

# CALSAWS M&O BI-WEEKLY STATUS REPORT

**Reporting Period: March 25, 2024–April 7, 2024**

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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 163 active Production defects
Incidents		▶ CALSAWS BROADCAST: Starting at 11:05 a.m. on March 26, 2024, some Users were experiencing an error (UEID) while navigating through and performing transactions in the CalSAWS application. As of 9:00 p.m. on March 26, 2024, this issue was resolved. Users were able to navigate and perform transactions in the CalSAWS application without an error (UEID). Team will continue to monitor for any errors (RCA 309). PRB0048735

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
  - Twelve priority releases that included 45 System Change Requests (SCRs) and 119 defects, a total of 164 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
	Defect	SCR	
<b>Team Responsible</b>			
<b>24.03.25 (March 25, 2024)</b>	<b>2</b>	<b>0</b>	<b>2</b>
Batch Operations	1	0	1
Batch/Interfaces	1	0	1
<b>24.03.26 (March 26, 2024)</b>	<b>9</b>	<b>1</b>	<b>10</b>
Eligibility	2	0	2
Fiscal	3	0	3
Online	3	1	4

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Minor version (Release date)	Issue Type		Grand Total
Tech Arch	1	0	1
Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
<b>24.03.27 (March 27, 2024)</b>	<b>0</b>	<b>3</b>	<b>3</b>
Training	0	2	2
Virtual Assistant	0	1	1
<b>24.03.28 (March 28, 2024)</b>	<b>53</b>	<b>9</b>	<b>62</b>
Batch Operations	1	0	1
Batch/Interfaces	4	0	4
BenefitsCal	4	1	5
Client Correspondence	1	1	2
Contact Center	22	2	24
Conversion	0	1	1
Fiscal	0	2	2
Imaging	2	0	2
Online	2	2	4
Reports	6	0	6
Task Management	1	0	1
Tech Arch	2	0	2
Voice Bots / RPA	8	0	8
<b>24.03.29 (March 29, 2024)</b>	<b>1</b>	<b>3</b>	<b>4</b>
Batch Operations	0	1	1
Tech Arch	0	1	1
Tech Forge Rock	1	1	2
<b>24.03.30 (March 30, 2024)</b>	<b>0</b>	<b>1</b>	<b>1</b>
DBA	0	1	1
<b>24.03.31 (March 31, 2024)</b>	<b>3</b>	<b>1</b>	<b>4</b>
Contact Center	3	0	3
Tech Arch	0	1	1
<b>24.04.01 (April 01, 2024)</b>	<b>0</b>	<b>1</b>	<b>1</b>
Contact Center	0	1	1
<b>24.04.02 (April 02, 2024)</b>	<b>8</b>	<b>2</b>	<b>10</b>
Batch Operations	0	1	1
Batch/Interfaces	2	0	2
CalHEERS	3	0	3
Eligibility	2	0	2
Fiscal	1	0	1
Tech Arch	0	1	1
<b>24.04.03 (April 03, 2024)</b>	<b>23</b>	<b>14</b>	<b>37</b>
Batch/Interfaces	3	2	5
Client Correspondence	10	12	22

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Minor version (Release date)	Issue Type		Grand Total
Eligibility	1	0	1
Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Fiscal	6	0	6
Online	3	0	3
<b>24.04.04 (April 04, 2024)</b>	<b>19</b>	<b>8</b>	<b>27</b>
Batch Operations	0	1	1
Batch/Interfaces	6	1	7
BenefitsCal	1	0	1
CalHEERS	1	2	3
Client Correspondence	0	1	1
Fiscal	1	0	1
Online	4	2	6
Reports	6	1	7
<b>24.04.05 (April 05, 2024)</b>	<b>1</b>	<b>2</b>	<b>3</b>
Eligibility	1	0	1
Training	0	2	2
<b>Grand Total</b>	<b>119</b>	<b>45</b>	<b>164</b>

► Planned Outages:

