

CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: November 20, 2023 – December 3,
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 207 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 12:00 p.m. on November 20, 2023, Users were unable to discontinue Medi-Cal cases for December 2023. As of 8:00 a.m. on November 28, 2023, this issue was resolved. A list of impacted Medi-Cal cases has been sent to the Counties. Users will need to re-run Eligibility Determination and Benefits Calculation (EDBC) for January 2024 to discontinue the impacted programs. PRB0047865

Legend	
	On Track
	At Risk
	Not on track/Monitor

1.2 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		Grand Total
Team Responsible	Defect	SCR	
23.11.20 (November 20, 2023)	5	2	7
Batch Operations	1	0	1
Imaging	2	0	2
Online	1	0	1
Technical Forge Rock	0	1	1
Virtual Assistant	1	1	2
23.11.21 (November 21, 2023)	6	1	7
Client Correspondence	1	0	1
Conversion	1	0	1
Eligibility	0	1	1
Fiscal	2		2

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Minor version (Release date)	Issue Type		Grand Total
Reports	2	0	2
23.11.22 (November 22, 2023)	20	6	26
Batch/Interfaces	1	1	2
CalHEERS	6	2	8
Client Correspondence	2	1	3
Conversion	6	0	6
Eligibility	1	1	2
Fiscal	2	1	3
Imaging	1	0	1
Online	1	0	1
23.11.27 (November 27, 2023)	54	14	68
Batch/Interfaces	3	0	3
CalHEERS	1	1	2
Client Correspondence	30	13	43
Contact Center	1	0	1
Eligibility	3	0	3
Fiscal	7	0	7
Online	8	0	8
Performance	1	0	1
23.11.28 (November 28, 2023)	7	0	7
CalHEERS	1	0	1
Conversion	3	0	3
Eligibility	2	0	2
Fiscal	1	0	1
23.11.29 (November 29, 2023)	1	0	1
Fiscal	1	0	1
23.11.30 (November 30, 2023)	42	14	56
Batch/Interfaces	3	0	3
BenefitsCal	6	3	9
Bots	3	0	3
CalHEERS	3	2	5
Client Correspondence	3	3	6
Conversion	7	0	7
Eligibility	2	2	4
Fiscal	3	2	5
Online	12	2	14
23.12.03 (December 03, 2023)	8	3	11
CalHEERS	2	1	3
Conversion	4	1	5
Eligibility	1	0	1

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Minor version (Release date)	Issue Type		Grand Total
Online	0	1	1
Technical Architecture	1		1
Grand Total	143	40	183


► Planned Outages:

- Scheduled CalSAWS Outages:
 - CalSAWS Production Maintenance:
 - On December 3, 2023, from 8:00 a.m. to 2:00 p.m., the CalSAWS application was unavailable for Users. CalSAWS Users were redirected to a read-only version of the CalSAWS application
 - From 10:00 p.m. on December 1, 2023, until 1:00 a.m. on December 2, 2023, Users were unable to login to the CalSAWS and BenefitsCal applications. The "Read Only" version of the CalSAWS application was not available
 - CalSAWS Adhoc Reporting Database Maintenance:
 - On December 3, 2023, from 2:00 p.m. to 6:00 p.m., the Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc reports
 - Learning Management System (LMS) Maintenance:
 - On December 8, 2023, from 7:00 p.m. to 11:00 p.m., Users were unable to access the CalSAWS Learning Management System (LMS)
 - BenefitsCal Maintenance/Limited Access:
 - On December 3, 2023, from 8:00 a.m. to 2:00 p.m., the BenefitsCal application was available for customers 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 was 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 November 30, 2023, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable
 - CalWIN Read-Only Environment Maintenance:
 - From 8:00 p.m. on November 28, 2023, until 2:00 a.m. on November 29, 2023, the CalWIN Read-Only environment was unavailable for Users

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"> Completed M&O Service Plan Annual Updates for 12.0 Deliverable

[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 31 (February Joint Powers Authority [JPA]) is in development. It may include:
 - Premise Items
 - County Purchase Orders
- ▶ 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

2.3 Communications Management

- ▶ CalSAWS Communications Management activities including
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org)
 - Continued the administration and support of the CalSAWS external website
 - See Table 1.2.2-1 for details on website support activities

Table 2.3 -1 – Website Support Activities

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TASK	DATE (S)	TASK TYPE
Updated WordPress Plugins	November 30, 2023	Website Maintenance

Table 2.3-2 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	19%
Latest News – News	14%
Other Updates – System Updates	15%
Other Updates – Careers	14%
CalSAWS Committees – CalWORKs/CalFresh	14%

Note: Due to the unavailability of Google Analytics, the 'CalSAWS.org Usage Statistics' table and the 'Overall CalSAWS.org Usage Trend' graph have been removed

2.4 CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending December 3, 2023

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0386-23	CA-269105 2024 State Minimum Wage Batch Memorandum	Informational	November 20, 2023	Caroline Bui	Committee CalWORKs CalFresh Facilitator
0387-23	Upcoming Changes to CalFresh Electronic Theft Reimbursement Functionality	Informational	November 21, 2023	Caroline Bui, Marlene Rangel, and Claudia Pinto	Committee CalWORKs CalFresh Facilitator
0388-23	List for CA-263275: 2023/2024 Family Members Base Allocation Amount Update	Informational	November 21, 2023	Nina Butler	Maggie Orozco-Vega
0389-23	List for CA-207655: Home and Community-Based Services and Spousal Impoverishment Provisions	Informational	November 21, 2023	Nina Butler	Maggie Orozco-Vega
0390-23	Scheduled Downtime Notification – 12/3/2023	Informational	November 21, 2023	Anand Kulkarni	Pete Quijada
0391-23	Revoking county access to CalSAWS AnyConnect VPN (vpn.calsaws.net)	Informational	November 27, 2023	Joseph Chiaromonte	Pete Quijada
0392-23	New Child Support Statewide User Type – County CalSAWS Security Admins Training	Informational	November 27, 2023	Pete Quijada	Yogesh Patel
0394-23	CA-242763 2024 Social Security	Informational	November	Maggie	Nina Butler,

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	Title II and Title XVI Cost of Living Adjustments (SSA COLA) Batch Memorandum		29, 2023	Orozco-Vega, Caroline Bui, Sarah Cox, Ignacio Lázaro, and Adelaide Mendoza	Laura Ould, Dena DeLapp, Dennis Kong, and Committee CalWORKs CalFresh Facilitator
0395-23	Scheduled Downtime Notification – 12/17/2023	Informational	November 29, 2023	Anand Kulkarni	Pete Quijada
0396-23	List for CA-270879 SSI/SSP and OPA records Not counting in CF	Informational	November 29, 2023	Caroline Bui	Committee CalWORKs CalFresh Facilitator

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on December 3, 2023

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-120	Migrate WDTIP Data and Online Screens to CalSAWS Workgroup Recruitment	October 23, 2023	Closed	November 20, 2023	Gingko Luna
23-121	Request for Counties to Identify Staff for BenefitsCal UCD Research	October 24, 2023	Closed	November 9, 2023	Carlos Zepeda
23-122	County IA Agency Name on SSP 14	November 3, 2023	Closed	November 10, 2023	Adelaide Mendoza
23-123	Annual CalSAWS Security Compliance Memorandum	November 7, 2023	Open	December 1, 2023	Rosemary Assabil, and Shannon Williams
23-124	New Child Support Statewide User Type – LCSA User Identification List	November 27, 2023	Open	December 13, 2023	Yogesh Patel
23-125	Request for Counties to Identify Staff for Reports Survey	November 29, 2023, revised November 29, 2023	Open	December 8, 2023	Consortium Regional Managers
23-126	CalSAWS Imaging – Updated Imaging Web Scan Toolkit	November 29, 2023, revised November 29, 2023	Open	December 20, 2023	Rhiannon Chin

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Table 2.4-3 – Overdue CRFI

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending December 3, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-123	Annual CalSAWS Security Compliance Memorandum	Santa Cruz County	Alpine, Amador, Calaveras, El Dorado, Nevada, Placer, Sierra, Tuolumne, Yolo, and Yuba Counties	Colusa, Del Norte, Glenn, Tehama Counties	Inyo, Mariposa, Merced, and Counties	San Bernadino County	

2.5 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 2.5-1 – Summary of SCIRFRA/SCERFRA/SIRFRA/SARRA Requests

Status	Total
Reopened	1
Assigned	14
Completed	1042
Duplicate	19
In review	1
Withdrawn	40
Pending clarification	2
Total	1122

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

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Table 2.5-2 – Details of SCIRFRA/SCERFRA/SIRFRA/SARRA Data Received

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA 3938	3938 - Monthly CalWORKs Stage One Childcare Payment Data (January 2024 - June 2025)	Pending Clarification	November 1, 2023	No response	
SCERFRA 23-569	23-569 - CalWORKs Childcare Reimbursement Report (CCP 2145)	Assigned	November 10, 2023	No response	
SCERFRA 23-570	SCERFRA 23-570 CWS-CARES and CalSAWS Interface	Assigned	November 15, 2023	No response	
SIRFRA 3925	SIRFRA 3925 - Second Annual Data Reporting for the ESAP Demonstration Project	Assigned	November 17, 2023	No response	
SIRFRA 3944	SIRFRA 3944 - CalWORKs Application, Redetermination, and Closed Cases	Assigned	November 17, 2023	No response	
SIRFRA 3945	SIRFRA 3945 - CFAP Expansion Staggered Recertifications	Assigned	November 17, 2023	No response	
SIRFRA 1326	SIRFRA 1326 - End of CCR Renewal Data Request - RE Month Jan '24	Assigned	November 28, 2023	No response	
SCERFRA 23-571	SCERFRA 23-571 - Stage One Childcare Provider SPR Changes	Assigned	November 28, 2023	No response	
SIRFRA 1321	SIRFRA 1321 - Continuous Eligibility for Zero Through 4	Reopened	November 29, 2023	No response	
SIRFRA 1280	SIRFRA 1280: Missing Citizenship/Immigration Status Information in MEDS	Assigned	December 1, 2023	No response	
SIRFRA 1323	SIRFRA 1323 - PHE Renewal and Demographics Data Request - Nov '23	Assigned	December 5, 2023	No response	
SCERFRA 23-573	SCERFRA 23-573 -CF 303 CFAP Update	Assigned	December 5, 2023	No response	
SIRFRA 1327	SIRFRA 1327 - Public Records Act	Assigned	December 6, 2023	No response	
SIRFRA 1325	SIRFRA 1325 - Unwinding Period Data - Failure to Complete Nov '23	Assigned	December 11, 2023	No response	

2.6 Culture Transformation

- ▶ Culture Ambassadors Network (CAN)
 - Wellness Wednesday
 - Distributed content for November Thankful Thursday – “Thankfulness”
 - December Wellness Wednesday “Glimmers”
 - Upcoming activities and events
 - Culture Transformation Meeting/update
 - Best vacation 2023
 - SAWS memorabilia
 - National Poetry Month and CalSAWS Poetry Contest – April 2024
 - National Pet Month – May 2024
 - Annual Art Tour

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Co-Create Phase
 - CalSAWS “We Are One” SharePoint Site
 - Continued to update the “We Are One” website tab
 - Pulse Survey
 - Continued researching evidence-based psychological constructs predictive of successful Diversity, Inclusion, Equity (DEI) programs
 - Prepared for redesigning the pulse survey to measure inclusive leadership
 - CalSAWS Table Talks
 - Continued planning logistics of next Table Talk
 - Buddy Program
 - Continued planning for opening of Round 5
 - Closing Round 4 Survey to participant
 - Planned Round 5 Kick-off meeting to introduce new and returning participants to the purpose and expectations of the program
 - Employee Resource Groups (ERGs)
 - Continued to manage and support Employee Resource Groups (ERGs) council
 - Reviewed Menti Survey to analyze results to encourage more ERG participation
 - Began ERG Holiday Social presentation
 - Began December All Project Book Club
 - CalSAWS Joint Powers of Authority (JPA) IDEA Breakout session
 - Planned presentation of IDEA's impact with panel discussion
 - Planned session to present to Section Directors
 - Created draft of presentation
- ▶ General
 - Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
 - Continued conversations with volunteer organization to provide volunteer opportunities for CalSAWS members
 - Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter

