:	**[23.06]**	Designer Contact:	**Uzair S. Naveed**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**210**
Reporter:	**Uzair S. Naveed**	Regulation Reference:		Created:	**02/03/2023 10:07 AM**
Status:	**Approved**	Impact Analysis:	**[Other]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Grady Howe**	Training Impacted:	**[N/A]**	Funding Source:	**County Purchase**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	**HM-01-2023**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Grady Howe on behalf of Laura Chavez on Feb 12, 2023

Current Design: Current DTS POP model uses a non-optimized network connectivity for its connectivity to CalSAWS and C-IV Counties have a managed contact center (listed below) which acts as "Pseudo POP site" to route the counties traffic

Traffic destined to CalSAWS 67.21.40.128/25 would be routed through the Contact Center
County traffic would use Vlan 20 as their gateway to CalSAWS
County would be responsible for NATTING (same as any other POP)
CalSAWS would have to "Allow list" the 100.64.x.x subnet to traverse through the managed L3 device

Request: Humboldt county has requested 3 changes to their existing County Site
Humboldt's lease at Site 12001 (Contact Centre location) 215 4TH ST , EUREKA is expiring on March 31, 2023 and they require an alternate solution to prevent disruption of services.

****
Project 1 : Site 12002 to be isolated from Site 12001

Site 12002 will be reconfigured to have independent connectivity to CalSAWS
 - Required for county users to retain access to CalSAWS Services.
 - Batch / SFTP re-configuration required
 - EDR not impacted as EDR servers are hosted in a site different from site 12001 or 12002
 - To be completed before March 31, 2023

Site 12001 will be shut down and all connections from site will be terminated
 - All managed workstations () and Servers (1 Domain Controller) to be decommissioned and moved to
   - Network devices and Servers – Scrubbed, Recovered and moved to Warehouse
   - Managed Workstations (County owned | CalSAWS Managed) – Handed over to County
   - Updates to Master Inventory
   - Network cleanup – to remove reference of IP Subnets used by Humboldt Managed Network

Site 12003 made to act as a "tele-worker location" where county workers access CalSAWS core applications as follows
 - working from home to use of County VPN
 - working from Offices to use of County backbone
 - All Contact Center agents to use Default CCP and access AWS Connect via County Internet

****

Recommendation: This is an Interim SCR (requirement gathering and Architecture) while the County purchase gets drafted and signed. (Design, Build, Test, Operate) will be required. This SCR is ONLY for expediting the changes and work required.

A seperate County Purchase will be submitted if the work effort captured through this SCR is accepted)

**Outreach
Description:**
**Alternative
Procedure
Description:**   Contact Centre users would use Default CCP in order to accept calls over the county managed internet.
Operational Impact:
Estimate: **210**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	50	Contact Center :	0
Conversion :	0	DBA :	0	Design :	40
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	120	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

**Content Revision
Status-1:**   Accepted

**Content Revision
Description-1:**   1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 23.05
After: 23.06

4. Funding Source Change: N/A

**Content Revision
Status-2:**   Pending SCRB

**Content Revision
Description-2:**   1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change: Updating to TBD until a more accurate release is determined.
Before: 23.06
After: TBD

4. Funding Source Change: N/A

**Content Revision
Status-3:**

**Content Revision
Description-3:**   1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

	4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-256296] Phase 1 - CalSAWS connectivity for lobby services at CalWIN Pop counties

Team Responsible:	**Special Project**	Assignee:	**Unassigned**	SPG Status:	**N/A**
Fix Version/s:	**[23.06]**	Designer Contact:	**Uzair S. Naveed**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.09.XX**	Expedite Changes:	**No**	Estimate:	**130**
Reporter:	**Tom Dickey**	Regulation Reference:		Created:	**02/07/2023 09:42 AM**
Status:	**Approved**	Impact Analysis:	**[Technology Impact]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Danielle Benoit**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Committee:	**[Lobby Management, Tech]**	Funding Source ID:	
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:	Approved by Danielle Benoit on 2/7/2023
Expedite Approval: Current Design:	Kiosks in the C-IV Managed counties communicate with the Domain Controllers in Equinix Data Center via the AccenturePRD virtual Network
	New Kiosks deployed at CalWIN Counties do not use AccenturePRD Network and do not have connectivity with the Domain Controllers in Equinix Data Center
Request:	Requirements - Access to CalSAWS over Extranet : Kiosk API transactional traffic to perform business transactions (benefit recipients). - Bi-Directional Access to/from County Equinix DC segment over AccenturePRD : Bi-directional communication to Domain Controllers in Equinix DC for management and updates (Lobby Management Team) ** Conditions: - Requires 1:1 communication between specific IP addresses. - Cannot allow County to use 14.x (Legacy design - Public IP address) - Cannot allow Extranet access to Equinix DC (NIST Requirement: segregation of Application/Management traffic) - Future state to eradicate use of 14.x from all sites ** This project is divided into 4 phases and this SCR is for work done from Phase 1-3 (see attachment - roadmap) Phase 1: Pilot (Placer) Phase 2: CalWIN POP Counties (remaining 17 counties) Phase 3: Other C-IV POP Counties (remaining 23 counties)
Recommendation:	Summary of Changes Required - See attachment for summary and high level design ** County L3 Firewall does policy-based NAT 1. Condition: Traffic from specific kiosk ip (county internal ip) to specific Domain controllers in Equinix >> Classified grouping 2. Named traffic group gets source Natted 1:1 NAT of the Kiosks to a 172.x.x.x ip address (Non routable, Compliant with RFC -) VeloCloud & CalSAWS Routers : 1. Accenture PRD extended to POP Counties 2. CalSAWS Routers (At County) inject 172.x.x.x ip address into AccenturePRD Equinix Routers & Firewalls

1. permit 172.x.x.x ip's from specific subnet to communicate with Domain Controllers

****

DESIGN
- Reuses same Domain Controllers as managed counties (Cost saving and no increase in tech footprint)
- Continue to restrict usage of 14.x IP range at POP Counties
- Design allows for scalability to extend similar solution to Managed counties to help reduce dependency on 14.x
- Single NAT allows for simpler design where only 172.x is allowed into Equinix DC and 14.x continues to be blocked

Outreach Description:

Alternative Procedure Description: No alternative procedure exists.

Operational Impact:

Estimate: **130**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	50
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Accepted

Content Revision Description-1:
1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 23.03
After: 23.06

4. Funding Source Change: N/A

Content Revision Status-2: Pending SCRB

Content Revision Description-2:
1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change: Updating release to TBD until a more accurate release can be determined.
Before: 23.06
After: TBD

4. Funding Source Change: N/A

Content Revision Status-3:

Content Revision Description-3:
1. Recommendation Change:
Before:
After:

	2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-245578] Secrets Manager Implementation

Team Responsible:	**Tech Forge Rock**	Assignee:	**Brian Taylor**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Brian Taylor**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.12.01**	Expedite Changes:	**No**	Estimate:	**200**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**05/16/2022 05:36 PM**
Status:	**In Development**	Impact Analysis:	**[Security]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design: Static passwords being used for the FR super admin accounts

Request: Implement secrets manager to rotate the passwords using the API calls in the forgerock code to retrieve the passwords from aws secret manager

Recommendation: use secret manager to mask the static passwords in the code

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **200**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	200	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Accepted

Content Revision Description-1:
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:

After:

3. Release Change:
Before: 23.01
After: RWR

4. Funding Source Change:
Before:
After:

Content Revision Status-2:
Content Revision Description-2:

Pending SCRB

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: 23.11

4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-247634] Platform Architecture Enhancements - Design

Team Responsible:	**Tech Forge Rock**	Assignee:	**Brian Taylor**	SPG Status:	**N/A**		
Fix Version/s:	**[23.07]**	Designer Contact:	**Blake Haselberger**	Change Type (SCR):	**Documentation**		
Minor Version:	**23.10.31**	Expedite Changes:	**Start Build**	Estimate:	**280**		
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**07/08/2022 01:30 PM**		
Status:	**Design in Progress**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Brian Rodgers**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**		
Project Phase (SCR):	**Design**	Committee:	**[Tech]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:	**05/05/2023**	Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review: Approved by Laura Chavez on 5/5/2023

Expedite Approval: Approved by Laura Chavez on 5/5/2023

Current Design: The current ForgeRock architecture has limitations that prevent autoscaling and single node replacement from working effectively. These limitations stem from the configuration of the nodes in AWS as well as the deployment method used.

Request: The team was asked by Brian Rodgers to explore alternatives to overcome the limitations. The team would like to rework the architecture to better use AWS capabilities to facilitate autoscaling for AM, IDM, and IG components as well as provide the capability to redeploy individual nodes of the architecture without rebuilding the entire stack.

Recommendation: The team recommends beginning requirements and design activities to remediate the limitations noted above. The estimate for the team's hour is 280 hours split between 40 hours for requirements and 160 for design, and 80 hours to design changes for the deployment process.

