

# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: December 4, 2023 – December 17,  
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 177 active Production defects
Incidents		▶ CALSAWS BROADCAST: Starting at 5:00 p.m. on December 4, 2023, Users were unable to log into CalSAWS, BenefitsCal and other ForgeRock connected applications. As of 8:00 p.m. on December 4, 2023, this issue was resolved. The CalSAWS team completed validation and confirmed that Users were able to log into CalSAWS, BenefitsCal, and other ForgeRock connected applications. PRB0047959

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
  - Fourteen priority releases that included 33 System Change Requests (SCRs) and 123 defects, a total of 156 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
	Defect	SCR	
<b>Team Responsible</b>			
<b>23.12.04 (December 04, 2023)</b>	<b>9</b>	<b>0</b>	<b>9</b>
Client Correspondence	6	0	6
Eligibility	1	0	1
Online	2	0	2
<b>23.12.05 (December 05, 2023)</b>	<b>9</b>	<b>1</b>	<b>10</b>
BenefitsCal	1	0	1
Client Correspondence	1	0	1
Eligibility	1	1	2

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Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Fiscal	1	0	1
Online	5	0	5
<b>23.12.06 (December 06, 2023)</b>	<b>1</b>	<b>3</b>	<b>4</b>
Batch Operations	1	0	1
Technical Architecture	0	3	3
<b>23.12.07 (December 06, 2023)</b>	<b>38</b>	<b>6</b>	<b>44</b>
Batch/Interfaces	2	0	2
CalHEERS	3	3	6
Conversion	9	1	10
Eligibility	3	1	4
Fiscal	5	0	5
Online	3	0	3
Reports	13	1	14
<b>23.12.08 (December 08, 2023)</b>	<b>1</b>	<b>2</b>	<b>3</b>
CalHEERS	0	1	1
Eligibility	1	1	2
<b>23.12.09 (December 09, 2023)</b>	<b>3</b>	<b>1</b>	<b>4</b>
CalHEERS	3	1	4
<b>23.12.10 (December 10, 2023)</b>	<b>1</b>	<b>0</b>	<b>1</b>
Conversion	1	0	1
<b>23.12.11 (December 11, 2023)</b>	<b>0</b>	<b>1</b>	<b>1</b>
Batch Operations	0	1	1
<b>23.12.12 (December 12, 2023)</b>	<b>8</b>	<b>1</b>	<b>9</b>
CalHEERS	1	1	2
Client Correspondence	1	0	1
Conversion	3	0	3
Fiscal	1	0	1
Online	2	0	2
<b>23.12.13 (December 13, 2023)</b>	<b>1</b>	<b>0</b>	<b>1</b>
Client Correspondence	1	0	1
<b>23.12.14 (December 14, 2023)</b>	<b>37</b>	<b>12</b>	<b>49</b>
Analytics	1	0	1
Batch Operations	1	5	6
Batch/Interfaces	3	0	3
CalHEERS	3	1	4
Client Correspondence	2	1	3
Conversion	6	0	6
Eligibility	2	0	2
Fiscal	2	2	4

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Minor version (Release date)	Issue Type		Grand Total
	Defect	SCR	
Imaging	4	1	5
Online	6	0	6
Reports	6	1	7
Technical Forge Rock	0	1	1
Technical Operations	1	0	1
<b>23.12.15 (December 15, 2023)</b>	<b>4</b>	<b>3</b>	<b>7</b>
Batch Operations	0	1	1
Batch/Interfaces	2	0	2
CalHEERS	1	0	1
Fiscal	1	0	1
Technical Forge Rock	0	2	2
<b>23.12.16 (December 16, 2023)</b>	<b>3</b>	<b>1</b>	<b>4</b>
Eligibility	3	1	4
<b>23.12.17 (December 17, 2023)</b>	<b>8</b>	<b>2</b>	<b>10</b>
Analytics	1	1	2
Client Correspondence	1	0	1
Conversion	3	0	3
DBA	1	1	2
Online	1	0	1
Technical Operations	1	0	1
<b>Grand total</b>	<b>123</b>	<b>33</b>	<b>156</b>

### ► Planned Outages:

#### ○ Scheduled CalSAWS Outages:


- CalSAWS Production Maintenance:
  - On December 17, 2023, from 4:00 p.m. to 8:00 p.m., CalSAWS application was unavailable for Users.
- CalSAWS Adhoc Reporting Database Maintenance:
  - On December 17, 2023, from 12:30 p.m. to 4:00 p.m., the Adhoc Reporting database was unavailable for Apex, Endpoint Detection Response (EDR), and Adhoc Reports Users
- BenefitsCal Maintenance/Limited Access:
  - On December 17, 2023, from 4:00 p.m. to 8:00 p.m., the BenefitsCal application was available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and Semi-Annual Reporting (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

## 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"> <li>None to note for the reporting period</li> </ul>

[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
	<ul style="list-style-type: none"> <li>None to note for the reporting period</li> </ul>

- ▶ 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
      - CalWORKs Child Support Pass-through to Families
      - Family Reunification AB 135
      - Housing Assistance Payments (HAP) Eviction (SB 1083)
      - CalFRESH Notice of Denial or Pending Status
    - 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

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### 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 2.3-1 for details on website support activities

**Table 2.3-1 – Website Support Activities**

TASK	DATE	TASK TYPE
Updated WordPress Plugins	December 14, 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 on December 17, 2023

**Table 2.4-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0397-23	Lists for the One-time Batches to Transition Adults (26 thru 49 years old) from Restricted to Full Scope Medi-Cal	Informational	December 4, 2023 Revised December 6, 2023	Nina Butler	Maggie Orozco-Vega
0398-23	CalSAWS County Cost Summary – December 2023 Update	Informational	December 4, 2023	Britt Carlsen	Melissa Gates
0399-23	CA-242762 Posted Lists for 2024	Informational	December	Maggie	Nina Butler,

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	SSA COLA Data Changes		5, 2023	Orozco-Vega, Caroline Bui, Sarah Cox, Ignacio Lázaro, and Adelaide Mendoza	Laura Ould, Dena DeLapp, Dennis Kong, and Committee CalWORKs CalFresh Facilitator
0400-23	List for CA-228955 CW and CF with Awards/Scholarships Income Type	Informational	December 5, 2023	Caroline Bui, and Sarah Rich	Committee CalWORKs CalFresh Facilitator
0401-23	CalSAWS Case Data Removal Schedule For 2024	Informational	December 5, 2023	Fredrick Gains	Henry Arcangel
0402-23	CA-243004 (CAPI COLA) Batch Memorandum	Informational	December 9, 2023	Adelaide Mendoza	Dennis Kong
0403-23	CA-242763 Posted Lists for 2024 SSA COLA Batch	Informational	December 11, 2023	Maggie Orozco-Vega, Caroline Bui, Sarah Cox, Ignacio Lázaro, and Adelaide Mendoza	Nina Butler, Laura Ould, Dena DeLapp, Dennis Kong, and Committee CalWORKs CalFresh Facilitator
0404-23	CA-257579 2024 CalFresh SSI COLA Batch Memorandum	Informational	December 12, 2023	Caroline Bui, and Sarah Rich	Committee CalWORKs CalFresh Facilitator
0405-23	CA-243004 ACIN I-66-23 - 2024 CAPI COLA - Batch EDBC	Informational	December 14, 2023	Adelaide Mendoza	Dennis Kong

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on December 17, 2023

**Table 2.4-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
23-123	Annual CalSAWS Security Compliance Memorandum	November 7, 2023	Closed	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,	Open	December 20, 2023	Rhiannon Chin

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CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
		2023			
23-127	CalSAWS User Group - EBT 2259; Automation of Data Gathering to Assist Processing	December 4, 2023	Open	December 15, 2023	Frederick Gains
23-128	Recruitment for Workload Management Workgroup	December 6, 2023	Open	December 20, 2023	Janet Mitri
23-129	Recruitment for CFAP Expansion Workgroup	December 9, 2023	Open	January 4, 2024	Caroline Bui

**Table 2.4-3 – Overdue CRFI**

- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending December 17, 2023

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
23-124	New Child Support Statewide User Type – LCSA User Identification List		Alpine, and Sierra Counties	Colusa, Del Norte, and Siskiyou Counties	Inyo, and Merced Counties		
23-125	Request for Counties to Identify Staff for Reports Survey		Sierra County		Inyo, and Merced Counties	Santa Barbara County	
23-127	CalSAWS User Group - EBT 2259; Automation of Data Gathering to Assist Processing	Napa, San Benito, and San Francisco Counties	Mono, Nevada, and Yuba Counties	Colusa, Lassen, Plumas, Siskiyou, and Trinity Counties	Inyo, Madera, Mariposa, and Merced Counties	Santa Barbara County	

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**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	10
Completed	1057
Duplicate	19
In review	1
Withdrawn	41
Pending clarification	3
<b>Total</b>	<b>1132</b>

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

**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)	Withdrawn	November 1, 2023	No response	
SCERFRA 23-569	23-569 - CalWORKs Childcare Reimbursement Report (CCP 2145)	Completed	November 10, 2023	November 29, 2023	
SIRFRA 3925	SIRFRA 3925 - Second Annual Data Reporting for the ESAP Demonstration Project	Assigned	November 17, 2023	November 30, 2023	
SIRFRA 3944	SIRFRA 3944 - CalWORKs Application, Redetermination, and Closed Cases	Completed	November 17, 2023	November 29, 2023	
SIRFRA 3945	SIRFRA 3945 - CFAP Expansion Staggered Recertifications	Completed	November 20, 2023	November 27, 2023	
SIRFRA 1326	SIRFRA 1326 - End of CCR Renewal Data Request - RE Month Jan '24	Completed	November 28, 2023	November 30, 2023	
SIRFRA 1323	SIRFRA 1323 - PHE Renewal and Demographics Data Request - Nov '23	Completed	December 5, 2023	December 7, 2023	

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ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 23-573	SCERFRA 23-573 -CF 303 CFAP Update	Completed	December 5, 2023	December 6, 2023	
SIRFRA 1327	SIRFRA 1327 - Public Records Act	Completed	December 6, 2023	December 11, 2023	
SIRFRA 1321	SIRFRA 1321 - Continuous Eligibility for Zero Through 4	Completed	December 6, 2023	December 13, 2023	
SCERFRA 23-570	SCERFRA 23-570 CWS-CARES and CalSAWS Interface	Completed	December 8, 2023	December 13, 2023	
SCERFRA 23-571	SCERFRA 23-571 - Stage One Childcare Provider SPR Changes	Completed	December 8, 2023	December 13, 2023	
SIRFRA 1325	SIRFRA 1325 - Unwinding Period Data - Failure to Complete Nov '23	Completed	December 11, 2023	December 11, 2023	
SIRFRA 1333	SIRFRA 1333 - Renewals in BenefitsCal	Completed	December 19, 2023	No response	
SIRFRA 3949	SIRFRA 3949 - OCAT to Next Activity Timeliness Rate Measure	Assigned	December 27, 2024	No response	
SIRFRA 1280	SIRFRA 1280: Missing Citizenship/Immigration Status Information in MEDS	Assigned	December 28, 2023	No response	
SIRFRA 1332	SIRFRA 1332 - End of CCR Renewal Data Request - Feb'24	Assigned	December 29, 2023	No response	
SCERFRA 23-574	SCERFRA 23-574 - Domestic Abuse Good Cause	Assigned	January 4, 2024	No response	
SIRFRA 1329	SIRFRA 1330 - Pending Applications and Renewal Data - Dec '23	Assigned	January 4, 2024	No response	
SIRFRA 1330	SIRFRA 1330 - Pending Applications and Renewal Data - Dec '23	Assigned	January 4, 2024	No response	
SIRFRA 1331	SIRFRA 1331 - Unwinding Period Data - Failure to complete Dec'23	Assigned	January 10, 2024	No response	
SIRFRA 3947	SIRFRA 3947 - Secondary Education	Assigned	February 1, 2024	No response	