- o Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

2.8 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 November was 97.98%. The current compliance for December Month to Date (MTD) is 98.9%

3.1.1 Service Management

3.1.2 Overview

- ▶ Scheduled CHG0044471 on December 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Development Environment
- ▶ Scheduled CHG0044473 on December 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Test Environment
- ▶ Scheduled CHG0044475 on December 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Training Environment
- ▶ Scheduled CHG0044476 on December 9, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Production Environment
- ▶ Scheduled CHG0044527 on December 17, 2023, for CalSAWS Role-Based Access Control (RBAC) Offshore Access Implementation

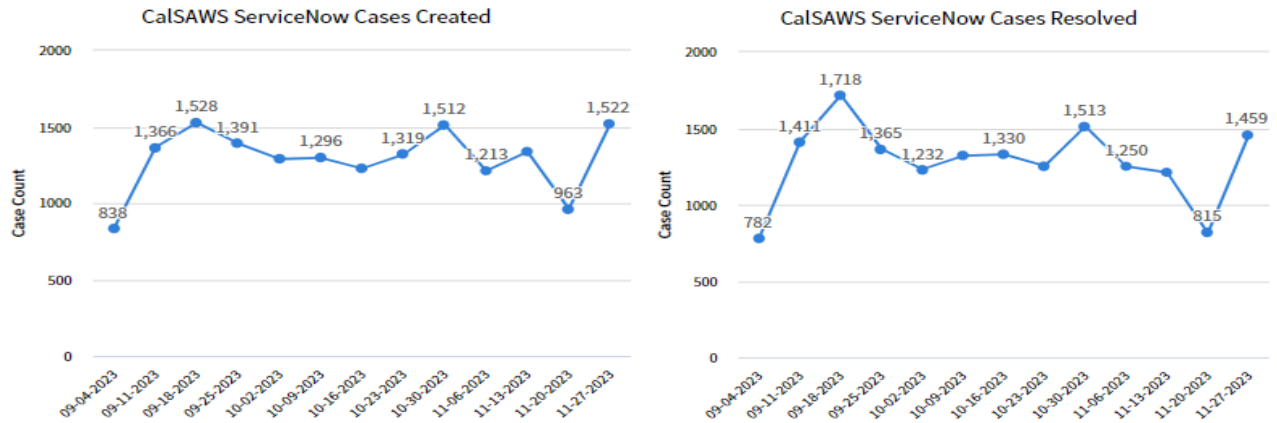
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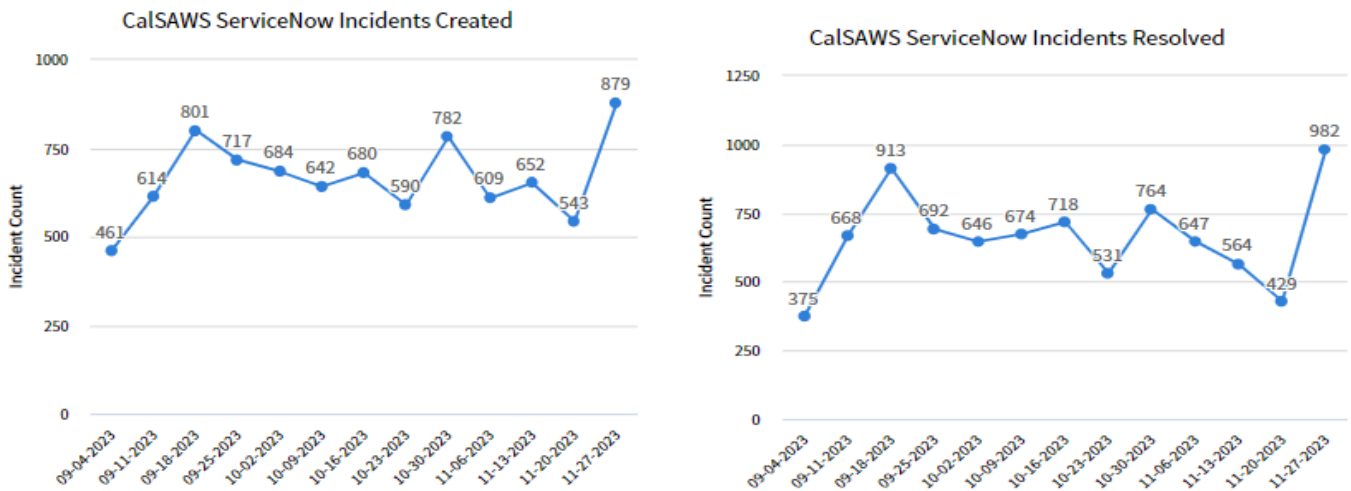
3.1.3 CalSAWS Help Desk Metrics

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

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



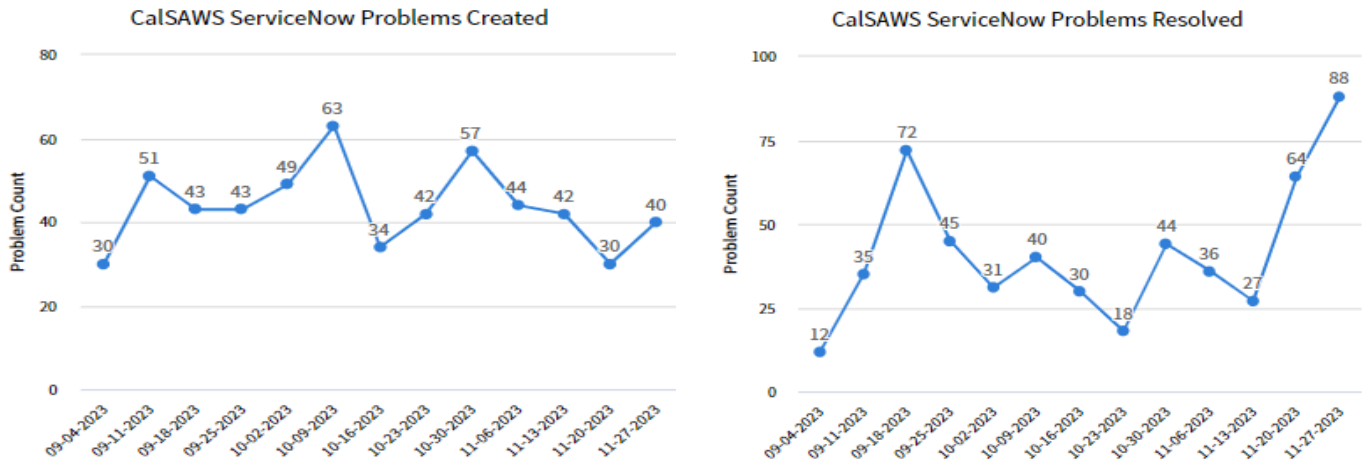
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

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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 3.1.3-7 – 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	80	39	3	1	8	8	20	9	168
In progress	72	133	60	19	33	41	78	102	538
On hold	30	195	61	95	134	189	260	150	1,114
Resolved	33	217	202	439	384	155	148	49	1,627
Closed	5	1	3	24,254	52,463	11,714	7,478	2,221	98,139
Problem in diagnosis	0	0	0	0	0	0	0	1	1
Total	220	585	329	24,808	12,107	12,107	2,532	2,532	101,587

- ▶ 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

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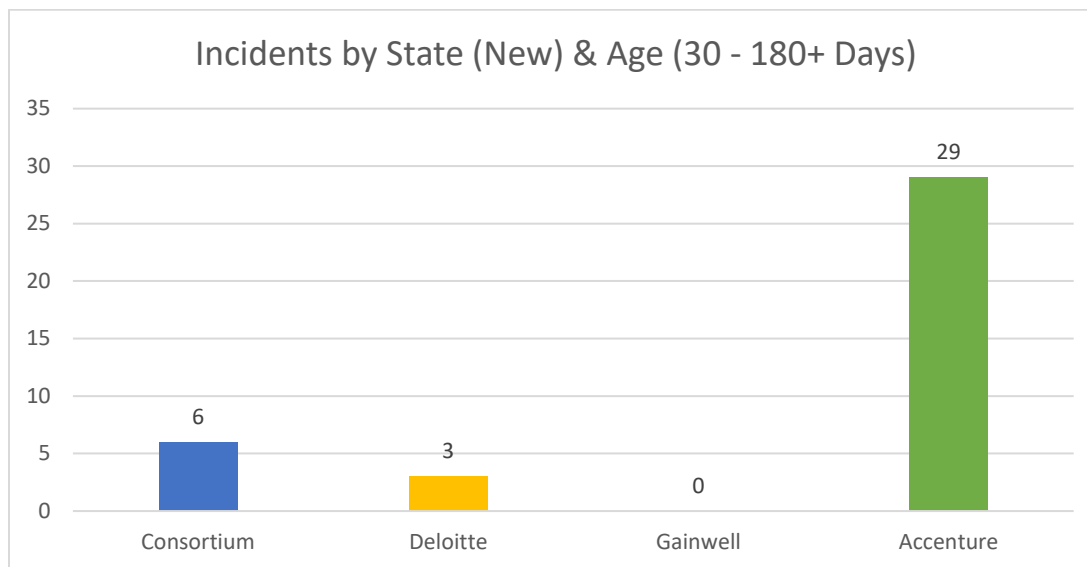
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investigated (problem state is one of the following: New Assess, Root Cause Analysis)

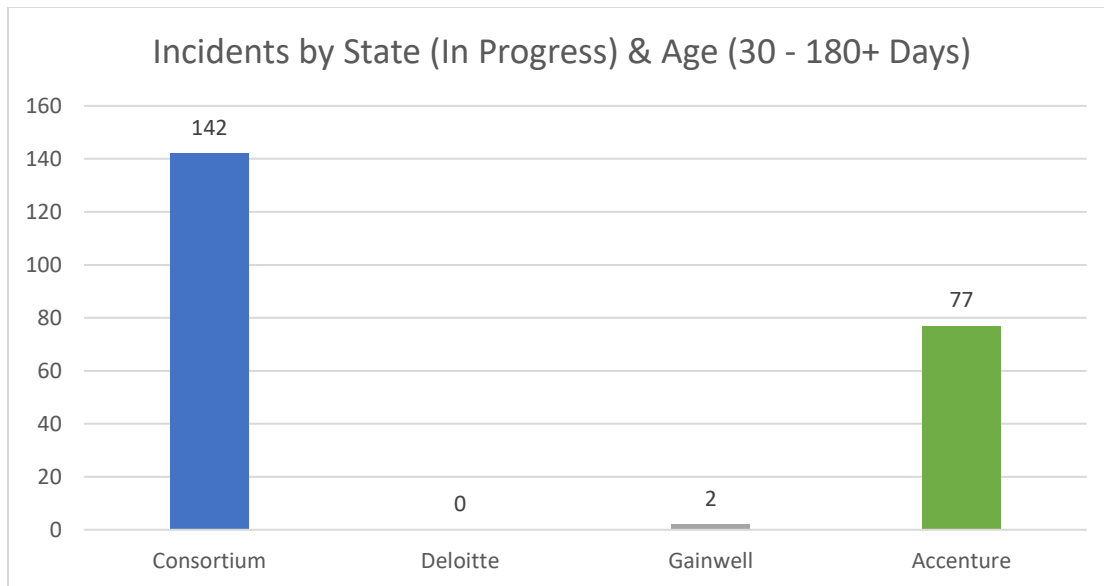
- Resolved: State of an incident once the issue has been resolved. Linked case will be automatically set to resolved
- Closed: State of an incident that has been resolved for 15 calendar days and has not been reopened. ServiceNow automatically updates state from Resolved to Closed