○ Scheduled CalSAWS Outages:

▪ CalSAWS Production Maintenance:

- On March 14, 2024, from 6:00 a.m. until 10:00 p.m., the CalSAWS application was unavailable. CalSAWS Users were redirected to a read-only version of the CalSAWS application.
- From 10:00 p.m. on Friday, March 29, 2024, until 2:00 a.m. on Saturday, March 30, 2024, Users were unable to login to the CalSAWS, BenefitsCal and Online CalSAWS Appraisal Tool (OCAT) applications. In addition, Users were unable to access services listed below. "Read Only" version of the CalSAWS application was not available.

▪ BenefitsCal Maintenance/Limited Access:

- On March 25, 2024, from 8:00 p.m. until 8:45 p.m., the BenefitsCal application was unavailable
- On Sunday, April 14, between 6:00 a.m. to 11:00 a.m. and between 2:00 p.m. to 10:00 p.m., the BenefitsCal application will be available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and System Access Requests (SARs); however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features will not be 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 will be routed to the office

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- selected by the participant instead of the default County office.
- The BenefitsCal application is scheduled for maintenance on April 14, 2024, from 11:00 a.m. to 2:00 p.m., During this period, the BenefitsCal application will be 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	N/A	N/A		• None to note for the reporting period

[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
	• None to note for the reporting period

- ▶ Continued Project administration, office management support, and financial management tasks
- ▶ Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS DD&I Project risks and issues
  - Completed preparations for Monthly Risks and Issues Management Group (RMG) Meeting scheduled for April 10, 2024
- ▶ Continue activities to support Project staff working remotely
  - Continued developing Project communications, as needed
  - Conducted Monthly All Staff Meeting on March 27, 2024
- ▶ Continued preparing materials to support Monthly Joint Powers Authority (JPA) Meeting Scheduled for April 12, 2024
- ▶ Continued preparing materials to support Monthly Project Steering Committee (PSC) Meeting Scheduled for April 18, 2024
- ▶ Continued performing contract management activities:
  - Amendment 32 (May JPA) was submitted to State and Federal partners for review. It includes:
    - CalSAWS R&A funding increase
    - CalSAWS County Purchase Order (CPO) funding increase



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- Imaging extension
  - Cost Optimizations \_Partitioning
  - Security upgrades
  - NIST Rev 5 updates
  - Redesign CalSAWS Purge Components
- ▶ Continued planning the implementation of requirements from the Department of Health Care Services (DHCS) and California Department of Social Services (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 2.3-1 for details on website support activities

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

TASK	DATE	TASK TYPE
Updated CalSAWS website plugins / Themes	April 4, 2024	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	13%
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

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**2.4 CRFI/CIT Communication Status**

- ▶ The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on April 7, 2024

**Table 2.4-1 – CITs**

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0046-24	Recruitment for CalSAWS Project Staff Closing on April 19, 2024	Informational	March 21, 2024 Revised March 25, 2024	Jennifer Smith	Holly Murphy
0047-24	CalSAWS Training Manuals – Service Arrangements for Employment Services	Informational	March 25, 2024	Ashley Arnold	Jayna Longstreet
0048-24	CalSAWS LMS Alternate Home Page	Informational	March 29, 2024	Ashley Arnold	Jayna Longstreet
0049-24	BenefitsCal CBO Accounts and County Delegated Admin	Informational	March 29, 2024	Joel Acevedo	Pete Quijada
0050-24	Year Ending June 2023 CalSAWS Final Single Audit Report, Financial Statements, and Final Governance Letter	Informational	April 2, 2024	Girish Uppal	Stephanie Aragon, and Chia Thao
0051-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 4/14/2024	Informational	April 4, 2024	Art Robles	Pete Quijada
0052-24	Listing for CAPI Couple Cases Property limits over \$2000 less than or equal to \$3000	Informational	April 5, 2024 Revised April 8, 2024	Adelaide Mendoza	Dennis Kong

