

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: October 23, 2023 – November 5, 2023

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1.0 Executive Summary

1.1 CalSAWS Project Status Dashboard

Table 1.1-1 – Status Dashboard

Topic	CalSAWS System	Highlights
Availability		▶ The CalSAWS System did not experience any unplanned outages during this reporting period
Defects		▶ There are 213 active Production defects
Incidents		<ul style="list-style-type: none"> ▶ CALSAWS BROADCAST: Starting at 8:10 a.m. on October 30, 2023, Some Contact Center agents from Sacramento County were experiencing issues logging into Enhanced Call Control Panel (eCCP). As of 11:10 a.m. on October 30, 2023, the eCCP access and 800 number issues had been resolved. Sacramento County Contact Center agents were able to receive and handle incoming calls using eCCP. In addition, customers are no longer receiving a busy signal when calling the 800 number. PRB0047677 ▶ CALSAWS BROADCAST: Starting at 10:42 a.m. on October 30, 2023, Some Contact Center agents from San Francisco County were experiencing issues logging into Enhanced Call Control Panel (eCCP). As of 11:30 a.m. on October 30, 2023, this issue was resolved by the CalSAWS Network team. Impacted Contact Center agents were able to access eCCP and are able to receive and manage calls. PRB0047678 ▶ CALSAWS BROADCAST: Starting at 10:10 a.m. on October 30, 2023, some San Francisco County customers were receiving a busy signal when calling the County's Contact Center phone numbers. As of 10:00 a.m. on October 31, 2023, this issue was resolved by porting all toll-free numbers to Amazon Web Services (AWS). Customers are no longer experiencing a busy signal when calling the toll-free numbers. PRB0047680

Legend	
	On Track
	At Risk
	Not on track/Monitor

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1.0 Highlights from the Reporting Period

- ▶ The CalSAWS team successfully deployed the following priority releases since the last reporting period

Minor version (Release date)	Issue Type		
Team Responsible	Defect	SCR	Grand Total
23.10.23 (October 23, 2023)	1	0	1
Tech Forge Rock	1	0	1
23.10.24 (October 24, 2023)	10	5	15
Batch/Interfaces	0	2	2
Bots	5	0	5
CalHEERS	0	1	1
Conversion	1	0	1
Eligibility	0	1	1
Fiscal	2	0	2
Online	2	1	3
23.10.25 (October 25, 2023)	2	1	3
Batch Operations	1	0	1
Client Correspondence	1	0	1
Tech Forge Rock	0	1	1
23.10.26 (October 26, 2023)	4	0	4
Batch Operations	1	0	1
Batch/Interfaces	1	0	1
Consortium	1	0	1
Fiscal	1	0	1
23.10.27 (October 27, 2023)	0	1	1
Batch Operations	0	1	1
23.10.29 (October 29, 2023)	55	14	69
Batch Operations	0	1	1
Batch/Interfaces	1	2	3
Bots	0	3	3
CalHEERS	2	1	3
Client Correspondence	1	0	1
Conversion	29	2	31
Eligibility	14	2	16
Fiscal	3	0	3
Online	4	3	7
Tech Arch	1	0	1
23.10.30 (October 30, 2023)	5	14	19
Analytics	0	1	1
Batch Operations	0	1	1
Batch/Interfaces	2	1	3
CalHEERS	0	3	3
Client Correspondence	1	0	1

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Minor version (Release date)	Issue Type		
Contact Center	1	0	1
DBA	0	5	5
Fiscal	0	2	2
Imaging	1	1	2
23.10.31 (October 31, 2023)	14	2	16
CalHEERS	1	1	2
Client Correspondence	3	0	3
Conversion	1	0	1
Eligibility	4	0	4
Fiscal	0	1	1
Online	3	0	3
Reports	2	0	2
23.11.01 (November 01, 2023)	39	9	48
Batch/Interfaces	2	0	2
Client Correspondence	20	7	27
Eligibility	3	0	3
Fiscal	3	1	4
Online	10	1	11
Performance	1	0	1
23.11.02 (November 02, 2023)	28	4	32
Batch/Interfaces	2	0	2
BenefitsCal	2	0	2
CalHEERS	1	0	1
Client Correspondence	2	2	4
Contact Center	6	0	6
Conversion	6	0	6
Eligibility	3	1	4
Fiscal	2	1	3
Imaging	1	0	1
Online	2	0	2
Tech Ops	1	0	1
23.11.03 (November 03, 2023)	11	0	11
Batch/Interfaces	1	0	1
Bots	9	0	9
Eligibility	1	0	1
23.11.04 (November 04, 2023)	1	1	2
Client Correspondence	1	0	1
Eligibility	0	1	1
23.11.05 (November 05, 2023)	1	1	2
CalHEERS	1	0	1
Online	0	1	1
Grand Total	171	52	223

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► Planned Outages:


○ Scheduled CalSAWS Outages:

- CalSAWS Production Maintenance:
 - From 8:00 p.m. on October 27, 2023, until 6:00 a.m. on Monday, October 30, 2023, the CalSAWS application and Interactive Voice Response (IVR) were unavailable. CalSAWS Users were redirected to a read-only version of the CalSAWS application
- CalSAWS Read-Only Policy, Review, and Training Environment (PRT) Maintenance:
 - On October 27, 2023, from 12:00 p.m. to 4:00 p.m., the CalSAWS Read-Only (PRT) environment was unavailable
- Learning Management System (LMS) Maintenance:
 - On November 3, 2023, from 7:00 p.m. to 9:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
- BenefitsCal Maintenance/Limited Access:
 - From 8:00 p.m. on October 27, 2023, until 3:00 a.m. on October 30, 2023, The BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default County office
 - On October 30, 2023, from 3:00 a.m. to 6:00 a.m., the BenefitsCal application was unavailable

2.0 Project Management

2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&O Services Plan	PMO, Technical, Application Development, Security		<ul style="list-style-type: none"> M&O Service Plan Annual Updates Group 2 are underway

[1] **Status: Green:** On schedule, performing as planned; **Amber:** Potential delay/monitor with no material schedule impact; **Red:** Behind schedule and requires escalation

2.2 Highlights from the Reporting Period

Table 2.2-1 – Project Management Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
Project Deliverables Summary	<ul style="list-style-type: none"> None to note for the reporting period

- ▶ Continued Project administration, facility management, office management support, and financial management tasks
- ▶ Continued performing contract management activities:
 - Change Notice 30 (November JPA) is in development.
 - Premise Items: California Automated Response and Engagement System (CARES), Welfare Data Tracking Implementation Project (WDTIP), California Food Assistance Program (CFAP) Expansion, CalWORKs Work Requirements (AB 2300), BenefitsCal CalFresh Parity Work, CalWORKs Reminder Notice at Redetermination, CalFresh Reinstatement Approval and Denial Notice Revisions
 - County Purchase Orders
 - SOW for ForgeRock IAM Enterprise Enablement Project – technical correction of term to align with agreed schedule
 - SOW for Production Monthly Second Cut Database
 - WAN re-baseline
 - Enablement Effort and Procurement for Department of Health Care Services (DHCS)/ California Department of Social Services (CDSS) via California Department of Technology (CDT)
- ▶ Continued planning the implementation of requirements from the DHCS and CDSS Privacy and Security Agreements (PSAs) that were approved by the JPA Board of Directors on April 16, 2021

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2.3 CRFI/CIT Communication Status

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending November 5, 2023, 2023

Table 2.3-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0366-23	CalSAWS BUZZ Volume 5 Issue 5	Informational	October 30, 2023	Peggy Macias	Lenecia Miles
0367-23	CalSAWS Imaging – Troubleshooting Common Imaging Issues	Informational	October 30, 2023	Rhiannon Chin	Inez Finnigan
0368-23	CalSAWS Project County Reallocations SFY 2023-24 v3	Informational	October 31, 2023	Britt Carlsen	Girish Uppal
0369-23	CA-268087 - RCA- Time Eligibility Period FY 2022 and FY 2023	Informational	October 31, 2023	Norma Meza	Committee CalWORKs CalFresh Facilitator
0371-23	RCM and SME Orientation	Informational	October 31, 2023	Ana White	Consortium Regional Managers
0372-23	BenefitsCal CalSAWS Features Status for Counties	Informational	November 1, 2023	Marsale Eramya	Carlos Zepeda
0373-23	Technical Contact List for CBO Support	Informational	November 1, 2023	Marsale Eramya	Carlos Zepeda
0374-23	Scheduled CalSAWS Maintenance - System Downtime Notification – 11/19/2023	Informational	November 3, 2023	Anand Kulkarni	Pete Quijada

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on November 5, 2023

Table 2.3-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-116	SSP14 Form – Field GR Code	September 29, 2023	Closed	October 13, 2023	Adelaide Mendoza
23-117	2024 Holiday and Payroll Calendar Request	October 11, 2023	Open	October 30, 2023	Marlene Rangel, and Claudia Pinto
23-118	Wave 6 - Request for Counties to Identify Point of Contact for CBO Support	October 12, 2023	Closed	October 27, 2023	Marsale Eramya
23-120	Migrate WDTIP Data and Online Screens to CalSAWS Workgroup Recruitment	October 23, 2023	Open	November 20, 2023	Gingko Luna
23-121	Request for Counties to Identify Staff for BenefitsCal UCD Research	October 24, 2023	Open	November 9, 2023	Carlos Zepeda

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CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-122	County IA Agency Name on SSP 14	November 3, 2023	Open	November 10, 2023	Adelaide Mendoza

Table 2.3-3 – Overdue CRFIs

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending November 5, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-117	2024 Holiday and Payroll Calendar Request	San Francisco County	Mono, Sierra, Sutter, and Yuba Counties		Inyo, and Merced Counties	Ventura County	

2.4 SIRFRA/SARRA Information

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

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

Status	Total
New	3
Assigned	10
Completed	1033
In Review	3
Duplicate	19
Withdrawn	40
Pending clarification	3
Total	1111

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 23-500	23-500 - CalFresh Parity List	Completed	October 6, 2023	March 15, 2023	
SIRFRA 1312	1312 - End of CCR Renewal Data Request - RE Month Dec'23	Completed	October 25, 2023	October 27, 2023	
SCERFRA 23-569	23-569 - CalWORKS Child Care Reimbursement Report (CCP 2145)	Assigned	November 10, 2023	No response	
SIRFRA 1319	1319 - C-IV Population Erroneously Identified as Undocumented	Completed	October 27, 2023	October 27, 2023	
SIRFRA 1315	1315 - Non-MAGI Notices	Completed	October 30, 2023	October 27, 2023	
SIRFRA 1316	1316 - Mailed Out Generated Renewal Forms Page Misnumbering	Completed	October 30, 2023	October 27, 2023	
SIRFRA 1318	1318 - Estimating Impacts of CMS' Final Rule	Assigned	October 30, 2023	No response	
SIRFRA 3935	3935 - CAPI Data Request	In review	October 31, 2023	No response	
SIRFRA 3938	3938 - Monthly CalWORKs Stage One Child Care Payment Data (January 2024 - June 2025)	Pending Clarification	November 1, 2023	No response	
SCERFRA 23-565	23-565 CalFresh Minimum Nutrition Benefit Pilot Program	Completed	November 1, 2023	No response	
SIRFRA 3939	3939 - CalFresh Restaurant Meals Program Point in Time Count	In review	November 2, 2023	No response	
SIRFRA 3936	3936 - Orientation Attendance Rate	Completed	November 3, 2023	November 3, 2023	
SIRFRA 3937	3937 - Education and Skills development Utilization Rate	Assigned	November 10, 2023	No response	
SIRFRA 1309	1309 - PHE Renewal and Demographics Data Report	Assigned	November 3, 2023	No response	
SIRFRA 1310	1310 - Pending Applications - October 2023	Assigned	November 3, 2023	No response	
SIRFRA 1314	1314 - Unwinding Period Data - Failure to Complete October 2023	Assigned	November 10, 2023	No response	

2.5 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> The final compliance for October was 98.8%. The current compliance for November Month to Date (MTD) is 98.6%