### 2.6 Culture Transformation

- ▶ Culture Ambassadors Network (CAN)
  - Wellness Wednesday
    - Distributed content for December Wellness Wednesday “Glimmers”
  - Upcoming activities and events
    - Culture Transformation Meeting/update
    - Best vacation 2023
    - SAWS memorabilia

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- 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
    - Buddies announced for Round 5 of the Buddy Program. Employee Resource Groups (ERGs)
    - Continued to manage and support Employee Resource Groups (ERGs) council
    - Continued All Project Book Club advertising "Why Simple Wins"
    - 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
    - Draft slides completed for JPA IDEA Breakout Session
    - Drafting video material for CalSAWS IDEA update during JPA conference
    - 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
  - 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

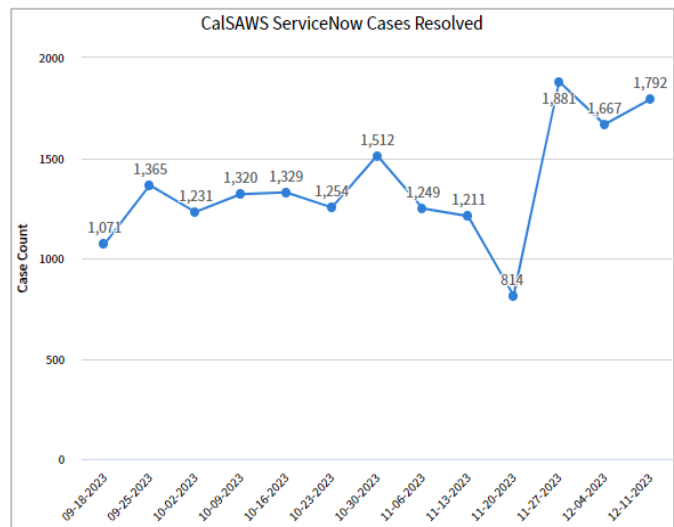
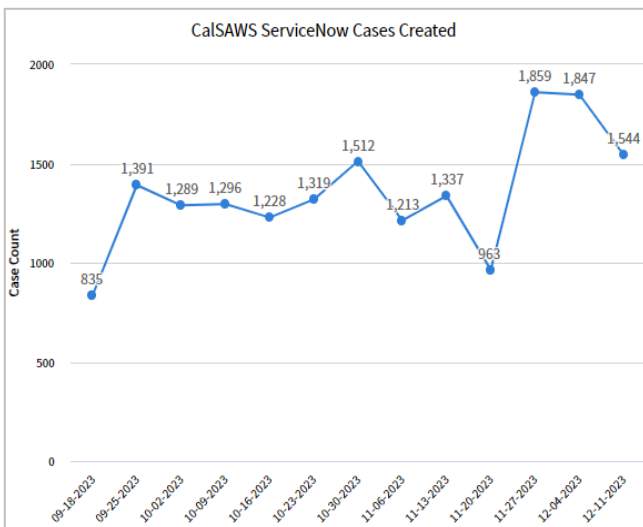
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.3 CalSAWS Help Desk Metrics	<ul style="list-style-type: none"> <li>The current compliance for December Month to Date (MTD) is 97.8%</li> </ul>

#### 3.1.1 Service Management Overview

- ▶ Implemented CHG0044471 on December 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Development Environment
- ▶ Implemented CHG0044473 on December 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Test Environment
- ▶ Implemented CHG0044475 on December 2, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Training Environment
- ▶ Implemented CHG0044476 on December 9, 2023, for the ServiceNow Security Patch to install Tokyo Patch 10 Hot Fix 1b to ServiceNow Production Environment
- ▶ Scheduled CHG0044837 on December 17, 2023, for requested items not being set to inactive when the state is set to complete
- ▶ Scheduled CHG0044527 on December 21, 2023, for CalSAWS Role-Based Access Control (RBAC) Offshore Access Implementation

#### 3.1.2 CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week



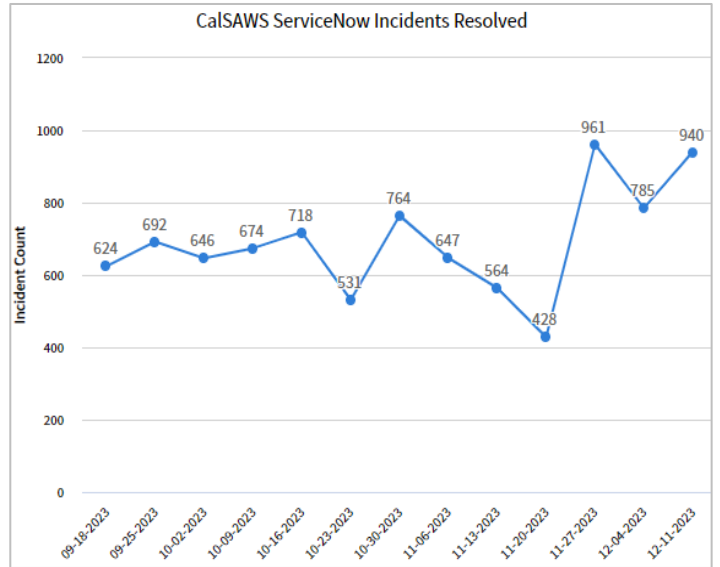
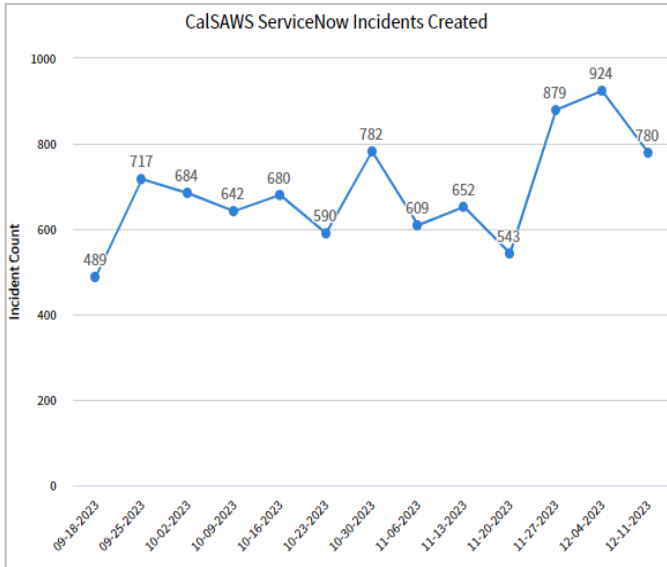
**Note:** The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week

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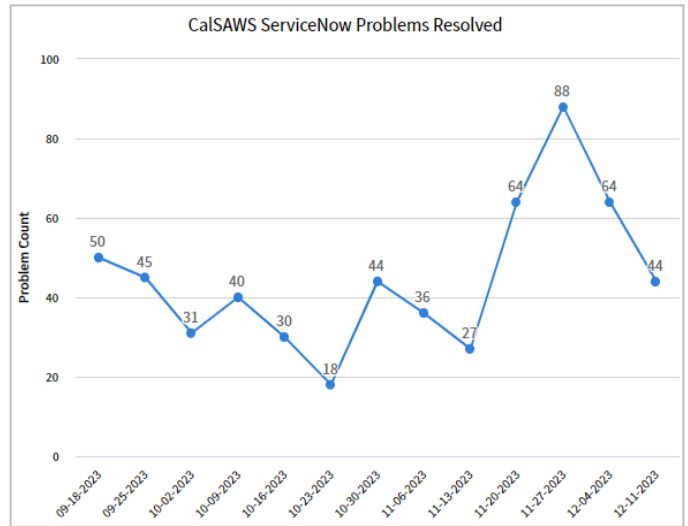
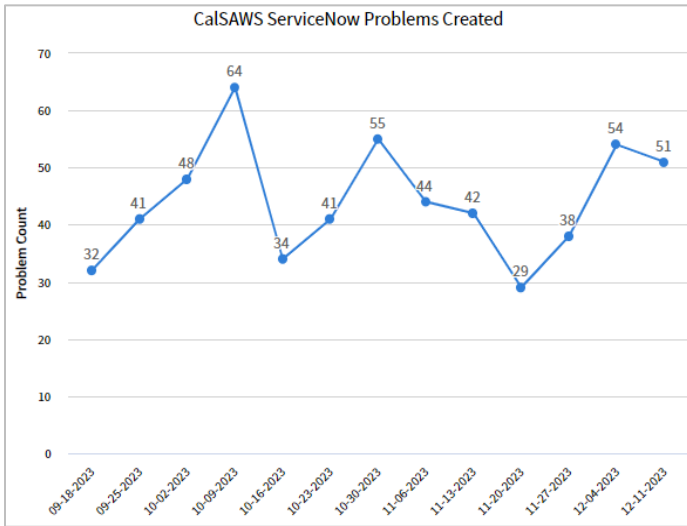
Contractor Project Executive: Arnold Malvick

**Figures 3.1.2-3 and 3.1.2-4 – 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 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems**



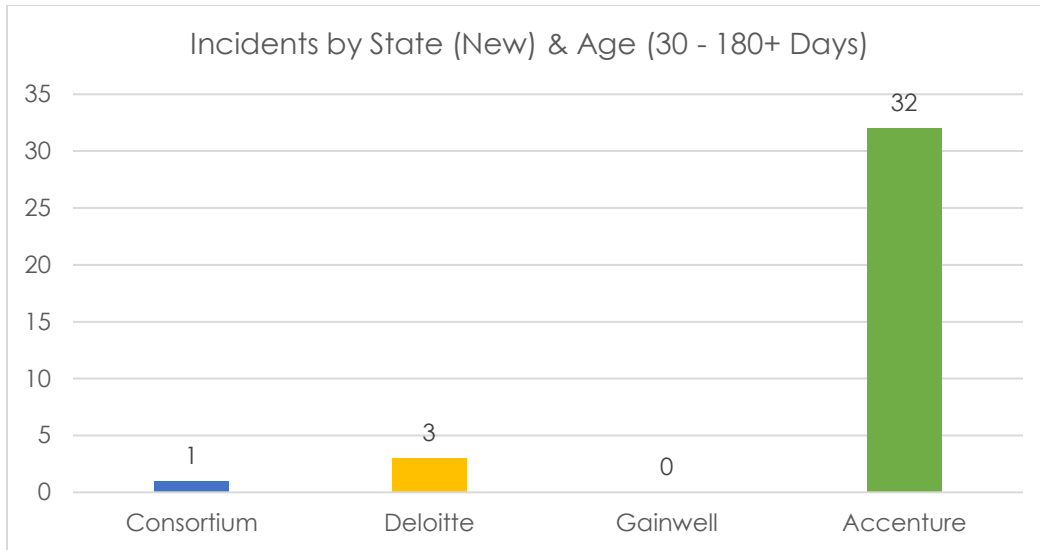
**Note:** The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week

**Table 3.1.2-7 – CalSAWS ServiceNow Incidents by State and Age**

	<b>&lt;1 Day</b>	<b>1-5 Days</b>	<b>6-10 Days</b>	<b>11-15 Days</b>	<b>16-30 Days</b>	<b>30-60 Days</b>	<b>60-180 Days</b>	<b>&gt;180 Days</b>	<b>Total</b>
New	0	151	29	8	4	6	17	13	<b>228</b>
In progress	0	127	136	22	32	51	78	87	<b>533</b>
On hold	0	77	61	127	147	182	291	134	<b>1,019</b>
Resolved	0	151	262	587	539	98	83	54	<b>1,774</b>
Closed	5	1	3	24,546	53,234	11,884	7,616	2,266	<b>99,555</b>
Problem in diagnosis	0	1	0	0	0	0	0	1	<b>2</b>
<b>Total</b>	<b>5</b>	<b>508</b>	<b>491</b>	<b>25,290</b>	<b>53,956</b>	<b>12,221</b>	<b>8,085</b>	<b>2,555</b>	<b>103,111</b>