- ▶ The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on April 7, 2024

**Table 2.4-2 – CRFIs**

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-008	CalSAWS Data Archival	February 13, 2024	Closed	March 15, 2024	David Bruhn
21-013	CalSAWS Ticketing-ServiceNow Virtual M&E Roadshow - Participant Request	March 12, 2024	Open	March 25, 2024	Jennifer Hobbs
21-014	DCR Mail CCP 2145 to Provider	March 18, 2024	Retracted	March 29, 2024	Gingko Luna

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- ▶ The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending April 7, 2024

**Table 2.4-3 – Overdue CRFI**

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

**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	2
Assigned	14
Completed	1138
Duplicate	20
In review	9
Withdrawn	43
Pending clarification	4
<b>Total</b>	<b>1230</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 1336	SIRFRA 1336 - Alternate Formats In SAWS	Assigned	March 27, 2024	No response	
SIRFRA 3947	3947 - Secondary Education	In review	March 13, 2024	No response	
SCERFRA 24-902	24-902 - SB 1016 - Latino and Indigenous Disparities Reduction Act	Completed	March 6, 2024	April 8, 2024	
SCERFRA 24-903	24-903 - AB 2141 - Cash Assistance Programs: Direct Deposit	Completed	February 28, 2024	April 3, 2024	
SCERFRA 24-904	24-904 - AB 2452 -CalWORKs: Supportive Services	In review	March 29, 2024	No response	
SCERFRA S24-905	S24-905 - AB 2241 - Public	Completed	March 7, 2024	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
24-905	Social Services: Reporting and Verification				
SCERFRA 24-906	24-906 - AB 2150 - Public Social Services: Higher Education	Completed	March 14, 2024	April 2, 2024	
SCERFRA 24-907	24-907 - AB 1952 - Foster Care: Infant Supplement	Completed	March 8, 2024	March 26, 2024	
SIRFRA 1351	1351 - Data Pull for Spousal Impoverishment Case Flag & Task	Pending Clarification	March 28, 2024	No response	
SIRFRA 1186	1186 - CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Assigned	April 12, 2024	March 13, 2024	

**2.6 Culture Transformation**

- ▶ Culture Ambassadors Network (CAN)
  - Wellness Wednesday
    - Distributed content for April Wellness Wednesday – National Poetry Month
    - Solicited content for National Poetry Month and CalSAWS Poetry Contest – April 2024
  - Current Activities
    - Wellness Wednesday Pop-up workout events
      - 10-minute workouts, different theme each week
  - Upcoming activities and events
    - Best vacation 2023
    - SAWS memorabilia
    - 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
    - Completed redesign of IDEA pulse survey and successfully migrated into new tool, Microsoft Forms. Initiating Pilot Phase.
  - CalSAWS Table Talks
    - Completed communications plan to expand speaker pool for table talks
  - Buddy Program
    - Continued to manage and support Employee Resource Groups (ERGs) council
  - Employee Resource Group (ERG) Council
    - Preparing for ERG Council Quarterly Meeting for April 11, 2024
  - Great Place to Work
    - Reviewed and prioritized annual initiatives

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- Gaming event scheduled for April 19, 2024
- ▶ General
  - Continued efforts to increase prioritization and capacity building to enable CalSAWS to sustain IDEA
  - Continued working with CalSAWS staff to create and present Inspiration Stations during monthly virtual CalSAWS Project All Staff Meetings
  - 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
3.1.2 CalSAWS Help Desk Metrics	• The current compliance for April Month to Date (MTD) is 98.8%

**3.1.1 Service Management Overview**

- ▶ Implemented CHG0046731 on March 29, 2024, to update Contact Center categories and the Additional Information field when reporting Contact Center issues