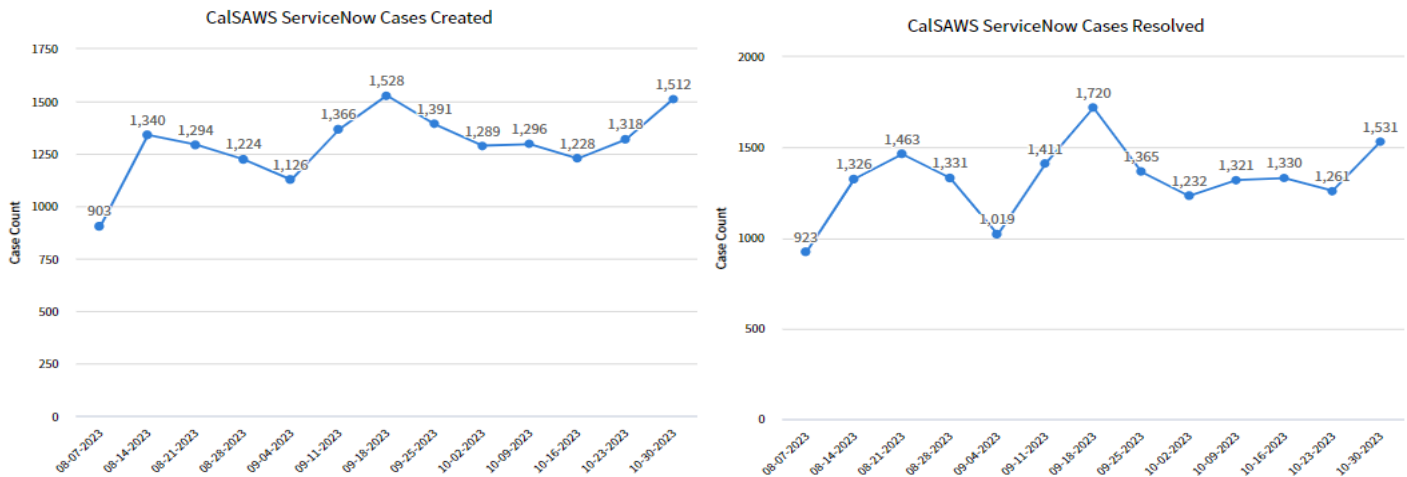
3.1.1 Service Management

3.1.2 Overview

- ▶ Scheduled CHG0044139 on November 1, 2023, for creating a new group 'CalWIN Support' and new helpdesk ticket categories for long term CalWIN support
- ▶ Scheduled CHG0044114 on November 11, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1a to ServiceNow Development Environment
- ▶ Scheduled CHG0044113 on November 11, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1a to ServiceNow Test Environment
- ▶ Scheduled CHG0044117 on November 11, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1a to ServiceNow Training Environment
- ▶ Scheduled CHG0044120 on November 18, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1a to ServiceNow Production Environment

3.1.3 CalSAWS Help Desk Metrics

Figures 3.1.3-1 and 3.1.3-2 – CalSAWS ServiceNow Cases per Week



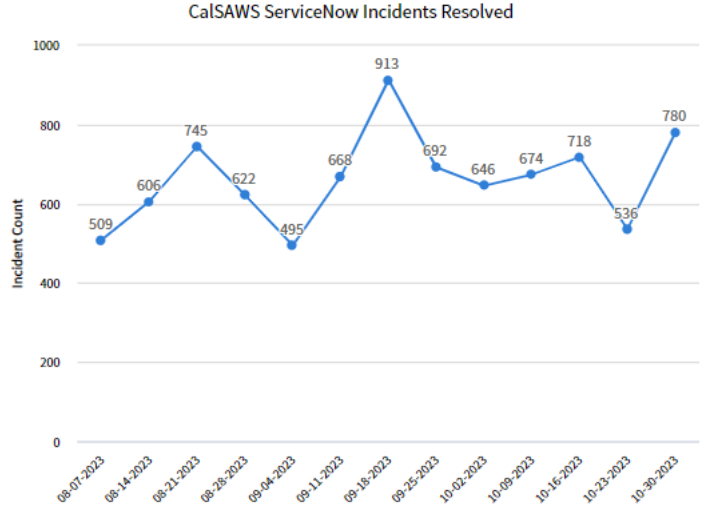
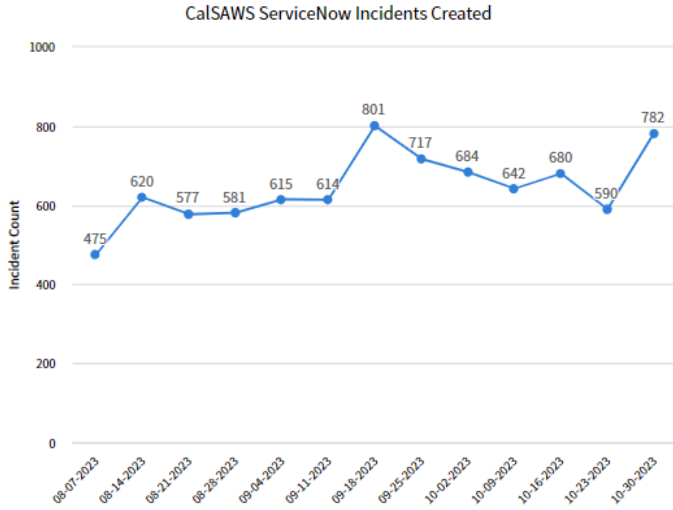
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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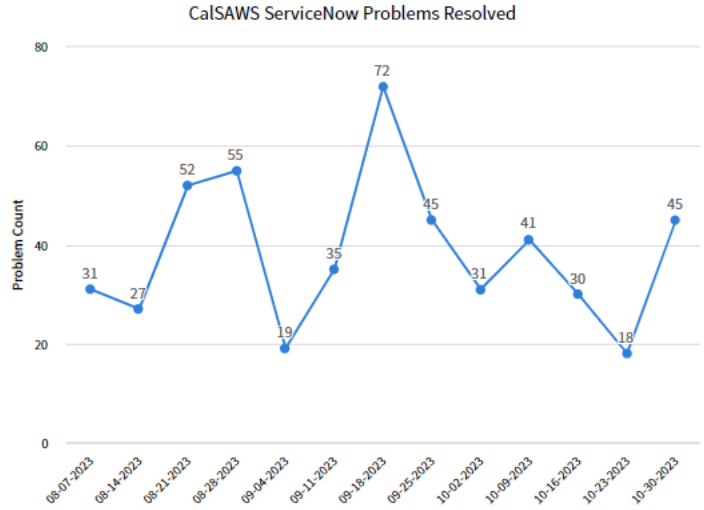
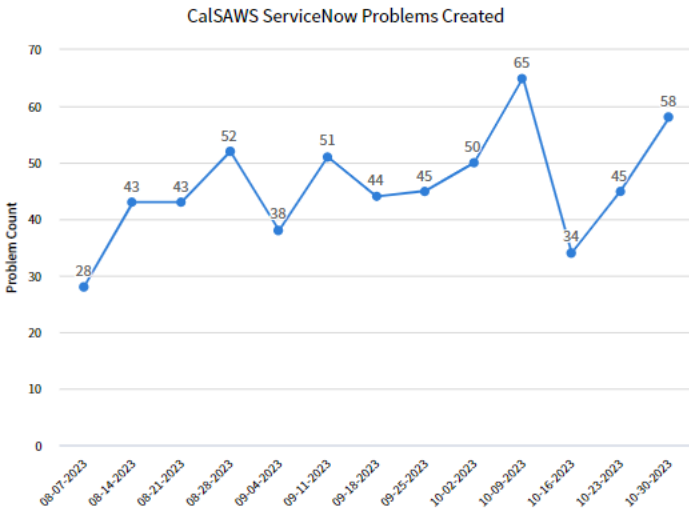
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Figures 3.1.3-3 and 3.1.3-4 – CalSAWS ServiceNow Incidents



Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

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



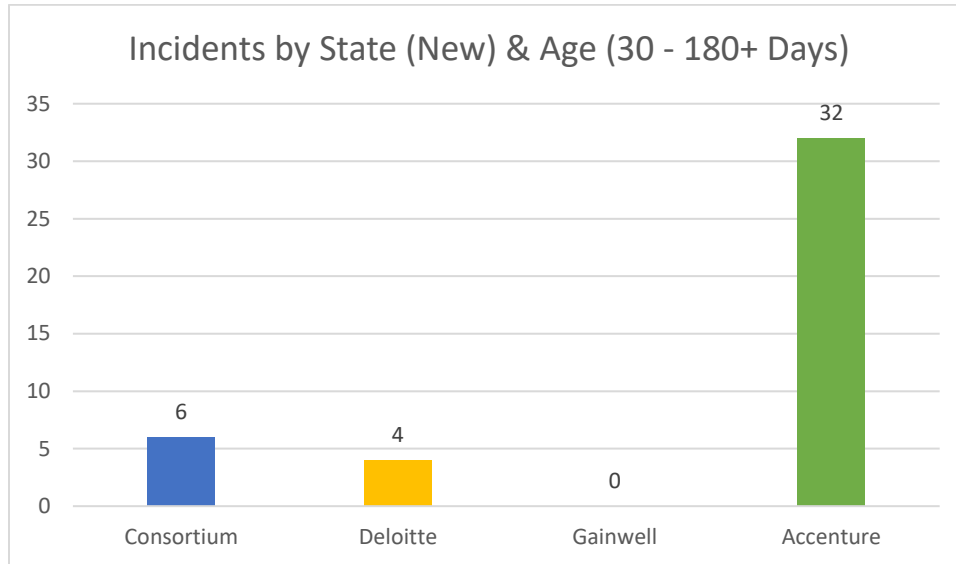
Note: The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

Table 3.1.3-1 – CalSAWS ServiceNow Incidents by State and Age

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	3	124	24	2	5	11	17	10	196
In progress	3	157	45	10	38	42	70	85	450
On hold	0	75	48	57	145	250	294	156	1,025
Resolved	7	256	309	299	328	106	65	15	1,385
Closed	5	1	3	25,563	50,968	11,489	7,330	2,185	95,544
Problem in diagnosis	0	1	0	0	2	0	0	2	5
Total	18	614	429	23,931	51,486	11,898	7,776	2,543	98,605

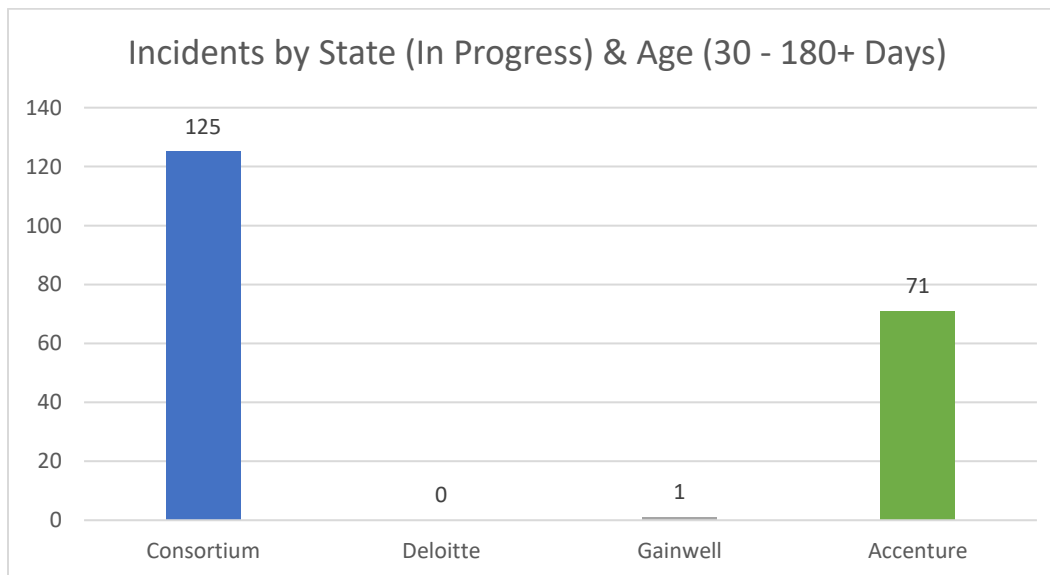
- **New:** State of an incident when assigned to field is empty
- **In Progress:** State of an incident once the Assigned to is working on the incident
- **On Hold**
 - **Pending Problem Fix:** State of an incident that is linked to a problem record that is in Fix in Progress state
 - **Pending Additional Information:** State of an incident that requires additional information to resolve the issue (e.g., information from Affected End User or Tier 1)
 - **Pending Change Request:** State of an incident that is associated to a technical ServiceNow change request
 - **Pending Consortium Review:** State of an incident that requires information/action from a Consortium group to resolve the issue. If the Consortium group can't be selected in the Assigned to field, update the state to On Hold/Pending Consortium Review
 - **Pending External Partner Action:** State of an incident that requires information/action from an external partner (e.g., CalHEERS, EBT vendor) to resolve issue
- **Problem in Diagnosis:** State of an incident that is linked to a problem record that is still being investigated (problem state is one of the following: New Assess, Root Cause Analysis)
- **Resolved:** State of an incident once the issue has been resolved. Linked case will be automatically set to resolved
- **Closed:** State of an incident that has been resolved for 15 calendar days and has not been reopened. ServiceNow automatically updates state from Resolved to Closed

Table 3.1.3-2 – CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)



	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	6	0	6
Deloitte	4	0	4
Gainwell	0	0	0
Accenture	8	21	32

Table 3.1.3-3 – CalSAWS ServiceNow Incidents by State (In Progress) and Age (30 – 180+ Days)