- ▶ 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
  - 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 cannot 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, Electronic Benefit Transfer (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

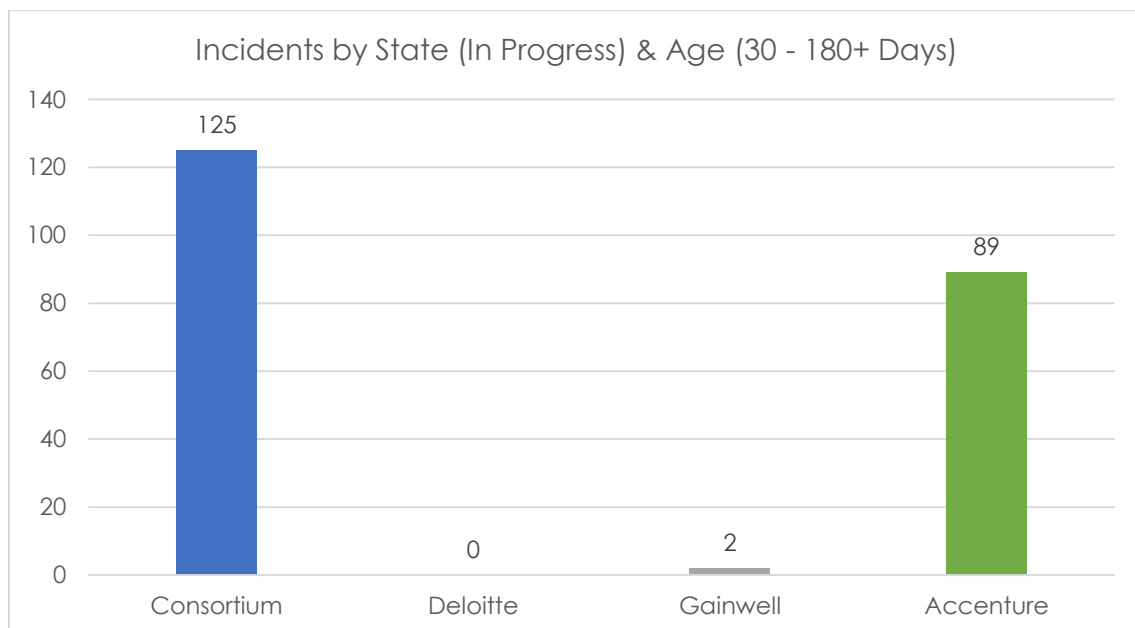
**Table 3.1.2-8 – CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)**



**Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category**

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	1	0	1
Deloitte	3	0	3
Gainwell	0	0	0
Accenture	5	27	32

**Table 3.1.2-10 – CalSAWS ServiceNow Incidents by State (In Progress) and Age (30 – 180+ Days)**



**CalSAWS – California Statewide Automated Welfare System**

M&O Bi-Weekly Status Reporting Period: December 4, 2023 – December 17, 2023

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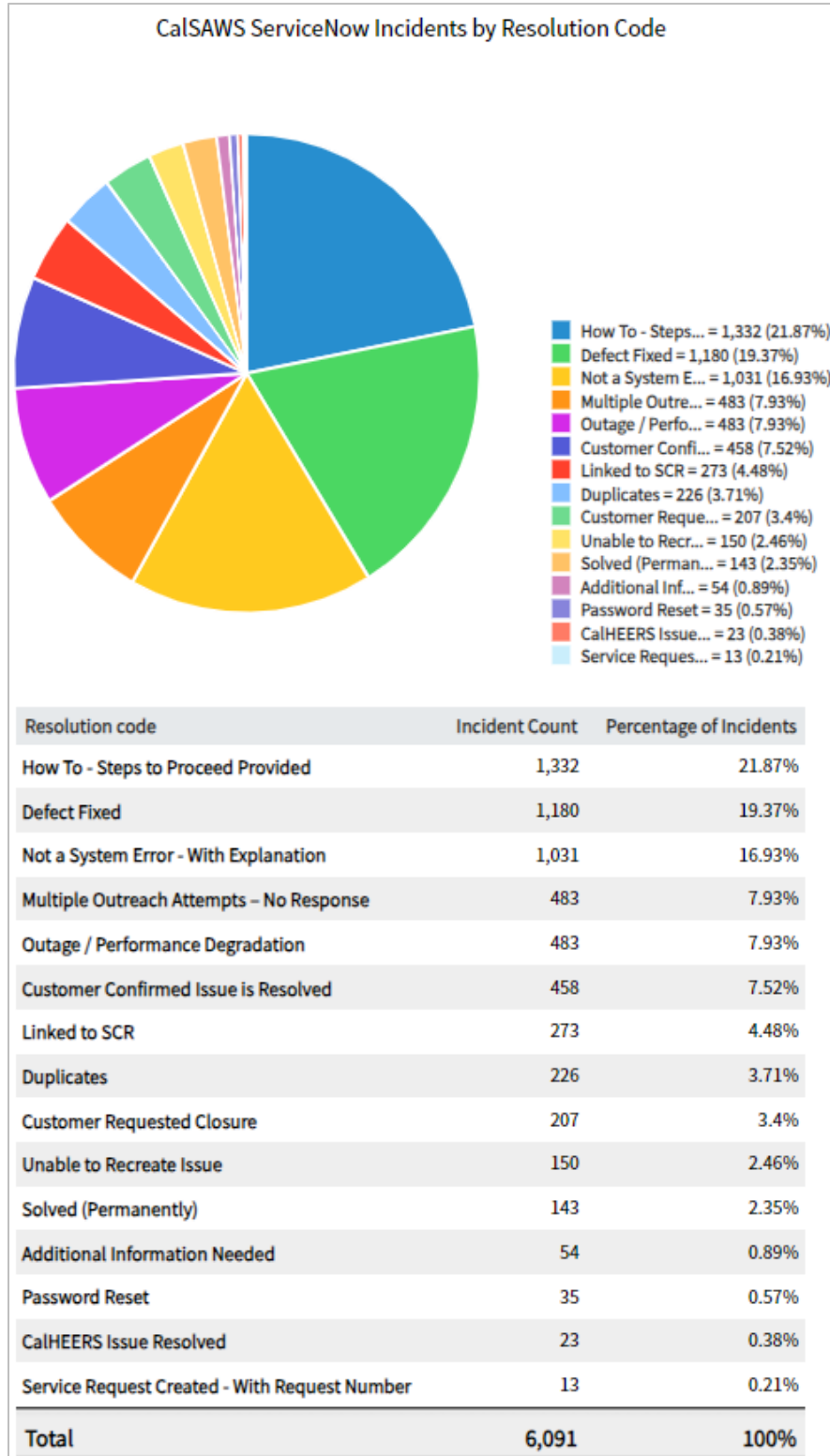
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**Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In Progress) and Category**

<b>Organization</b>	<b>Helpdesk Incidents</b>	<b>Infrastructure Incidents</b>	<b>Total</b>
<b>Consortium</b>	125	0	<b>125</b>
<b>Deloitte</b>	0	0	<b>0</b>
<b>Gainwell</b>	2	0	<b>2</b>
<b>Accenture</b>	44	45	<b>89</b>

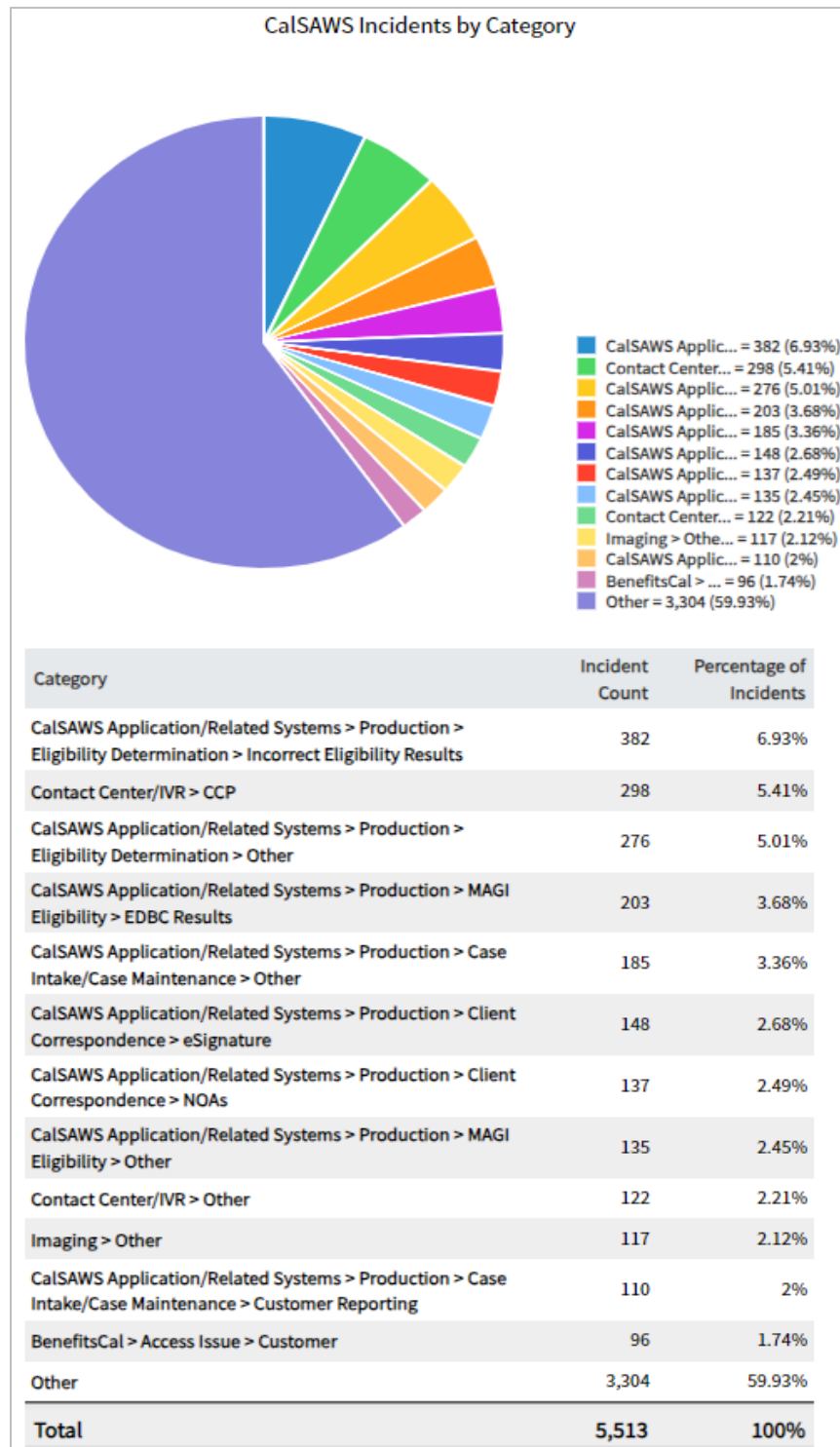
**Figure 3.1.2-12 – CalSAWS ServiceNow Incidents by Resolution Code**