The estimate for build through deploy will be dependent on the requirements and design agreed upon at the end of this task. Depending on the architecture, there may also be impact to personnel and the support model. For example, if ForgeRock were deployed using Kubernetes, support personnel with the appropriate skillset would be added, or the team may need to integrate with other teams at CalSAWS with a matrixed support model.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **280**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	280	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: 23.07 After: 23.09 4. Funding Source Change: Before: After:
Content Revision Status-2:	
Content Revision Description-2:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
Content Revision Status-3:	
Content Revision Description-3:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
Content Revision Status-4:	
Content Revision Description-4:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-248042] Create a BPCR and network connection to setup E2Lite for Sacramento county

Team Responsible:	**Batch Operations**	Assignee:	**Naveen Bhumandla**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Naveen Bhumandla**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.xx.xx**	Expedite Changes:	**No**	Estimate:	**5**
Reporter:	**Howard Suksanti**	Regulation Reference:		Created:	**07/21/2022 10:14 AM**
Status:	**Approved**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**John Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Design**	Committee:	**[Other]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved by Carlos Zepeda on 8/31/2022

Current Design: CA-243960 creates the E2Lite Interface jobs for CalWINS Counties. This SCR will establish the network connectivity with Sacramento county.

Request:
1. Create a BPCR to add FTP information on E2Lite for Sacramento county.
2. County partner integrated testing is required.

Recommendation:
1. Create a BPCR to add FTP information on E2Lite for Sacramento county.
2. County partner integrated testing is required.

Outreach Description:

Alternative Procedure Description: N/A.

Operational Impact:

Estimate: 5

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	5
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Accepted

Content Revision Description-1:
1. Estimate Change:
Before:
  Batch/Interfaces ETC 1: 40
After:

	Batch/Interfaces ETC 1: 25
Content Revision Status-2:	Accepted
Content Revision Description-2:	1. Estimate Change: Before: Batch/Interfaces ETC 1: 25 After: Batch/Interfaces ETC 1: 0
Content Revision Status-3:	Pending SCRB
Content Revision Description-3:	1. Recommendation Change: Before: All CalWIN counties requested to turn off E2lite functionality until wave6 After: As part of this SCR# CA-254707, all CalWIN counties requested to enable E2lite functionality. So, we are rejecting this SCR# CA-248040 2. Estimate Change: Before: After: 3. Release Change: SCR is being Rejected Before: 23.07 After: TBD 4. Funding Source Change: Before: After:
Content Revision Status-4:	Pending SCRB
Content Revision Description-4:	1. Recommendation Change: Before: All CalWIN counties requested to turn off E2lite functionality until wave6 After: As part of this SCR# CA-254707, all CalWIN counties requested to enable E2lite functionality. So, we are rejecting this SCR# CA-248040 2. Estimate Change: Before: 23.07 After: SCR is being Rejected 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-251146] Add NOA Fragments in Threshold Languages for CalFresh NOA Generation (CF 377.4 SAR)

- Resolved: 08/08/2023 02:49 AM

Team Responsible:	**Client Correspondence**	Assignee:	**Reshma Chandy [X]**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Lianel Richwin**	Change Type (SCR):	**Policy Re-Design**
Minor Version:	**23.08.08**	Expedite Changes:	**Start Build**	Estimate:	**1020**
Reporter:	**Connie Buzbee**	Regulation Reference:	**EAS 10-116**	Created:	**10/10/2022 10:01 AM**
Status:	**In Production**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:	**[Online Help]**	Funding Source:	**Other**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh, Correspondence]**	Funding Source ID:	**Corr_Reallocation**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:	Review and approved by Caroline Bui 7/13/2023
Expedite Approval:	By Karen J. Rapponotti on 07/14/2023
Current Design:	Not all NOAs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese).
Request:	1. Add Threshold languages to GAIN Sanctioned with reason code F090C (Snippet ID - 7229).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
2. Add Threshold languages to Residency VRF Pending with reason code F068T (Snippet ID - 6045).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
3. Add Threshold languages to Ineligible Boarder - SFU with reason code F031T (Snippet ID - 6029).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
4. Add Threshold languages to TVisa Not Apply W/In 1 yr with reason code F160C (Snippet ID - 7214).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
5. Add Threshold languages to CalFresh COLA Change with reason code F713C (Snippet ID - 7480).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
6. Add Threshold languages to Fail App Process with reason code F924T (Snippet ID - 10214).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
7. Add Threshold languages to Non-Coop Sponsored Non-Citizen with reason code F377T (Snippet ID - 6104).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
8. Add Threshold languages to EBT Whereabouts Unknown with reason code F715T (Snippet ID - 6492).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.
9. Add Threshold languages to Child Supt Deduc Now Excluded with reason code F707C (Snippet ID - 7251).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

10. Add Threshold languages to Voluntary Job Quit with reason code F021T (Snippet ID - 6023).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

11. Add Threshold languages to Indv Left TCF Household with reason code F617C (Snippet ID - 6484).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

12. Add Threshold languages to Ineligible Institution with reason code F004C (Snippet ID - 6002).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

13. Add Threshold languages to Household Left State with reason code F622T (Snippet ID - 6110).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

14. Add Threshold languages to Non-Coop: QC Federal with reason code F058T (Snippet ID - 6041).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

15. Add Threshold languages to Above 21 Not Pur/Pre with reason code F401C (Snippet ID - 6107).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

16. Add Threshold languages to Non-Coop: QC State with reason code F057T (Snippet ID - 6040).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

17. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320C (Snippet ID - 6099).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

18. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320T (Snippet ID - 6480).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

19. Add Threshold languages to CF_CH_ACTION2 action fragment (Snippet ID - 4063).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

20. Add Threshold languages to CF_CH_ACTION4 action fragment (Snippet ID - 4030).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

21. Add Threshold languages to CF_CH_MESSAGE7 message fragment (Snippet ID - 5029).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

Recommendation:

1. Add Threshold languages to GAIN Sanctioned with reason code F090C (Snippet ID - 7229).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

2. Add Threshold languages to Residency VRF Pending with reason code F068T (Snippet ID - 6045).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

3. Add Threshold languages to Ineligible Boarder - SFU with reason code F031T (Snippet ID - 6029).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

4. Add Threshold languages to TVisa Not Apply W/In 1 yr with reason code F160C (Snippet ID - 7214).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

5. Add Threshold languages to CalFresh COLA Change with reason code F713C (Snippet ID - 7480).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

6. Add Threshold languages to Fail App Process with reason code F924T (Snippet ID - 10214).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

7. Add Threshold languages to Non-Coop Sponsored Non-Citizen with reason code F377T (Snippet ID - 6104).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

8. Add Threshold languages to EBT Whereabouts Unknown with reason code F715T (Snippet ID - 6492).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

9. Add Threshold languages to Child Supt Deduc Now Excluded with reason code F707C (Snippet ID - 7251).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

10. Add Threshold languages to Voluntary Job Quit with reason code F021T (Snippet ID - 6023).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

11. Add Threshold languages to Indv Left TCF Household with reason code F617C (Snippet ID - 6484).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

12. Add Threshold languages to Ineligible Institution with reason code F004C (Snippet ID - 6002).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

13. Add Threshold languages to Household Left State with reason code F622T (Snippet ID - 6110).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

14. Add Threshold languages to Non-Coop: QC Federal with reason code F058T (Snippet ID - 6041).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

15. Add Threshold languages to Above 21 Not Pur/Pre with reason code F401C (Snippet ID - 6107).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

16. Add Threshold languages to Non-Coop: QC State with reason code F057T (Snippet ID - 6040).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

17. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320C (Snippet ID - 6099).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

18. Add Threshold languages to Alien Sponsor Income Ver Refus with reason code F320T (Snippet ID - 6480).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

19. Add Threshold languages to CF_CH_ACTION2 action fragment (Snippet ID - 4063).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

20. Add Threshold languages to CF_CH_ACTION4 action fragment (Snippet ID - 4030).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

21. Add Threshold languages to CF_CH_MESSAGE7 message fragment (Snippet ID - 5029).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese.

Outreach Description:

Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	**1020**				

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	603	Contact Center :	0
Conversion :	0	DBA :	0	Design :	151
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	266
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
N/A

2. Estimate Change: Adding hours for transcription costs.
Before:
Translation Resource ETC - 0 hours

After:
Translation Resource ETC - 53 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-251150] Add NOA Fragments in Threshold Languages for CalWORKS NOA Generation (NA 290)

- Resolved: 09/08/2023 02:01 AM

Team Responsible:	**Client Correspondence**	Assignee:	**Indira Ramasamy**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Ramya HS**	Change Type (SCR):	**Policy Re-Design**
Minor Version:	**23.09.11**	Expedite Changes:	**Start Build**	Estimate:	**818**
Reporter:	**Connie Buzbee**	Regulation Reference:	**EAS 10-116**	Created:	**10/10/2022 10:59 AM**
Status:	**In Production**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:	**[Online Help]**	Funding Source:	**Other**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh, Correspondence]**	Funding Source ID:	**Corr_Reallocation**
Consortium Review Approval: Consortium Review Approval Date:		Approved by Committee:		Other Agency Cross Reference:	

Non-Committee Review:	8/07/2023 Approved Maria Arceo. Sent to correspondence committee as FYI
Expedite Approval:	By Karen J. Rapponotti on 08/08/2023
Current Design:	Not all NOAs generate in all Threshold Languages (Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, Vietnamese).
Request:	1. Add Threshold languages to On Aid Another Case with NOA code A091D (Snippet ID - 7643).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
2. Add Threshold languages to On Aid Another Case with NOA code A461D (Snippet ID - 7640).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese
3. Add Threshold languages to On Aid Another Case with NOA code A609D (Snippet ID - 7644).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
4. Add Threshold languages to On Aid Another Case with NOA code A461A (Snippet ID - 7696).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.
5. Add Threshold languages to On Aid Another Case with NOA code A200D (Snippet ID - 7641).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.
6. Add Threshold languages to SNTN Cal-LRN $100 No RPT CRD with NOA code A319C (Snippet ID - 6224).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese
7. Add Threshold languages to FTP: Vendor Information with NOA code A885T (Snippet ID - 7624).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.
8. Add Threshold languages to FTP: Vendor Information with NOA code A885D (Snippet ID - 7623).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