Table 3.1.3-8 – CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)



Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	6	0	6
Deloitte	3	0	3
Gainwell	0	0	0
Accenture	3	26	29

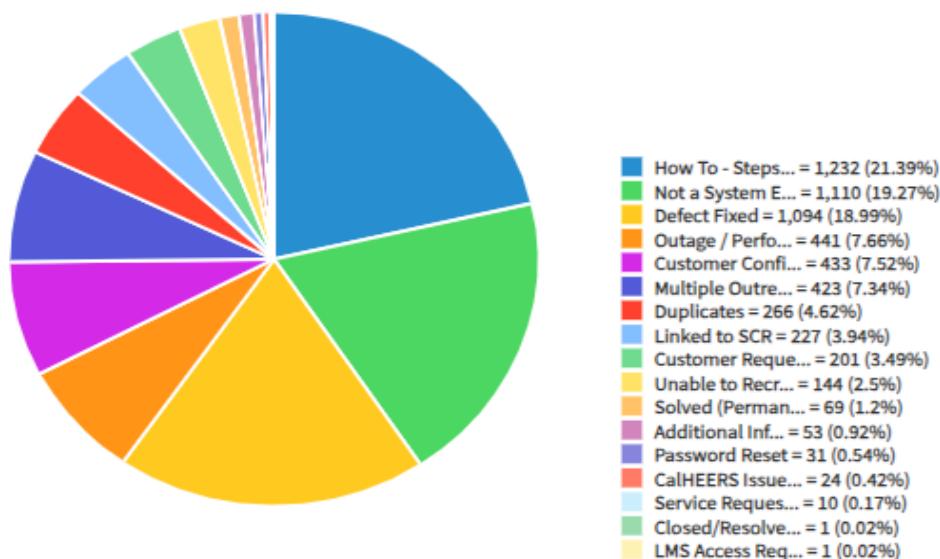
Table 3.1.3-9 – CalSAWS ServiceNow Incidents by State (In Progress) and Age (30 – 180+ Days)



Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	141	1	142
Deloitte	0	0	0
Gainwell	1	1	2
Accenture	34	43	77

Figure 3.1.3-10 – CalSAWS ServiceNow Incidents by Resolution Code

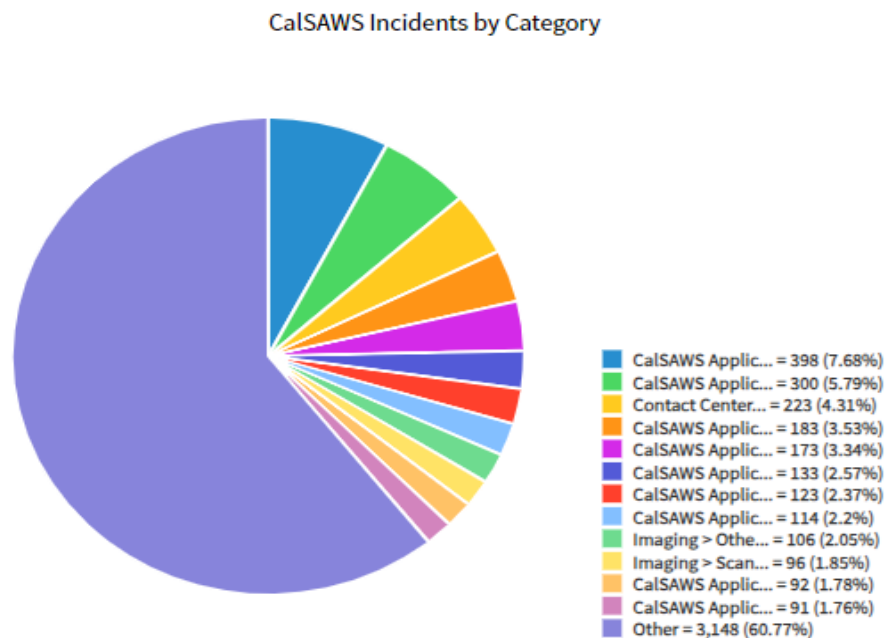
Note: The pie chart below represents Incidents resolved within the past two months
CalSAWS ServiceNow Incidents by Resolution Code



Resolution code	Incident Count	Percentage of Incidents
How To - Steps to Proceed Provided	1,232	21.39%
Not a System Error - With Explanation	1,110	19.27%
Defect Fixed	1,094	18.99%
Outage / Performance Degradation	441	7.66%
Customer Confirmed Issue is Resolved	433	7.52%
Multiple Outreach Attempts – No Response	423	7.34%
Duplicates	266	4.62%
Linked to SCR	227	3.94%
Customer Requested Closure	201	3.49%
Unable to Recreate Issue	144	2.5%
Solved (Permanently)	69	1.2%
Additional Information Needed	53	0.92%
Password Reset	31	0.54%
CalHEERS Issue Resolved	24	0.42%
Service Request Created - With Request Number	10	0.17%
Closed/Resolved by Caller	1	0.02%
LMS Access Request	1	0.02%
Total	5,760	100%

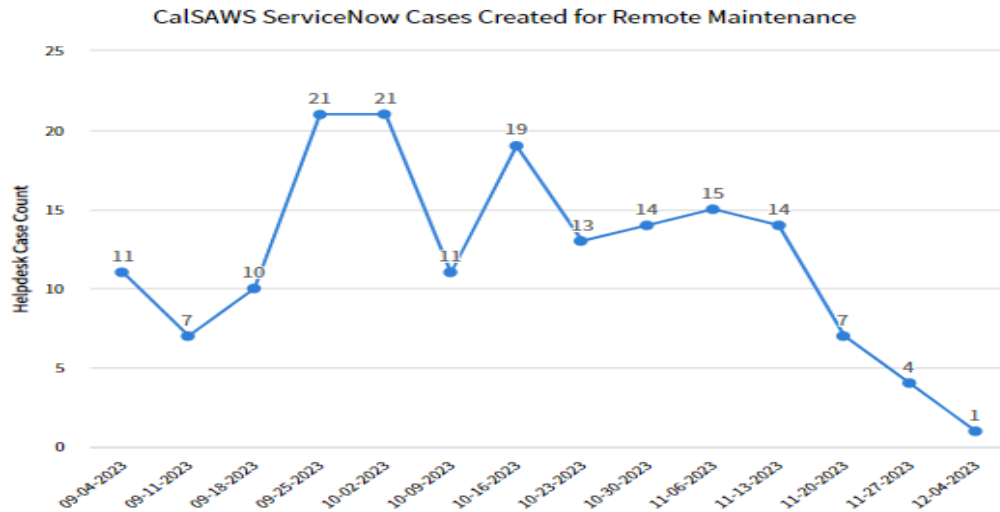
Figure 3.1.3-11 – CalSAWS ServiceNow Incidents Created by Category

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



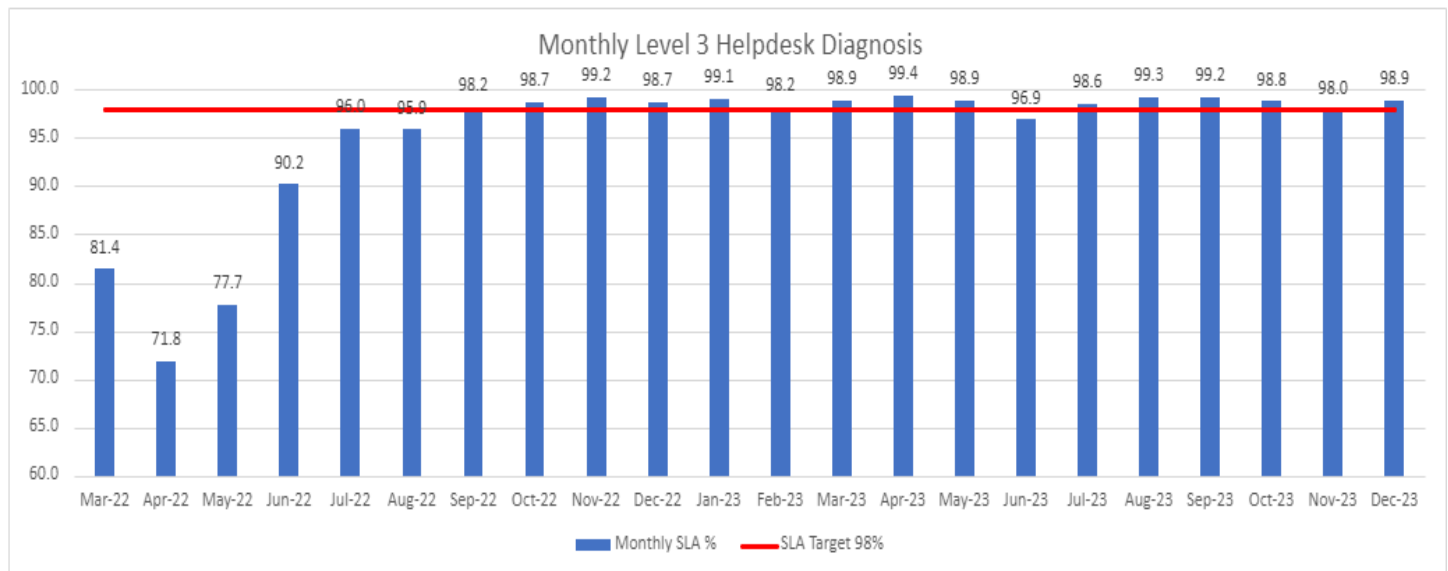
Category	Incident Count	Percentage of Incidents
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	398	7.68%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	300	5.79%
Contact Center/IVR > CCP	223	4.31%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	183	3.53%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > EDBC Results	173	3.34%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	133	2.57%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Customer Reporting	123	2.37%
CalSAWS Application/Related Systems > Production > MAGI Eligibility > Other	114	2.2%
Imaging > Other	106	2.05%
Imaging > Scanning Documents	96	1.85%
CalSAWS Application/Related Systems > Production > Eligibility Determination	92	1.78%
CalSAWS Application/Related Systems > Production > Client Correspondence > eSignature	91	1.76%
Other	3,148	60.77%
Total	5,180	100%