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

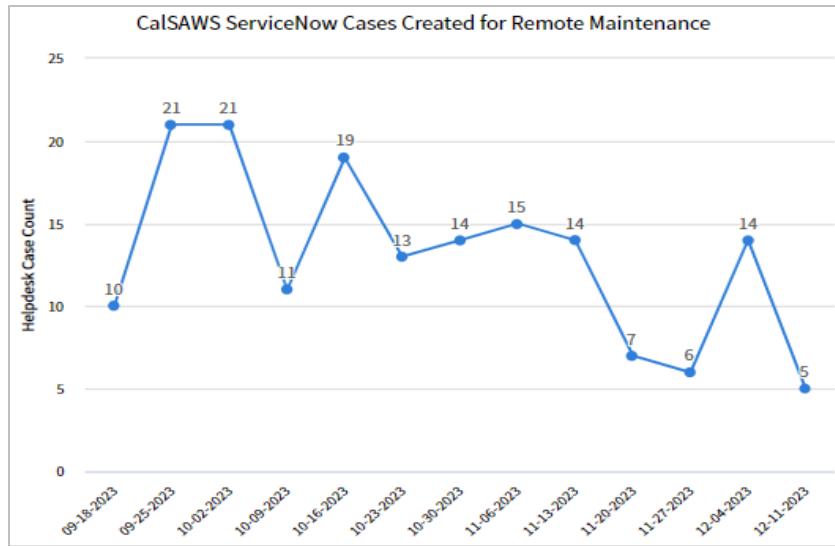


**Figure 3.1.2-13 – CalSAWS ServiceNow Incidents Created by Category**

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

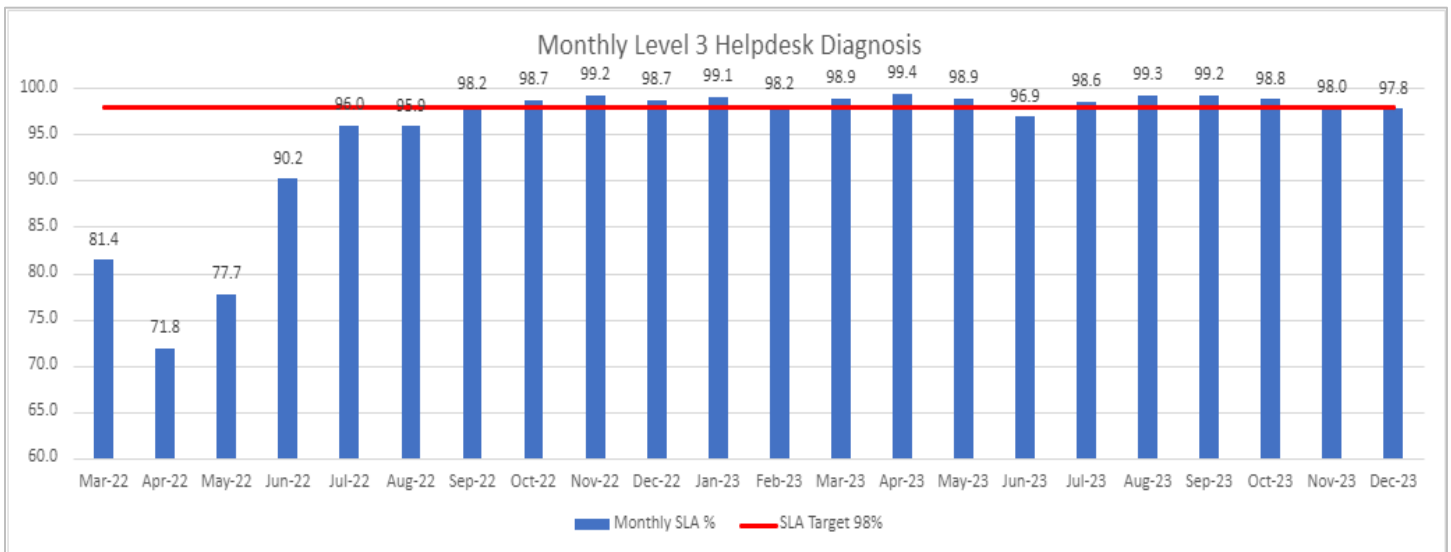


**Figure 3.1.2-14 – CalSAWS ServiceNow Cases Created for Remote Maintenance**



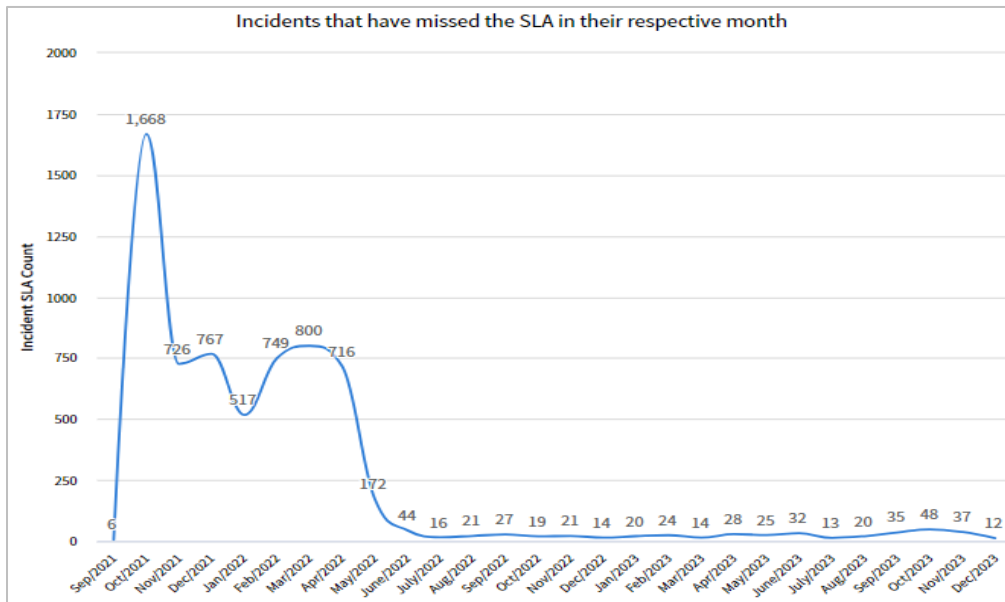
- ▶ The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for December Month to Date (MTD) is 97.8%

**Figure 3.1.2-15 – 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. Twelve (12) incidents missed the SLA in December Month to Date (MTD)

**Figure 3.1.2-16 – 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. Thirty-one (31) closed incidents missed the SLA in December Month to Date (MTD)

**Figure 3.1.2-17 – Incidents that have missed the SLA and reported in the month the 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 was increased to 350 and Guest Wireless was enabled
  - Phase 3 of Roseville build is in progress
    - Enablement of CalSAWS wireless completed, testing in progress
    - Ongoing tuning and optimization of wireless
    - Enablement of new additional switches to expand port density completed. All user desks are now connected to the CalSAWS switch at Roseville site.
- ▶ County Site Migrations
  - Humboldt County – Site move, and Customer Service Center (“CSC”) network model change to Point of Presence (“PoP”)
    - County Purchase documentation with County for approval
  - Kern County – New site
    - Continued developing County Purchase documentation
    - Met with County on December 7, 2023, and December 11, 2023
    - County successfully completed move on December 9, 2023, with support from CalSAWS remote technicians and Lobby Management team
    - County conducted troubleshooting as necessary with support from CalSAWS remote technicians and Lobby Management teams on December 11, 2023
    - County will work on install of wireless access points (“APs”) once FACT tablet is working at main site. Will resume meeting series at that time if needed.
  - 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
  - San Joaquin County – Network model change from Managed to PoP
    - Continued developing County Purchase documentation
  - Riverside County Circuit Upgrades
    - One of two circuit upgrades completed to support Enhanced Data Reporting (“EDR”) delivered

**CalSAWS – California Statewide Automated Welfare System**

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**Table 3.2.1-1 – CalSAWS Upcoming Maintenance**

Scheduled Date	Activity Description
December 20, 2023	Enabling Endpoint Detection and Response (EDR) and AV on Linux - DBA D1-D3 (Planned Change)
December 21, 2023	Decommission of ForgeRock One Time Password (OTP) Email Relay (Planned Change)
December 21 – 22, 2023	Robotic Process Automation (RPA) Production Reporting (Planned Change)
December 22, 2023	Enable access to adobe servers Coreapp-Production (Planned Change)
December 22, 2023	Remediate Control ID (CID) 12004 as per Center for Internet Security (CIS) standards -coreapp-prod (Planned Change)
December 27, 2023 – January 3, 2024	Delete the Zscaler Elastic Compute Cloud (EC2) instances
January 5 – 7, 2024	January 2024 Refresh for Case Data removal for the Training Production environment

**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:
  - Resources\Calendar\CalSAWS Production Planned Outages Calendar folder

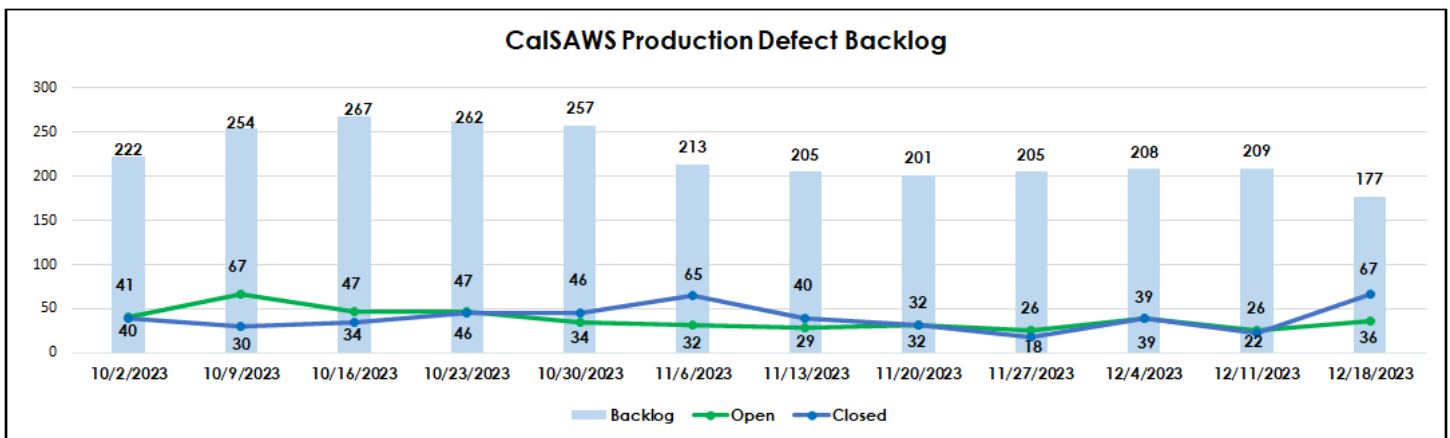
**Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar**

CalSAWS and BenefitsCal Production Planned Outages	
Activity	Planned Outage Window
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:	December 11, 2023, 10:14 a.m.
Table Last Validated:	December 17, 2023, 3:47 p.m.
<b>Notes:</b>	
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	

**3.3 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– CalSAWS Production Defect Count by Release**

CalSAWS Production Defect Count by Release						
Count of Defects	Release					Grand total
Severity	23.11	24.01	24.03	24.05	TBD	
<b>2-Normal/Medium</b>	<b>46</b>	<b>19</b>	<b>3</b>	<b>1</b>	<b>11</b>	<b>80</b>
New	1	0	3	1	0	5
In progress	4	16	0	0	9	29
Closed	41	3	0	0	2	46
<b>3-Normal/Low</b>	<b>134</b>	<b>45</b>	<b>6</b>	<b>1</b>	<b>57</b>	<b>243</b>
New	1	9	2	1	31	44
In progress	24	32	4	0	23	83
Closed	109	4	0	0	3	116
<b>4-Cosmetic</b>	<b>11</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>22</b>
New	0	2	0	0	2	4
In progress	5	5	0	0	2	12
Closed	6	0	0	0	0	6
<b>Grand total</b>	<b>191</b>	<b>71</b>	<b>9</b>	<b>2</b>	<b>72</b>	<b>345</b>

**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 24.01 Communications:
  - See table 3.4.1-1 CalSAWS Release 24.01 Communication Activities 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	January 15, 2024	Production Operations