Recommendation:

9. Add Threshold languages to Unverified: Pregnancy with NOA code A802C (Snippet ID - 6389).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

10. Add Threshold languages to SNTN Cal-LRN $100 UN SFY RPT with NOA code A654C (Snippet ID - 6334).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

11. Add Threshold languages to FTP: Vendor Information with NOA code A884D (Snippet ID - 7621).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

12. Add Threshold languages to Parents IPV Sanction 2nd Time with NOA code A391D (Snippet ID - 6147).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

1. Add Threshold languages to On Aid Another Case with NOA code A091D (Snippet ID - 7643).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

2. Add Threshold languages to On Aid Another Case with NOA code A461D (Snippet ID - 7640).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog and Vietnamese

3. Add Threshold languages to On Aid Another Case with NOA code A609D (Snippet ID - 7644).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

4. Add Threshold languages to On Aid Another Case with NOA code A461A (Snippet ID - 7696).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

5. Add Threshold languages to On Aid Another Case with NOA code A200D (Snippet ID - 7641).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

6. Add Threshold languages to SNTN Cal-LRN $100 No RPT CRD with NOA code A319C (Snippet ID - 6224).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese

7. Add Threshold languages to FTP: Vendor Information with NOA code A885T (Snippet ID - 7624).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

8. Add Threshold languages to FTP: Vendor Information with NOA code A885D (Snippet ID - 7623).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

9. Add Threshold languages to Unverified: Pregnancy with NOA code A802C (Snippet ID - 6389).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

10. Add Threshold languages to SNTN Cal-LRN $100 UN SFY RPT with NOA code A654C (Snippet ID - 6334).

Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.

11. Add Threshold languages to FTP: Vendor Information with NOA code A884D (Snippet ID - 7621).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

12. Add Threshold languages to Parents IPV Sanction 2nd Time with NOA code A391D (Snippet ID - 6147).
Languages Include: Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

Outreach Description:

Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	**818**				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	528	Contact Center :	0
Conversion :	0	DBA :	0	Design :	132
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	158
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:

Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
N/A

2. Estimate Change: Adding hours for transcription costs.
Before:
Translation Resource ETC: 0 hours

After:
Translation Resource ETC: 46 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

	2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-253233] Sacramento (wave 6) County - Conduct Rush Warrant Testing

Team Responsible:	**Client Correspondence**	Assignee:	**Lalitha Valamarthi**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Phong Xiong**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.10.19**	Expedite Changes:	**Production Deployment**	Estimate:	**79**
Reporter:	**Lawrence Samy**	Regulation Reference:		Created:	**11/30/2022 02:36 PM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Sheryl E. Eppler**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Migration**	Committee:	**[Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Karen Rapponotti - Approved - 12/14/2022

Current Design: Warrant alignment testing for all CalWIN Counties were conducted with CA-212167.

Request: Sacramento County is requesting to conduct warrant testing to test their County Software 'PrintChef"

Recommendation:

Sacramento County only - Update Sacramento County's Rush Warrant Template to print and populate all elements, with the exception of the large check number and MICR line. Conduct Rush Warrant Alignment Testing with the county.

Note: Turn off Foster Care warrant Template for Sacramento County, as the County will use the Default template for this program.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 79

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	65	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	10	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	2
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Accepted

Content Revision Description-1: Content Revision - 5

1. Recommendation Change:
N/A

2. Estimate Change:
Before:
Online Total: 10 hours
Client Correspondence Total: 65 hours
Technical Infrastructure Support: 2 hours
After:
Online Total: 0 hours
Client Correspondence Total: 111 hours
Technical Infrastructure Support: 13 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2: Pending SCRB

Content Revision Description-2: Content Revision - 6
1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change:
N/A

Content Revision Status-3: Accepted

Content Revision Description-3: 1. Release Change:
Before: 23.03
After: 23.05

Content Revision Status-4: Accepted

Content Revision Description-4: 1. Recommendation Change:
N/A

2. Estimate Change:
N/A

3. Release Change:
Before: 23.05
After: 23.07

4. Funding Source Change:
N/A

[CA-257761] Changing Cookie Names in Different Environments

Team Responsible:	**Tech Forge Rock**	Assignee:	**Dean Barrois**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Dean Barrois**	Change Type (SCR):	**Data Change**
Minor Version:	**23.10.13**	Expedite Changes:	**Start Build**	Estimate:	**40**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**03/06/2023 03:47 PM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Haikaz (Mike) Tombakian**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**03/24/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Grady Howe on 3/24/2023
Expedite Approval:	Approved by Grady Howe on 3/24/2023
Current Design:	The current cookie names do not separate the various different environments that are being worked in for the Tech ForgeRock Team.
Request:	The request is to change the default session cookie name for the ForgeRock platform for security reasons. The cookies will be environment specific.
Recommendation:	The forgerock team will configure the cookie names according to the table (attached picture) in the Access Management console.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**40**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	40	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change: Before: After: 2. Estimate Change:

Before:
After:

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change:
Before:
After:

Content Revision Status-2:

Content Revision Description-2:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-258660] DDID 2700 FDS CSC: Migrate Kings County to new AWS account, and deploy eCCP

Team Responsible:	**Contact Center**	Assignee:	**Aaron VanSledright**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Jared Kuester**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.09.28**	Expedite Changes:	**Start Build**	Estimate:	**208**
Reporter:	**Nicole Kenny**	Regulation Reference:		Created:	**03/21/2023 02:20 PM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Darcy Alexander**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:	**Contact Center**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Darcy Alexander approves SCR 8/12/2023
Expedite Approval:	Karen J. Rapponotti, 4/14/2023
Current Design:	Kings County Currently uses the Custom CCP and is on a Shared AWS Account
Request:	Deploy C16 Amazon Connect instance to a dedicated AWS Account, and Deploy the eCCP
Recommendation:	** Kings County Only, No Design Document required as there are no functional changes, just moving environemnts. (See SCR CA-226844 for details of the eCCP). ** 1) Copy the Amazon Connect Instance from contactcenter-production account to contactcenter-production-kings 2) Deploy the eCCP to contactcenter-production-kings
Outreach Description:	Planning meetings with Kings county for migration
Alternative Procedure Description:	N/A
Operational Impact:	

Estimate:	**208**				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	200	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change: N/A

Content Revision Status-2:
Content Revision Description-2:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-258662] DDID 2700 FDS CSC: Migrate Stanislaus County to new AWS account, and deploy eCCP

Team Responsible:	**Contact Center [23.07]**	Assignee:	**Aaron VanSledright**	SPG Status:	**N/A**
Fix Version/s:		Designer Contact:	**Jared Kuester**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.09.28**	Expedite Changes:	**Start Build**	Estimate:	**208**
Reporter:	**Nicole Kenny**	Regulation Reference:		Created:	**03/21/2023 02:24 PM**
Status:	**System Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Darcy Alexander**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS DD&I**
Project Phase (SCR):	**Production**	Committee:	**[IVR & Contact Center]**	Funding Source ID:	**Contact Center**
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Darcy Alexander approves SCR 8/12/2023
Expedite Approval:	Karen J. Rapponotti, 4/14/2023
Current Design:	Stanislaus County Currently uses the Custom CCP and is on a Shared AWS Account
Request:	Deploy C50 Amazon Connect instance to a dedicated AWS Account, and Deploy the eCCP
Recommendation:	** Stanislaus County Only, No Design Document required as there are no functional changes, just moving environemnts. (See SCR CA-226844 for details of the eCCP). ** 1) Copy the Amazon Connect Instance from contactcenter-production account to contactcenter-production-stanislaus 2) Deploy the eCCP to contactcenter-production-stanislaus
Outreach Description:	Planning meetings with Stanislaus county for migration
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**208**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	200	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	8	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB

Content Revision Description-1:	1. Recommendation Change: N/A
	2. Estimate Change: N/A
	3. Release Change: Before: 23.07 After: 23.09
	4. Funding Source Change: N/A
Content Revision Status-2:	
Content Revision Description-2:	1. Recommendation Change: Before: After:
	2. Estimate Change: Before: After:
	3. Release Change: Before: After:
	4. Funding Source Change: Before: After:
Content Revision Status-3:	
Content Revision Description-3:	1. Recommendation Change: Before: After:
	2. Estimate Change: Before: After:
	3. Release Change: Before: After:
	4. Funding Source Change: Before: After:
Content Revision Status-4:	
Content Revision Description-4:	1. Recommendation Change: Before: After:
	2. Estimate Change: Before: After:
	3. Release Change: Before: After:
	4. Funding Source Change: Before: After:

[CA-262868] Add Threshold Translations for IAR Split CAPI Payment Reason and message

- Resolved: 09/08/2023 03:29 AM

Team Responsible:	**Client Correspondence**	Assignee:	**Surendar Murugesan**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Ramya Yk**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.09.11**	Expedite Changes:	**Start Build**	Estimate:	**130**
Reporter:	**Nithya Chereddy**	Regulation Reference:		Created:	**06/07/2023 08:40 AM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Adelaide Mendoza**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: non-committee approval by Adelaide Mendoza CAPI BA

Expedite Approval: By Lynn Bridwell on 08/02/2023

Current Design: Currently IAR CAPI Split Payment NOA available only in English and Spanish Languages.