Figure 3.1.3-12 – CalSAWS ServiceNow Cases Created for Remote Maintenance



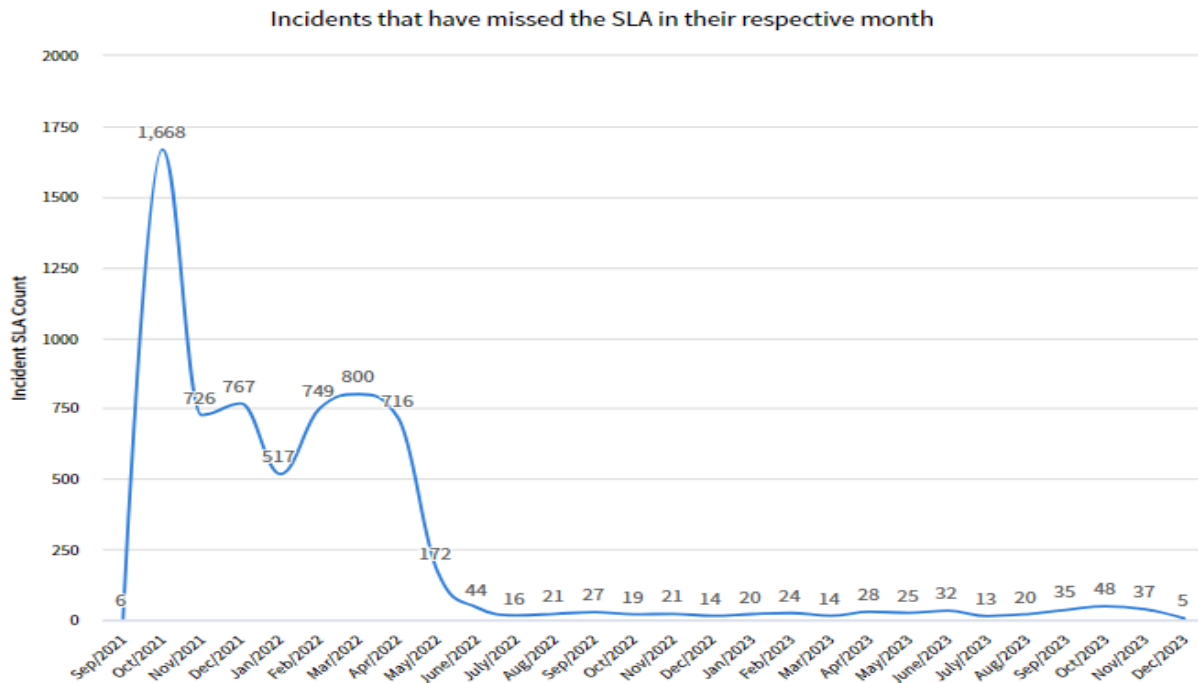
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The final compliance for November Month to Date (MTD) was 97.98%. The current compliance for December Month to Date (MTD) is 98.9%

Figure 3.1.3-13 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance



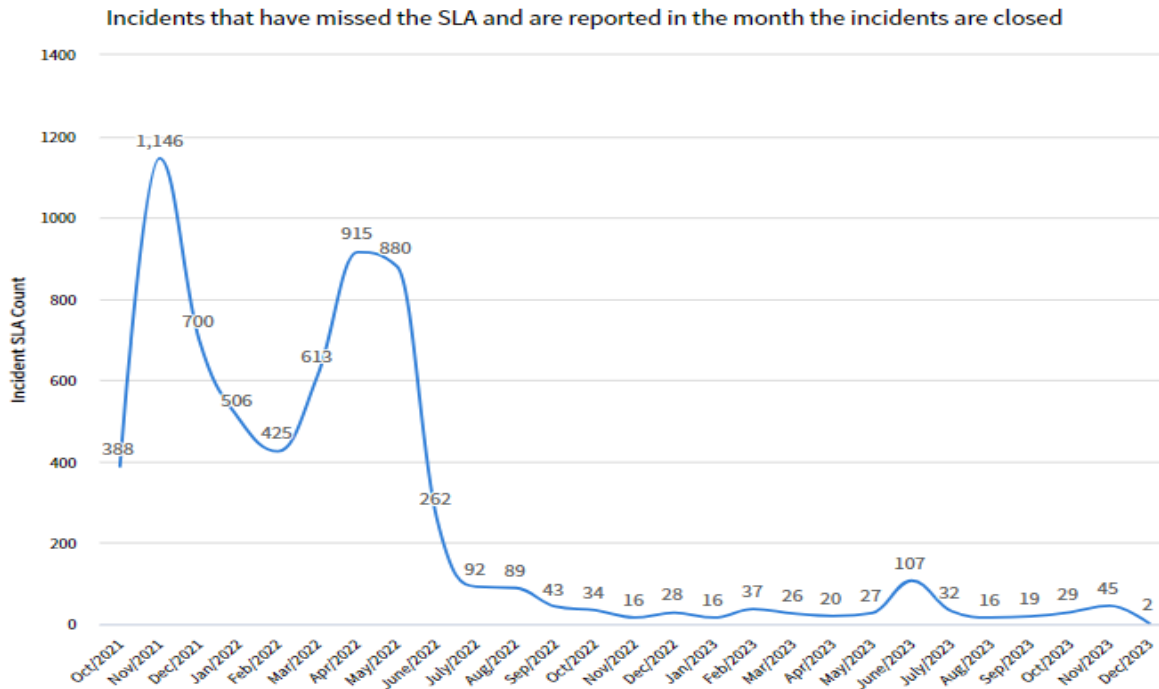
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Five (5) incidents missed the SLA in December Month to Date (MTD)

Figure 3.1.3-14 – 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. Two (2) closed incidents missed the SLA in December Month to Date (MTD)

Figure 3.1.3-15 – Incidents that have missed the SLA and reported in the month incidents are closed



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 and Guest Wireless enabled
 - Phase 3 of Roseville build is in progress
 - Enablement of CalSAWS Wireless
 - Ongoing tuning and optimization of wireless
 - Enablement of new additional Switches to expand port density
 - Ongoing Workstation enablement with wired CalSAWS connection

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► County Site Migrations

- o Humboldt County – Site move, and Customer Service Center (CSC) network model change to Point of Presence (PoP)
 - County Purchase documentation with County for approval
- o Kern County – Site move
 - Continued developing County Purchase documentation
 - Met with County on November 30, 2023
 - Network infrastructure equipment has been successfully tested
 - Domain controller server has been successfully tested
 - Telecom vendors have installed new circuits
 - Workstations are being imaged and tested
 - Target move date for Kiosk is Saturday December 9, 2023
- o Monterey County – Site move and Customer Service Center (CSC) network model change to PoP
 - Developing County Purchase documentation
 - Setting up new meeting series once County Purchase is signed
- o San Joaquin County – Network model change from Managed to PoP
 - Began developing County Purchase documentation
- o Riverside County Circuit Upgrades
 - One of two circuit upgrades completed to support Enhanced Data Reporting (EDR) delivered

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
December 4, 2023	ForgeRock Security Disaster Recovery (DR) Production Release 23.12.04
December 4 – 5, 2023	Robotic Process Automation (RPA) Production - Deploy Robot Credentials to Amazon Web Services (AWS) Secrets Manager
December 6, 2023	Production: Open the connectivity to the new Adobe servers (Planned Change)
December 6, 2023	Disaster Recovery (DR): Open the connectivity to the new Adobe servers (Planned Change)
December 7 – 8, 2023	Internetwork Operating System (IOS) Upgrade for LA3 and SV1 Data Center switches from 17.6.3/4 to 17.6.5 (Planned Change)
December 7 – 11, 2023	LEX BOTS: contactcenter-production-sanbernardino - Deploy all standard infrastructure for voice bots state-wide rollout (Planned Change)
December 7 – 11, 2023	LEX BOT: contactcenter-production-humboldt - Deploy all standard infrastructure for Authentication Bot and Push Notification (Planned Change)
December 7 – 11, 2023	LEX BOT: contactcenter-production-monterey - Deploy all standard infrastructure for Authentication Bot and Push Notification (Planned Change)
December 8, 2023	Production: Update Application license file (Pitney Bowes Spectrum License File (CalSAWS)) (Planned Change)
December 14 – 15, 2023	California Department of Technology (CDT) (Goldcamp) Firewall and

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Scheduled Date	Activity Description
	Switch Activation (Planned Change)
December 15, 2023	Decommission of ForgeRock One Time Password (OTP) Email Relay (Planned Change)
December 17, 2023	Rotate application credentials - Production environments - coreapp-production – December (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

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

CalSAWS and BenefitsCal Production Planned Outages	
Activity	Planned Outage Window
Production Maintenance	December 17, 2023, 4:00 p.m. – 8:00 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.
Table Last Updated:	November 27, 2023, 2:58 p.m.
Table Last Validated:	December 3, 2023, 6:12 p.m.
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	

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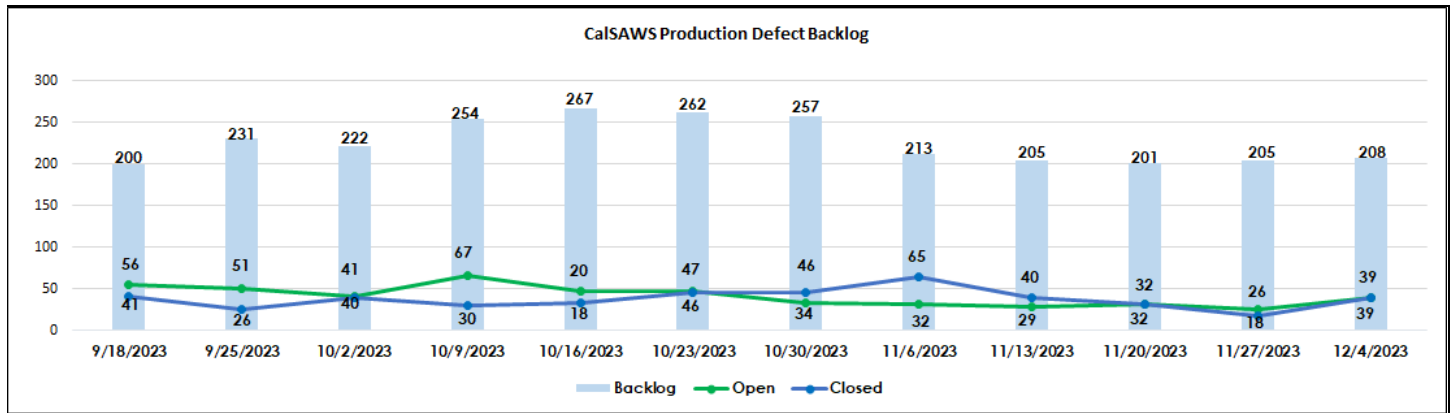
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3.3 Production Defect Backlog

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

CalSAWS Production Defect Count by Release					
Count of Defects	Release				
Severity	23.11	24.01	24.03	TBD	Grand Total
2-Normal/Medium	38	14	1	20	73
New	1			6	7
In Progress	7	13	1	11	32
Closed	30	1		3	34
3-Normal/Low	123	32	2	68	225
New	21	1	1	35	58
In Progress	39	28	1	30	98
Closed	63	3		3	69
4-Cosmetic	7	6		3	16
New		4		1	5
In Progress	4	1		2	7
Closed	3	1			4
Grand Total	168	52	3	91	314

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

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separate deployment process

3.4 Production Operations

3.4.1 Release Communications

- ▶ CalSAWS Release 24.01 Communications:
 - See table 3.4.1-1 for details

Table 3.4.1-1 – CalSAWS Release 24.01 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	December 11, 2023	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	December 26, 2023	Production Operations
Webcast on CalSAWS Release 24.01	January 4, 2024	Production Operations / Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	January 8, 2024	Production Operations
Send summary of changes in CalSAWS Release 24.01 in CalSAWS Health Report	January 15, 2024	Production Operations
24.01 CalSAWS Application Development and Training Release Notes Broadcast	January 16, 2024	Production Operations
CalSAWS Release 24.01 Greenlight Meeting	January 17, 2024	Release Management/Quality Assurance
CalSAWS 24.01 Post-Release Checkpoint Call	January 22, 2023 – January 24, 2023	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 261 – Interactive Voice Response IVR Authentication Issue Post Wave 5B Cutover – (No INC/PRB)
 - At 10:15 a.m. on September 3, 2023, approval to re-run cutover was decided (See RCA 262) to proceed on SRSAWS1 (Standby Database). This decision resulted in all applications that communicate with CalSAWS core application to be updated to connect to SRSAWS1. The Contact Center team was engaged to begin the update at 1:39 p.m. on September 3, 2023. Cutover changes were performed by all teams including the Contact Center team. On September 5, 2023, Counties reported that customers were unable to authenticate in IVR. During investigation, the Contact Center team identified that the Interactive Voice Response (IVR) typescript lambda layer

stopped working that prevented connectivity to servers. The lambdas had the PRSAWS1 connection string specified instead of the SRSAWS1. As a result, customers were unable to use IVR. The Contact Center team updated the IVR lambda layer with the SRSAWS1 connection string and redeployed the code to resolve the issue. Immediately after the deployment, the Contact Center team confirmed that customers were able to use IVR and authenticate successfully. The Contact Center team updated the failover deployment script and process to follow for future deployments that need switching connectivity between primary and secondary databases