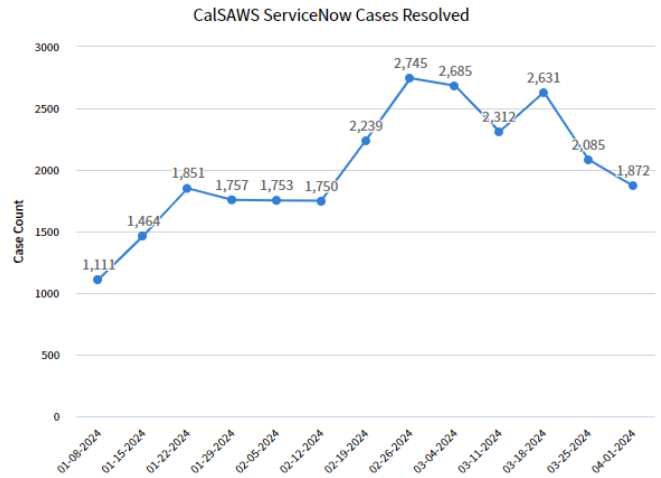
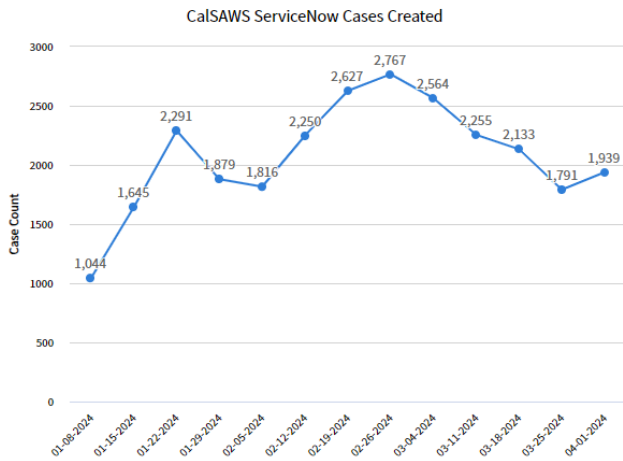
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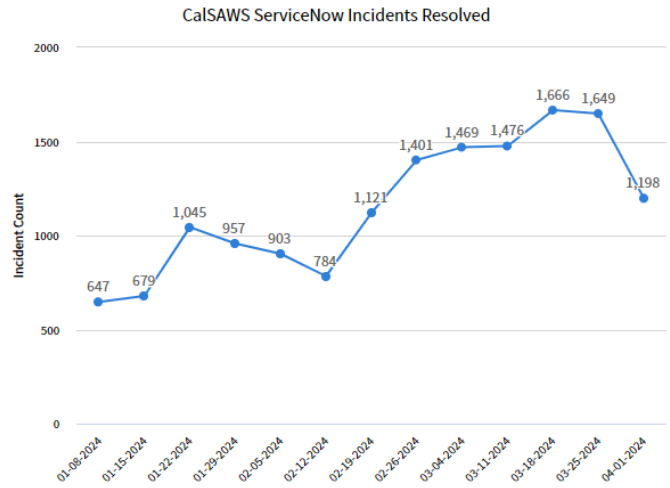
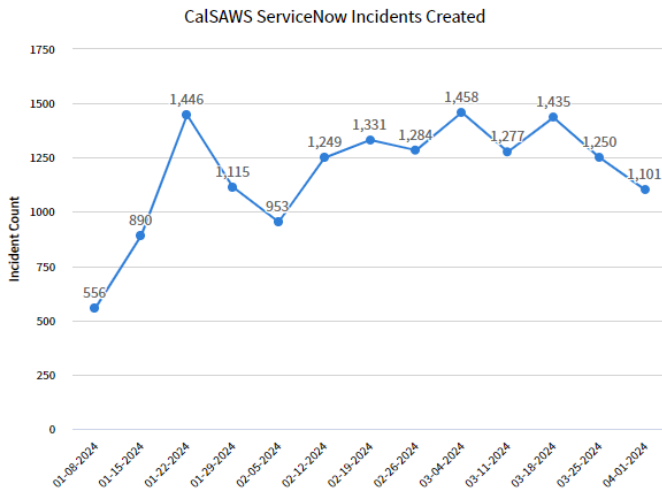
## 3.1.2 CalSAWS Help Desk Metrics