Request:
1. Add Threshold Translation for IAR Split CAPI Payment Reason CI_AP_CAPI_APPROVED_GR_CALWIN_C703
2. Add Threshold Translations for IAR Split CAPI Payment message CI_AP_MESSAGE2
3. Add Threshold Translations for IAR Split CAPI Payment Action CI_AP_ACTION5.

Recommendation:
1. Adding Threshold languages for IAR Split CAPI Payment Reason (Snippet Id - 7839)
Languages Include: Armenian, Arabic, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Tagalog, Vietnamese.
2. Adding Threshold Translations for IAR Split CAPI Payment Message (Snippet Id - 5143)
Languages Include: Arabic, Hmong and Lao
3. Adding Threshold Translations for IAR Split CAPI Payment Action (Snippet Id - 4115)
Languages Include: Arabic, Hmong and Lao

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **130**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	100	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	30
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change: N/A

2. Estimate Change: Adding hours for transcription costs.
Before:
Translation Resource ETC: 0 hours

After:
Translation Resource ETC: 22 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:	
Content Revision Description-2:	1. Recommendation Change: Before: After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:	
Content Revision Description-3:	1. Recommendation Change: Before: After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:	
Content Revision Description-4:	1. Recommendation Change: Before: After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-265023] ForgeRock index size limit

Team Responsible:	**Tech Forge Rock**	Assignee:	**Brian Taylor**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Brian Taylor**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.10.13**	Expedite Changes:	**Start Build**	Estimate:	**120**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**07/19/2023 08:39 AM**
Status:	**Design in Progress**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Brian Rodgers**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Refactoring**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**07/19/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Grady Howe on 07/19/2023
Expedite Approval:	Approved by Grady Howe on 07/19/2023
Current Design:	This is a preventative action related to RCA 243 - CalSAWS Outage Due to ForgeRock Issue. An incident ticket (INC0099964) has been opened for tracking. The current implementation uses the default index size limit of 4000 entries for a given search key for the 'sn', 'givenName', 'userName', 'mail', 'lastLoginTime', and 'createTimestamp' attributes in the DSUSR store. The index size of 4000 entries is not sufficient as the number of users in the customer user store continues to increase. This causing some searches for common names to become unindexed, which means that the directory server has to perform a full table scan to find results. This slows performance and can have an impact on availability if there are too many unindexed queries executed simultaneously.
Request:	The request is to perform analysis on the indices currently created to determine appropriate new size limits for the indices created for these attributes. Additional indices for substring searches will also be evaluated. The evaluation will consider the index size as well as the performance cost of maintaining the increased index size against the performance gains of indexed searches.
Recommendation:	The recommendation is pending the evaluation of the index sizes and performance impacts.
Outreach Description:	
Alternative Procedure Description:	n/a
Operational Impact:	

Estimate: 120

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	120	Tech Support :	0

Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change:
Before:
After:

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

1. Recommendation Change:
Before:
After:

2. Estimate Change:

Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-265576] Add Fold Here Line for RE Packets - Phase 1

- Resolved: 08/24/2023 12:01 AM

Team Responsible:	**Client Correspondence**	Assignee:	**Nisarga Nagarathnaraj**	SPG Status:	**Approved**
Fix Version/s:	**[23.07]**	Designer Contact:	**Lianel Richwin**	Change Type (SCR):	**Enhancement**
Minor Version:	**23.08.25**	Expedite Changes:	**Production Deployment**	Estimate:	**332**
Reporter:	**Lawrence Samy**	Regulation Reference:		Created:	**07/31/2023 03:16 PM**
Status:	**In Production**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Maria Arceo**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved 8/02/2023 Maria Arceo. Sent to MC correspondence committee as FYI

Expedite Approval: Approved expedited build and deployment by Laura Chavez on 08/02/23

Current Design: With CA-253099, larger BRM envelope (6x9) started getting included with RE Packets. Because of this change, the "Please fold and ensure the County address information displays in the envelope window." line was removed which was previously used for #9 BRM Envelope.

Request: In absence of the "Please fold and ensure the County address information displays in the envelope window." line, customers are folding the packets incorrectly which sometimes hides the BRM permit number causing unnecessary delays at USPS. Add the text on the BRM coversheet "Please fold and ensure the County address information displays in the envelope window." line at the halfway (5.5 inches) on the following packets.

1. MAGI RE Packet (Migration Counties)
   Languages Include: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese, Hindi, Thai, Japanese, Punjabi
2. Mixed Household RE Packet (Migration Counties)
   Languages Include: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese, Hindi, Thai, Japanese, Punjabi
3. Non-MAGI RE Packet (Migration Counties)
   Languages Include: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese, Hindi, Thai, Japanese, Punjabi

NOTE: All LA County packets being mailed using LA County's full size flat mail and full size BRM envelopes are not impacted with this change.

Recommendation: Update the following packets by adding the text "Please fold and ensure the County address information displays in the envelope window." to the BRM coversheet and the line above this text.

1. MAGI RE Packet (Migration Counties)
   Languages Include: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese, Hindi, Thai, Japanese, Punjabi
2. Mixed Household RE Packet (Migration Counties)
   Languages Include: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese, Hindi, Thai, Japanese, Punjabi
3. Non-MAGI RE Packet (Migration Counties)
   Languages Include: English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Tagalog, Hmong, Korean, Lao, Russian, Vietnamese, Hindi, Thai, Japanese, Punjabi

Outreach Description:

Alternative Procedure Description:	N/A				
Operational Impact:					
Estimate:	**332**				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	255	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	77
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
N/A

2. Estimate Change: Adding hours for transcription costs.
Before:
Translation Resource ETC: 0 hours

After:
Translation Resource ETC: 4 hours

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

	2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-266298] PROD ForgeRock API Client for San Francisco (38)

Team Responsible:	**Tech Forge Rock**	Assignee:	**Isha Patel**	SPG Status:	**N/A**		
Fix Version/s:	**[23.07]**	Designer Contact:	**Nicole Cunningham**	Change Type (SCR):	**Operational Enhancement**		
Minor Version:	**23.10.XX**	Expedite Changes:	**Start Build**	Estimate:	**16**		
Reporter:	**Logan Pratt**	Regulation Reference:		Created:	**08/14/2023 04:25 PM**		
Status:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**		
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**		
Project Phase (SCR):	**Assembly Test**	Committee:	**[Tech]**	Funding Source ID:			
Consortium Review Approval:		Approved by Committee:	**08/14/2023**	Other Agency Cross Reference:			
Consortium Review Approval Date:							

Non-Committee Review: Approved by Laura Chavez on 8/14/2023

Expedite Approval: Approved by Laura Chavez on 8/14/2023

Current Design: County is requesting API access for a new Application(s)

Request: Provide San Francisco with PROD FR client:

Application Name: COSTS
Scope: COSTS_38 38
RITM: RITM0043778
ENV: PROD

Application Name: Online WTW Portal
Scope: OWP_38 38
RITM: RITM0043778
ENV: PROD

Application Name: Sherlock
Scope: SLOCK_38 38
RITM: RITM0044899
ENV: PROD

Recommendation: The Tech ForgeRock team will complete the API access request for San Francisco County PROD FR Client. This will be implemented in PROD Build TBD.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **16**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0

Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	16	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change:
Before:
After:

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-266439] PROD ForgeRock API client for Sacramento (34)

Team Responsible:	**Tech Forge Rock**	Assignee:	**Isha Patel**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Nicole Cunningham**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**23.10.XX**	Expedite Changes:	**Start Build**	Estimate:	**16**
Reporter:	**Logan Pratt**	Regulation Reference:		Created:	**08/16/2023 05:20 PM**
Status:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/14/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved by Laura Chavez on 08/14/2023

Expedite Approval: Approved by Laura Chavez on 08/14/2023

Current Design: County is requesting API access for a new Application(s).