- ▶ **Root Cause Analysis (RCA) – 268 – Virtual Private Network (VPN) Connectivity Issue for CalSAWS Staff – INC0107991**
 - On October 5, 2023, the CalSAWS Project staff reported intermittent challenges in connectivity to CalSAWS Virtual Private Network (VPN). CalSAWS VPN connections are load balanced between LA3 and SV1 data centers. Some Project staff reported loss of connectivity to internet services such as Microsoft Outlook and Teams. The CalSAWS Network team identified that Users who were connected to SV1 datacenter VPN were affected and Users that were connected to LA3 VPN were unaffected. To remediate the issue, the CalSAWS Network team modified the Domain Name System (DNS) load balancing that re-routed all User traffic to the LA3 VPN (by 9:30 a.m.) and confirmed sufficient capacity at LA3 to manage network traffic. This workaround ensured all VPN Users were able to connect and use Microsoft Outlook and Teams while the Technical team continued to investigate the issue at SV1. The Training team confirmed that training Users were able to connect to VPN after rerouting of the network traffic to LA3. Issue was identified due to a stale MAC entry in the Internet router towards SD WAN Router, which did not get automatically purged (default 5 minutes), that resulted in all internet services in SV1 to get black holed. Manual refresh of this table cache restored internet services at SV1. Post clearing of cache, the VPN users were once again load balanced between both LA3 and SV1 VPN to restore to the original load balanced High Availability (HA) state. Functional validation confirmed stability at both LA3 and SV1 VPN with Users successfully accessing all CalSAWS and internet services from these locations
- ▶ **Root Cause Analysis (RCA) – 273 – Other Program Benefits Not Counted in CalFresh Budget – PRB0047496**
 - System Change Request (SCR) CA-247827 was created to deduct the bus pass amount issued using supportive services from General Assistance (GA)/General Relief (GR) prorated benefit amount to calculate the final benefit amount. This change was intended to be specific to the GA/GR functionality developed for the CalWIN Counties in CalSAWS. Without the enhancement in place, it was anticipated that there would be a significant workload increase to Sacramento GA/GR workers for employable cases. As a result, Consortium requested that every effort be made to implement the enhancement prior to Wave 6 go-live. Since the intent was to only alter functionality relating to the grant determination for the GA/GR Automated Solution benefit, and how CalFresh treated that grant amount, System Change Request (SCR) CA-247827 was emergency approved by the Project and received non-committee approval by the Sacramento (the only County who would be using the data collection to trigger the new GA/GR functionality) Regional Committee Member. On the night of October 5, 2023, SCR CA-247827 was deployed to Production as part of a priority release. This change introduced a defect that impacted eligibility calculations for CalFresh across

all Counties by inappropriately not considering cash grants as unearned income. This defect scenario would have typically been executed as part of Assembly Test and System Test but was missed by both the developer and the tester. In addition, the automated regression test suite that is executed with every priority release would have normally identified this issue. However, on October 4, 2023, at approximately 9:50 p.m., an infrastructure network connectivity issue was encountered, preventing the team from accessing the Bitbucket repository to retrieve the automated test framework, script code, and execute the scripts via the Amazon Web Services (AWS) EC2 instances. The infrastructure network connectivity issue was resolved on October 5, 2023, after 6:00 pm and the team applied a temporary workaround to execute as many of the automated test scripts as possible across two local workstations. This resulted in slow performance and as noted in the automated regression test results report via email on October 15th, only 160 of the 712 regression test scripts were executed within the time allocated before release greenlight had to be provided. Due to this, the subset of scripts executed did not include the scenario which would have identified this issue and failed the test script. Approximately 27,000 Cases were identified as having been impacted in the November 2023 benefit month, 1,915 cases have been identified as having impacts in a prior month. There is some overlap in these populations. On the night of October 12, 2023, CA-269013 was deployed to production as part of a priority release to address the issue introduced with CA247827. In addition to CA-269013 resolving the code issue introduced with CA247824, Defect CA-269480 was logged for the Project to re-run Eligibility Determination and Benefits Calculation (EDBC) for the November come up month on the cases impacted between October 5, 2023, and October 12, 2023. The Root Cause of this issue was tied to a code change in CA-247827. The block of code that was modified for the update in how CalFresh counts the grant from GA/GR automated solution programs also handles how all other Cash program benefits, except Foster Care, are counted as income in CalFresh. The way in which it was updated caused this logic to only function when the CalFRESH (CF) EDBC was assessing the grant amount from either GA/GR Automated Solution, or the General Assistance/General Relief program (as used by Los Angeles County)

- ▶ Root Cause Analysis (RCA) – 274 – Enhanced Data Reporting Access Issue – PRB0047575
 - o During the early business hours on Monday, October 16, 2023, three CalSAWS Counties reported experiencing Enhanced Data Reporting (EDR) access issue. During investigations, the Database team identified an issue with the way the database links were created for the impacted Counties. Root Cause: On Sunday, October 15, 2023, EDR credential rotation change (CHG0043243) was implemented by the Database team. As part of the change, all Counties' EDR database links were recreated to use the updated credentials. Team identified that the three impacted Counties had database links in a non-standard format, so the database links created for them were insufficient and resulted into an access issue. Resolution: To remediate the issue, database links were recreated for the impacted Counties (Placer, Solano, and Santa Clara Counties)

3.4.3 Batch Operations

- ▶ Executed special batch run on November 27, 2023, for SCR CA-251569 - Adult Expansion – Notice of Action (NOA) changes and SCR CA-251565 - One-time Batches to Transition Adults (ages 26-49) from Restricted to Full Scope Medi-Cal
- ▶ Prepared checklist for upcoming Cost of Living Adjustment (COLA) runs scheduled for December 8-9, 2023
- ▶ Reviewed a draft of the 2024 holiday calendar with Consortium
- ▶ Continued to live-support batch monitoring and work directly with Counties on file submission and transfers
- ▶ 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

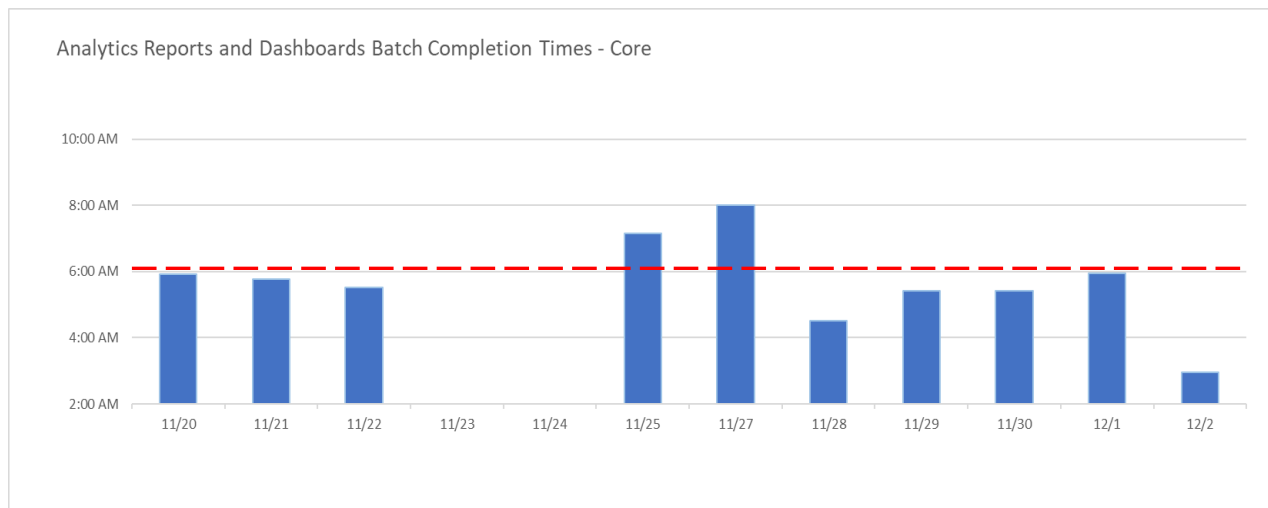


Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7 AM

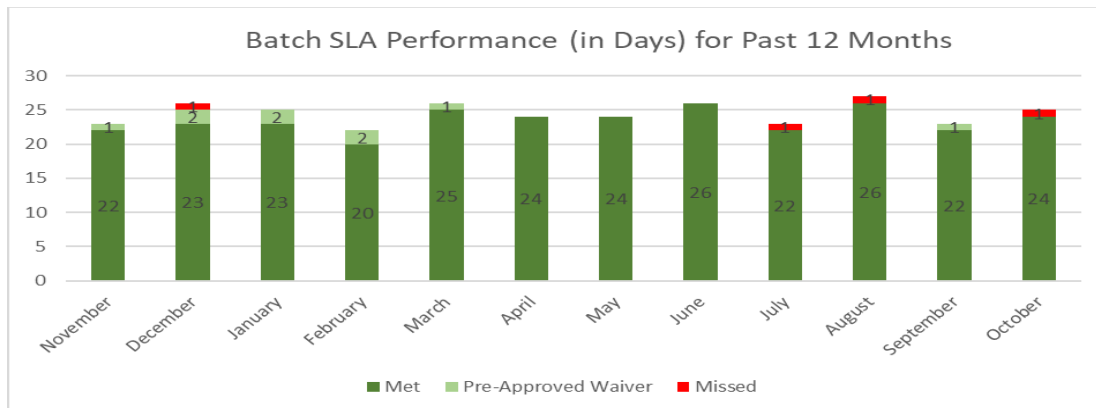
Batch Date	Issue	Communication	Status	Resolution
November 25, 2023	3 dashboards completed shortly after 7:00 a.m. due to planned catch-run after the Thanksgiving holiday	Jobs completed before planned communication was sent	Closed	Job completed
November 27, 2023	Multiple dashboards and reports completed after 7:00 a.m. due to planned special batch run for SCRs CA-251569 and CA-251565	A Subset of Fiscal Reports Delayed on November 28, 2023	Closed	Job completed

3.4.4 Production Performance

► Batch

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

Table 3.4.4-1 – Batch SLA Performance



► Imaging

- o None for the reporting period

► Contact Center

- o None for the reporting period

► ForgeRock

- o The ForgeRock team will be having an upcoming Production Build on December 1, 2023 – Disaster Recovery will be occurring the following Monday December 4, 2023

► Core Online

- o Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) met every day for the last 12 months