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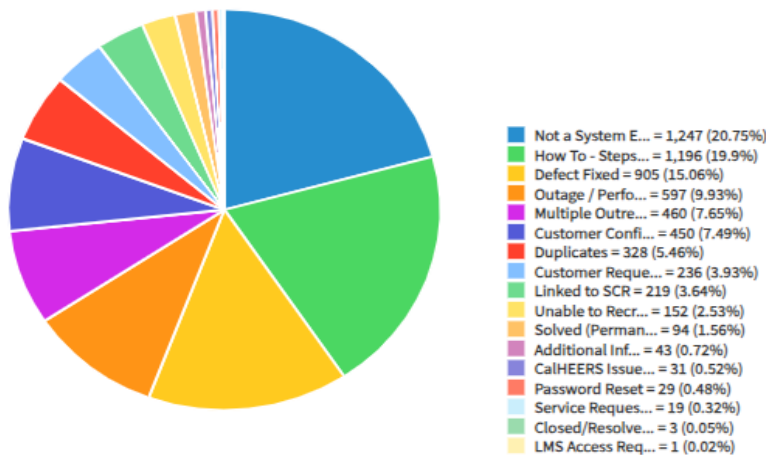
Contractor Project Executive: Arnold Malvick

	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	124	1	125
Deloitte	0	0	0
Gainwell	0	1	1
Accenture	33	38	71

Figure 3.1.3-7 – CalSAWS ServiceNow Incidents by Resolution Code

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

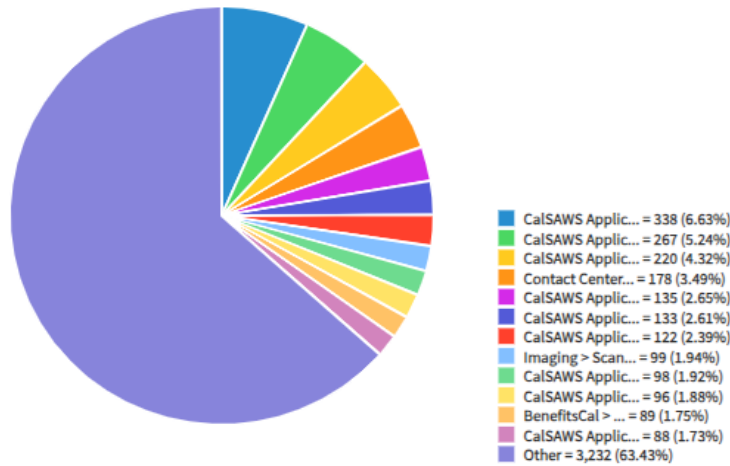
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,247	20.75%
How To - Steps to Proceed Provided	1,196	19.9%
Defect Fixed	905	15.06%
Outage / Performance Degradation	597	9.93%
Multiple Outreach Attempts – No Response	460	7.65%
Customer Confirmed Issue is Resolved	450	7.49%
Duplicates	328	5.46%
Customer Requested Closure	236	3.93%
Linked to SCR	219	3.64%
Unable to Recreate Issue	152	2.53%
Solved (Permanently)	94	1.56%
Additional Information Needed	43	0.72%
CalHEERS Issue Resolved	31	0.52%
Password Reset	29	0.48%
Service Request Created - With Request Number	19	0.32%
Closed/Resolved by Caller	3	0.05%
LMS Access Request	1	0.02%
Total	6,010	100%

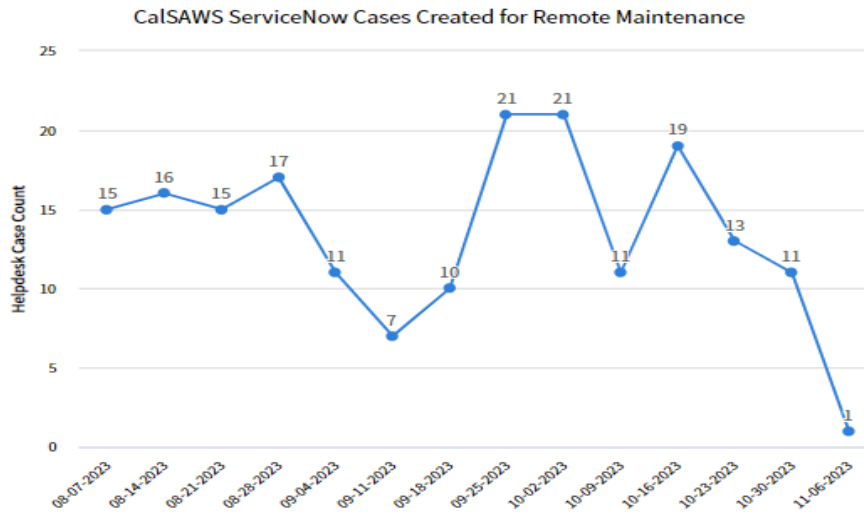
Figure 3.1.3-8 – CalSAWS ServiceNow Incidents Created by Category

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



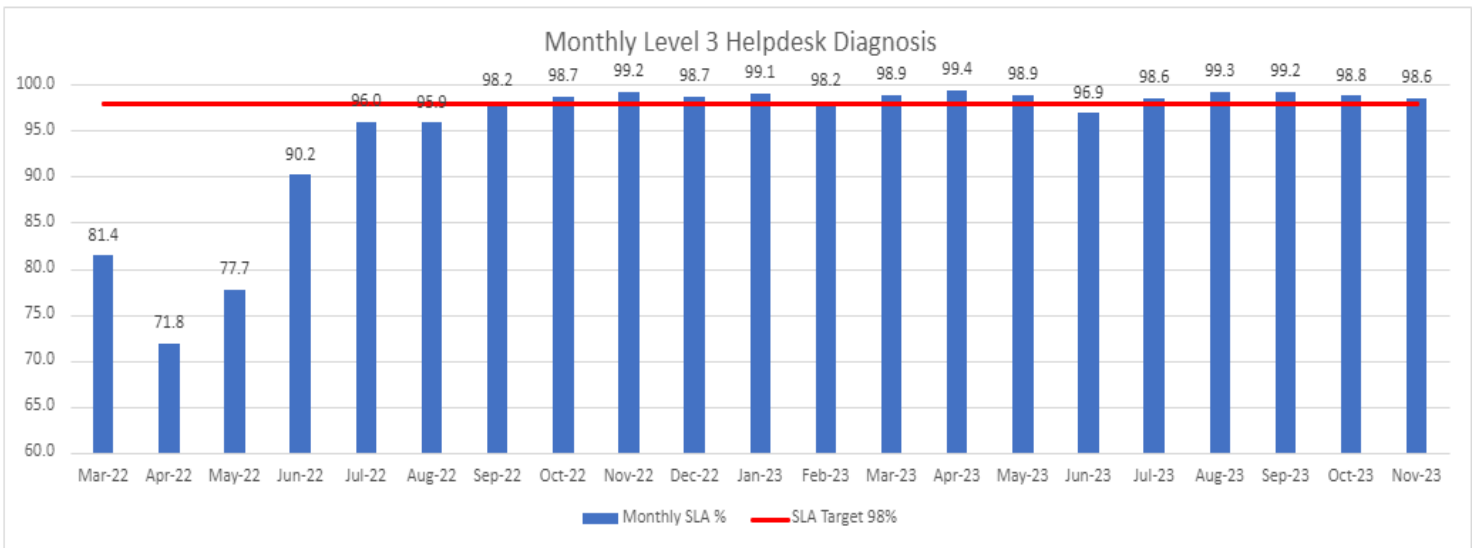
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	338	6.63%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	267	5.24%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	220	4.32%
Contact Center/IVR > CCP	178	3.49%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Customer Reporting	135	2.65%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	133	2.61%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > EDBC Results	122	2.39%
Imaging > Scanning Documents	99	1.94%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > Other	98	1.92%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	96	1.88%
BenefitsCal > Access Issue > Customer	89	1.75%
CalSAWS Application/Related Systems > Production > Performance > Other	88	1.73%
Other	3,232	63.43%
Total	5,095	100%

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



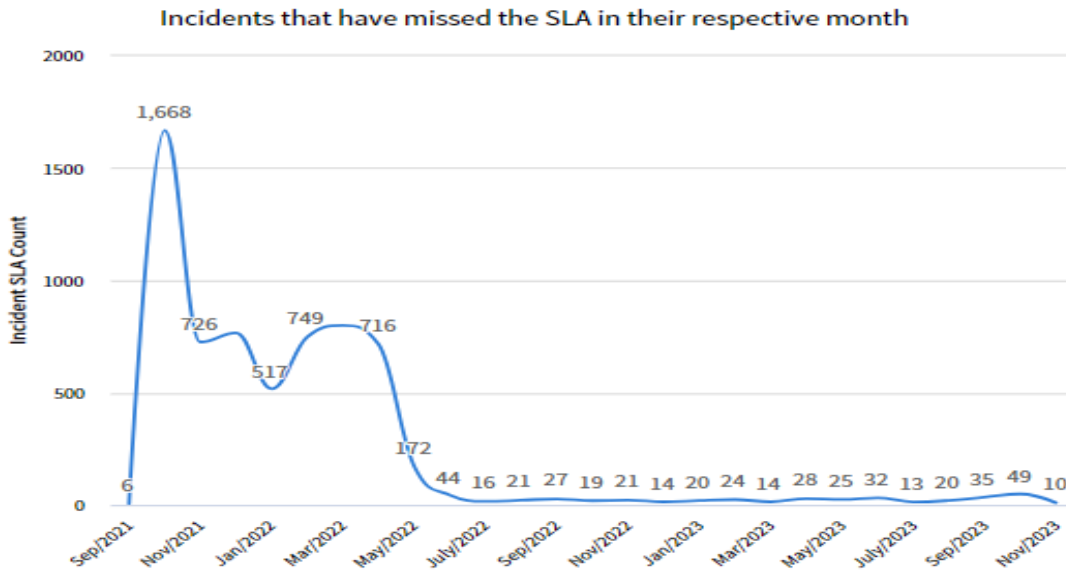
- ▶ The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for November Month to Date (MTD) is 98.6%

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



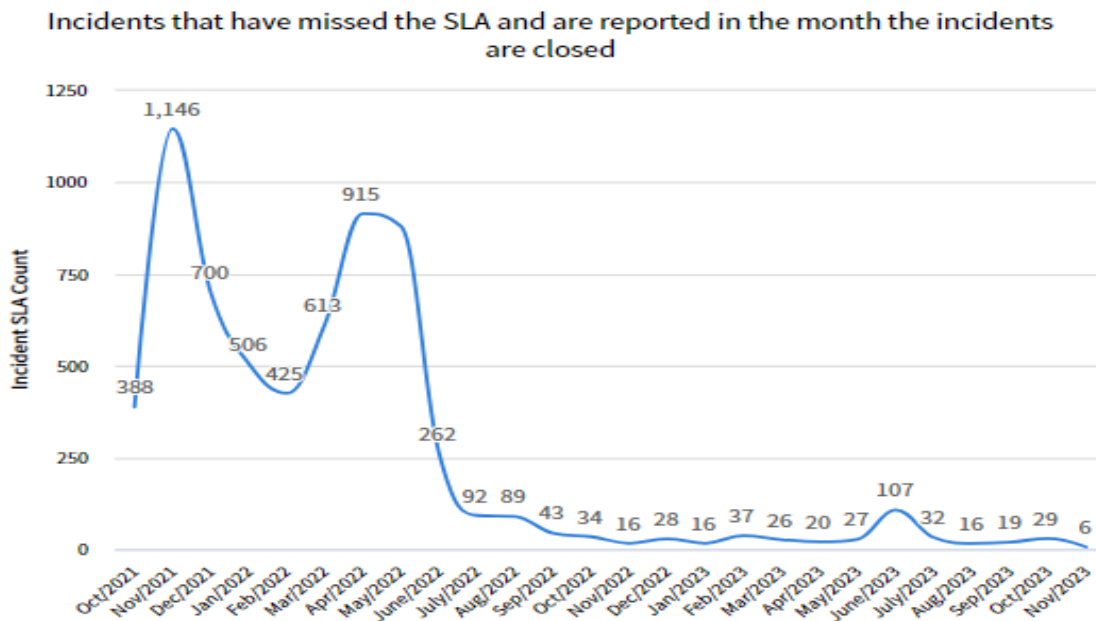
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 10 incidents missed the SLA in November Month to Date (MTD)

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



- ▶ The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is completed. 6 closed incidents missed the SLA in November Month to Date (MTD)

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



CalSAWS – California Statewide Automated Welfare System

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3.2 Technology Operations

The CalSAWS Technology team provides technical infrastructure support for the deployment of system changes and system maintenance activities in accordance with the CalSAWS Change Control Process (CCP). Technical infrastructure support activities include configuration and setup of development and non-Production environments for work items, infrastructure (middleware and database)/architecture changes, promotion of application builds through the development stages, and deployment of application builds into the CalSAWS Production environments