Request: Provide Sacramento county with PROD FR client:

Application Name: ES Tool
Scope: ESTOOL_34 34
RITM: RITM0045397
ENV: PROD

Application Name: SMART
Scope: SMART_34 34
RITM: RITM0045399
ENV: PROD

Recommendation: The Tech ForgeRock team will complete the API access request for providing Sacramento county with PROD FR client.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 16

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	16	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0

Virtual Assistant :   0

Content Revision Status-1:   Pending SCRB

Content Revision Description-1:
 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change:
Before:
After:

Content Revision Status-2:

Content Revision Description-2:
 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:
 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:
 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-266443] PROD ForgeRock API client for San Luis Obispo (40)

Team Responsible:	**Tech Forge Rock**	Assignee:	**Isha Patel**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Nicole Cunningham**	Change Type (SCR):	**Operational Enhancement**
Minor Version:	**23.10.XX**	Expedite Changes:	**Start Build**	Estimate:	**16**
Reporter:	**Logan Pratt**	Regulation Reference:		Created:	**08/16/2023 05:28 PM**
Status:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/14/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Laura Chavez on 08/14/2023
Expedite Approval:	Approved by Laura Chavez on 08/14/2023
Current Design:	County is requesting API access for a new Application(s).
Request:	Provide San Luis Obispo county with PROD FR client:

Application Name: DSSNET
Scope: DSSNET_40 40
RITM: RITM0045314
ENV: PROD

Recommendation:	The Tech ForgeRock team will complete the API access request for providing San Luis Obispo county with PROD FR client.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	16

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	16	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change:

Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change:
Before:
After:

**Content Revision
Status-2:**
**Content Revision
Description-2:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-3:**
**Content Revision
Description-3:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

**Content Revision
Status-4:**
**Content Revision
Description-4:**

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-267152] PROD ForgeRock API client for San Francisco (38)

Team Responsible:	**Tech Forge Rock**	Assignee:	**Megan Rossier**	SPG Status:	**N/A**
Fix Version/s:	**[23.07]**	Designer Contact:	**Nicole Cunningham**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.10.XX**	Expedite Changes:	**Start Build**	Estimate:	**16**
Reporter:	**Logan Pratt**	Regulation Reference:		Created:	**08/30/2023 10:36 AM**
Status:	**In Assembly Test**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Logan Pratt**	Training Impacted:		Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**08/28/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Approved by Laura Chavez on 08/28/2023
Expedite Approval:	Approved by Laura Chavez on 08/28/2023
Current Design:	County is requesting API access for a new Application
Request:	Provide Fresno county with PROD FR client
	Application Name: LaunchPad Scope: LP_38 38 RITM: RITM0046479 ENV: PROD
Recommendation:	The Tech ForgeRock team will complete the API access request for providing San Francisco county with PROD FR client.
Outreach Description:	
Alternative Procedure Description:	N/A
Operational Impact:	
Estimate:	**16**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	16	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	1. Recommendation Change:

Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.07
After: 23.09

4. Funding Source Change:
Before:
After:

Content Revision Status-2:
Content Revision Description-2:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

 1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-208537] ACIN I-25-19 Treatment on In-Kind Support and Maintenance in the Cash Assistance Program for Immigrants (CAPI)

- Resolved: 09/11/2023 10:50 AM

Team Responsible:	**Eligibility**	Assignee:	**Eugenio Garcia Velasco**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Thomas Lazio**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**1544**
Reporter:	**Dennis Kong**	Regulation Reference:	**ACIN I-25-19**	Created:	**05/21/2019 09:46 AM**
Status:	**Test Complete**	Impact Analysis:	**[Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Adelaide Mendoza**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CAPI]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**03/01/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Approved - Karen Rapponotti - 6/30/2023; Content Revision 3 - Approved by Michele Peterson on 08/23/2023

Current Design: Currently County staff manually calculate the countable income to determine whether in-kind support and maintenance (ISM) is applicable using the SOC 453 form and enter the countable ISM as unearned income for the CAPI applicant/recipient into CalSAWS.

Request: The request is to add a new income type for ISM and automate the ISM calculation to apply the countable amount as unearned income for the CAPI applicant/recipient in CalSAWS.

Recommendation:
1. Online: Update the Income Detail page with a new Income Type to support the entry of questions related to In-Kind Support and Maintenance (ISM).
2. Online: Update the Transaction History Detail page with new fields to match the updates to the Income Detail page.
3. Online: Update the County Parameters Detail page to account for the new ISM income type.
4. Eligibility: Add new In-Kind Support and Maintenance (ISM) income type and configure treatment across different programs.
5. Eligibility: Add new CAPI EDBC logic for ISM amount calculation.
6. Eligibility: Add new Presumed Maximum Value (PMV) code table.
7. Client Correspondence: Regression Testing for CAPI NOAs with Unearned Income.
8. Client Correspondence: Add threshold language translations for new 'In-Kind Support and Maintenance' income type.

Outreach Description:

Alternative Procedure Description: Calculate ISM manually and use generic 'Unearned' income type.

Operational Impact:

Estimate: **1544**

Automated Test :	55	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	53	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	524	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	341	Performance :	0	POD :	0

Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	412
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	19.0
Virtual Assistant :	0				

Content Revision Status-1: Accepted

Content Revision Description-1:

1. Recommendation Change:
Before:
- 'ISM Calculation' on the Income Detail Page
- Transaction History based on new 'ISM Calculation' fields in Income Detail Page.

After:
- 'ISM Calculation' moved to the Income Amount Detail Page and updated logic to allow for the display of null Income Amounts as 'ISM'.
- Transaction History now based on new 'ISM Calculation' fields in Income Amount Detail Page.
- Added listing for CAPI cases that use income type 'Other Unearned All'
-Added Section 2.10 Automated regression Test

2. Estimate Change:
Before:
Online ETC1:
166
Online ETC 2:
33
Online ETC Total:
199

Eligibility ETC 1:
240
Eligibility ETC 2:
120
Eligibility ETC 3:
83
Eligibility ETC 4:
54
Eligibility ETC Total:
497

System Test Support ETC 1:
344
System Test Support ETC Total:
344

Unallocated Hours:
110

After:
Online ETC 1:
284
Online ETC 2:
57
Online ETC Total:
341

Eligibility ETC 1:
267
Eligibility ETC 2:
120
Eligibility ETC 3:

83
Eligibility ETC 4:
54
Eligibility ETC Total:
524

Automated Test ETC 1:
40
Automated Test ETC 2:
9
Automated Test ETC 4:
6
Automated Test ETC Total:
55

System Test Support ETC 1:
412
System Test Support ETC Total:
412

Unallocated Hours:
140

3. Release Change:
Before: 23.11
After: 23.09

4. Funding Source Change:
Before: N/A
After: N/A

Content Revision Status-2:	Accepted
Content Revision Description-2:	1. Estimate Change: Before: Translation ETC: 0 After: Translation ETC: 19
Content Revision Status-3:	Accepted
Content Revision Description-3:	1. Recommendation Change: Before: - Regression test forms were not list correctly - Missing the assumption 'The new ISM income type will inherit Change Reason logic' - Missing validation for the Frequency field on the Income Detail page After: - The forms that needs to be regression tested are added to rec 2.8 - In Section 1.4 added assumption 'The new ISM income type will inherit Change Reason logic' - In Section 2.1.3 added validation for the Frequency field on the Income Detail page that ensures that the field will be set to 'Monthly when the Type field is set to 'In-Kind Support and Maintenance(ISM)' Refer to the design document "CA-208537 ACIN I-25-19 Treatment on In-Kind Support and Maintenance in CAPI - Content Revision 3" for the updated design document.
Content Revision Status-4:	Pending SCRB
Content Revision Description-4:	1. Recommendation Change: Before: Recommendation 2.8 was adding Spanish translations for the newly added income. After: The recommendation 2.8 has been removed as CW 2200 currenlty does not populate the incomes in Spanish.

[CA-252364] Non-MAGI and Mixed Medi-Cal RE Packet updates for Elimination of Assets

Team Responsible:	**Client Correspondence**	Assignee:	**Kavitha Mr**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Phong Xiong**	Change Type (SCR):	**New Policy**
Minor Version:	**23.11.02**	Expedite Changes:	**Start Build**	Estimate:	**1325**
Reporter:	**Renee Gustafson**	Regulation Reference:	**ACWDL 22-25**	Created:	**11/04/2022 12:41 PM**
Status:	**In Development**	Impact Analysis:	**[BenefitsCal, Central Print, Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:	**[Job Aid]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved-Virginia Bernal 07/25/2023

Expedite Approval: Expedited Build Start approval granted by Michele Peterson on 07/26/2023

Current Design: In 2021, several health measures were consolidated in AB 133 as part of the Health Omnibus Bill of 2021-2022. This ACWDL addresses the provisions of AB 133 that added section 14005.62 to the Welfare and Institutions Code (WIC). WIC § 14005.62 established a two-phased approach to eliminating the asset limits for Non-MAGI Medi-Cal programs. The first phase, which was effective July 1, 2022, increased the asset limits to $130,000 person and $65,000 for each additional household member (up to a maximum of 10 people). The second phase is effective January 1, 2024 and will eliminate the
asset limits for Non-MAGI programs.

Request: Effective January 1, 2024, the asset limits for Non-MAGI programs will be eliminated. The elimination of asset limits apply to Non-MAGI programs, including LTC and the MSPs.

Due to the elimination of asset limits a list of forms and notices were identified that will require updating to reflect the elimination of the asset limits.

1. Update the following renewal forms:
• Medi-Cal Renewal Form (MC 210 RV)
• Pre-Populated Renewal Form (MC 217)
• Additional Income and Property Information Needed for Medi-Cal (MC 604 IPS)
• Non-MAGI Informing Letter (ED_0004037_ENG1_0514)
• Non-MAGI Medi-Cal Information Sheet (Pub 10)
• Redetermination for Medi-Cal Beneficiaries—Long-Term Care in Own MFBU (MC 262)
 Remove Form MC 007 from the MC RE Packets:
• Medi-Cal General Property Limitations (MC 007)

Recommendation:
 1. Update the following Medi-Cal forms and notices with verbiage updates to no longer reference properties:
  a. MC 210 RV
  b. MC 217
  c. MC 604 IPS
  d. Non-MAGI Informing Notice
  e. PUB 10
  f. MC 262
 2. Remove the MC 007 from MC RE Packets

Outreach Description:

Alternative Procedure Description:	None				
Operational Impact:					
Estimate:	**1325**				

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	252	Bots :	0	CalHEERS :	0
CalHEERS Test :	269	Client Correspondence :	554	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	24	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
Added Assumption #5.
Updated section 2.6.3 to include variable population logic.
Updated section 2.8.4 to turn off Spanish version of PUB 10 form.
Added sections 2.9 and 2.10.
Updated section 2.11 to end-date the MC 007.