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

Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents



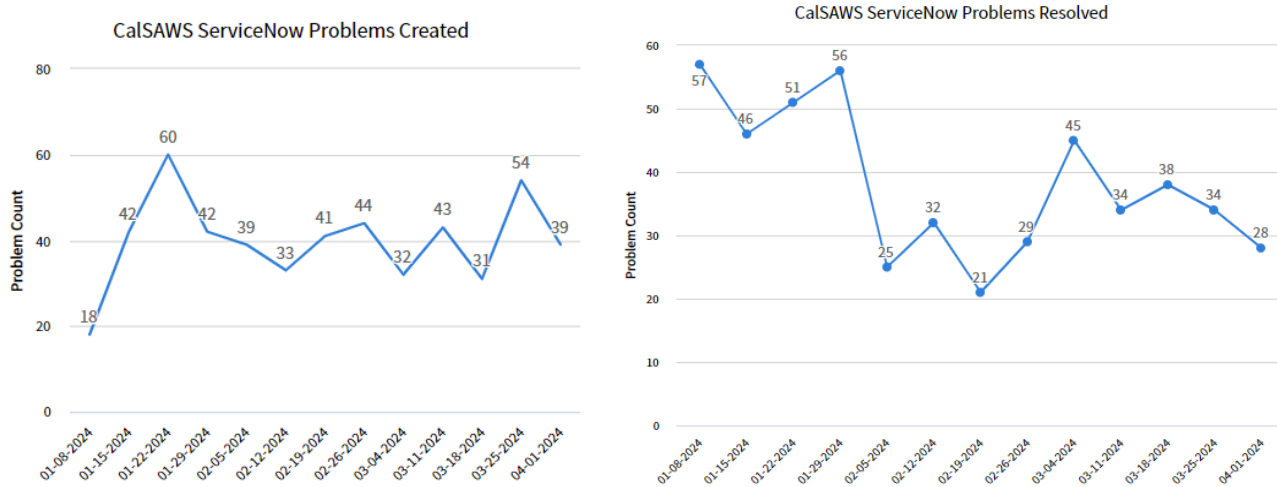
**Note:** The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week

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**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**

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	38	54	14	6	12	13	10	3	<b>150</b>
In progress	42	135	37	15	26	22	19	15	<b>311</b>
On hold	28	101	87	68	210	370	643	45	<b>1,552</b>
Resolved	67	359	566	953	707	184	186	27	<b>3,049</b>
Closed	6	1	3	28,151	63,241	13,280	8,598	2,607	<b>115,887</b>
Problem in Diagnosis	5	31	10	1	0	0	0	0	<b>47</b>
<b>Total</b>	<b>186</b>	<b>681</b>	<b>717</b>	<b>29,194</b>	<b>64,196</b>	<b>13,869</b>	<b>9,456</b>	<b>2,697</b>	<b>120,996</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