3.2.1 CalSAWS Management and Operations

- ▶ Roseville (PSF) Build
 - Completed Phase 1 of Roseville buildout with a capacity of 50 User workstations.
 - Completed Phase 2 of Roseville buildout User workstations capacity increased to 350 & Guest Wireless enabled.
 - Phase 3 of Roseville build In Progress
 - Ongoing tuning and optimization of wireless
 - Enablement of CalSAWS Wireless.
- ▶ County Site Migrations
 - Humboldt County – Site move and Customer Service Center (CSC) network model change to Point of Presence (PoP)
 - County Purchase documentation in development. Next meeting is scheduled for Nov 2, 2023
 - Procurement of circuits dependent on System Change Request (SCR) approval
- ▶ Kern County – Site move
 - Continued developing County Purchase documentation
 - Updating Kern County Purchase documentation to reflect the request to no longer decommission the existing site
 - Met with County on October 19, 2023
 - Meeting with County on November 2, 2023
 - Completed installation of network infrastructure equipment at County site (switches)
 - Continued configuring domain controller server
 - Telecom vendor has provided estimated completion dates for construction to install new circuits
- ▶ Monterey County – Site move and Customer Service Center (CSC) network model change to PoP
 - Continued developing County Purchase documentation
 - Met with County on October 24, 2023
- ▶ San Joaquin County – Network model change from Managed to PoP
 - Project team conducted kick-off meeting with County on October 10, 2023
 - Will start development of County Purchase documentation soon
- ▶ Riverside County Circuit Upgrades
 - 1 of 2 Circuit upgrade completed to support Enhanced Data Reporting (EDR) Delivered

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Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
November 8, 2023	Update Los Angeles County Web Application Firewall (WAF) With County Egress IPs (Planned Change)
November 8, 2023	Production: Update October 2023 Pitney Bowes Spectrum Enterprise Geocoding Module (EGM) Data Set
November 8 – 9, 2023	LEX BOT: contactcenter-production-la - Deploy all standard infrastructure for Authentication Bot and Push Notification (Planned Change)
November 8 – 9, 2023	LEX - Add event rule Resource-based policy permission to contactcenter-production-sacramento calsaws-auth-bot-lexv2-report-generator-lambda-prod (Planned Change)
November 8 – 11, 2023	Update audit configuration on Linux machines in Production AWS accounts (Planned Change)
November 8 - 13, 2023	Production CalWIN to CalSAWS Migration Cutover (6C)
November 9 – 10, 2023	Robotic Process Automation (RPA) Contact Center Production Deployment – Los Angeles (Planned Change)
November 9 – 13, 2023	Deploy infrastructure for Robotic Process Automation (RPA) Audit Logging in [contactcenter-production-sharedfunctions] (Planned Change)
November 26, 2023	AWS Production Database and Conversion Monthly Linux Operating System (OS) Patching to patch baseline 11/2023 (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

- ▶ The CalSAWS System met the Service Level Agreement (SLA)'s within the reporting period

3.2.3 CalSAWS Production Planned Outages Calendar

- ▶ The CalSAWS Production Planned Outages Calendar provided in Table 3.2.3-1 (CalSAWS Production Planned Outage Calendar) below, notifies Counties of upcoming scheduled downtimes for CalSAWS Production in 2023 due to Releases, Cutovers, and planned maintenance windows. The calendar is available on the CalSAWS Web Portal under the following path:
 - o Resources\Calendar\CalSAWS Production Planned Outages Calendar folder

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Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Outages	
Activity	Planned Outage Window
Production Maintenance	August 4, 2023, 10:00 p.m. – August 5, 2023, 1:00 a.m.
BenefitsCal Production Maintenance	August 4, 2023, 10:00 p.m. – August 5, 2023, 1:00 a.m.
Production Maintenance	August 13, 2023, 4:00 p.m. – 8:00 p.m.
BenefitsCal Release 23.08.24	August 24, 2023, 8:00 p.m. – 10:00 p.m.
Production Maintenance	August 27, 2023, 8:00 a.m. – 2:00 p.m.
Cutover 5B	September 1, 2023, 8:00 p.m. – September 4, 2023, 6:00 a.m.*
BenefitsCal Cutover 5B	September 4, 2023, 3:00 a.m. – 6:00 a.m.
Production Maintenance	September 10, 2023, 4:00 p.m. – 8:00 p.m.
Cutover 5C/6A	September 15, 2023, 8:00 p.m. – September 18, 2023, 6:00 a.m.**
CalSAWS Release 23.09	September 24, 2023, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 23.09.28	September 28, 2023, 8:00 p.m. – 10:00 p.m.
Production Maintenance	October 8, 2023, 6:00 a.m. – 10:00 p.m.
BenefitsCal Production Maintenance	October 19, 2023, 8:00 p.m. – 10:00 p.m.
Production Maintenance	October 22, 2023, 4:00 p.m. – 8:00 p.m.
BenefitsCal Production Maintenance	October 22, 2023, 4:00 p.m. – 8:00 p.m.
Cutover 6B	October 27, 2023, 8:00 p.m. – October 30, 2023, 6:00 a.m.**
BenefitsCal Cutover 6B	October 30, 2023, 3:00 a.m. – 6:00 a.m.
Cutover 6C	November 10, 2023, 8:00 p.m. – November 13, 2023, 6:00 a.m.**
CalSAWS Release 23.11	November 19, 2023, 6:00 a.m. – 3:00 p.m.
Production Maintenance	November 26, 2023, 4:00 p.m. – 8:00 p.m.
BenefitsCal Release 23.11.30	November 30, 2023, 8:00 p.m. – 10:00 p.m.
Production Maintenance	December 3, 2023, 8:00 a.m. – 2:00 p.m.
Production Maintenance	December 17, 2023, 6:00 a.m. – 10:00 p.m.
BenefitsCal Release 23.12.21	December 21, 2023, 8:00 pm. – 10:00 p.m.
CalSAWS Release 24.01	January 21, 2024, 6:00 a.m. – 3:00 p.m.
BenefitsCal Release 24.01.24	January 24, 2024, 8:00 p.m. – 10:00 p.m.
<i>Table Last Updated:</i>	<i>August 1, 2023, 10:54 a.m.</i>
<i>Table Last Validated:</i>	<i>November 5, 2023, 7:25 p.m.</i>
Notes:	
1. The above table contains the known planned dates and timing is subject to change	
2. Additional maintenance windows may be added to address emergent events	
3. **Proposed timings, pending approval	

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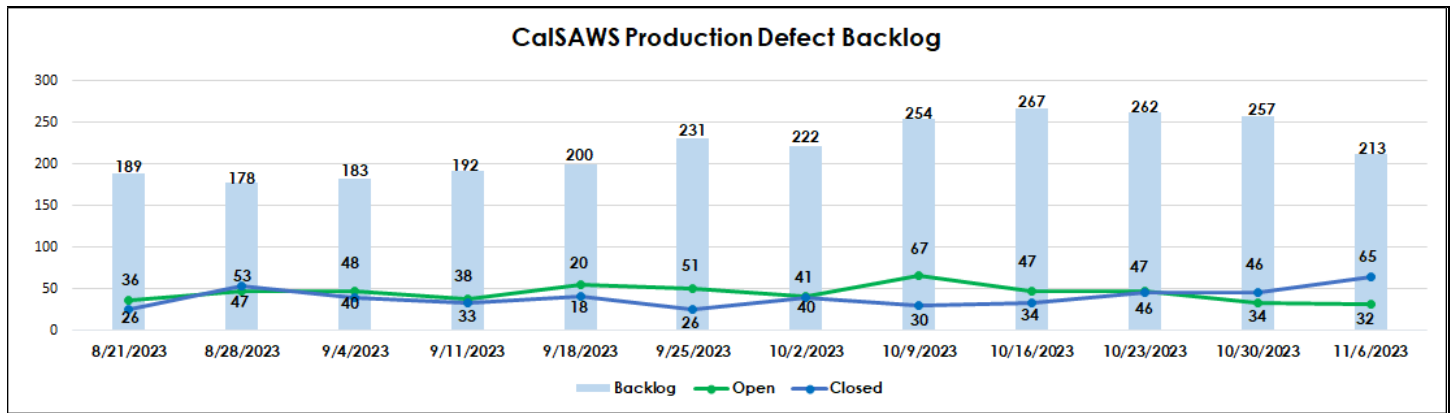
M&O Bi-Weekly Status Reporting Period: October 23, 2023 – November 5, 2023

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3.3 Production Defect Backlog

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend



3.3.1 Release Schedule Production Defect Fix

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

Table 3.3.1-1 – Production Defect Fix – Release Schedule

CalSAWS Production Defect Count by Release						
Count of Defects	Release					
Severity	23.09	23.11	24.01	24.03	TBD	Grand Total
2-Normal/Medium	75	17	3	0	26	121
New	1	1	1	0	11	14
In Progress	7	12	2	0	12	33
Closed	67	4	0	0	3	74
3-Normal/Low	230	55	8	2	63	358
New	18	5	2	1	28	54
In Progress	35	32	6	1	32	106
Closed	177	18	0	0	3	198
4-Cosmetic	7	8	0	0	1	16
New	0	3	0	0	1	4
In Progress	2	3	0	0	0	5
Closed	5	2	0	0	0	7
Grand Total	312	80	11	2	90	495

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CalSAWS Production Defect Count by Release						

Note: Data Change Requests (DCRs) have been excluded from the above reporting because they follow a separate deployment process

3.4 Production Operations

3.4.1 Release Communications

- ▶ CalSAWS Release 23.11 Communications:
 - See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 23.11 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	October 9, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	October 23, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	November 6, 2023	Production Operations
Webcast on CalSAWS Release 23.11	November 7, 2023	Production Operations / Consortium Policy and Design
Send summary of changes in CalSAWS Release 23.11 in CalSAWS Health Report	November 13, 2023	Production Operations
23.11 CalSAWS Application Development and Training Release Notes Broadcast	November 14, 2023	Production Operations
CalSAWS Release 23.11 Greenlight Meeting	November 15, 2023	Release Management/Quality Assurance
CalSAWS 23.11 Post-Release Checkpoint Call	November 20 - November 22, 2023	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 260 – Imaging Accounts not Synced in Hyland – CA-267383
 - On September 5, 2023, after the Wave 5B CalWIN to CalSAWS cutover event, some Fresno County imaging Users reported that they were unable to access the CalSAWS imaging solution. The Imaging team was informed of the issue and a bridge call was setup to troubleshoot. The Imaging team identified that role updates performed in CalSAWS between Wave 5A and 5B cutover periods were in sync with Hyland. However, the role updates performed in CalSAWS during the 5B cutover were not synced in Hyland. This was due to the refresh job, which was first run at 7:00 a.m. on September 5, 2023, per plan, did not identify delta changes because the snapshot of the data was unavailable during the outage period and until the hourly batch job PO00C152 (Job that identifies the delta of role updates in one hour) was enabled in CalSAWS. As soon the root cause of the issue was determined, a data change request (DCR), CA-267383, was created to re-insert the impacted User roles into the transaction table for the processing job PO00C152 to update Hyland with the new/updated roles. The job completed successfully and synced user roles by 11:50 a.m. on September 5, 2023
- ▶ Root Cause Analysis (RCA) – 265 – Enhanced Data Reporting Slowness – PRB0047283
 - On Some Users reported slowness when running ETL (extract, transform, load) jobs in Enhanced Data Reporting (EDR), and while executing queries in APEX Workshop, or while running and/or downloading APEX reports. The Database team investigated the issue and identified that some reports were running or downloading at a slower rate for multiple reasons: Queries used by Counties to pull data for reporting were running slower and required fine tuning. The Database team worked with impacted Counties and helped fine tune the queries that improved report execution time. There were Data Change Requests (DCRs) executed in Production on Sunday, September 10, 2023, that impacted a very large number of records for CalWIN Counties as part of migration requirements. This large number of updates in Production impacted the AdHoc reporting download speeds for a few days. The Production Operations team sent a broadcast alert email to Counties informing them of potential impact of the large data change updates on the AdHoc reporting database and Apex downloads
- ▶ Root Cause Analysis (RCA) – 266 – Contact Center Audio Issue - Kern County – PRB0047292
 - CalSAWS received incidents from Kern County as they were unable to hear callers on custom CCP. A bridge call was initiated and CalSAWS technical teams involved the Trellix team on a troubleshooting call to resolve the issue. The issue was resolved once Trellix installations completed downloading. The client and deployment tasks were canceled within Trellix ePolicy Orchestrator (ePO) to prevent further reinstallations of the Trellix Endpoint Protection application, and when Qualys Endpoint Protection completed three attempts to re-install Qualys Anti-malware after it was removed by Trellix. An abandoned Trellix ePO installation tasks were unable to be removed using our normal operational procedures due to a misconfiguration in Trellix ePO. The Trellix Administrator had to use a different method to uninstall Trellix Endpoint Protection as opposed to normal operational procedures. This resulted in Trellix Endpoint Protection automatically reinstalling over the new Qualys Anti-Malware installations, which then caused Qualys to try to reinstall its Anti-Malware application by redownloading its installation binaries