2. Estimate Change:
Before:
Client Correspondence ETC Total: 554
CalHEERS Test ETC Total: 269
Technical Infrastructure Support: 116
Unallocated Hours: 110
After:
Client Correspondence ETC Total: 701
CalHEERS Test ETC Total: 442
Technical Infrastructure Support: 140
Unallocated Hours: 130

3. Release Change:
N/A

4. Funding Source Change:
N/A

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-259475] IDM, DS, and AM Upgrade to 7.3

Team Responsible:	**Tech Forge Rock**	Assignee:	**Blake Haselberger**	SPG Status:	**N/A**
Fix Version/s:	**[23.09]**	Designer Contact:	**Blake Haselberger**	Change Type (SCR):	**System Operational Enhancement**
Minor Version:	**23.012.01**	Expedite Changes:	**Start Build**	Estimate:	**240**
Reporter:	**Nicole Cunningham**	Regulation Reference:		Created:	**04/04/2023 04:25 PM**
Status:	**In Development**	Impact Analysis:	**[Security]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Laura Chavez**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&O**
Project Phase (SCR):	**Production**	Committee:	**[Tech]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**04/24/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:
Approved by Laura Chavez on 4/24/2023

Expedite Approval:
Approved by Laura Chavez on 4/24/2023

Current Design:
The Tech ForgeRock team is currently on version 7.1 for AM, DS, and IDM. The team is not planning to move to the 7.2 release at this time.

Request:
ForgeRock released a new version of Access Management, Directory Services, and Identity Management on April 4, 2023. Version 7.3 was released across these applications and there are currently no impacts to upgrading. The goal is for the Tech ForgeRock team to upgrade AM, DS, and IDM applications to 7.3.

Recommendation:
Tech ForgeRock will begin to upgrade AM, DS, and IDM to 7.3.

Outreach Description:

Alternative Procedure Description:
N/A

Operational Impact:

Estimate: **240**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	0
Tech Arch :	0	Tech ForgeRock :	240	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:
Accepted

Content Revision Description-1:
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.05
After: 23.09

4. Funding Source Change:
Before:
After:

Content Revision Status-2: Pending SCRB

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before: 23.09
After: 23.11

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:

Content Revision Description-4:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:

After:

[CA-261327] Turn off MMCHP Message for specific NOAs

- Resolved: 09/04/2023 05:11 AM

Team Responsible:	**Client Correspondence**	Assignee:	**Sahithi Pabba [X]**	SPG Status:	**Pending**
Fix Version/s:	**[23.09]**	Designer Contact:	**Nithya Chereddy**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**139**
Reporter:	**Tiffany Huckaby**	Regulation Reference:	**MEDIL I 21-30**	Created:	**05/08/2023 04:48 PM**
Status:	**Test Complete**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Virginia C. Bernal**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Medi-Cal Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review: Approved 7/07/2023-Virginia Bernal

Expedite Approval: Michele Peterson- 6/6/23

Current Design: Medi-Cal Managed Care Health plan (MMCHP) verbiage generates on several MC Change NOAs.

Request: Per MEDIL I 21-30 MMCHP is not applicable for all MC aid codes after January 1st, 2023.

Recommendation: Update the following NOA reasons to no longer generate the MMCHP message(MC_CH_MMCHP_MESSAGE):
MC_CH_INCR_NONEXEMPT_INCOME_M750
MC_CH_DECR_NONEXEMPT_INCOME_M751
MC_CH_HH_INCR_SOC_CHNG_M754
MC_CH_SOC_SEC_BENFT_INCR_SOC_CHANGED_M761
MC_CH_HH_DECR_SOC_CHNG_M764
MC_CH_HH_DECR_SOC_CHNG_LTC_M765
MC_CH_SOC_CHANGE_M766
MC_CH_SOC_CHNG_SSI_RCVNG_M767
MC_CH_SOC_CHNG_PERS_TURNED_21_M769
MC_CH_SOC_CHNG_PERS_LEFT_STATE_M770

See the supporting document "Fragment Verbiage.xlsx" for the reason and message fragment's verbiage.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: 139

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	89	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	35

Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:

Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
JIRA Recommendation Before:
Update the following NOA reasons to no longer generate the MMCHP message(MC_CH_MMCHP_MESSAGE):
MC_CH_INCR_NONEXEMPT_INCOME_M750
MC_CH_DECR_NONEXEMPT_INCOME_M751
MC_CH_HH_INCR_SOC_CHNG_M754
MC_CH_SOC_SEC_BENFT_INCR_SOC_CHANGED_M761
MC_CH_HH_DECR_SOC_CHNG_M764
MC_CH_HH_DECR_SOC_CHNG_LTC_M765
MC_CH_SOC_CHANGE_M766
MC_CH_SOC_CHNG_SSI_RCVNG_M767
MC_CH_SOC_CHNG_PERS_TURNED_21_M769
MC_CH_SOC_CHNG_PERS_LEFT_STATE_M770
JIRA Recommendation After:
Update the following NOA reasons to no longer generate the MMCHP message(MC_CH_MMCHP_MESSAGE):
MC_CH_INCR_NONEXEMPT_INCOME_M750
MC_CH_DECR_NONEXEMPT_INCOME_M751
MC_CH_SOC_SEC_BENFT_INCR_SOC_CHANGED_M761
MC_CH_HH_DECR_SOC_CHNG_M764
MC_CH_HH_DECR_SOC_CHNG_LTC_M765
MC_CH_SOC_CHNG_SSI_RCVNG_M767
MC_CH_SOC_CHNG_PERS_TURNED_21_M769
MC_CH_SOC_CHNG_PERS_LEFT_STATE_M770

Content Revision Status-2:

Content Revision Description-2:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:

	Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-266544] Add GA/GR Automated Solution specific Money Management Type to Money Management Resource pages

Team Responsible:	**Online**	Assignee:	**Swarnalatha Subramaniam**	SPG Status:	**Approved**
Fix Version/s:	**[23.09]**	Designer Contact:	**Erika Kusnadi**	Change Type (SCR):	**County Operational Enhancement**
Minor Version:	**23.10.19**	Expedite Changes:	**Start Build**	Estimate:	**85**
Reporter:	**Erika Kusnadi**	Regulation Reference:		Created:	**08/18/2023 09:58 AM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Gingko Luna**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[RDB]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:		Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:	Gingko Luna on 8/18/2023
Expedite Approval:	Approved by Karen J Rapponotti on 08/18/2023
Current Design:	The General Assistance/General Relief program for the CalWIN counties is known as the General Assistance/General Relief Automated Solution (GA/GR Automated Solution). The Vendor (Resource) Type that apply for a GA/GR Automated Solution for Money Management are: Board and Care, Drug and Alcohol, Direct Rent, and Utilities. These Vendor Types were added on the Money Management Detail pages and the Select Money Management Resource. However, these options are not available (except for Utilities) on Money Management Resource Search and Money Management Detail pages. Lastly, on the Select Money Management page, when user select an option from the Type drop down field no Result is found. User can only search using the ORG ID in order for information to be returned.

Note: For Money Management Resource pages, all available Money Management Resource Type will be displayed on the Type drop-down field on both the Money Management Resource Search and the Money Management Detail (create mode). It will not be program specific like the Money Management Detail or the Select Money Management Resource pages. |
| **Request:** | 1. Update the Money Management Resource Search and the Money Management Detail page (in Create mode) to display the following options on the "Type" drop-down field: "Board and Care", "Drug and Alcohol" and "Direct Rent".
2. For Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent", "Type" field on the Money Management Resource Detail page (view and edit mode) should not display as blank but to display the appropriate value.
3. Update the Select Money Management page to return the appropriate result based on the search parameter entered.

Note: Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent" are Money Management Resources that was brought in through Conversion for CalWIN counties.

Note: Type of Utilities is already an option on the Money Management Resource pages and it is being displayed on the Money Management Resource Detail page. |
| **Recommendation:** | 1. Update the Money Management Resource Search and the Money Management Detail page (in Create mode) to display the following options on the "Type" drop-down field: "Board and Care", "Drug and Alcohol" and "Direct Rent".
  A) Options listed on the "Type" drop-down field on the Money Management Resource Search page will be in listed in order of: "Blank" follow by all the other options in Alphabetical order.
  B) Options listed on the "Type" drop-down field on the Money Management Resource Detail page will be listed in Alphabetical order.
Note: The above options will display for all 58 counties. |

2. For Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent", "Type" field on the Money Management Resource Detail page (view and edit mode) should not display as blank but to display the appropriate value.
3. Update the Select Money Management page to return the appropriate result based on the search parameter entered.
Note: This is specific when it is a Money Management for General Assistance/General Relief Automated Solution (GA/GR Automated Solution)

Note: Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent" are Money Management Resources that was brought in through Conversion for CalWIN counties. As users are not able to create it directly through CalSAWS until this SCR is implemented. For these converted records, please confirm that the Type does not display as blank when the Money Management Resource Detail page is in View mode.