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

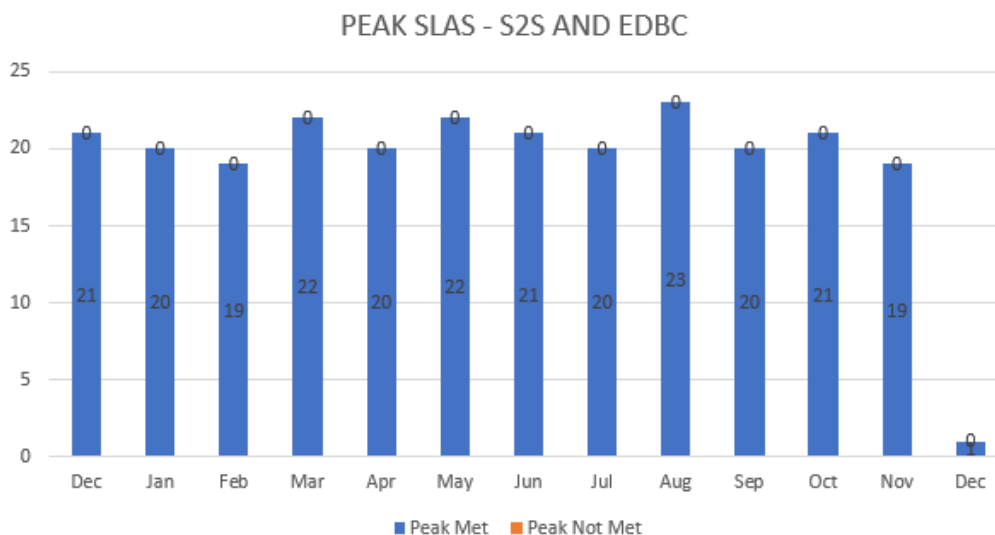
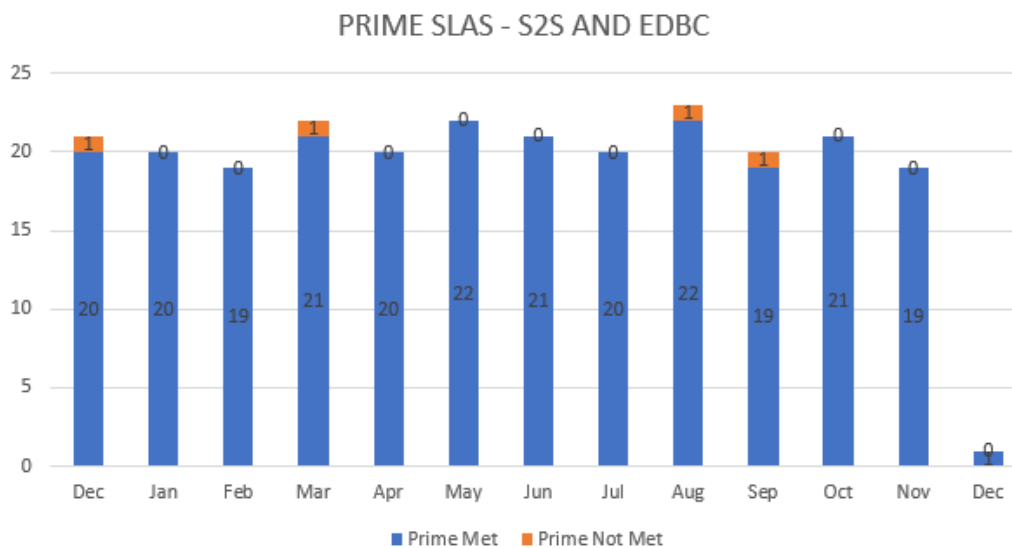


Table 3.4.4-3 – Prime SLAs -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights of the Reporting Period

- ▶ Hardening Effort Phase 2 for User Data Scripts is 45% completed across all components
- ▶ ForgeRock team members working on Hardening will be gathering next week in San Francisco for continuation of hardening work
- ▶ ForgeRock conducted an all team gathering to cover essential training sessions, work on hardening efforts, and presentations on end of year achievements and 2024 goals
- ▶ Reviewed and secured approval of ForgeRock December 1, 2023, Priority Release with Cloud Security Team
- ▶ Reviewed and secured approval of ForgeRock December 1, 2023, Priority Release with Accenture Security Team
- ▶ Validators are being confirmed for the December 1, 2023, Priority Release
- ▶ 50 new Clients will be created and updated into Production on December 1, 2023
- ▶ New Application Onboarding for Development approved for funding - Will be scheduled to go to Development on December 4, 2023
- ▶ Multi-Factor Authentication Preference Batch Clean up completed with 10 Batches completed by December 1, 2023
- ▶ Implementation advance planning document (IAPDU) Amazon Web Services (AWS) costing work in progress - cost summaries will be submitted for select IAPDU items
- ▶ ForgeRock Leads working on all open Root Cause Analysis (RCA) Preventative Actions in New JIRA Reporting Board - Eight items are still remaining

Table 3.5.1-1 – 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	Closed	Closed in ServiceNow
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	December 8, 2023	In progress
Platform Architecture Enhancements - Design	December 29, 2023	In progress – Extended an additional two weeks for the Thanksgiving holiday and further review that is needed
Automate Delegated Administration process workflow - ForgeRock and Service Now - Design	January 26, 2024	In progress
Identity Management, Directory Services, and Access Management Upgrade to 7.3	March 15, 2024	In progress – Aligning with the Hardening effort

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3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
 - Successfully deployed Release 14 on November 20, 2023
 - Release 15 - target to deploy on December 21, 2023
 - SCR (System Change Request) going through System Change Request Board (SCRB) and Change Control Board (CCB) approvals
 - Internal testing is in progress
 - Release 16 - target to deploy on January 25, 2024
 - Design is in progress and will be finalized on December 21, 2023
- ▶ Voice Bots (Welcome/Authentication Bots)
 - Welcome Bot Update:
 - The three Welcome Bot reporting fixes for Shasta and Orange counties were deployed on November 30, 2023
 - Voice Bots team sent release notes to Danielle Benoit for dissemination to Shasta and Orange prior to their new reports post-fix
 - Orange and Shasta Welcome Bot reports will have these fixes reflected in the results starting on Friday, December 1, 2023. Shasta Self-service reports will have these fixes reflected in the results starting on Saturday, December 2, 2023
 - Authentication Bot Update:
 - System Change Request (SCR) recommendations for future Authentication Bot enhancements is in progress
 - Humboldt, Yuba, Monterrey, and San Bernardino (new system) counties will be receiving the Authentication Bot during their C-IV Enhanced Customer Control Panel (eCCP) Migration release. Voice Bot team will be working with the Contact Center team during testing efforts
 - The next four counties for the experience analysis are: Shasta, San Mateo, Santa Barbara, and Santa Clara (December 7, 2023)
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
 - Completed development of Contact Center lambdas to the non-Production environments for Yolo, Placer, and Shasta Counties
 - Continuing to build and deploy the RPA Infrastructure in the Production environment
 - Yolo county's system testing is in progress; Target to complete by December 11, 2023
 - RPA EBT card kickoff meeting with Shasta County scheduled for December 5, 2023
 - RPA EBT card kickoff meeting with Yolo County scheduled for December 7, 2023

3.7 Imaging

- ▶ Completed Defects
 - CA-270828 - External Agency - Performance Optimizations- Remove redundant 'GetFormInfo' calls.
 - CA-270784 - External Agency - Performance optimizations for folder info lookup
 - CA-270782 - External Agency - Performance optimization for document submit
- ▶ 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
 - No updates for the reporting period
- ▶ Marin County
 - Kiosk go-live was successfully implemented on November 28, 2023
- ▶ San Francisco County
 - Fully deployed all devices. No updates for the reporting period
- ▶ San Mateo County
 - No updates for the reporting period
- ▶ Santa Clara County
 - County Purchase SC-02-2023 (3 kiosks, 3 tablets)
 - Equipment received at CalSAWS warehouse. Preparing equipment to ship to the County
- ▶ Santa Cruz County
 - County purchase order signed, and order has been placed
 - Weekly meeting with County
 - Flow creation has begun
- ▶ Solano County
 - Kiosks have been installed by the County
 - County is finalizing the kiosk flows. Team to work with County on a go-live date as soon as the County is ready
- ▶ Sonoma County
 - Fully deployed all devices. No updates for the reporting period

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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 delivery. Delivery is expected in December
- ▶ Nevada County
 - Equipment delivered to County, working with County on milestones for go-live
- ▶ Placer County
 - Fully deployed all kiosks. No updates for the reporting period.
- ▶ 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
- ▶ 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 has confirmed Kiosk delivery to start on December 14, 2023 and end on December 18, 2023.
- ▶ Kern County
 - County Purchase KR-02-2023
 - Equipment received at CalSAWS warehouse
- ▶ Mariposa County
 - Equipment has been delivered and county is working on final milestones. Will schedule go-live soon
- ▶ San Joaquin County
 - County Purchase documentation with County for approval. No new updates
- ▶ San Luis Obispo County
 - Kiosks have been deployed and are in production. No updates for the reporting period
- ▶ Tulare County
 - County Purchase TL-01-2023
 - County Purchase signed and order was placed
 - County Purchase TL-02-2023
 - County Purchase documentation with the County for approval

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

- Completed work on SIRFRA 3944 - CalWORKs Application, Redetermination, and Closed Cases
- Completed work on SIRFRA 3945 – California Food Assistance Program (CFAP) Expansion Staggered Recertifications
- Started work on ad hoc for Adoption Assistance Program (AAP) in Group Homes and Wraparound payments
- Started work on SIRFRA 3948 - Cases in CalWORKs with Child Support Income
- Started work on SIRFRA 3947 - Secondary Education
- Started work on revised SIRFRA 3917 Summer Electronic Benefit Transaction (EBT)

3.10.2 Department of Health Care Services (DHCS) Report Support

- Completed work on SIRFRA 1309 – Public Health Emergency (PHE) Renewal and Demographics Data Report October 2023
- Completed work on SIRFRA 1314 - Unwinding Period Data - Failure to Complete October 2023
- Completed work on SIRFRA 1319 - C-IV Population Erroneously Identified as Undocumented
- Completed work on SIRFRA 1322 – Medi-Cal Eligibility Data System (MEDS) Alert Monitoring
- Completed work on SIRFRA 1238 - Asset Limit Increase Monthly Enrollment Data for October 2023
- Started work on SIRFRA 1323 - PHE Renewal and Demographics Data Request – November 2023
- Started work on SIRFRA 1325 - Unwinding Period Data - Failure to Complete November 2023
- Completed work on SIRFRA 1326 - End of Continuing Care Reform (CCR) Renewal Data Request January 2024
- Started work on SIRFRA 1327 - Public Records Act
- Started work on SIRFRA 1328 - Cases with Social Security Income (SSI) Eligible Individuals

3.10.3 Endpoint Detection & Response (EDR)

- Total number of systems that have Qualys - Endpoint Detection and Response (Q-EDR) installed: 7,538
- A break down per “Managed county” of the total number of systems remaining:
 - Imperial: 3
 - Kern: 7
 - Kings: 1

- Mariposa: 1
- Merced: 10
- Modoc: 3
- Monterey: 2
- Plumas: 1
- Riverside: 8
- San Bernardino: 91
- Yuba: 2
- Collective amount of 157 left to install
- o 516 servers have completed their installations with about 600 left
 - Four devices enabled with the Qualys agent in EDR only mode (missing the Anti-malware Module)
 - Trellix: 278 Springboot – Targeting completion of this deployment in the next two weeks
 - Sophos: 173 ForgeRock servers - Testing in AT environment on Thursday December 7, 2023. If it is successful, we complete the rest of the installs in the next month.
 - 183 are different types of production servers

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

- Phase 2 implementation is dependent on completing flow diagrams and pseudo code for EC2 and application lifecycle events. This will allow the teams to work on implementation more efficiently and allow additional IAC team members to assist with part of the implementation. Date of completion for phase diagrams and pseudocode code is December 4th, 2023 (Monday morning) for review on Monday and resumption of implementation on Tuesday December 5th, 2023.