3.4.3 Batch Operations

- ▶ Wave 6
 - Conducted test file transfers of inbound and outbound interfaces with Wave 6 Counties as part of Wave 6B cutover
 - Supported and performed Wave 6B batch cutover activities
 - Enabled and validated the batch jobs for Wave 6 Counties
 - Conducted post cutover file transfer meetings with Wave 6 Counties
 - Completed catch-up run of Analytics reports and dashboards after the cutover
 - Performed catch-run of state interface partner files after the cutover weekend
- ▶ Completed the execution of System Change Request (SCR) CA-265870 for Cost-of-Living Adjustment (COLA) Batch Run for San Diego County on Saturday, November 4, 2023
- ▶ Continued Batch Weekly Roundup session with Quality Assurance (QA), and Consortium team members
- ▶ Continued to review and utilize the Batch Operations dashboards for generation of the daily Batch summary emails
- ▶ Supported nightly batch operations and coordinated with the Application Development, Database Administration, and technical teams to resolve issues and performance tune Batch jobs
- ▶ Supported execution of cyclic/high frequency/event streaming jobs
- ▶ Implemented and validated Production Batch System Change Requests (BSCRs)
- ▶ Updated Batch scheduler to include additional core/core-off prime/non-core categorization

Figure 3.4.3-1 - Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period (October 23, 2023 – November 5, 2023)

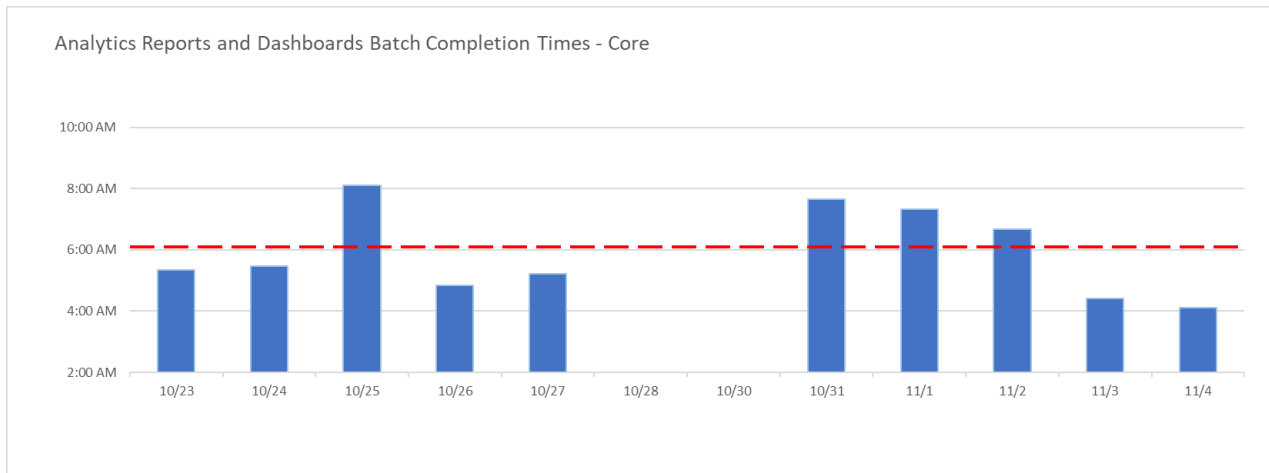


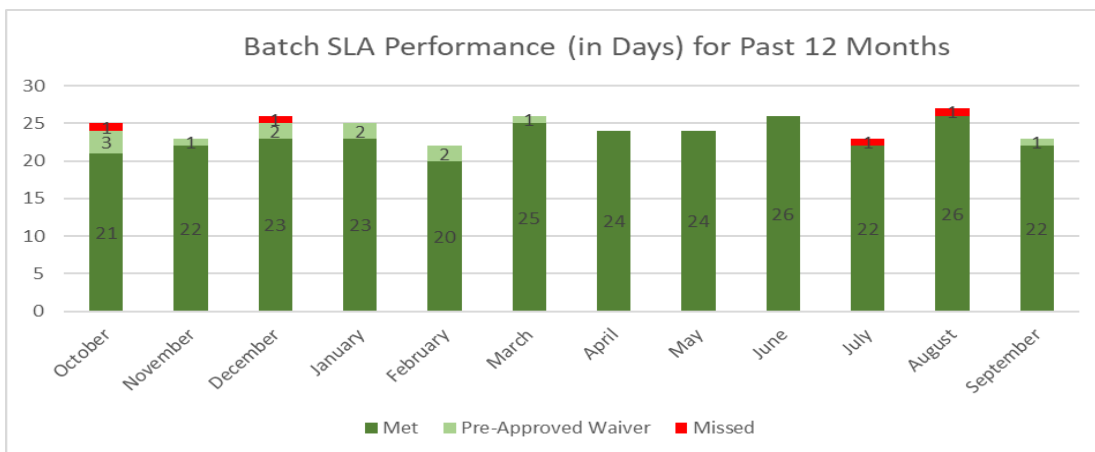
Table 3.4.3.1 - Details of Days When Analytics Reports and Dashboards Completed after 7 AM

Batch Date	Issue	Communication	Status	Resolution
October 25, 2023	Four dashboards completed after 7 am	Four Dashboards are Not Refreshed	Closed	Job completed
October 31, 2023	Planned catch-up run of Analytics reports and dashboard after the Wave 6B Cutover	N/A - Planned	Closed	Job completed
November 1, 2023	1 dashboard completed shortly after 7am due to planned validations	Job completed before planned communication	Closed	Job completed
November 2, 2023	1 dashboard completed shortly after 7am due to planned validations and RDS database restart	Job completed before planned communication	Closed	Job completed

3.4.4 Production Performance

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

Table 3.4.4-1 – Batch SLA Performance



- ▶ Imaging
 - None for the reporting period
- ▶ Contact Center
 - None for the reporting period
- ▶ ForgeRock
 - None for the reporting period
- ▶ Core Online
 - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

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

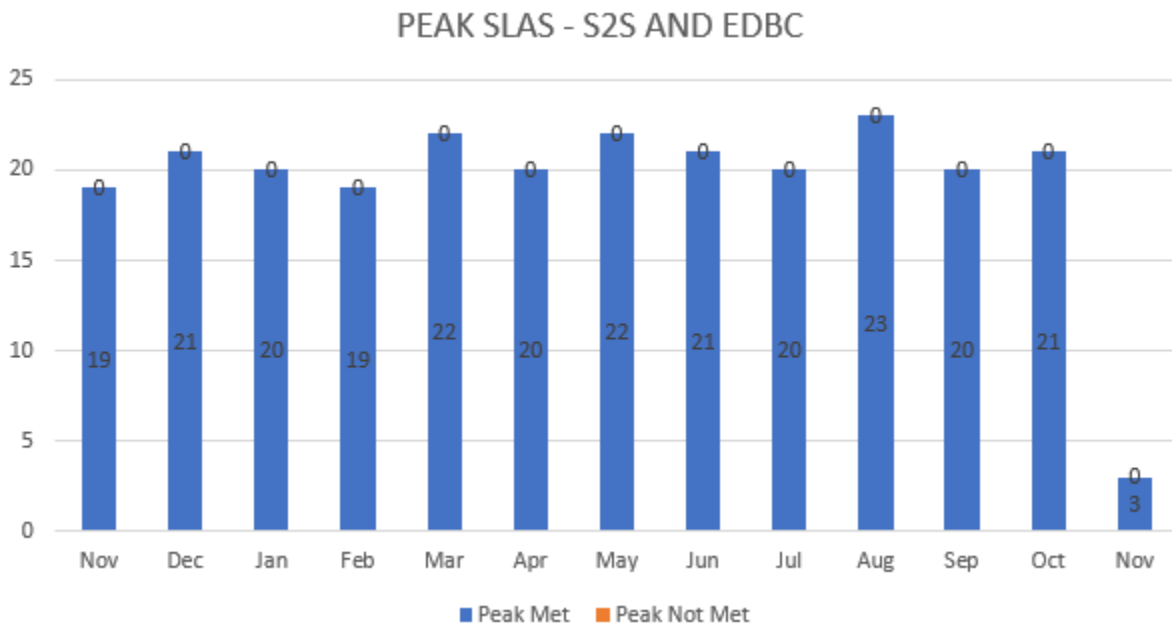
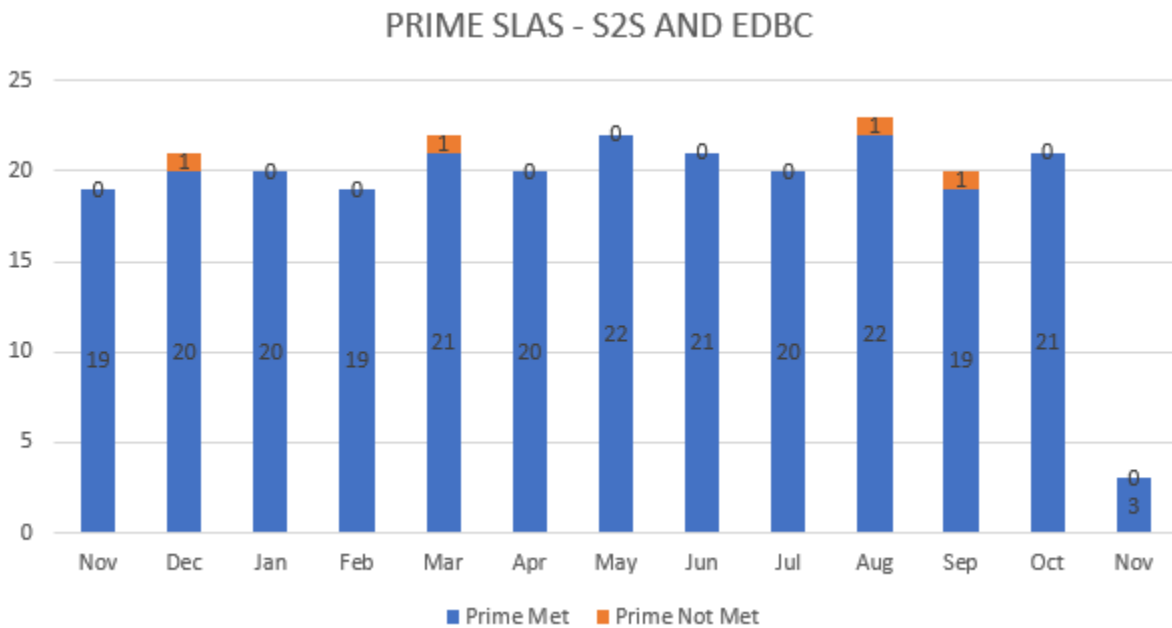


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ Project Plan for New Architecture updated for a 5-phase approach for the Proof of Concept (POC). Phase 1 expected to be completed by End of Sprint 6
- ▶ MFA Login Journey Design reviewed with Consortium Security. Further updates and scenarios required. ForgeRock team will work on getting the latest suggestions added by end of next week (November 10, 2023)
- ▶ CalWIN Wave 6 activities completed from the ForgeRock side
- ▶ ForgeRock Team monitoring and providing coverage for an issues that could arise from the Dynatrace POC
- ▶ ForgeRock Leads working on pricing model that is required for the Implementation Advance Planning Document Update (IAPDU). - Review of items are underway
- ▶ ForgeRock Leads working on all open RCA Preventative Actions in New JIRA Reporting Board
- ▶ Tech ForgeRock continuing to work on open ServiceNow tickets

Table 3.5-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	Release When Ready	In progress
Centralizing Identity Access Management (IAM) Authorizations (Access Request/Removal Workflows) - Design	To Be Determined	In progress
Platform Architecture Enhancements - Design	November 17, 2023	In progress
Automate Delegated Administration process workflow - ForgeRock and Service Now - Design	To Be Determined	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	November 17, 2023	In progress
Identity Management, Directory Services, and Access Management Upgrade to 7.3	December 1, 2023	In progress

3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Release 14 (23.11.20) - target to deploy on November 20, 2023
 - System Change Request (SCR) going through System Change Request Board (SCRB) and Change Control Board (CCB) approvals
 - Testing is in progress, on track for November 20, 2023, deployment
 - Release 15 (23.12.21) - target to deploy on December 21, 2023