Note: Type of Utilities is already an option on the Money Management Resource pages and it is being displayed on the Money Management Resource Detail page. Type field is not an editable field when Money Management Detail page is in Edit mode. The Type of "Board and Care", "Drug and Alcohol" and "Direct Rent" is being displayed on the Search Result Summary section of the Money Management Resource Search page.

** There is no Design Document for this SCR.
Please refer to the attachment for screen shots that can be used as reference.

Outreach Description:					
Alternative Procedure Description:	None				
Operational Impact:					
Estimate:	**85**				
Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	52	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	19
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1:	Pending SCRB
Content Revision Description-1:	Content Revision is to correct the page name from Money Management Detail page to Money Management Resource Detail

1. Current Design:
Before:
The General Assistance/General Relief program for the CalWIN counties is known as the General Assistance/ General Relief Automated Solution (GA/GR Automated Solution). The Vendor (Resource) Type that apply for a GA/GR Automated Solution for Money Management are: Board and Care, Drug and Alcohol, Direct Rent, and Utilities. These Vendor Types were added on the Money Management Detail pages and the Select Money Management Resource. However, these options are not available (except for Utilities) on Money Management Resource Search and Money Management Detail pages. Lastly, on the Select Money Management page, when user select an option from the Type drop down field no Result is found. User can only search using the ORG ID in order for information to be returned.

Note: For Money Management Resource pages, all available Money Management Resource Type will be displayed on the Type drop-down field on both the Money Management Resource Search and the Money Management Detail (create mode). It will not be program specific like the Money Management Detail or the Select Money Management Resource pages.

After:

The General Assistance/General Relief program for the CalWIN counties is known as the General Assistance/General Relief Automated Solution (GA/GR Automated Solution). The Vendor (Resource) Type that apply for a GA/GR Automated Solution for Money Management are: Board and Care, Drug and Alcohol, Direct Rent, and Utilities. These Vendor Types were added on the Money Management Detail pages and the Select Money Management Resource. However, these options are not available (except for Utilities) on Money Management Resource Search and Money Management Resource Detail pages. Lastly, on the Select Money Management page, when user select an option from the Type drop down field no Result is found. User can only search using the ORG ID in order for information to be returned.

Note: For Money Management Resource pages, all available Money Management Resource Type will be displayed on the Type drop-down field on both the Money Management Resource Search and the Money Management Resource Detail (create mode). It will not be program specific like the Money Management Detail or the Select Money Management Resource pages.

2. Request:
Before:
1. Update the Money Management Resource Search and the Money Management Detail page (in Create mode) to display the following options on the "Type" drop-down field: "Board and Care", "Drug and Alcohol" and "Direct Rent".
2. For Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent", "Type" field on the Money Management Resource Detail page (view and edit mode) should not display as blank but to display the appropriate value.
3. Update the Select Money Management page to return the appropriate result based on the search parameter entered.

Note: Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent" are Money Management Resources that was brought in through Conversion for CalWIN counties.

Note: Type of Utilities is already an option on the Money Management Resource pages and it is being displayed on the Money Management Resource Detail page.

After:
1. Update the Money Management Resource Search and the Money Management Resource Detail page (in Create mode) to display the following options on the "Type" drop-down field: "Board and Care", "Drug and Alcohol" and "Direct Rent".
2. For Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent", "Type" field on the Money Management Resource Detail page (view and edit mode) should not display as blank but to display the appropriate value.
3. Update the Select Money Management page to return the appropriate result based on the search parameter entered.

Note: Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent" are Money Management Resources that was brought in through Conversion for CalWIN counties.

Note: Type of Utilities is already an option on the Money Management Resource pages and it is being displayed on the Money Management Resource Detail page.
3. Recommendation Change:
Before:
1. Update the Money Management Resource Search and the Money Management Detail page (in Create mode) to display the following options on the "Type" drop-down field: "Board and Care", "Drug and Alcohol" and "Direct Rent".
    A) Options listed on the "Type" drop-down field on the Money Management Resource Search page will be in listed in order of: "Blank" follow by all the other options in Alphabetical order.
    B) Options listed on the "Type" drop-down field on the Money Management Resource Detail page will be listed in Alphabetical order.
Note: The above options will display for all 58 counties.

2. For Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent", "Type" field on the Money Management Resource Detail page (view and edit mode) should not display as blank but to display the appropriate value.
3. Update the Select Money Management page to return the appropriate result based on the search parameter entered.
Note: This is specific when it is a Money Management for General Assistance/General Relief Automated Solution (GA/GR Automated Solution)

Note: Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent" are Money Management Resources that was brought in through Conversion for CalWIN counties. As users are not able to create it directly through CalSAWS until this SCR is implemented. For these converted records, please confirm that the Type does not display as blank when the Money Management Resource Detail page is in View mode.

Note: Type of Utilities is already an option on the Money Management Resource pages and it is being displayed on the Money Management Resource Detail page. Type field is not an editable field when Money Management Detail page is in Edit mode. The Type of "Board and Care", "Drug and Alcohol" and "Direct Rent" is being displayed on the Search Result Summary section of the Money Management Resource Search page.

** There is no Design Document for this SCR.
Please refer to the attachment for screen shots that can be used as reference.
After:
1. Update the Money Management Resource Search and the Money Management Resource Detail page (in Create mode) to display the following options on the "Type" drop-down field: "Board and Care", "Drug and Alcohol" and "Direct Rent".
   A) Options listed on the "Type" drop-down field on the Money Management Resource Search page will be in listed in order of: "Blank" follow by all the other options in Alphabetical order.
   B) Options listed on the "Type" drop-down field on the Money Management Resource Detail page will be listed in Alphabetical order.
Note: The above options will display for all 58 counties.
2. For Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent", "Type" field on the Money Management Resource Detail page (view and edit mode) should not display as blank but to display the appropriate value.
3. Update the Select Money Management page to return the appropriate result based on the search parameter entered.
Note: This is specific when it is a Money Management for General Assistance/General Relief Automated Solution (GA/GR Automated Solution)

Note: Money Management Resource that have the Type of "Board and Care", "Drug and Alcohol" or "Direct Rent" are Money Management Resources that was brought in through Conversion for CalWIN counties. As users are not able to create it directly through CalSAWS until this SCR is implemented. For these converted records, please confirm that the Type does not display as blank when the Money Management Resource Detail page is in View mode.

Note: Type of Utilities is already an option on the Money Management Resource pages and it is being displayed on the Money Management Resource Detail page. Type field is not an editable field when Money Management Detail page is in Edit mode. The Type of "Board and Care", "Drug and Alcohol" and "Direct Rent" is being displayed on the Search Result Summary section of the Money Management Resource Search page.

** There is no Design Document for this SCR.
Please refer to the attachment for screen shots that can be used as reference.
4. Estimate Change:
N/A

5. Release Change:
N/A

6. Funding Source Change:
N/A

Content Revision Status-2:
Content Revision Description-2:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-3:
Content Revision Description-3:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

Content Revision Status-4:
Content Revision Description-4:

  1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

4. Funding Source Change:
Before:
After:

[CA-56518] Add the M16-705 - EBT Adjustment Denial (06/23)

Team Responsible:	**Client Correspondence**	Assignee:	**Indira Ramasamy**	SPG Status:	**Approved**
Fix Version/s:	**[23.11]**	Designer Contact:	**Phong Xiong**	Change Type (SCR):	**Policy Re-Design**
Minor Version:		Expedite Changes:	**Start Build**	Estimate:	**619**
Reporter:	**Ted Anderson [X]**	Regulation Reference:	**MPP 16.705.42**	Created:	**01/19/2018 11:43 AM**
Status:	**Development Complete**	Impact Analysis:	**[BenefitsCal, Central Print, Forms/NOA Translations]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Correspondence]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**04/18/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval: Expedited Start Build granted by Karen J. Rapponotti on 08/10/2023.

Current Design: Currently, when a participant wants to dispute an EBT cash transaction, such as not receiving the correct amount of cash from an ATM or POS machine, being charged too much when accessing cash benefits, or claims that he/she did not perform a transaction with their EBT card (electronic theft), they may file a claim. When the EBT vendor denies the claim, the EBT vendor sends the county the denial information, and the county sends out the denial form, which is the M16-701. This form's generation is currently suppressed by CA-248929 'CalSAWS generates M16-701 NOA in error' (release 22.07).
For CalFresh, currently the system only generates a denial for the Adjustment Request.
SCR CA-246323 added M16-705 form to the Template Repository in English, Spanish, Chinese, Russian, and Vietnamese.

Request: 1. The M16-705 form needs to generate when the EBT vendor denies an EBT cash adjustment claim for receiving the incorrect amount of cash from an ATM or POS machine, and/or being charged too much when accessing cash benefits (Adjustment Status = 09).
2. The TEMP NA 1238 form needs to be updated to also contain the CF Account Adjustment Advice.

Recommendation: 1. Generate M16-705 when the Cash claim is denied for receiving the incorrect amount of cash from an ATM or POS machine, and/or being charged too much when accessing cash benefits. Trigger form M16-705 through Fiscal Batch when Correction Request Activity file has Adjustment Status = 09, position 226-227, Account Type = 02 (for Cash) position 224-225, and Correction Request Reason Code = MISDIS at position 320-325.
Note: Currently form M16-701 - EBT Adjustment Advice has been erroneously generated for Adjustment Status = 09. Form M16-701 should only trigger when Adjustment Status = 01.
2. Update the TEMP NA 1238 (7/04) State form to include the CF Account Adjustment Advice in the CalSAWS system. Trigger and generate form TEMP NA 1238 for CalFresh Account Adjustment Advice when Account Type = 01 (for CalFresh), position 224-225 and Adjustment Status = 01 (for Adjustment), position 226-227.
Note: There are 2 parts in the form TEMP NA 1238: CF Account Adjustment Advice (Adjustment = 01) and CF Request Denial (Adjustment Status = 09) but currently it only generates the Request Denial.