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"> • Began test execution for the 24.01 baseline release. Week 1 of 8 completed. 16% pass rate on 13% target.
4.5 Reports	<ul style="list-style-type: none"> • Wave 6 – Fiscal/State Reports Support • Meeting with Alameda and Solano Counties • Meeting with Department of Health Care Services on Medi-Cal Renewal Listing Report

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STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	<ul style="list-style-type: none">Meeting with California Department of Social Services on Tax Intercept Weekly Reports

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
23.12.05	<ul style="list-style-type: none">▶ Run Benefit Match Batch on WAVES 1-6 Cash Assistance Program for Immigrants (CAPI) Yellow Banner Programs
23.12.07	<ul style="list-style-type: none">▶ ACIN I-66-23 2024 CAPI Cost of Living Adjustments (COLA)▶ Create Batch Job to Automate ex-parte Renewal for Non-Mass Adjusted Gross Income (MAGI) with Stable Income▶ Create new Batch Sweeps for Social Security Administration (SSA) Cost of Living Adjustments (COLA)▶ Enhancements to the Redetermination Eligibility Date Report▶ Wave 1- 6: Populate AID_CODE.RSN_CODE for CA 237 CW Report
23.12.08	<ul style="list-style-type: none">▶ ACIN I-66-23 2024 CAPI Cost of Living Adjustments (COLA) - Batch Eligibility Determination Benefit Calculation (EDBC)▶ Create new ForgeRock OAuth2 client ID's and Secrets separately for each non-Production environment▶ Development ForgeRock Application Programming Interface Client for Alameda County (01)▶ Development/Assembly Test (AT) ForgeRock Application Programming Interface client for Office of Systems and Integration (OSI) (00)▶ Implement Multi-factor authentication delivery choice at Login Journey - Design
23.12.09	<ul style="list-style-type: none">▶ Batch EDBC to apply 2024 Social Security Administration (SSA) Cost of Living Adjustments (COLA)
23.12.14	<ul style="list-style-type: none">▶ Automated Electronic Benefit Transfer (EBT) Replacement Implementation: Placer County▶ Automated EBT Replacement Implementation: Shasta County▶ Automated EBT Replacement Implementation: Yolo County▶ Change the Immediate Origin in the Direct Deposit Inbound file for Sacramento County▶ DDID 2222 FDS Customer Service Center (CSC): Supervisor Email Notifications in Admin Page▶ DDID 2268 FDS Continuing Service Center (CSC): Display the CalSAWS Contact Center Interactive Voice Response Caller ID for outbound calls▶ DDID 2284 FDS Continuing Service Center (CSC): Scheduled Callback▶ Data Change for 'Planning to File Taxes'▶ Hyland Session Management▶ Update 2023 Holiday Calendar for Plumas County

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Release	Summary
	<ul style="list-style-type: none">► Update Holiday Calendar December 2023 for Tulare County► Update Imaging Report Date fields► Voice Bots Statewide Rollout: Humboldt County - Authentication Bot Only► Voice Bots Statewide Rollout: Monterey County - Authentication Bot Only► Voice Bots Statewide Rollout: Non-CSC► Voice Bots Statewide Rollout: Welcome Bot, Authentication Bot, and Push Notifications► Voice Bots Statewide Rollout: Yuba County - Authentication Bot Only► Wave 5 - Provide County List for September Redetermination Eligibility cases that will not be processed in CalSAWS Auto-Disc
23.12.15	<ul style="list-style-type: none">► SCR: Kern Site 15005 Move to Stobaugh Street► Shared Load Balancer for Springboot Services - Proof Of Concept (POC)
23.12.16	<ul style="list-style-type: none">► ACIN I-61-23 - 2024 State Minimum Wage Run Batch EDBC
23.12.17	<ul style="list-style-type: none">► Upgrade CalSAWS auxiliary Aurora MySQL databases to version 8
24.01	<ul style="list-style-type: none">► Total System Change Requests (SCRs): 43 approved► Release Webcast date: To be determined
24.03	<ul style="list-style-type: none">► Total System Change Requests (SCRs): 19 approved► Release Webcast date: To be determined
24.05	<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 CAPI case
 - CA-204905 - Modify the Disabled (EDBC determined) Exemption Batch Job
 - CA-205388 - Add Threshold Languages for CAPI Change, Suspension, and Discontinuance NOAs (from NA 692)
 - 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-217940 - Suspension of Medi-Cal (MC) Benefits for Incarcerated Beneficiaries
 - CA-222070 – Change Control Board (CCB) 23-18 CCP 2145 Revision
 - CA-235880 - Update Auto Journal Creation for Individuals
 - CA-237399 - ACL 21-139 Tracking Requirements for Otherwise Fed Eligible Children Whose Placement Do Not Meet the Requirements for Fed Payments
 - CA-237401 - Display Important County Dates Phase 2
 - CA-240701 - Generate CalFRESH (CF) 377.10 for Failure to meet the CalFresh Work Rules
 - CA-246484 - Creation of Banked Caseload Capability
 - CA-246659 - ZScaler Production Rollout + ZIA + Deployment
 - 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-257780 - Add data elements to eHIT

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- CA-260913 - Update Forms API to Accept CF 303 from BenefitsCal
- CA-263119 - ACL 21-123 Expectant Parent Payment Automation
- CA-264306 - Update FNS 209 and Other Collections Reports
- CA-265310 - Update the Childcare Portal or CalSAWS Administrator Portal to meet N-1 requirements for utilized software
- CA-265311 - Update the Lobby Monitor to meet N-1 requirements for utilized software
- CA-266824 - CAPI claimant who resides with an ineligible spouse
- CA-268378 - Automate SOC 452A for CAPI
- CA-268444 - CalSAWS Batch Framework Change
- CA-269066 - Upgrade Python in EMR Clusters, Applications and BIC Instances
- CA-49396 - ACL 15-96 - Add and update ARC NOAs and

► Continued build on:

- Priority releases and Release 24.03 approved System Change Requests (SCRs)

4.4 Release Management

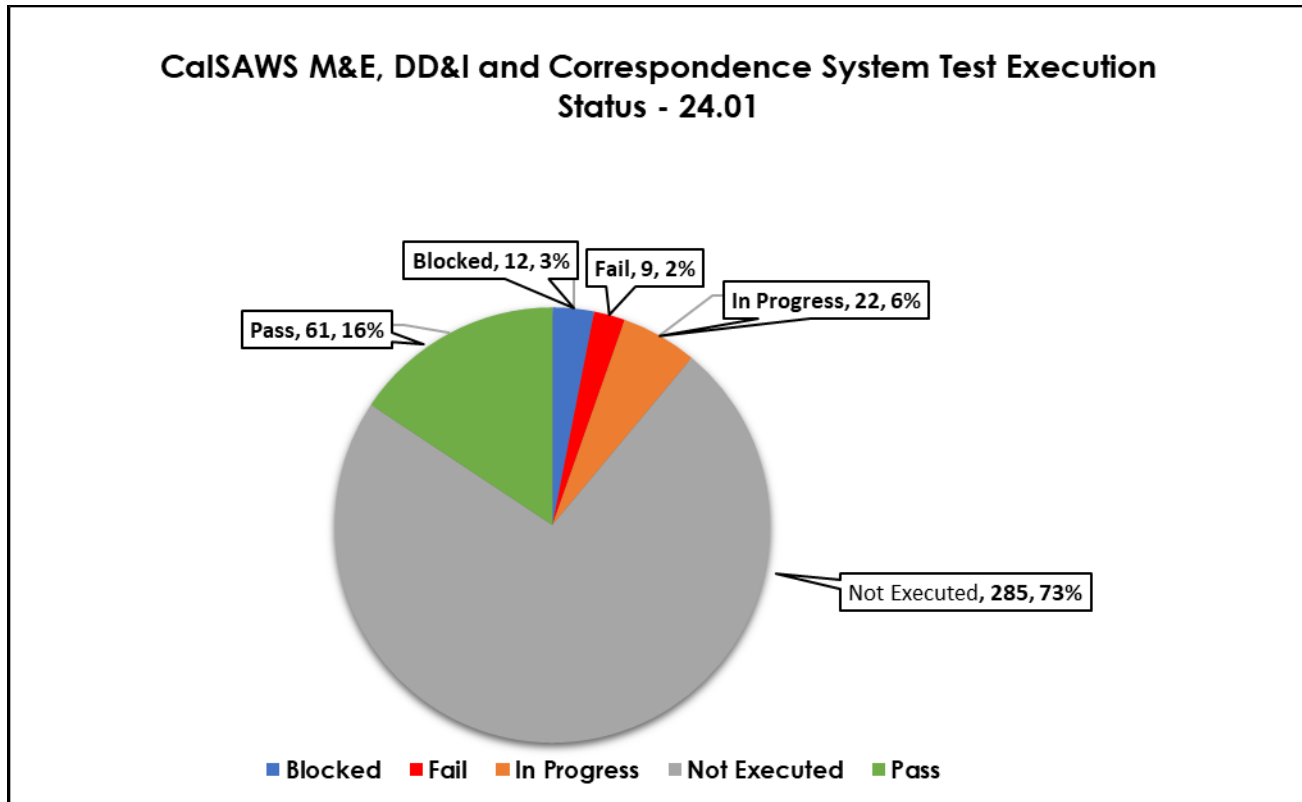
4.4.1 Release Test Summary

- Began test execution for 24.01 SCRs

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

Pass Rate Target as of December 01, 2023	13%
Pass Rate Actual as of December 01, 2023	16%
System Test complete Date: January 17, 2024	

Figure 4.4.1-2 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 24.01



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	175,679,787	46.00%	15	100.00%
2	108	129,633,077	33.94%	108	100.00%
3	127	38,306,228	10.03%	125	98.79%
4	687	34,699,242	9.09%	500	85.31%
5	2834	3,576,819	0.94%	610	37.80%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of November 30, 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 1,065 end-to-end Automated Regression Test (ART) scripts:

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

4.5 Reports

- ▶ Counties decided to skip Bi-Weekly State and Fiscal Reports meeting in Thanksgiving week
- ▶ Met with Wave 6 Counties on Thursday, November 9, 2023, and November 16, 2023, and provided instructions on how to combine State reports in two Systems – CalSAWS and CalWIN
- ▶ Met with San Mateo on Thursday, November 30, 2023, and discuss Fiscal Reports
- ▶ Met with California Department of Social Services (CDSS) on Monday, November 27, 2023, to discuss Tax Intercept Weekly Reports. CDSS has been informing Counties about the progress and issue. Consortium requested to keep them in the loop in communications with Counties. As per CDSS, the missing transactions issue is resolved now
- ▶ Met with Alameda County on Monday, November 27, 2023, for Deep Dive session on Database and Qlik Reports
- ▶ Met with Solano County on Wednesday, November 29, 2023, to provide detailed functionality on Expedited Services in CalSAWS. Explained how Expedited Services information is being captured in both Pending Applications and Expedited Service CalFresh Management Reports
- ▶ Attended meeting hosted by Department of Health and Human Services (DHCS) to explain Medical Renewals Listing Reports to the Counties

Table 4.5-1 – Total Open Incidents by reporting period

Reporting Period End Date	# Open Tickets
October 31, 2023	22
November 3, 2023	28
November 17, 2023	16
December 01, 2023	11

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	0	0	1
Reopened	0	0	0	0	0
Assigned	1	0	2	1	4
In Development	7	3	0	4	14

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Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
Development Complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	2	3	3	1	9
Test Complete	0	2	1	0	3
Total Open Defects	11	8	6	6	31

Note: Data is as of current reporting period

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	2	4	1	0	7
3-Normal/Low	9	4	5	5	23
4-Cosmetic	0	0	0	1	1
Total Open Defects	13	10	11	6	31

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	0	0	0	0	0	0
CF 296	1	0	0	1	0	1	0
DFA 256	1	0	0	1	0	0	0
CA 1037	1	0	0	0	0	1	0
CA 237 FC	2	0	0	0	0	0	0
DHCS RMR	0	0	0	1	0	0	0
FNS 209	1	0	1	0	0	0	0
CA 812	1	0	0	1	0	0	0
ABCD 350	1	0	0	0	0	1	0
GR 237	1	0	0	0	0	0	0
STAT 47	1	0	0	0	1	0	0
WTW 25/25A	1	0	0	0	0	0	0
CA 237 HA	1	0	0	0	0	0	0
SOC 808	1	0	0	0	0	0	1
DSS 466	0	0	0	0	1	0	0
TEMP 2035	0	0	0	1	0	0	0