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- Working through design
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Welcome Bot Update:
 - The Welcome Bot queue routing and reporting fixes for San Mateo, Marin, and Sutter Counties were deployed on November 3, 2023
 - The remaining live Welcome Bot Counties will receive the defect resolution release on November 15, 2023
 - Testing for November 3, 2023, was done using the new test scripts and release note formats
 - Customer Experience analysis completed for Orange, Placer, and Yolo (November 1, 2023)
 - The next three counties are: Contra Costa, Marin, and San Bernardino (November 13, 2023)
 - Authentication Bot Update:
 - Sprint 5 [Fresno, Sonoma, Alameda, Stanislaus, Kings, Kern, Riverside, and San Diego Counties]:
 - Currently paused - new release date to be issued based on existing freeze dates and expected testing efforts
 - Sprint 6A [San Francisco, Sacramento, and San Luis Obispo Counties] went live in Production with wave 6 as schedule on October 30, 2023
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Continuing to build the RPA infrastructure in the non-Production environment
 - Simple Mail Transfer Protocol (SMTP) configuration for emails and alerts in progress
 - Cloud Watch, Elasticsearch, and Kibana configuration for reporting in progress
 - Continuing development of Contact Center lambdas to the non-Production environments for Yolo, Placer, Shasta, and Los Angeles Counties
 - Los Angeles County's testing validation started on November 1, 2023; Target to complete by November 10, 2023
 - The Production Change Request (CR) for the RPA Infrastructure was submitted on October 26, 2023, and approved on November 1, 2023
 - The team has started working on building and deploying the RPA Infrastructure in the Production environment

3.7 Imaging

- ▶ Completed Defects
 - None for the reporting period
- ▶ Completed System Change Requests (SCRs)
 - None for the reporting period

3.8 Customer Service Center (CSC)

- ▶ In Design:
 - CA-206611 – Outbound Call Campaign for CalWORKs/CalFresh Redeterminations
 - Reviewing CalSAWS Enhancement Request (CER) for design details

3.9 Lobby Management

Region 1 (Alameda, Contra Costa, Marin, Monterey, Napa, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma Counties)

- ▶ Contra Costa County
 - Fully deployed all devices. No new updates currently
- ▶ Marin County
 - Kiosks delivered on October 18th, 2023. Working with County on milestones to go-live
- ▶ San Francisco County
 - Otis St. location has been fully deployed. Other locations have had kiosks delivered. County has gone live with all tablets at all locations. Planning remaining office locations Kiosk go-live with the county now. Targeting November 13, 2023
- ▶ San Mateo County
 - Fully deployed all devices October 10, 2023. No new updates currently
- ▶ Santa Clara County
 - County Purchase SC-02-2023 (3 kiosks, 3 tablets)
 - Equipment received at CalSAWS warehouse. Preparing equipment for shipment
- ▶ Santa Cruz County
 - County purchase order signed, and order has been placed
 - Weekly meeting with County
 - Flow creation has begun
- ▶ Solano County
 - Equipment received at CalSAWS warehouse
 - Weekly meeting with County
 - Kiosks expected to be physically installed in November by County contractors
- ▶ Sonoma County
 - County Purchase SO-01-2022 (6 kiosks, 5 tablets)
 - Fully deployed all devices. No new updates currently

Region 2 (Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba Counties)

- ▶ El Dorado County
 - Equipment received at CalSAWS warehouse, meeting with County to prepare for deployment
- ▶ Nevada County
 - Equipment received at CalSAWS warehouse, working with County on milestones to go-live
- ▶ Placer County
 - Fully deployed all kiosks. No new updates currently
- ▶ Yuba County
 - Working with County to deploy tablet

Region 3 (Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity Counties)

- ▶ Lassen County
 - Equipment received at CalSAWS warehouse, working with County to complete preparations

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- ▶ Siskiyou County
 - Equipment received at CalSAWS warehouse, working with County to complete preparations
- ▶ Tehama County
 - Equipment received at CalSAWS warehouse, working with County to complete preparations

Region 4 (Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare Counties)

- ▶ Fresno County
 - Equipment received at CalSAWS warehouse
 - Working with County to complete flows. County wants to complete major networking project prior to deployment, targeted for December timeframe. County wants to wait for SCR to be deployed prior to Kiosk go-live
- ▶ Kern County
 - County Purchase KR-02-2023
 - Equipment received at CalSAWS warehouse
- ▶ Mariposa County
 - Equipment received at CalSAWS warehouse
- ▶ San Joaquin County
 - County Purchase documentation with County for approval
- ▶ San Luis Obispo County
 - kiosks have been deployed and are in production. No new updates currently
- ▶ Tulare County
 - County Purchase TL-01-2023
 - County Purchase signed and order placed

Region 5 (Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura Counties)

- ▶ Orange County
 - Fully deployed all devices
- ▶ San Bernardino County
 - No updates for the reporting period
- ▶ Ventura County
 - Fully deployed all devices

Region 6 (Los Angeles County)

- ▶ Los Angeles County
 - No updates for the reporting period

3.10 Additional Projects

3.10.1 California Department of Social Services (CDSS) Report Support

- ▶ Continued work on restructuring Social Security Income (SSI) ad-hoc query for California Department of Social Services (CDSS) Research, Automation, and Data Division (RADD) Team
- ▶
- ▶ Completed work on SIRFRA 3933 - CalFresh Standard Medical Deduction - Due: October 24, 2023
- ▶ Completed work on SIRFRA 3935 – Cash Assistance Program for Immigrants (CAPI) Data Request - Due: November 2, 2023
- ▶ Completed work on SIRFRA 3938 - Monthly CalWORKs Stage One Child Care Payment Data (January 2024 - June 2025) - Due: November 1, 2023
- ▶ Started work on SIRFRA 3939 - CalFresh Restaurant Meals Program Point in Time Count - Due: November 7, 2023
- ▶ Started work on SIRFRA 3940 - Stage One Child Care Data: Time Basis of Care, Fiscal Year 2022-23 - Due: November 8, 2023

3.10.2 Department of Health Care Services (DHCS) Report Support

- ▶ Completed work on SIRFRA 1311 - Unwinding Data - Failure to Complete September 2023 – Due: October 24, 2023
- ▶ Completed work on SIRFRA 1312 - End of CCR Renewal Data Request - Renewal Month December 2023 – Due: October 27, 2023
- ▶ Continued work on SIRFRA 1310 - Pending Applications - October 2023 – Due: November 7, 2023
- ▶ Continued work on SIRFRA 1309 – Public Health Emergency (PHE) Renewal and Demographics Data Report – Due: November 7, 2023
- ▶ Started work on SIRFRA 1314 - Unwinding Period Data - Failure to Complete October 2023 – Due: November 10, 2023
- ▶ Completed work on SIRFRA 1319 - C-IV Population Erroneously Identified as Undocumented Due: October 27, 2023
- ▶ Started work on SIRFRA 1322 - MEDS Alert Monitoring Due: November 16, 2023

3.10.3 Endpoint Detection & Response (EDR)

- ▶ 5636 (+588) systems have been deployed with Qualys EDR and the Anti-malware software
- ▶ 1483 remaining uninstallations of Trellix to be completed
- ▶ Security Operations has acquired two more counties (Merced/Riverside) installed with Qualys EDR and Anti-malware
- ▶ The team is continuing to deploy to Kern and San Bernardino County assets
- ▶ Kern County will complete this week and move into operations mode
- ▶ Available network capacity at specific San Bernardino sites have caused deployments to take longer than expected
- ▶ CalSAWS project laptops continue to be in progress and have their remediation timelines extended
- ▶ Remaining CalSAWS servers are still in discussion to begin remediation in December

3.10.4 ForgeRock Hardening

This is a Maintenance and Operations initiative to harden the ForgeRock stack using Terraform cloud to make it more resilient and highly available across AWS availability zone or region. Proof of Concept (POC) is in-progress in the sandbox account.

- ▶ Foundational infrastructure for deployment sandbox accounts has been deployed using Terraform Cloud in a way that can be re-used for other environments.
- ▶ Terraform Code has been written to support the infrastructure needs of all 5 ForgeRock components.
- ▶ Team is actively refining their Amazon Machine Image (AMI) baking scripts using Amazon Web Services (AWS) Image Builder managed by Terraform Cloud.
- ▶ Once base AMI for all ForgeRock components is baked, plan is to move forward with development and testing of infrastructure components and code to support the ForgeRock application life cycle
- ▶ First draft of ForgeRock stack scheduled to be ready by end of November
- ▶ The Proof of Concept (POC) has been split into a phased approach with the completion of Phase 1: Build AMIs for all Services targeted for this week. Phase 2 for User Data scripts is targeted to beginning end of this week.

3.11 Deviation from Plan/Adjustments

- ▶ None for this reporting period

4.0 Application Development

4.1 Highlights from the Reporting Period

Table 4.1-1 – Application Development Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	<ul style="list-style-type: none"> • Continued 23.11 system testing. System Testing Week 5 of 7 completed. 91% pass rate on a 71% target.
4.5 Reports	<ul style="list-style-type: none"> • Bi-Weekly State and Fiscal Reports • Wave 6 – Fiscal/State Reports Support • Meeting with San Mateo

4.2 Priority Release Summary

This section outlines the scope of future defect fixes targeted for future priority releases.

Table 4.2-1 – CalSAWS Upcoming Releases

Release	Summary
23.11.07	<ul style="list-style-type: none"> ▶ Enhance Benefit Type Determination for CalFresh replacements due to Electronic Theft - Temporary Solution ▶ One-Time List for Individuals who have a Non-Compliance for Transferred Property ▶ Update Holiday Calendar November 2023 for Tulare County
23.11.08	<ul style="list-style-type: none"> ▶ ACIN I-61-23 - 2024 State Minimum Wage ▶ Alameda only - Recovery account converted without a Responsible party ▶ Alameda only - Update Customer Activity with Category of Appraisal Assess and with Job Club type ▶ Analytics PBDS Support for San Diego - 23.11 ▶ Create a Batch Process Change Request (BPCR) and network connection to setup E2Lite for CalWIN Counties Wave 2 through 6 ▶ Create missing recovery account transactions associated to CalWIN shell cases for Wave 4-5 ▶ Enable Pay Code for San Diego, Solano, Alameda and Sonoma Counties ▶ Interim process for Stable Income auto-renewal for January 2024 Redeterminations (RE) ▶ Los Angeles County - Create reoccurring Data Change Request (DCR) to flip General Assistance (GA) program run type to PP with pgm_list ▶ Sacramento County Opt-In to batches for CSF 124 and CSF 125 ▶ Update Several MAGI Reports ▶ Update the DHCS CMS Performance Indicators Master Data Request Report to V.2.4 ▶ Wave 6 - Cases Missing Second Parent Payee in ORG table
23.11.10	<ul style="list-style-type: none"> ▶ Rebuild Jenkins Servers from AL1 to AL2 ▶ Restrictive service account for the ForgeRock Identity Manager (IDM) component
23.11.11	<ul style="list-style-type: none"> ▶ Run generic Post Append Data Change Requests (DCRs) during 6C cutover go live window
23.11.12	<ul style="list-style-type: none"> ▶ Create missing recovery account transactions associated to CalWIN shell cases for Waves 6 ▶ Wave 6 - Child Support Cooperation Conversion Information
23.11.14	<ul style="list-style-type: none"> ▶ Insert General Assistance (GA)/General Relief (GR) County Option Detail data collection records for Sacramento to match CalWIN Eligibility Data Benefits Calculation (EDBC) results ▶ Update San Francisco Rush Warrant template to support 2 Payee Names ▶ Wave 6 - SAC County - Update the EDBC Source Code from 'CO' to 'BE' and Run Batch EDBC of the impacted cases
23.11.15	<ul style="list-style-type: none"> ▶ Automated Regression Test - Execution and Maintenance - 23.09 Release Cycle

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Release	Summary
23.11.16	<ul style="list-style-type: none"> ▶ Associate Migrated Voice Prints to Pers table for Los Angeles County ▶ Automated Electronic Benefits Transfer (EBT) Replacement Implementation: Los Angeles County ▶ Contact Center eCCP Telephonic Signature Messaging ▶ Create Non-Staff Records for EBT RPAs ▶ External Agency - Migrating Los Angeles's Nuance voice prints to CalSAWS ▶ Los Angeles County Contact Center Redetermination (RE) Line ▶ Los Angeles County Contact Center Migration to CalSAWS Contact Center Solution ▶ Voice Bots Statewide Rollout: Los Angeles County
23.11.17	<ul style="list-style-type: none"> ▶ Implement MFA delivery choice at Login Journey - Design ▶ Platform Architecture Enhancements - Design ▶ Training: Maintenance - Remove the Internal Course Numbers from the Web Based Training (WBT) Workload Tracker ▶ Training: Replace old Virtual Assistant Icon from Home Page Screenshots in WBTs CA-266527 ▶ Training: Update Employment Services-GROW WBTs for 23.09 Application Development Changes ▶ Training: Update Home Page results from CA-265382 ▶ Training: Update Task Management WBTs for 23.03-23.07 Application Development Changes ▶ Training: Update the Virtual Assistant CFP to replace VA Icon CA-266527
23.11.18	<ul style="list-style-type: none"> ▶ Opt-In and Update Text Message Status in CalSAWS after Wave 6
23.11	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 56 approved ▶ Release Webcast date: To be determined
24.01	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 37 approved ▶ Release Webcast date: To be determined
24.03	<ul style="list-style-type: none"> ▶ Total System Change Requests (SCRs): 11 approved ▶ Release Webcast date: To be determined