## CalSAWS – California Statewide Automated Welfare System

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TASK	DATE (S)	OWNER
Release 24.01 in CalSAWS Health Report		
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, 2024 – January 24, 2024	Production Operations

### 3.4.2 Root Cause Analysis (RCA)

- ▶ Root Cause Analysis (RCA) – 275 – Apex Application Access Issue – PRB0047575
  - The Apex application was unavailable on two different instances: October 16, 2023, and October 17, 2023. The Technical Operations team investigated the issue and identified that a runaway query was being executed before the application was shut down that may have caused this issue. The team created a ticket (SR #3-34477108811) with Oracle to investigate the issue. To remediate the issue, the Technical Operations team restarted the Apex application which restored access to the application. Oracle APEX team was engaged to determine the cause of the shutdown as most runaway end user processes only cause the offending session to fail. In this case, the APEX processes required use of the exhausted resources and caused the Apex engine to halt. Runaway query was identified and was sent to Adhoc Reports Team for investigations. The query exhausted all the temporary DISC space in the APEX applications defined temporary tablespace and caused an ORA04036: PGA memory used by the instance exceeds PGA\_AGGREGATE\_LIMIT error in the APEX engine in production, causing it to stop
- ▶ Root Cause Analysis (RCA) – 276 – Training Staging and County Preview Environments Unavailable – PRB0047618
  - While performing system availability check on October 23, 2023, the Network Operations Center (NOC) team identified that the Training Staging and County Preview environments were unavailable. Technical teams created an Amazon Web Services (AWS) ticket #14139266521 to further investigate the issue with AWS. The Production Operations team alerted the CalSAWS Project team of the issue, and a broadcast was distributed to Counties. The Linux Operations team identified that two EC2 instances were in a stopped state, resulting in unavailability of County Preview and Training Staging environments. The Linux Operations team worked with AWS support to bring both servers back up to their functional state. During the analysis, the Linux Operations team identified a missing boot file that is typically automatically generated by the system during kernel patching. Both systems were unable to manage the failure of the system to automatically generate its 'initramfs' boot file during scheduled automation patching on Saturday night (October 21, 2023). Both environments were scheduled to be in a stop state on Sunday (October 22, 2023). Post-scheduled shutdown on Sunday, the system failed to start on Monday morning (October 23, 2023) due to the boot file issue mentioned earlier. The Linux Operations team was able to re-generate the required file and successfully bring the server back to its functional state

## CalSAWS – California Statewide Automated Welfare System

M&O Bi-Weekly Status Reporting Period: December 4, 2023 – December 17, 2023

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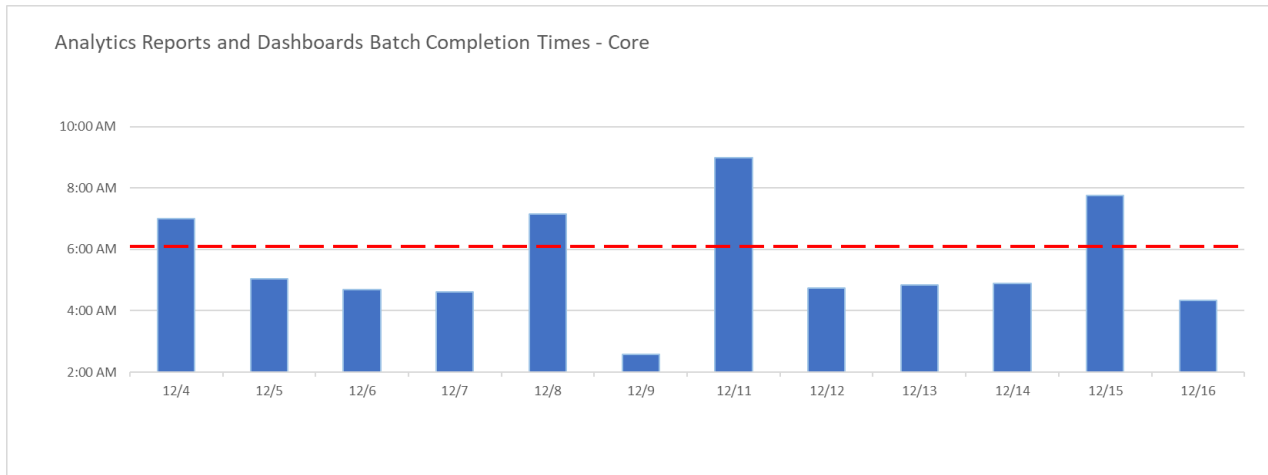
- ▶ Root Cause Analysis (RCA) – 278 – San Francisco and Sacramento County eCCP Access Issue – PRB0047677
  - On October 30, 2023, a subset of Sacramento and San Francisco County Users reported being unable to log into eCCP. Users reported getting blank white screen when attempting to log into eCCP. As a workaround, Users were advised to use default CCP to handle daily call volumes. A bridge call was setup with technical teams. During investigation, CalSAWS team identified that the issue was intermittent and impacted some Users. A policy was identified on Amazon Web Services (AWS) Web Application Firewall (WAF) which had a limit setup to permit only 500 requests within a 5-minute duration originating from a single public Internet Protocol (IP) source. This configuration is to limit occurrence of a Denial of Service (DoS) attack. Due to the way Sacramento and San Francisco Counties have setup their public Network Address Translation (NAT) rule, all traffic originating from the Counties was seen by the system as a single IP Address and triggered the Rate-Limit policy to permit the first 500 sessions and block the remaining requests. As other counties typically provide CalSAWS with an IP block they were not impacted. The issue was resolved after obtaining approval from Consortium when CalSAWS technical teams added the County IP to the trusted policy which permits traffic from these County defined IP subnets bypassing the rate limit rule. Users working from home/remote (with split tunneling) continue to be subject to the WAF rate limit policy rule
- ▶ Root Cause Analysis (RCA) – 283 – San Bernardino County Internet and CalSAWS Access Issue – PRB0047612
  - The CalSAWS Network team received reports of connectivity issues affecting eight out of over 180 users at the San Bernardino County site (36031) on November 13, 2023. Technical teams began investigating the issue: The Security team validated possible blocks or restrictions due to Antivirus software. The Network team confirmed no errors or blocked flows which would indicate a network issue. Intel team was able to remotely access impacted workstations confirming connectivity. As individual components were found healthy, the team began investigating common factors such as Domain Controllers, the Network Core Switch and the SD-WAN Router and Virtual Firewall. A notification was sent to the County and a collaborative troubleshooting call began. CalSAWS Technical teams performed the following steps after seeking approval from Consortium: Domain controller health checks were completed and reported healthy. To rule out Asymmetric routing the Core switch02 was isolated from the access switches. To rule out stale ARP entries and firewall sessions on TPx Velocloud Routers, the cache was cleared. During the troubleshooting, reports of additional users being impacted was received by the team. Lack of connectivity was confirmed by the CalSAWS remote technician who had been dispatched to the site. High priority incidents were raised with product Vendors (TPx Case CS00000917742 and Cisco – Case SR 696466293) for further investigation. To remediate the issue, TPx initiated a failover to the secondary / backup Velocloud routers but the problem persisted. Cisco recommended a reboot of the Core Switch 01. Following the coreswitch01 reload, testing performed by the remote technician and confirmation from the County Technical Point of Contact (TPOC) showed site began operating as usual with Users able to access both CalSAWS and internet sites. Cisco continued to analyze the logs and crash reports. Shortly after, similar experience of select Users being unable to access CalSAWS and

internet was reported at another location (Del Rosa Drive site ID - 36018 in San Bernardino County), investigation pointed to a commonality with Cisco defect (CSCvk11367). Cisco confirmed this issue was identical to the issue experienced at the 36031 site and recommended reconfiguring the default route to use an IP Address instead of an interface (Next Hop). Cisco's recommendation was based on the premise that the reload only provided a temporary fix but could result in the reoccurrence of the problem and reconfiguration of the default route being a long-term fix. After receiving approval from Consortium, the team applied the change on Site 36018 and confirmed resolution of the problem without having to reload the device. As a proactive step, the team used SolarWinds to identify all sites which would likely be affected by this defect. This resulted in the identification of six additional sites (36061 – Rancho Cucamonga, 36015 - Hesperia, 36017 - Needles, 36019 – Twentynine Palms, 36031 – San Bernardino) where the reconfiguration was done in accordance with Cisco's recommendation.

### **3.4.3 Batch Operations**

- ▶ Executed special batch run for the SCR CA-243004 Cash Assistant Program for Immigrants (CAPI) Cost of Living Adjustment (COLA) run on December 8, 2023
- ▶ Executed special batch run for the SCR CA-242763 Social Security Administration (SSA) Cost of Living Adjustment (COLA) run on December 9-10, 2023
- ▶ Supported the file transfers testing effort for implementation of firewall changes related to CA-269477 through California Department of Technology (CDT) on December 14, 2023
- ▶ Executed special batch run for the SCR CA-269105 State Minimum Wage Cost of Living Adjustment (COLA) run December 16, 2023
- ▶ Implemented the 2024 holiday calendar schedules in CalSAWS and posted the 2024 payroll and holiday calendar on the CalSAWS Web Portal
- ▶ 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**



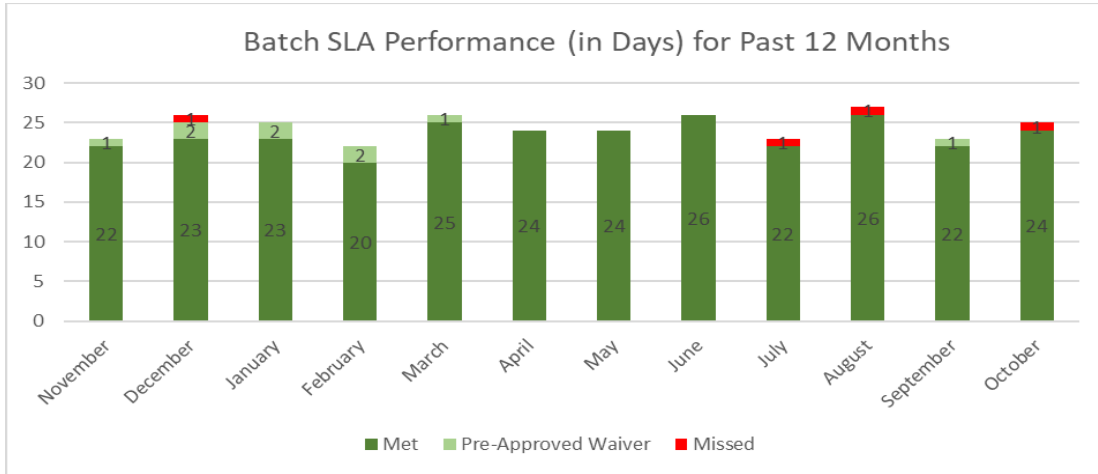
**Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.**

Batch Date	Issue	Communication	Status	Resolution
December 4, 2023	One dashboard completed shortly after 7:00 a.m.	Semi Annual Reporting Dashboard Delayed	Closed	Completed
December 8, 2023	One report completed shortly after 7:00 a.m.	Childcare Warrant Issuance Register Report Delayed in Production	Closed	Completed
December 11, 2023	Two reports and dashboards completed after 7:00 a.m.	CalWORKs and Semi-Annual Reporting Dashboards are Not Refreshed	Closed	Completed
December 15, 2023	One dashboard completed shortly after 7:00 a.m.	Medi-Cal Dashboard Delayed	Closed	Completed