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		Upcoming SCRs - Targeted Release					
TEMP 2313	0	0	0	1	0	0	0
FSP14	0	0	0	0	1	0	0
Fiscal Integrated	0	0	0	0	0	1	0

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

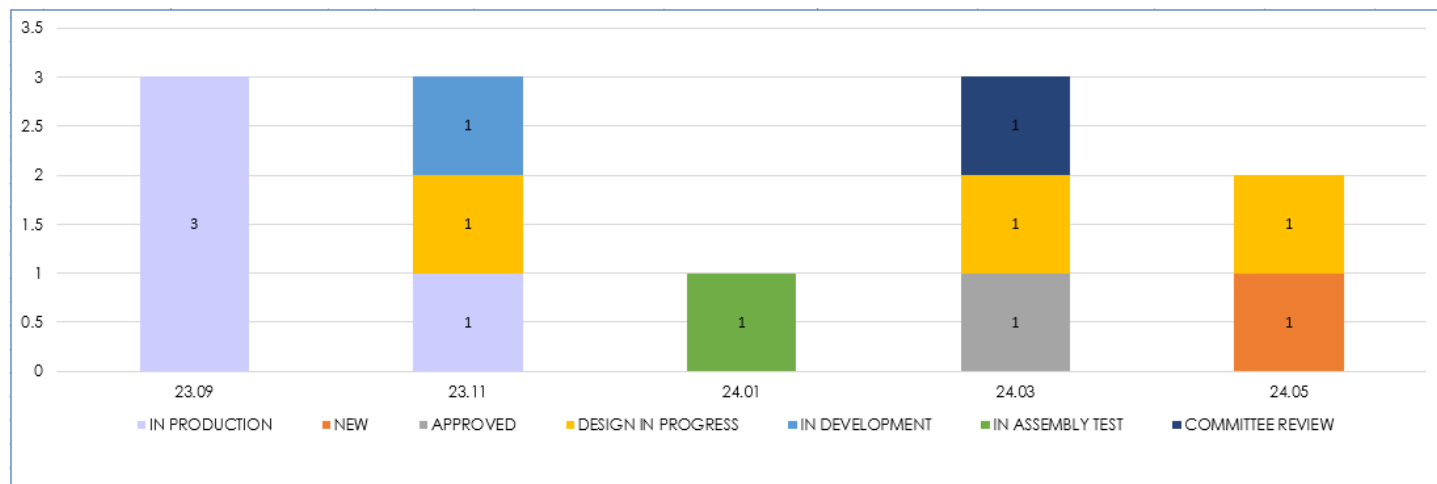
4.6 General Assistance/ General Relief (GA/GR)

► General:

- o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on November 29, 2023
- o System Change Requests (SCRs) in Design Phase
 - 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
- o SCRs in Development Phase
 - 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-210476 - Update Supplemental Security Income (SSP 14) with County Interim Assistance (IA) and County GA/GR Code
 - CA-227568 - Los Angeles County GR Cases Terming for Whereabout Unknown
- o SCRs in System Test Phase
 - CA-260732 - GA/GR Homeless shelter Need not included in GA/GR amount counted in CalFresh Income
 - CA-267103 - Add GAGR Automated Solution - closure notices.
- o Priority System Change Requests (SCRs) deployed to Production
 - None

- Defects released to Production
 - None

Figure 4.6-1 – GA/GR SCR



4.7 Training Materials Update

- ▶ 24.01 Online Help (OLH SCR):
 - In Development: 2
 - Development Complete: 4
- ▶ 24.01.19 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCR:
 - New: 1
 - In Development: 5
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Figure 4.7-1 – Bi-Weekly Training SCR Status Report

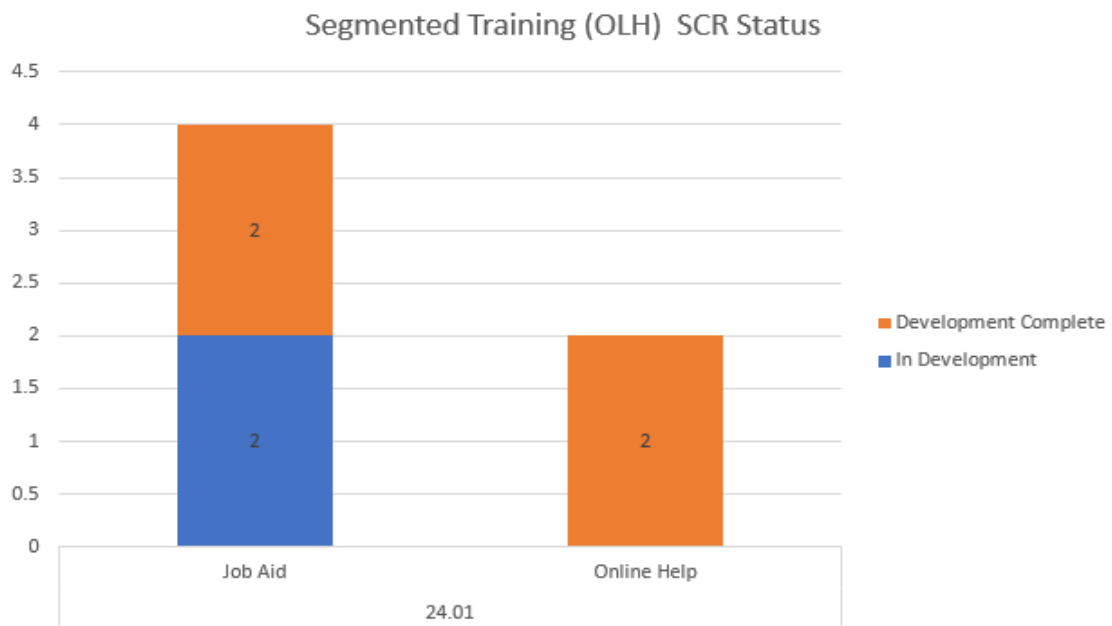


Table 4.7-2 – Upcoming Training Activities

Training Activity	Date	Status
None for the reporting period		

4.8 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.9-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
24.01 Performance Testing	December 29, 2023	January 19, 2023	Planned

4.9 FCED/CARES

- Completed Tasks
 - o Created the design documents to include the CalSAWS design for “Eligibility Results/Determination Application Programming Interface (API)”
 - o Added more CalSAWS design items in the design document of “Case Link API” based on the User Group’s feedback
 - o Reviewed and obtained the Business Analyst (BA) approvals for the CARES integration design in the design documents of “CARES Document/Imaging API”

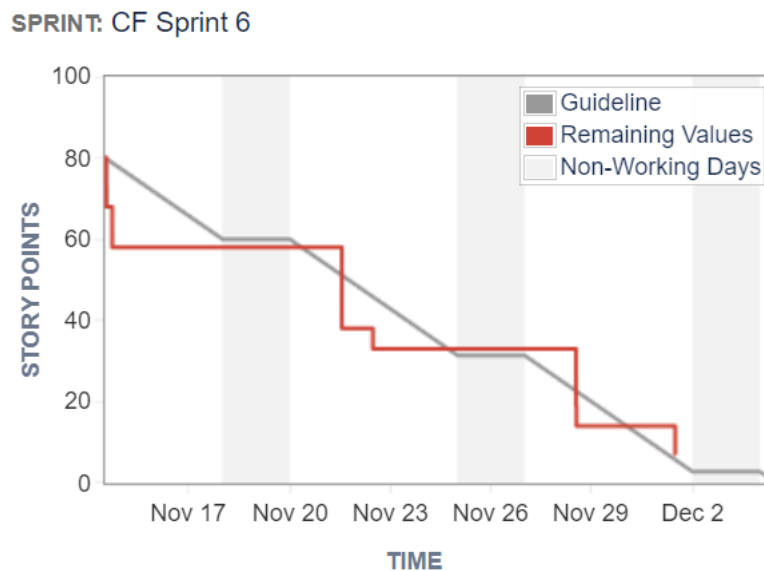
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- Reviewed and obtained the User Group's approvals for the CalSAWS design in the design documents of "Case Worker API", "Individual Demographics API" and "RFI Communication API", "Eligibility Results/Determination API" and the additional CalSAWS design items in the design document of "Case Link API"
- ▶ In Progress Tasks
 - Working with the Technical team to submit the new database proposal to Consortium for approval
 - Creating the design documents to include the CalSAWS design for "Placement API" and "Placement Authority API"
 - Adding the CARES integration design to the API design document for "Placement API" and "Placement Authority API"
- ▶ Upcoming Tasks
 - Review and obtain the BA's approvals for the CARES Integration design document of "Placement API" and "Placement Authority API"
 - Review and obtain the User Group's approvals for the CalSAWS design in the design documents of "Placement API" and "Placement Authority API"
 - Creating the design documents to include the CalSAWS design for "Child Support Referral API"
 - Adding the CARES integration design to the API design document for "Child Support Referral API"
- ▶ Interface Partner Integration
 - Continue coordination with CARES team for schedule alignment and interface element alignment

Figure 4.10-1 Current Sprint Burndown Chart



4.10 Additional Projects

4.10.1 Data Growth – Archive Phase 1 (Release 24.03)

- ▶ Completed Tasks
 - Fiscal search screens to support archive criteria
 - Create child group data archive logic for eligibility, fiscal, and client correspondence
 - Complete the Database Change Request (DBCR) script to the deployment process
 - Sample deployment & Change Request (CR) applied successfully
- ▶ In Progress Tasks
 - Update Eligibility related pages
 - Deploy code in BRG1 & start Assembly Testing (AT) for completed user stories
 - Create a service to support retrieval of archived data from the secondary Relational Database Service (RDS) database to Oracle Primary
 - Component to delete data from the primary database after archiving
 - Update design and logic to skip any case identified to purge as part of purge logic
- ▶ Upcoming Tasks
 - Create a component to identify cases to archive as a predecessor to archiving
 - Continue AT
 - Perform design update for analytics and reports changes
 - Create case archive tracking table in the secondary database

4.10.2 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
 - Identified static tables to copy
 - Sample deployment & Change Request applied successfully
- ▶ In Progress Tasks
 - Create a component to copy the case-level data
 - Copy process for the data from static tables
 - Continue to identify transaction tables to copy
 - Discuss with the System Test team regarding the online page design
- ▶ Upcoming Tasks
 - Initiate interaction with the Consortium Test team for the user story discussion/approval
 - Deploy code in BRG1 & start AT testing for completed user stories
 - Identify logic to copy transaction tables

4.10.3 Data Growth – Archive Phase 2 (Release 24.05)

- ▶ Completed Tasks
 - Received approval from the Consortium for the MEDS Alert architecture flow diagram
 - Initiated meeting between Application Development and Technical teams
- ▶ In Progress Tasks
 - Continue meeting with Application Development and Technical teams
 - Perform analysis to create the Journal architecture flow diagram
 - Update user stories in the JIRA dashboard

- ▶ Upcoming Tasks
 - Plan sprint activities
 - Initiate interaction with the Consortium test team for the user story discussion/approval
 - Create the Journal data access architecture flow diagram
 - Perform design for reports/analytics journal data access

4.10.4 County Task Management Enhancements

- ▶ Completed Tasks
 - Received design approval of CA-262395 (Task Reassignment Enhancements)
- ▶ In Progress Tasks
 - Started Development of CA-262395 (Task Reassignment Enhancements)
 - Continued design of CA-263040 (Task Management: Admin Functionality for Mass Task Closure)
- ▶ Upcoming Tasks
 - Send CA-257327 (Sunset Worklist Pages) to the Task Management Committee for review

4.11 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None for the reporting period

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report