4.3 Application Development Status

- ▶ Continued design on:
 - CA-202054 – All County Letter (ACL)-18-07 Suspend/Discontinue/Reinstate for Cash Assistance Program for Immigrants (CAPI) case
 - CA-204905 - Modify the Disabled Eligibility determination and Benefits Calculation (EDBC) Exemption Batch Job
 - CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance Notice of Actions (NOAs) (from NA 692)
 - CA-208406 - Identify Social Security Assistance (SSA) Assisted e-Applications from Self-Service Portal
 - CA-209344 - Apply State Supplementary Payment (SSP) Only Other Program Assistance (OPA) for Specific Programs
 - CA-214330 - Update Batch NA 791 to Dynamically Generation Sections
 - CA-216801 - Request to Add Standard Header to forms for Central Print Purposes
 - CA-217348 - Update the CAPI Approval NOAs per newest state version of NA 693

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- CA-217940 - Suspension of Medi-Cal (MC) Benefits for Incarcerated Beneficiaries
 - CA-222070 – Change Control Board (CCB) 23-18 Change Control Panel (CCP) 2145 Revision
 - CA-235880 - Update Auto Journal Creation for Individuals
 - CA-240701 - Generate CalFRESH (CF) 377.10 for Failure to meet the CalFresh Work Rules
 - CA-242677 - Update and add missing Threshold forms in CalWORKs (CW) & CW/CF RE Packets
 - CA-246484 - Creation of Banked Caseload Capability
 - CA-246659 - ZScaler Production Rollout + ZIA + Deployment
 - CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
 - CA-253124 - Validate E-mail Addresses Added into CalSAWS
 - CA-253426 - ACL 23-13 Update EBT 2259 - Revised Electronic Benefit Theft Replacement Form and Policy
 - CA-256607 – Cost of Living Adjustment (COLA) Automation Phase-3
 - CA-260913 - Update Forms Application Programming Interface (API) to Accept CalFRESH 303 from BenefitsCal
 - CA-263119 - ACL 21-123 Expectant Parent Payment (Automation Piece)
 - CA-264306 - Update FNS 209 and Other Collections Reports
 - CA-264631 - CW Household Members Eligible to TCF - FTP and Multiple Person Statuses
 - CA-264911 - Updates to the Medi-Cal Renewals Listing Report
 - CA-265294 - E-HIT Summary Dashboard Updates
 - CA-265393 - Update IEVS Assignments
 - CA-266312 - ACL 23-80 - Increase ABAWD Age Limit and Add Exemptions for Homeless, Veterans, and Individuals in Foster Care
 - CA-266824 - CAPI claimant who resides with an ineligible spouse.
 - CA-269066 - Upgrade Python in EMR Clusters, Applications and BIC Instances
 - CA-269477 - SCR - CDSS/DHCS Connectivity through CDT
 - CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
- ▶ Continued build on:
- Priority releases and Release 24.01 approved System Change Requests (SCRs)

4.4 Release Management

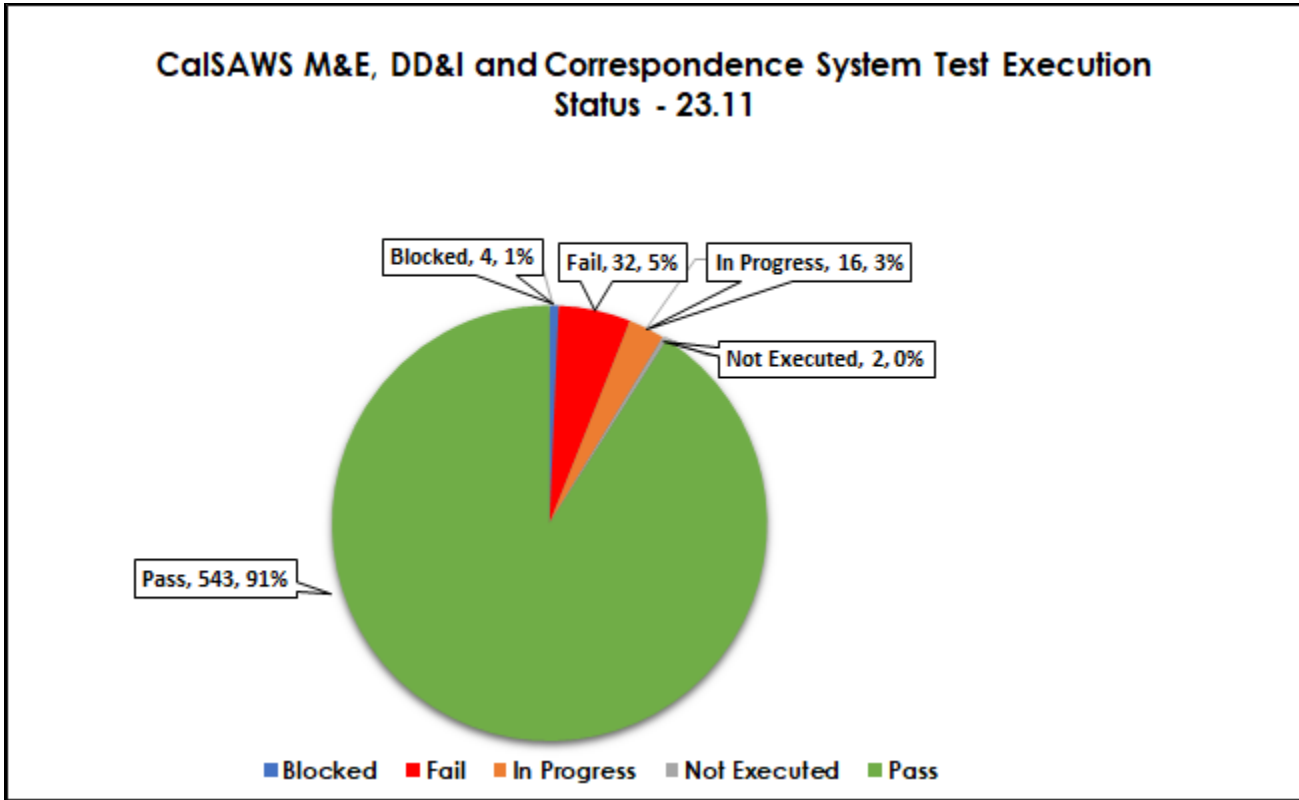
4.4.1 Release Test Summary

- ▶ Continued test execution for 23.11 SCR's

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

Pass Rate Target as of November 06, 2023	71%
Pass Rate Actual as of November 06, 2023	91%
System Test complete Date: November 15, 2023	

Figure 4.4.1-1 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 23.11



Note:

- ▶ Test Script counts are subject to change as test scripts are added or removed throughout the execution phase. Includes testing execution for all CalSAWS Test Scripts in the Release

4.4.2 Automated Regression Test (ART) Coverage

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

Production Transactions				ART Coverage by Production Volume	
Tier	Distinct	Volume	Percent Volume	Distinct	Percent Coverage
1	15	165,984,170	46.18%	15	100.00%
2	108	121,150,561	33.71%	108	100.00%
3	132	36,310,412	10.10%	127	96.69%
4	669	32,352,585	9.00%	476	83.91%
5	2848	3,637,618	1.01%	573	34.53%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of September 30, 2023. Each tier is distinct from prior tier(s). For example, tier 2 includes all transactions that make up the top 80% of production volume except for the fifteen tier 1 transactions. Production statistics are updated each month, and coverage statistics are updated with each major release as new automated regression scripts are developed. To date, there are 1,014 end-to-end Automated Regression Test (ART) scripts:

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- ▶ 870 Targeting the core CalSAWS application
- ▶ 33 Targeting the inbound BenefitsCal Application Processing Interface (API) service (*Portal Service*)
- ▶ 111 Targeting the other external CalSAWS API services (e.g., *Activities, Appointment, CalSAWS, Imaging, Journal, Task Service*)

4.5 Reports

- ▶ Discussed State/Fiscal Reports issues in our Bi-Weekly State and Fiscal Reports meeting on Thursday, October 26, 2023
- ▶ Met with Wave 6 counties on Thursday, October 26, 2023, and November 2, 2023, and did Qlik Demo
- ▶ Met with San Mateo on Thursday, October 26, 2023, and November 2, 2023, to discuss State Reports
- ▶ Generated ad hoc quarterly state reports for Wave 4 excluding conversion data
- ▶ Generated ad hoc Annual ABCD 350 Report for August 2023 caseload for San Mateo County
- ▶ Prepared fact sheet on Qlik Bookmarks which was distributed on October 27, 2023

Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	# Open Tickets
10/31/2023	22
11/03/2023	28

Note: Total Open incidents as of the current reporting period

Table 4.5-2 –Open Defects by Status and Functional Area

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	1	0	1	0	2
Reopened	0	0	0	0	0
Assigned	4	2	1	1	8
In Development	6	4	1	2	13
Development Complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	3	0	0	1	4
Test Complete	3	2	3	2	10
Total Open Defects	17	8	6	6	37

Note: Data is as of current reporting period

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Table 4.5-3 –Open Defects by Priority and Functional Area

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
1-High/Non-Cosmetic	0	0	0	0	0
2-Normal/Medium	4	4	1	0	9
3-Normal/Low	13	4	5	6	28
4-Cosmetic	0	0	0	0	0
Total Open Defects	17	8	6	6	37

Note: Data is as of current reporting period

Table 4.5-4 – State/Fiscal Reports Open Defects and SCRs

State/Fiscal Reports	Open Defects	Upcoming SCRs - Targeted Release					
		23.11	24.01	24.03	24.05	24.07	24.09
CA 237 CW	1						
CF 296	1			1		1	
DFA 256	2			1			
CA 1037	2					1	
CA 237 FC	1						
DHCS CMS PI IND		1					
FNS 209	1		1				
CA 812	1			1			
ABCD 350	1					1	
GR 237	1						
STAT 45	1						
STAT 47	1				1		
WTW 25/25A	1						
CA 237 HA	1						
SOC 808	1						1
DSS 466					1		
TEMP 2035				1			
TEMP 2313				1			
FSP14					1		
Fiscal Integrated	2					1	

Note: This table provides information on total number of defects and total SCRs by Fix Version on State Reports, Fiscal Integrated and Fiscal Main Payroll Reports

1. This table may not reconcile with defect table as one defect can impact multiple reports
2. If SCR is impacting more than one report, it will be counted more than one against each report impacted
3. This table will list only those reports where we have open defects and open SCRs
4. Details can be found in CalSAWS Reports Bi-Weekly Enhanced Communication

4.6 General Assistance/ General Relief (GA/GR)

► General:

- Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on October 25, 2023, and November 1, 2023
- System Change Requests (SCRs) in Design Phase
 - CA-210476 - Update Supplemental Security Income (SSP 14) with County Interim Assistance (IA) and County GA/GR Code
 - CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
 - CA-249942 - San Mateo County GAGR Changes
 - CA-250818 - Update begin date validations when editing GA/GR administration rules and details
 - CA-258931 - Add administration checks to additional locations where GA/GR can be failed due a CalWORKS (CW) sanction
 - CA-259882 - GA/GR need to be denied in the application month if Client does not show for Intake Interview
 - CA-269212 - ADD ABP 4060 - General Relief and General Relief Opportunities for Work (GROW) Text Notification to CalSAWS and add e-signature functionality
 - CA-270147 - Update GR program EDBC Sweeps to trigger EDBC for NB: SNB programs along with CalFresh and GAGR Automated Solutions
- SCRs in Development Phase
 - CA-227568 - Los Angeles County GR Cases Terming for Whereabout Unknown
 - CA-260732 - GA/GR Homeless shelter Need not included in GA/GR amount counted in CalFresh Income
 - CA-263611 - Revise the General Relief Opportunities for Work (GROW) Job Search Assignment Form
 - CA-263690 - Update ABP 1463, Skills and Training to Achieve Readiness for Tomorrow (START) Activity Agreement
 - CA-264733 - Create a macro enabled spreadsheet to allow Counties to provide input on Code Table and database table parameters for GA/GR functionality when they Opt-In to the GA/GR Automated Solution program
 - CA-267103 - Add GAGR Automated Solution - closure notices
 - CA-269739 - Insert GA/GR County Option Detail data collection records for Sacramento to match CalWIN EDBC results.
 - CA-270104 - Wave 6 - SAC County - Update the EDBC Source Code from 'CO' to 'BE' and Run Batch EDBC of the impacted cases.
- SCRs in System Test Phase
 - CA-248219 - Populate Contact Information on the GAGR NA Back 9
- Priority System Change Requests (SCRs) deployed to Production
 - CA-258009 - Generate a one-time list of Los Angeles County GR hearing Appointments created during the CalSAWS Wave 6 Outage Period [23.10.24]
 - CA-265870 - GA/GR Cost of Living Adjustment (COLA) Eligibility Data Benefits Calculation (EDBC) Batch Run for San Diego County – October 2023 [23.11.04]
- Defects released to Production