**3.4.4 Production Performance**

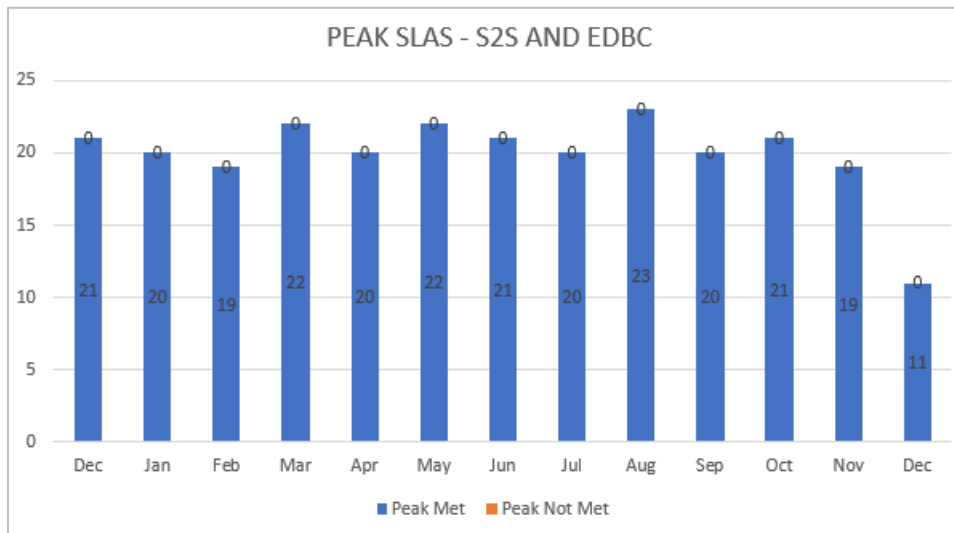
- ▶ Batch
  - Batch Service Level Agreement (SLA) Performance (99% of core and core-off prime jobs completed on time every day)

**Table 3.4.4-1 – Batch Service Level Agreement (SLA) Performance**

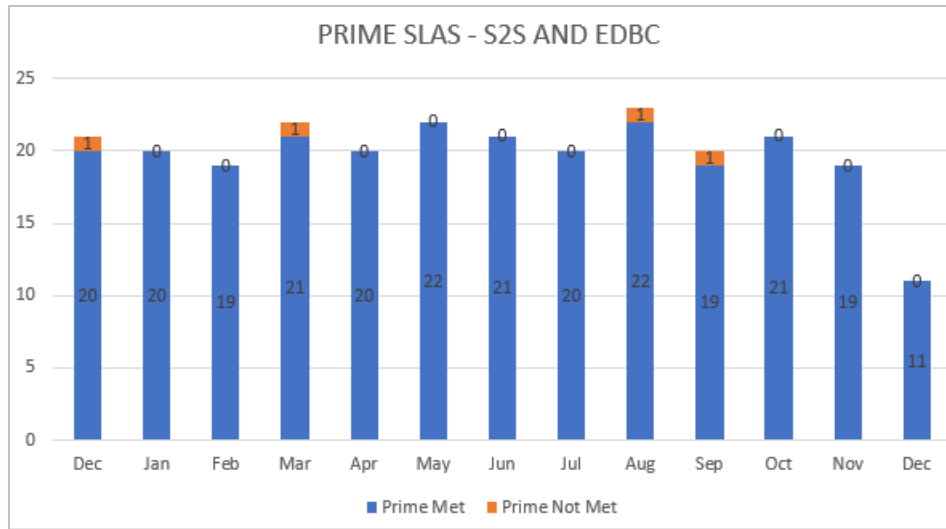


- ▶ Imaging
  - None for the reporting period
- ▶ Contact Center
  - None for the reporting period
- ▶ ForgeRock
  - Production disaster recovery (DR) Outage occurred on December 4 (Documented in upcoming RCA) and was resolved on December 11, 2023. All environments are back to normal.
- ▶ Core Online
  - 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

- ▶ Hardening Effort Phase 2 and Phase 3 Implementation work is 85% completed across all components. Proof of Concept (POC) tentative date of completion is December 18, 2023
- ▶ ForgeRock team members working on Hardening was gathered in Roseville for continuation of hardening work. (December 12, 2023, to December 15, 2023)
- ▶ ForgeRock team members working on Hardening will be gathering next week in San Francisco for continuation of hardening work. (December 18 to 22, 2023)
- ▶ Change Request for Assembly Test - Create New Oauth Public Client and Confidential Backend client for eCCP testing completed on December 12, 2023
- ▶ Creation of Application Programming Interface (API) for Dev - Oauth Application Onboarding OSI Foster Care Eligibility Determination (FCED) completed on December 13, 2023, for primary region and December 14, 2023, for Disaster Recovery region
- ▶ Creation of API for Assembly Test and Dev for Alameda's RCI Qmatic application was completed on December 15, 2023
- ▶ RCA 289 for the Production Outage on December 4, 2023, has been submitted by ForgeRock and pending Accenture approval and review.
- ▶ Introduced a new deployment checklist to ensure the appropriate process to ensure change windows are being followed as an outcome of RCA 289
- ▶ User Access Review for October and November sent to Consortium Helpdesk Leads for review
- ▶ Creation of 50 OAuth2 Client for CT Environment in ForgeRock Production was completed on December 15, 2023
- ▶ ForgeRock Leads working on all open RCA Preventative Actions in New JIRA Reporting Board - six items remaining

**Table 3.5.1-1 – ForgeRock Milestones**

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	Release When Ready	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	December 29, 2023	In progress
Platform Architecture Enhancements - Design	December 29, 2023	In progress
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

**3.6 Innovation Lab**

- ▶ Worker-Facing Virtual Assistant (VA)
  - Release 15 - target to deploy on December 21, 2023
    - System Test is in progress, on track for December 21 deployment
  - 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:
    - Welcome Bot top unknown utterances will be released by the end of January 2024
  - Authentication Bot Update:
    - Humboldt, Yuba, Monterrey, and San Bernardino (new account) Counties will be receiving the Authentication Bot during their C-IV Enhanced Customer Control Panel (eCCP) Migration release. The Voice Bot team is working with the Contact Center team during testing efforts
    - System testing for the Sprint 5 Counties (Fresno, Sonoma, Alameda, Kings, Kern, Stanislaus, Riverside, San Diego) is in progress; Target to complete by December 22, 2023, and deploy on December 28, 2023
    - Authentication Bot top unknown utterances will be released by the end of January 2024
  - The last two Counties for the experience analysis are: Solano and Sutter (Target date: December 20, 2023)
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  - Completed the RPA Infrastructure in the Production environment
    - Reporting is in progress
  - Completed development of Contact Center lambdas to the Production environments for Yolo, Placer, and Shasta Counties
  - Completed development of Contact Center lambdas to the non-Production

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- environments for Tulare, Santa Clara, Ventura, Santa Barbara, and Sonoma Counties
- Submitted Non-Production Change Requests (CR) for the development of Contact Center lambdas for Butte, Santa Cruz, San Mateo, Sacramento, San Francisco, and San Luis Obispo Counties on December 14, 2023; Target approval during the December 20, 2023, Change Advisory Board (CAB) meeting
- RPA EBT card kickoff meeting with Shasta County was completed on December 5, 2023
- RPA EBT card kickoff meeting with Placer County was completed on December 6, 2023
- RPA EBT card kickoff meeting with Yolo County was completed on December 7, 2023

### 3.7 Imaging

- ▶ Completed Defects
  - CA-271083 - Exclude all placeholder documents in Merge script
  - CA-270664 - External Agency - Technical Only - Performance Optimizations for Update Before Archive
  - CA-269764 - External Agency - Documents Submitted from No Case Assigned Queue require corrected routing logic
- ▶ Completed System Change Requests (SCRs)
  - CA-254215 - Hyland Session Management

### 3.8 Customer Service Center (CSC)

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

### 3.9 Lobby Management

#### 3.9.1 Region 1 Counties

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

- ▶ Alameda County
  - No updates for the reporting period
- ▶ Contra Costa County
  - No updates for the reporting period
- ▶ Marin County
  - Kiosk go-live was successfully implemented on November 28, 2023
- ▶ Monterey County
  - No updates for the reporting period
- ▶ Napa County
  - No updates for the reporting period
- ▶ San Benito County
  - No updates for the reporting period

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- ▶ 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. Reaching out to the County this week to setup deployment call.
- ▶ Santa Cruz County
  - County purchase order signed, and order has been placed
  - Continued weekly meetings with County
  - Began flow creation
- ▶ Solano County
  - Deployed all devices from December 12, 2023, through December 14, 2023
- ▶ Sonoma County
  - Deployed all devices

### 3.9.2 Region 2 Counties

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

- ▶ Alpine County
  - No updates for the reporting period
- ▶ Amador County
  - No updates for the reporting period
- ▶ Calaveras County
  - No updates for the reporting period
- ▶ El Dorado County
  - Received equipment at CalSAWS warehouse
  - Meeting with County to prepare for delivery. Delivery is expected on December 21, 2023.
- ▶ Mono County
  - No updates for the reporting period
- ▶ Nevada County
  - Delivered equipment to County, working with County on milestones for go-live
- ▶ Placer County
  - Deployed all kiosks
- ▶ Sacramento County
  - No updates for the reporting period
- ▶ Sierra County
  - No updates for the reporting period
- ▶ Sutter County
  - No updates for the reporting period
- ▶ Tuolumne County
  - No updates for the reporting period
- ▶ Yolo County
  - No updates for the reporting period

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- ▶ Yuba County
  - Partnered with County to deploy tablet. County is working on segmenting the network to accommodate new tablets.

### 3.9.3 Region 3 Counties

(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. Planning a site visit in January.
- ▶ 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

### 3.9.4 Region 4 Counties

(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
  - All devices have been delivered. Working with County to restructure CalSAWS configuration and plan strategy to deploy CalSAWS reception log and kiosks.
- ▶ 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
  - Working with the County to deploy tablet devices to their final locations
  - County Purchase TL-02-2023
    - County Purchase documentation with the County for approval for kiosks

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### 3.9.5 Region 5 Counties

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

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

### 3.9.6 Region 6 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 ad hoc for Adoption Assistance Program (AAP) in Group Homes and Wraparound payments
- ▶ Completed work on SAWS Information Request for Research and Analysis (SIRFRA) 3948 - Cases in CalWORKs with Child Support Income
- ▶ Continued work on SIRFRA 3947 - Secondary Education
- ▶ Completed work on revised SIRFRA 3917 Summer Electronic Benefit Transaction (EBT)
- ▶ Began work on California Department of Social Services (CDSS) Internal Data Request (CIDR) 9000 CalFresh \$50 min Benefit (AB 120)
- ▶ Began work on CIDR 9001 Water Pilot Caseload Data

### 3.10.2 Department of Health Care Services (DHCS) Report Support

- ▶ Completed work on SAWS Information Request for Research and Analysis (SIRFRA) 1323 – Public Health Emergency (PHE) Renewal and Demographics Data Request – November 2023
- ▶ Completed work on SIRFRA 1325 - Unwinding Period Data - Failure to Complete November 2023
- ▶ Completed work on SIRFRA 1327 - Public Records Act
- ▶ Continued work on SIRFRA 1328 - Cases with Social Security Income (SSI) Eligible Individuals
- ▶ Began work on SIRFRA 1333 - Renewals in BenefitsCal
- ▶ Began work on SIRFRA 1329 - PHE Renewal and Demographics Data Request - December 2023
- ▶ Began work on SIRFRA 1330 - Pending Applications and Renewal Data - December 2023

**3.10.3 Endpoint Detection and Response (EDR)**

- ▶ The Qualys EDR deployment has mostly been completed. Wrapping up the final cleanup deployments
- ▶ Springboot – Targeting completion of the deployment in the current change cycle
- ▶ ForgeRock servers - Tested in AT environment on December 7, 2023

**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 and Phase 3 Flow diagrams and pseudo code for EC2 and application lifecycle events have been completed
- ▶ The team is progressing forward with Phase two and three of the implementation work