Outreach Description:

Alternative Procedure Description: N/A

Operational Impact:

Estimate: **619**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0

CalHEERS Test :	0	Client Correspondence :	155	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	0	Fiscal :	288	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	172
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	4.0
Virtual Assistant :	0				

Content Revision Status-1:   Pending SCRB

Content Revision Description-1:

1. Recommendation Change:
Added to section 2.1 for the updates to the M16-705 to match the 06/23 State version and turn off the following threshold languages: Chinese, Russian, and Vietnamese.
Attached updated PDF Mockups for the M16-705.

2. Estimate Change:
Before:
Client Correspondence ETC Total: 155
System Test Support ETC Total: 172

After:
Client Correspondence ETC Total: 232
System Test Support ETC Total: 203

Content Revision Status-2:

Content Revision Description-2:

Content Revision Status-3:

Content Revision Description-3:

Content Revision Status-4:

Content Revision Description-4:

[CA-228955] Allowable Expenses from Student Award/Scholarships and Student Grants, Loans Excluded by CalWORKs and CalFresh

Team Responsible:	**Eligibility**	Assignee:	**Neethu Joy**	SPG Status:	**Approved**
Fix Version/s:	**[23.11]**	Designer Contact:	**Thomas Lazio**	Change Type (SCR):	**New Policy**
Minor Version:		Expedite Changes:	**No**	Estimate:	**515**
Reporter:	**Caroline Bui**	Regulation Reference:	**ACL 21-137, ACL 21-137E, ACIN I-35-22, ACL 7-31, MPP 63-502.2(9), MPP 44-111, MPP 44-111.43**	Created:	**05/20/2021 07:46 AM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**Yes**
Policy/Design Consortium Contact:	**Caroline Bui**	Training Impacted:	**[CFP/WBT]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[CalWORKs/ CalFresh]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**05/10/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design: Currently educational income types 'Awards/Scholarships' (exempted for child dependents in CW program) and 'Student Grants, Loans - Non Needs Based' are treated as unearned income for both CW and CF program eligibility determination and benefit calculation (EDBC).

CalSAWS functionality allows the user to enter educational income expenses such as tuition, books and fees that are deducted from the combined non-exempt educational income total for the person, which does not include the 'Awards/Scholarships' income type. Furthermore, the current educational expense types only allow the user to specify one amount to be deducted from both CW and CF without any educational expense options to specify different amounts for CW and CF.

Request: Allow for educational expenses to be deducted from the 'Awards/Scholarships' income type reported amount considered as unearned income by the CW and CF programs.

Add two new educational expense types that will allow users to specify different amounts deducted from non-exempt educational income for CF and CW programs.

Generate list of CW and CF participants with 'Awards/Scholarships' income type.

Recommendation:
1. Add two new educational expense types (one for CF and one for CW) to the Expense Detail page.
2. Update CW and CF educational expense rule to include income type 'Awards/Scholarships'.
3. Add new logic to deduct the new educational expense types for the applicable program.
4. Generate listing of CW and CF participants with 'Awards/Scholarships' income type.

Outreach Description: List captures active program CW/CF participants with 'Awards/Scholarships' income type records. The list will be posted to the following location:

CalSAWS Web Portal> System Changes> SCR and SIR Lists> 2023> CA-228955

Please see attached design for more details

Alternative Procedure Description: Manually subtract expenses and add reported amount for Award/Scholarship income types.

Operational Impact:

Estimate: **515**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0

BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	40	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	235	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0
Online :	28	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	167
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Accepted

Content Revision Description-1:
1. Recommendation Change:
Before: Rec 2.3 did not exist
After: Rec 2.3 is added to add Spanish Translations for the newly added expense types.

2. Estimate Change:
Before: Client Correspondence ETC 1: 10
After: Client Correspondence ETC 1: 40

Content Revision Status-2: Pending SCRB

Content Revision Description-2:
1. Recommendation Change:
Before:
No Automated Regression Test section

After:
Automated Regression Test section (2.4) added

2. Estimate Change:
Before:
Automated Test ETC-1: 0
Automated Test ETC-2: 0
Automated Test ETC-4: 0

After:
Automated Test ETC-1: 20
Automated Test ETC-2: 2
Automated Test ETC-4: 4
Automated Test ETC Total: 26

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision Status-3:

Content Revision Description-3:
1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:

	After:
	4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

[CA-242532] Update CW EDBC to Add WTW Work Registration Record After REP

Team Responsible:	**Eligibility**	Assignee:	**Neethu Joy**	SPG Status:	**Approved**
Fix Version/s:	**[23.11]**	Designer Contact:	**Thomas Lazio**	Change Type (SCR):	**Enhancement**
Minor Version:		Expedite Changes:	**No**	Estimate:	**455**
Reporter:	**Jason M. Francis**	Regulation Reference:		Created:	**03/15/2022 12:08 PM**
Status:	**In Development**	Impact Analysis:	**[N/A]**	Outreach Required:	**No**
Policy/Design Consortium Contact:	**Gingko Luna**	Training Impacted:	**[N/A]**	Funding Source:	**CalSAWS M&E**
Project Phase (SCR):	**Production**	Committee:	**[Welfare to Work/ WPR]**	Funding Source ID:	
Consortium Review Approval:		Approved by Committee:	**02/09/2023**	Other Agency Cross Reference:	
Consortium Review Approval Date:					

Non-Committee Review:

Expedite Approval:

Current Design:
When a REP program is deregistered and the work eligible CW participant no longer qualifies for REP since they immigrated more than 5 years ago, the EDBC auto tests into the WTW program since REP is closed and ineligible. The CW participant still has a high dated mandatory REP work registration record which CalSAWS treats the same for both WTW and REP in that an existing record already exists so do not create a new one. The mandatory REP work registration record remains open (high dated) and the WTW program is automatically generated for that CW participant without a mandatory WTW Work Registration record being created.

Also, when the EDBC auto tests into the WTW on an RCA program in a non-LA county, it generates a mandatory REP work registration record instead of a mandatory WTW work registration.

Request:
1. When EDBC auto generates a 'WTW' program for a work eligible CW participant with a high-dated 'REP' work registration record on a 'Deregistered' REP program, a new 'WTW' work registration record should be created, and the previous 'REP' work registration should be 'end dated'. This would be for LA County only.

2. When EDBC auto generates a 'WTW' program for a work eligible RCA participant in a non-LA county, a new 'WTW' work registration record should be created.

Recommendation:
1. Update the CW EDBC auto generate work registration logic to 'end date' the previous work registration record for the 'Deregistered' REP program and create a new 'Mandatory' work registration for the WTW program that is auto created.

2. Update RCA EDBC auto generate work registration logic to discontinue creating a new mandatory 'REP' work registration record and create a new mandatory 'WTW' work registration record for the WTW program that is auto created for an RCA program in a non-LA county.

Outreach Description:

Alternative Procedure Description:
Manually create a Work Registration record for the appropriate program type.

Operational Impact:

Estimate: **455**

Automated Test :	0	Batch/Interfaces :	0	Batch Operations :	0
BenefitsCal :	0	Bots :	0	CalHEERS :	0
CalHEERS Test :	0	Client Correspondence :	0	Contact Center :	0
Conversion :	0	DBA :	0	Design :	0
Eligibility :	264	Fiscal :	0	Forms Test :	0
Imaging :	0	IVR/CC :	0	Network :	0

Online :	0	Performance :	0	POD :	0
Release Communication Support :	0	Reports :	0	Reports Test :	0
Security :	0	Special Project :	0	System Test Support :	151
Tech Arch :	0	Tech ForgeRock :	0	Tech Support :	0
Tech Ops :	0	Training :	0	Translation :	0
Virtual Assistant :	0				

Content Revision Status-1: Accepted

Content Revision Description-1:

1. Recommendation Change: N/A

2. Estimate Change: N/A

3. Release Change:
Before: 23.09
After: 23.11

4. Funding Source Change: N/A

Content Revision Status-2: Pending SCRB

Content Revision Description-2:

1. Recommendation Change:
Before: No Automated Test Section 2.2
After: Added Automated Test Section 2.2

2. Estimate Change:
Before:
Automated Test ETC-1: 0
Automated Test ETC-2: 0
Automated Test ETC-4: 0
Unallocated Hours: 40

After:
Automated Test ETC-1: 28
Automated Test ETC-2: 4
Automated Test ETC-4: 4
Unallocated Hours: 45

3. Release Change: N/A

4. Funding Source Change: N/A

Content Revision Status-3:

Content Revision Description-3:

1. Recommendation Change:
Before:
After:

2. Estimate Change:
Before:
After:

3. Release Change:
Before:
After:

	4. Funding Source Change: Before: After:
Content Revision Status-4: **Content Revision Description-4:**	1. Recommendation Change: Before: After: 2. Estimate Change: Before: After: 3. Release Change: Before: After: 4. Funding Source Change: Before: After:

End Content Revisions