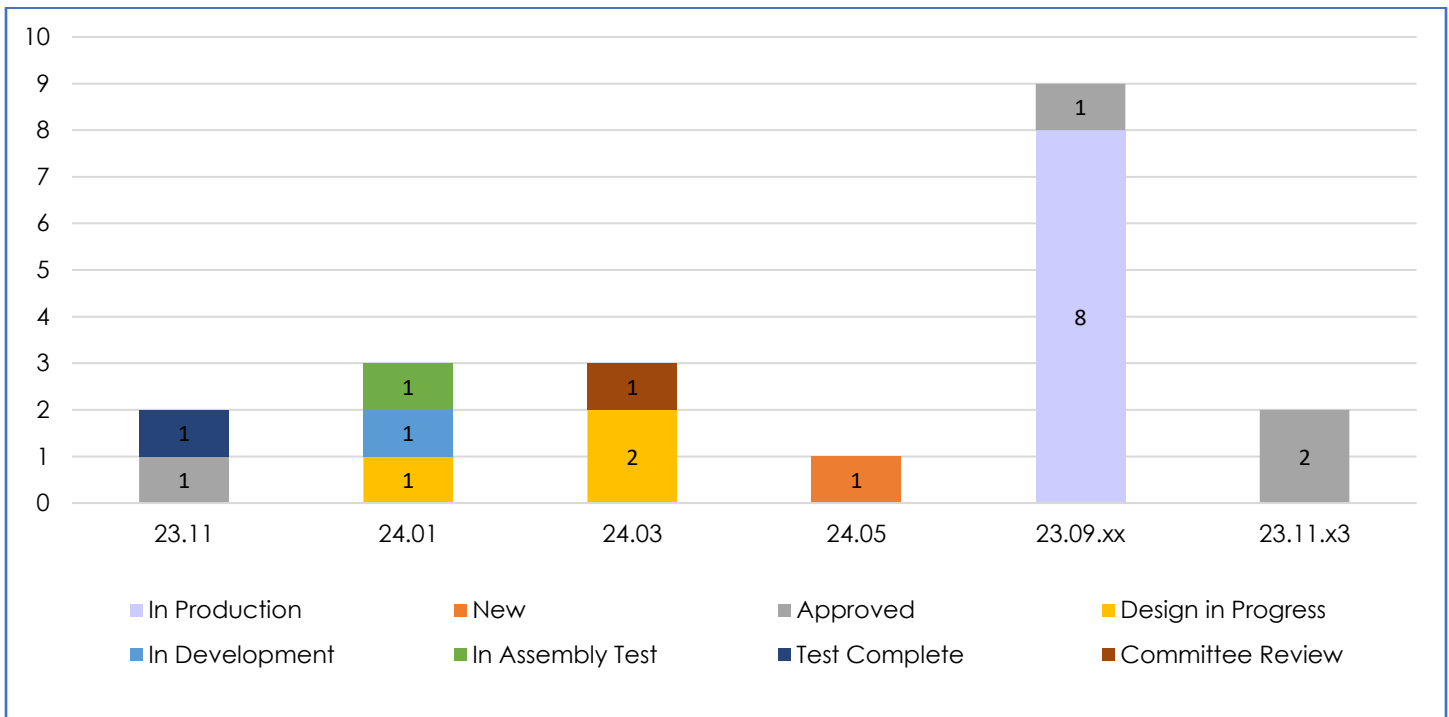
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- CA-269952 - Status on SSI Detail for SSI level 'Application' to be considered from SSIAP Application [23.10.31]
- CA-262440 - GA/GR Fails For Time Limits [23.11.01]
- CA-263585 - GA_prior_Aid_Cnty_state_and_Clk_Date_list variable data is not auto populated on the NOA# 181-GA Denial - Received GA in 3 of the last 12 months (XAN050) [23.11.01]
- CA-270251 - Defect to convert IN records of San Diego Cola NOA to MM [23.11.04]

Figure 4.5.-1 – GA/GR SCRs



4.7 Training Materials Update

- ▶ 23.11 Online Help System Change Requests (OLH SCRs):
 - Test Complete: 9
- ▶ 24.01 Online Help (OLH SCRs):
 - New: 4
 - Design in Progress: 5
 - In Development: 1
- ▶ 23.11.17 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) (SCRs):
 - Approved: 1
 - In Development: 2
 - Development Complete: 1
 - In Assembly Test: 1

- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

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

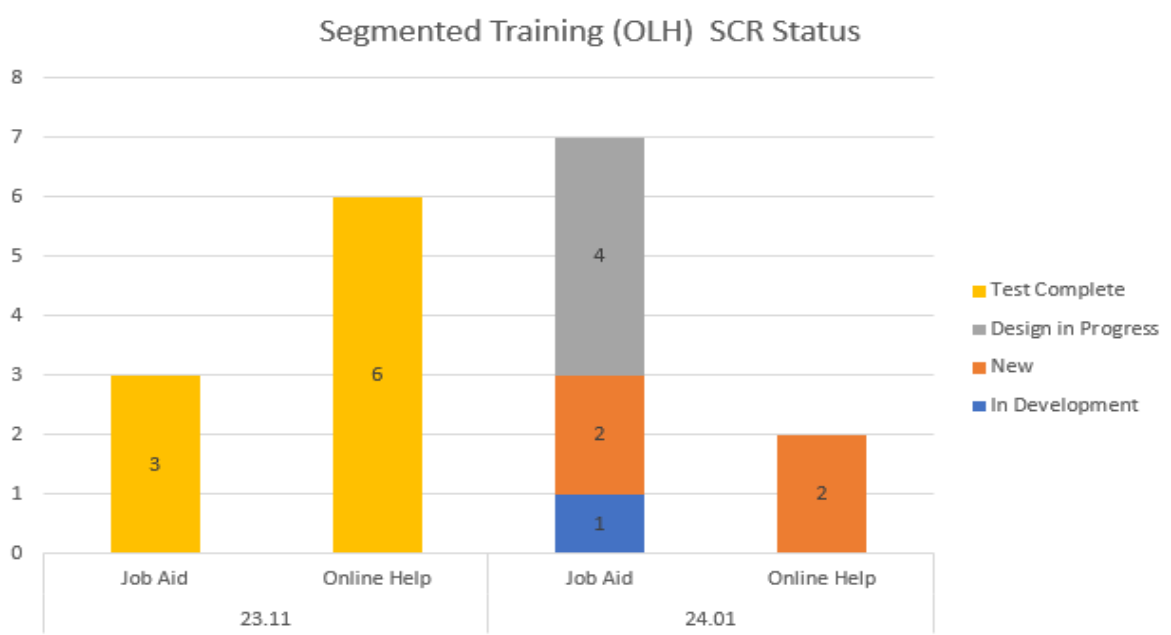


Table 4.6-1 – Upcoming Training Activities

Training Activity	Date	Status
Provided a Training Checklist for the County Validation team	November 1, 2023	Completed

4.8 Deviation from Plan/Adjustments

- ▶ None for the reporting period

4.9 Upcoming Performance Tests

- ▶ Planned upcoming Performance tests for Core Online

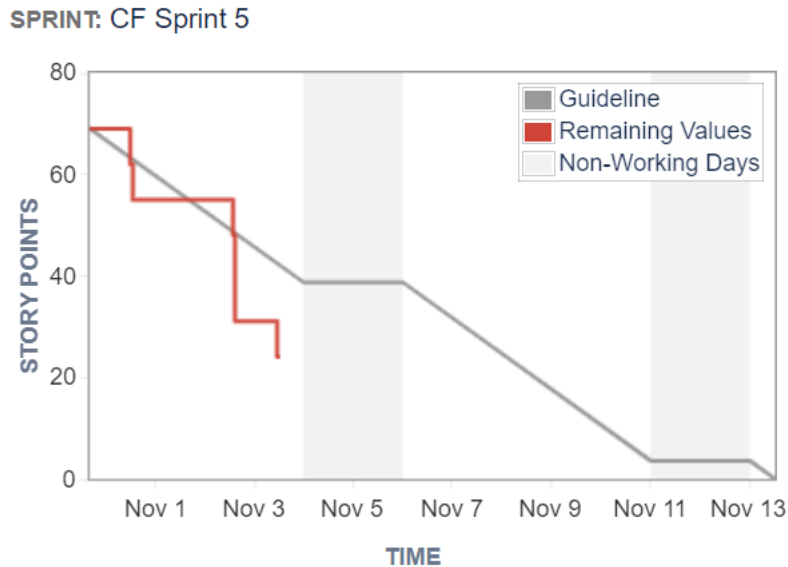
Table 4.3-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
23.11 Performance Testing	October 30, 2023	November 17, 2023	In Progress

4.10 FCED/CARES

- ▶ Completed Tasks
 - Completed the creation of design documents to include the CalSAWS design for Application Programming Interfaces (APIs) – “Part 1 - RFI Communication API” and “Imaging API”
 - Added the CARES integration design to the API design documents for “Part 1 - RFI Communication API”, “CARES Document/Imaging API” and “Individual Demographics API”
 - Reviewed and obtained approvals for the CalSAWS design in the design document for “Document API”
 - Reviewed and obtained approvals for both the CalSAWS and CARES integration designs in the design document of “Part 1 - RFI Communication API”
- ▶ In Progress Tasks
 - Reviewing and obtaining approvals for the CARES integration design in the design documents of “CARES Document/Imaging API” and “Individual Demographics API”
 - Creating the design documents to include the CalSAWS design for “Eligibility Results/Determination API” and “Placement API”
 - Adding the CARES integration design to the API design document for “Case Worker API”
- ▶ Upcoming Tasks
 - Review and obtain approvals for the CARES Integration design document of “Case Worker API”
 - Review and obtain approvals for the CalSAWS design in the design documents for “Eligibility Results/Determination API” and “Placement API”
 - Adding the CARES Integration design to the API design documents for “Eligibility Results/Determination API” and “Placement API”
 - Create the design documents to include the CalSAWS design for “Part 2 – RFI Communication API”
- ▶ Interface Partner Integration
 - Continue coordination with CARES team for schedule alignment and interface element alignment

Figure 4.9-1 Current Sprint Burndown Chart



4.11 Additional Projects

4.11.1 Data Growth – Archive Phase 1 (Release 24.03)

- ▶ Completed Tasks
 - Create parent group data archive logic for eligibility, fiscal and client correspondence
 - Create table to keep inventory of tables to be archivable, and data groups
 - Fiscal search screens to support archive criteria
- ▶ In Progress Tasks
 - Create a service to support retrieval of archived data from the secondary RDS database to Oracle Primary
 - Create child group data archive logic for eligibility, fiscal, and client correspondence
 - Continue to update Fiscal search screens to support archive criteria
 - Complete the Database Change Request (DBCR) script to the deployment process
 - Component to delete data from the primary database after archiving
 - Create/Update deployment script to start the code deployment in BRG1
- ▶ Upcoming Tasks
 - Deploy code in BRG1 & start AT testing for completed use stories
 - Update Eligibility related pages
 - Create component to retrieve data using the retrieve service
 - Create child group data archive for eligibility, fiscal and client correspondence
 - Update design and logic to skip any case identified to PURGE as part of purge logic

4.11.2 Data Growth – Test Data Slicer (Release 24.05)

- ▶ Completed Tasks
 - Create the transactional table for stage cases requested to copy
 - Draft online screen completed to request/initiate the copy
- ▶ In Progress Tasks
 - Create a component to copy the case-level data
 - Identify static tables, and work with the Database Administration (DBA) team to come up with a copy process
 - Identify transaction tables to copy
 - Create/Update deployment script to start the code deployment in BRG1
- ▶ Upcoming Tasks
 - Initiate interaction with the Consortium Test team for the user story discussion/approval
 - Seek approval from the System Test team for the design
 - Identify logic to copy transaction tables

4.11.3 Data Growth – Archive Phase 2 (Release 24.05)

- ▶ Completed Tasks
 - Created JIRA dashboard
 - Initiate meeting between Application Development and Technical teams
- ▶ In Progress Tasks
 - Continue meeting with Application development and technical teams
 - Update user stories in the JIRA dashboard
 - Plan sprint activities
 - Create the Architecture flow diagram for MEDS Inbound Alert data
- ▶ Upcoming Tasks
 - Initiate interaction with the consortium test team for the user story discussion/approval
 - Create the Architecture flow diagram for Journal data access

4.11.4 County Task Management Enhancements

- ▶ Completed Tasks
 - Completed draft design document of enhancement CA-257327 (Turn off Worklist Pages) and sent for internal Business Analyst review
- ▶ In Progress Tasks
 - Internal Business Analyst review of enhancement CA-257327 (Turn off Worklist Pages)
- ▶ Upcoming Tasks
 - Receive internal approval of enhancement CA-257327 (Turn off Worklist Pages) and present design to the Task Management committee

5.0 Regional Updates

- ▶ None To report for the period

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report