**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"> <li>• Continued test execution for the 24.01 baseline release. Week 3 of 8 completed. 58% pass rate on 38% target</li> </ul>
4.5 Reports	<ul style="list-style-type: none"> <li>• Bi-Weekly State and Fiscal Reports meeting</li> <li>• Wave 6 – Fiscal/State Reports Support</li> <li>• Meeting with Sacramento, Alameda, and Solano Counties</li> <li>• Meeting with Regional Managers</li> </ul>
4.7 Training	<ul style="list-style-type: none"> <li>• Training Production refresh is scheduled to begin on January 5, 2024 at 6:00 p.m. and will be available on January 8, 2024</li> </ul>

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**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
<b>23.12.19</b>	<ul style="list-style-type: none"> <li>▶ Create Generic December Failed to Complete Redetermination (RE) Notice of Actions (NOA)</li> <li>▶ Update Office Mapping for CalSAWS downtime</li> </ul>
<b>23.12.21</b>	<ul style="list-style-type: none"> <li>▶ Analytics Security Hardening for Relational Database Service (RDS) Secure Sockets Layer (SSL) changes</li> <li>▶ Creating Incarceration Records for Medi-Cal Only Inmates per Medi-Cal Eligibility Data System (MEDS) Export List</li> <li>▶ Update 2023 Holiday Calendar for Imperial County</li> <li>▶ Update Fund Code for new Approved Relative Caregiver (ARC) Placement type mapping</li> </ul>
<b>23.12.26</b>	<ul style="list-style-type: none"> <li>▶ Wave 5 Sync EW40 Federal Benefits Unit (FBU) Values with MEDS After Reconciliation</li> <li>▶ Wave 6 Sync EW40 FBU Values with MEDS After Reconciliation</li> </ul>
<b>23.12.28</b>	<ul style="list-style-type: none"> <li>▶ Create new Transaction Types for All County Letter (ACL) 21-118</li> </ul>
<b>23.12.29</b>	<ul style="list-style-type: none"> <li>▶ Platform Architecture Enhancements - Design</li> <li>▶ Suppress per MEDS Recon Alerts for Wave 5 Counties (Alameda, Fresno, Sonoma Counties)</li> <li>▶ Suppress per MEDS Reconciliation Alerts for Wave 6 Counties (Sacramento, San Francisco, San Luis Obispo Counties)</li> </ul>
<b>24.01</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 43 approved</li> <li>▶ Release Webcast date: January 4, 2024</li> </ul>
<b>24.02</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 3 approved</li> </ul>
<b>24.03</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs):34 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>

**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-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-230837 - ACL 22-67 - System updates to support STAT 47 to match CalFresh E&T

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- rule
- o CA-235880 - Update Auto Journal Creation for Individuals
- o CA-240701 - Generate CalFRESH (CF) 377.10 for Failure to meet the CalFresh Work Rules
- o CA-246484 - Creation of Banked Caseload Capability
- o CA-246659 - ZScaler Production Rollout + ZIA + Deployment
- o CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
- o CA-248713 - Conditional CAPI
- o CA-251869 - ACL 22-85 and 21-25 Update CalFresh Reports
- o CA-252841 - Add NOA Fragments in Threshold Languages for CalWORKs NOA Generation (M44-211B and M44-211D)
- o CA-253124 - Validate E-mail Addresses Added into CalSAWS
- o CA-253426 - ACL 23-13 Update EBT 2259 - Revised Electronic Benefit Theft Replacement Form and Policy
- o CA-257780 - Add data elements to eHIT
- o CA-263119 - ACL 21-123 Expectant Parent Payment Automation
- o CA-264306 - Update FNS 209 and Other Collections Reports
- o CA-264616 - ACL 22-67 - STAT 47 updates to match CalFresh E&T rule (Reports Component)
- o CA-268378 - Automate SOC 452A for CAPI
- o CA-268444 - CalSAWS Batch Framework Change
- o CA-269066 - Upgrade Python in EMR Clusters, Applications and BIC Instances
- o CA-270709 - Add EBT 2259 in Threshold Languages
- o CA-271097 - Support SCR to provide responses to Consortia queries
- o CA-271530 - Add Threshold Language versions of the CF 377.11D and CF 377.11E
- o CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
- ▶ Continued build on:
  - o Priority releases and Release 24.03 approved System Change Requests (SCRs)

## 4.4 Release Management

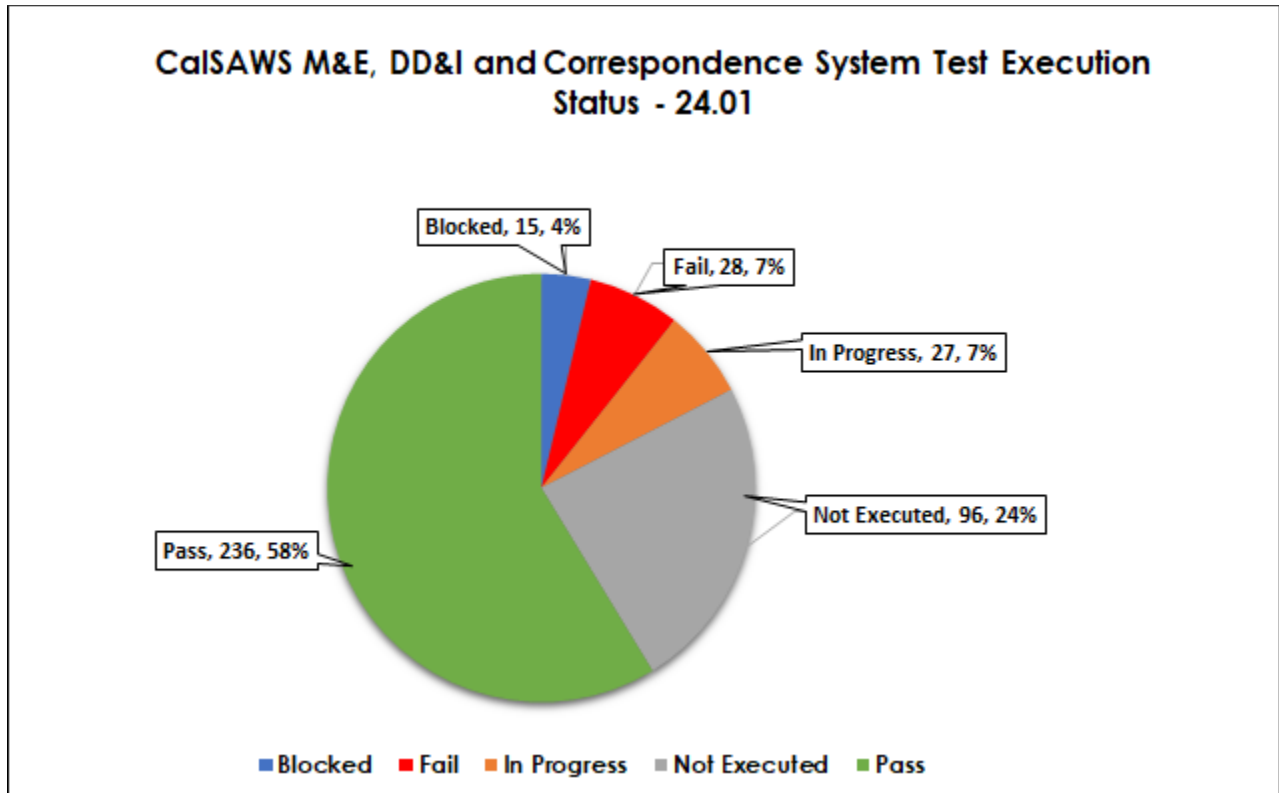
### 4.4.1 Release Test Summary

- ▶ Continue test execution for 24.01 System Change Requests (SCRs)

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

Pass Rate Target as of December 15, 2023	<b>38%</b>
Pass Rate Actual as of December 15, 2023	<b>58%</b>
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 1,083 end-to-end Automated Regression Test (ART) scripts:

- ▶ 923 Targeting the core CalSAWS application
- ▶ 48 Targeting the inbound BenefitsCal Application Processing Interface (API) service (Portal

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Service)

- ▶ 112 Targeting the other external CalSAWS API services (e.g., Activities, Appointment, CalSAWS, Imaging, Journal, Task Service)

### 4.5 Reports

- ▶ Met with Sacramento on December 4, 2023, to discuss Auditor Controller File and impact on Fiscal Reports
  - Sacramento was concerned if they adjusted their auditor controller file setting that it would impact our fiscal reports
  - Confirmed that it would not impact our fiscal reports, which are based on the data in CalSAWS and not sourcing data from the Auditor Controller File
- ▶ Met with Regional Managers on Wednesday, December 6, 2023, to finalize Survey Questions and sessions with Counties broken down by regions. Sent out the Survey and waiting for the responses
- ▶ Met with Alameda County on Wednesday, December 6, 2023, to discuss CA 237 CW and CF 296 State Reports
- ▶ Met with Wave 6 Counties on Thursday, December 7, 2023, and December 14, 2023, to discuss State and Fiscal Reports
- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting on Thursday, December 7, 2023, where primary focus was on Fiscal Defects impacting Fiscal Reports
- ▶ Met with Solano County on Thursday, December 7, 2023, to provide details on Medi-Cal and IEVS Reports
- ▶ Met with Solano County on Tuesday, December 12, 2023, to discuss WTW 25/25A and STAT 45 State Reports. Provided Fact Sheets and details on how they can add new activities after ending the current activities
- ▶ Met with Solano County on Thursday, December 14, 2023, to discuss which reports/dashboards are available for General Assistance/General Relief (GA/GR)
- ▶ Fiscal Expungement file was not processed on November 25, 2023, which caused our Fiscal Reports to be blank for expungement information. Counties raised this concern in our Bi-Weekly meeting and received tickets on this as well. Fiscal Team is going to process this file on December 18, 2023. There is an open fiscal defect CA-271865 to apply Data Change Request (DCR) so that reports can be rerun
- ▶ Deployed High Priority SCR CA-257864 - Enhancements to the RE Date Report on December 7, 2023, and implemented EMR Serverless on December 17, 2023

**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
December 15, 2023	22

**Note:** Total open incidents as of the current reporting period

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**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	2	0	0	3
Reopened	0	0	0	0	0
Assigned	1	1	1	1	4
In Development	3	2	1	2	8
Development completed	2	1	0	0	3
In Assembly Test	1	0	0	0	1
System Test	1	3	3	2	9
Test completed	1	1	0	0	2
<b>Total Open Defects</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>30</b>

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	3	2	1	0	6
3-Normal/Low	7	8	4	4	23
4-Cosmetic	0	0	0	1	1
<b>Total Open Defects</b>	<b>10</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>30</b>

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	Defects as Prioritized	SCRs - Targeted Release					
			23.11	24.01	24.03	24.05	24.07	24.09
CA 237 CW	1	1	0	0	0	0	0	0
CF 296	3	1	0	0	1	0	1	0
DFA 256	2	1	0	0	1	0	0	0
CA 1037	1	1	0	0	0	0	1	0
CA 237 FC	1	1	0	0	0	0	0	0
DHCS RMR	1	0	0	0	1	0	0	0
FNS 209	2	1	0	1	0	0	0	0
CA 812	2	1	0	0	1	0	0	0
ABCD 350	2	1	0	0	0	0	1	0
STAT 47	1	0	0	0	0	1	0	0

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State/Claiming Reports	Total	Defects as Prioritized	SCRs - Targeted Release					
			23.11	24.01	24.03	24.05	24.07	24.09
CA 237 HA	1	1	0	0	0	0	0	0
SOC 808	1	0	0	0	0	0	0	1
CW 115	1	1	0	0	0	0	0	0
CMSP 237	1	1	0	0	0	0	0	0
DSS 466	1	0	0	0	0	1	0	0
TEMP 2035	1	0	0	0	1	0	0	0
TEMP 2313	1	0	0	0	1	0	0	0
FSP14	1	0	0	0	0	1	0	0
Integrated Claiming	1	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:

- Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on December 6, 2023
- System Change Requests (SCRs) in Design Phase
  - CA-241184 - Update GA/GR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
  - CA-249942 - San Mateo County GAGR Changes
  - CA-250818 - 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
  - CA-270919 - GAGR Automated Solution Property Limits - SLO
  - CA-264880 - Add In-Kind Chart Amounts for San Mateo County
- System Change Requests (SCRs) in Development Phase
  - CA-210476 - Update Supplemental Security Income (SSP 14) with County Interim Assistance (IA) and County GA/GR Code
  - CA-264733 - Create a macro enabled spreadsheet to allow Counties to provide input on Code Table and database table parameters for GA/GR functionality

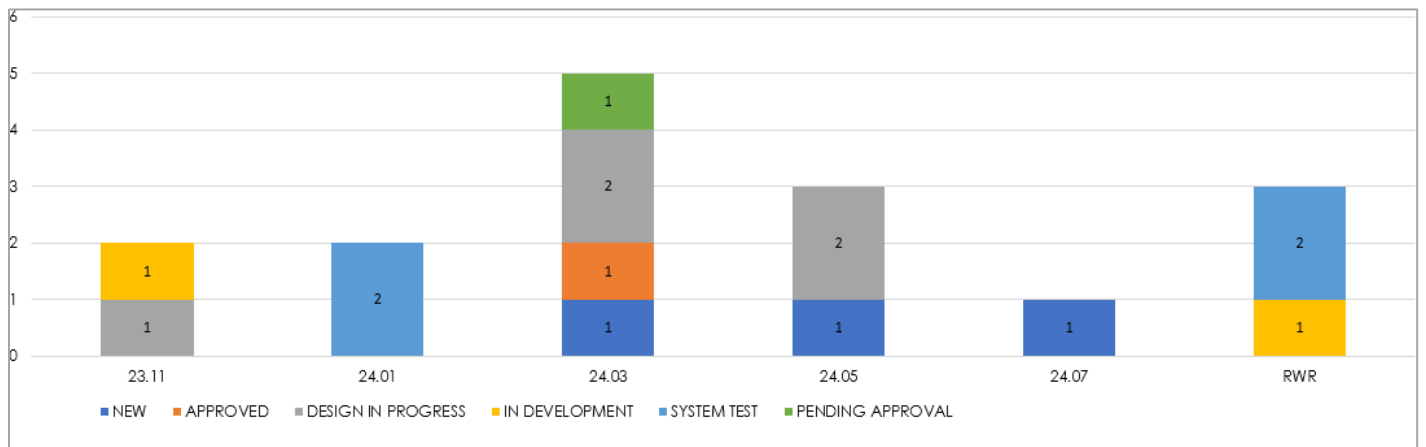
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- when they Opt-In to the GA/GR Automated Solution program
    - CA-227568 - Los Angeles County GR Cases Termination for Whereabout Unknown
- System Change Requests (SCRs) in System Test Phase
  - CA-260732 - GA/GR Homeless shelter Need not included 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-267103 - Add GAGR Automated Solution - closure notices.
- Priority System Change Requests (SCRs) deployed to Production
  - None to note for the reporting period
- Defects released to Production
  - None to note for the reporting period

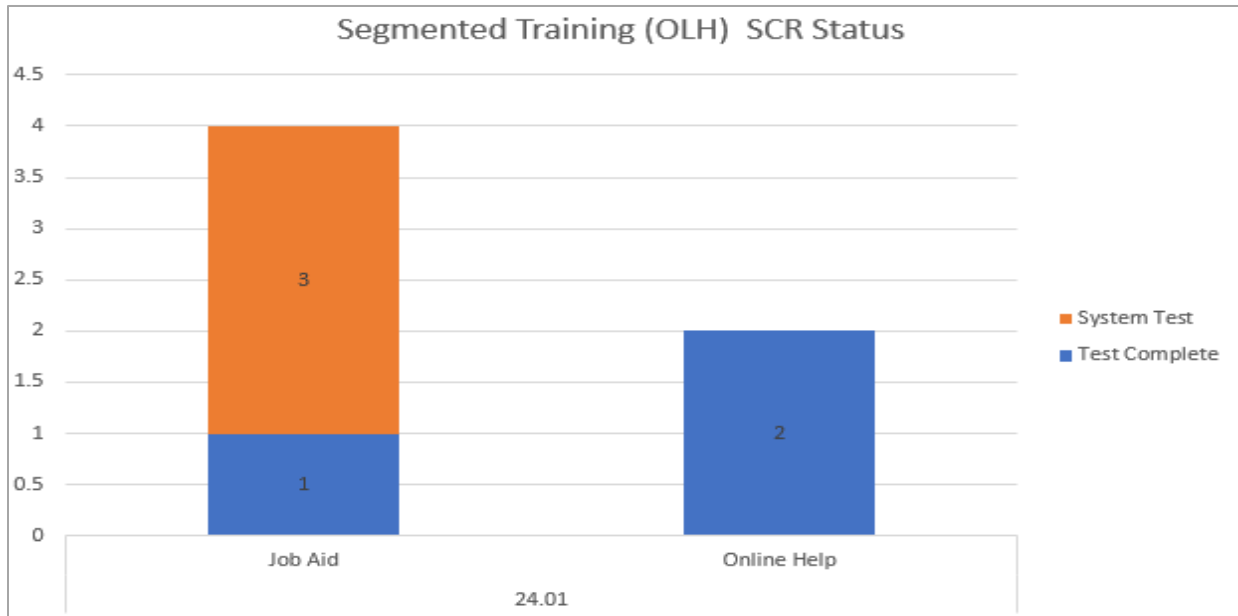
**Figure 4.6-1 – General Assistance/General Relief (GA/GR) System Change Requests (SCRs)**



**4.7 Training Materials Update**

- ▶ 24.01 Online Help (OLH) System Change Requests (SCRs):
  - System Test: Three
  - Test completed: Three
- ▶ 24.01.19 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCRs:
  - Approved: Two
  - In Development: Six
- ▶ 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
Training Production Data Refresh	January 5, 2024 – January 7, 2024	Planned

**4.8 Upcoming Performance Tests**

- ▶ Planned upcoming Performance tests for Core Online

**Table 4.8-1 – 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 Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES)**

- ▶ Completed Tasks
  - Created the design document to include the CalSAWS design for “Placement API”
  - Added the California Automated Response and Engagement System (CARES) integration design to the Application Programming Interface (API) design document for “Placement API”
  - Reviewed and obtained the Business Analyst (BA) approvals for the California Automated Response and Engagement System (CARES) integration design in the design document of “Placement API”

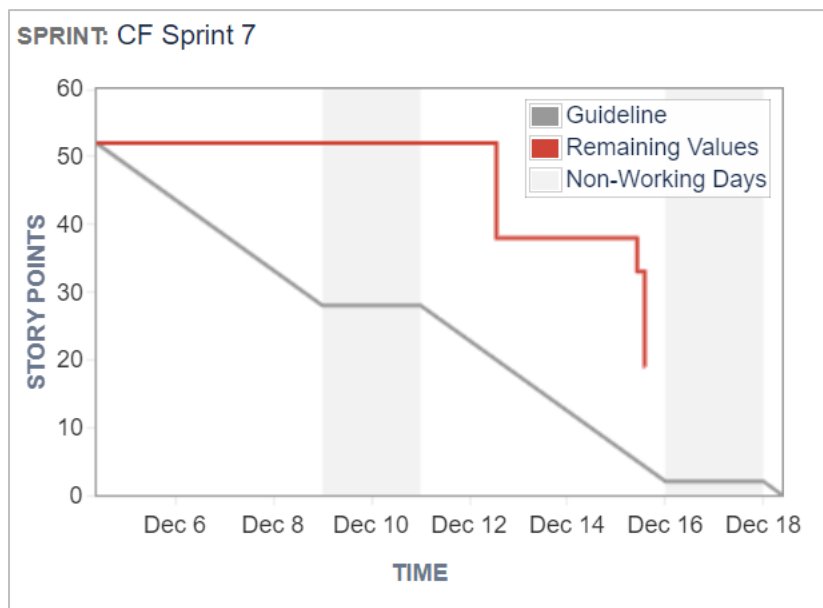
# CalSAWS – California Statewide Automated Welfare System

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- ▶ In Progress Tasks
  - Creating the design documents to include the CalSAWS design for “Child Support Referral API” and “Placement Authority API”
  - Adding the CARES integration design to the API design documents for “Child Support Referral API” and “Placement Authority API”
  - Reviewing and obtaining the Business Analyst (BA) approvals for the CARES integration design in the design document of “Placement Authority API”
  - Reviewing and obtaining the User Group's approvals for the CalSAWS design in the design documents of “Placement API” and “Placement Authority API”
  - Developing CalSAWS “Case Link API – Lambda”
  - Partner with Technical team to obtain environment access and set up the data queues configurations
  - Continued the Data Model for the new CARES database and getting its access set by the DBAs
  - Obtaining access for Offshore team to the new database and environments
- ▶ Upcoming Tasks
  - Review and obtain the BA's approvals for the CARES Integration design document of “Child Support Referral API”
  - Review and obtain the User Group's approvals for the CalSAWS design in the design document of “Child Support Referral API”
  - Develop CalSAWS “Case Link API – Write Lambda”
- ▶ Interface Partner Integration
  - Continue coordination with CARES team for schedule alignment and interface element alignment

**Figure 4.9-1 Current Sprint Burndown Chart**



## **4.10 Additional Projects**

### **4.10.1 Data Growth – Archive Phase 1 (Release 24.03)**

- ▶ Completed Tasks
  - Initial deletion module
  - Basic retrieval service functionality
  - Update main archive job to process case-wise versus table-wise, including case tracking logic
  - Create case archive tracking table in the secondary database
- ▶ In Progress Tasks
  - Sample test scenarios for retrieval after archival (i.e., archive a case and retrieve all data)
  - Implement trigger filtering for retrieval
  - Code review for archival (deletion) component
  - BPCRs for additional thread jobs
- ▶ Upcoming Tasks
  - Assembly test latest changes
  - Update eligibility related pages

### **4.10.2 Data Growth – Test Data Slicer (Release 24.05)**

- ▶ Completed Tasks
  - Created a component to stage the case-level data
  - Created a component to insert the case-level data
  - Identified a list of static tables to copy
- ▶ In Progress Tasks
  - Copy process for the data from static tables
  - Continue to identify transaction tables to copy
  - Create a component to handle errors while fetching data from the source database
  - Create a component to handle errors after inserting data to the destination database
  - Implement threading in all components
- ▶ Upcoming Tasks
  - Assembly test latest changes
  - Identify logic to copy transaction tables
  - Database scripts to add and drop temporary columns for copy in staging database only

### **4.10.3 Data Growth – Archive Phase 2 (Release 24.05)**

- ▶ Completed Tasks
  - Completed journal architecture and received approval from Consortium
  - Create presentation slide deck for Journal architecture for Consortium
  - Update user stories in JIRA dashboard for Journal/Medi-Cal Eligibility Data System (MEDS) alert
  - Identified major user stories for all teams, created timelines for all sprints

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- Medi-Cal Eligibility Data System (MEDS) alert database installed
- ▶ In Progress Tasks
  - Draft design documents for Journal/Medi-Cal Eligibility Data System (MEDS) alert
  - Database Change Request (DBCR) to create Medi-Cal Eligibility Data System (MEDS) alerts tables in new Medi-Cal Eligibility Data System (MEDS) database
  - Document detailed journal impact to batch/online for usage outside of the common method and drafting test scenarios
- ▶ Upcoming Tasks
  - Perform design for reports/analytics journal data access
  - Continue documenting detailed journal impact to batch/online for usage outside of the common method and drafting test scenarios
  - Update Medi-Cal Eligibility Data System alert reader to write to new Medi-Cal Eligibility Data System database

### 4.10.4 County Task Management Enhancements

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