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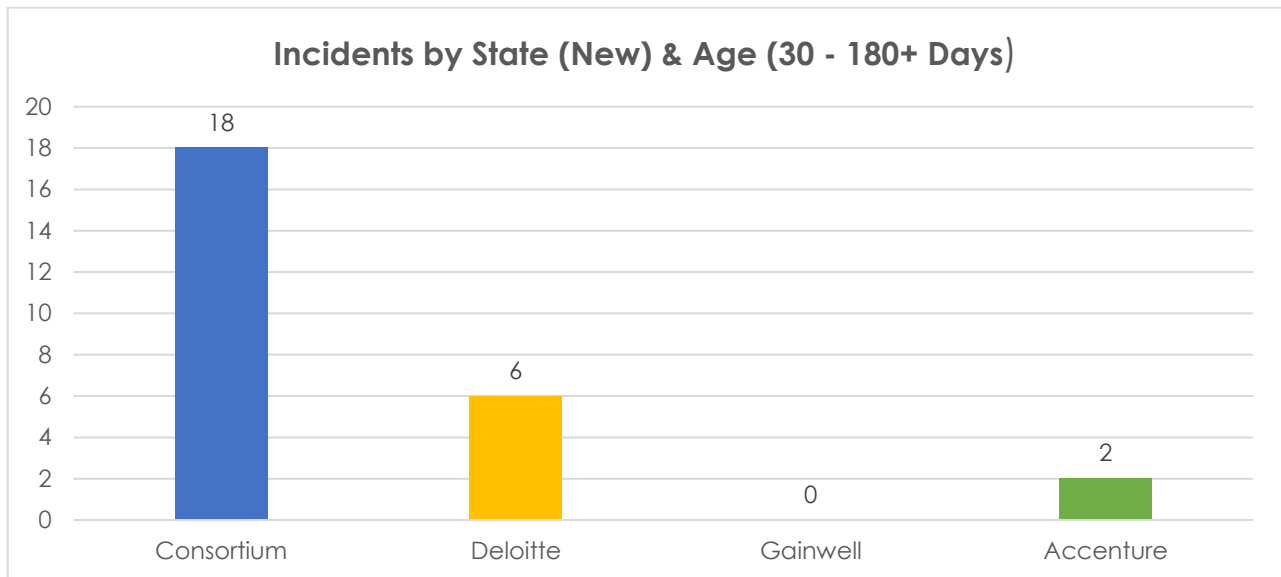
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information/action from an external partner (e.g., CalHEERS, Electronic Benefit Transfer (EBT vendor) to resolve issue

- ▶ 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)**

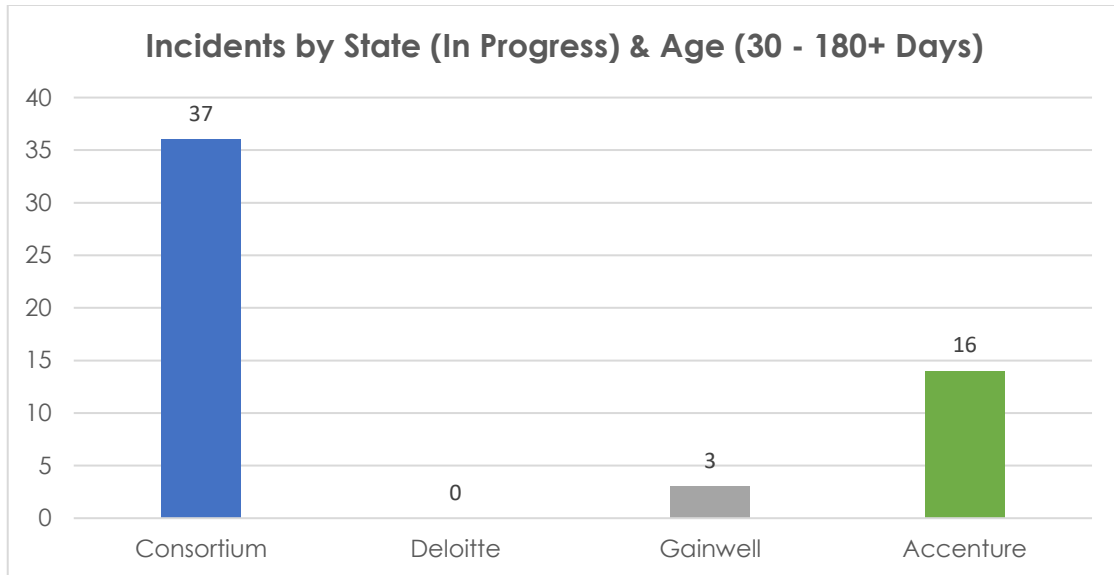


**Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category**

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	18	0	18
Deloitte	6	0	6
Gainwell	0	0	0
Accenture	2	0	2
<b>Total</b>	<b>26</b>	<b>0</b>	<b>26</b>



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

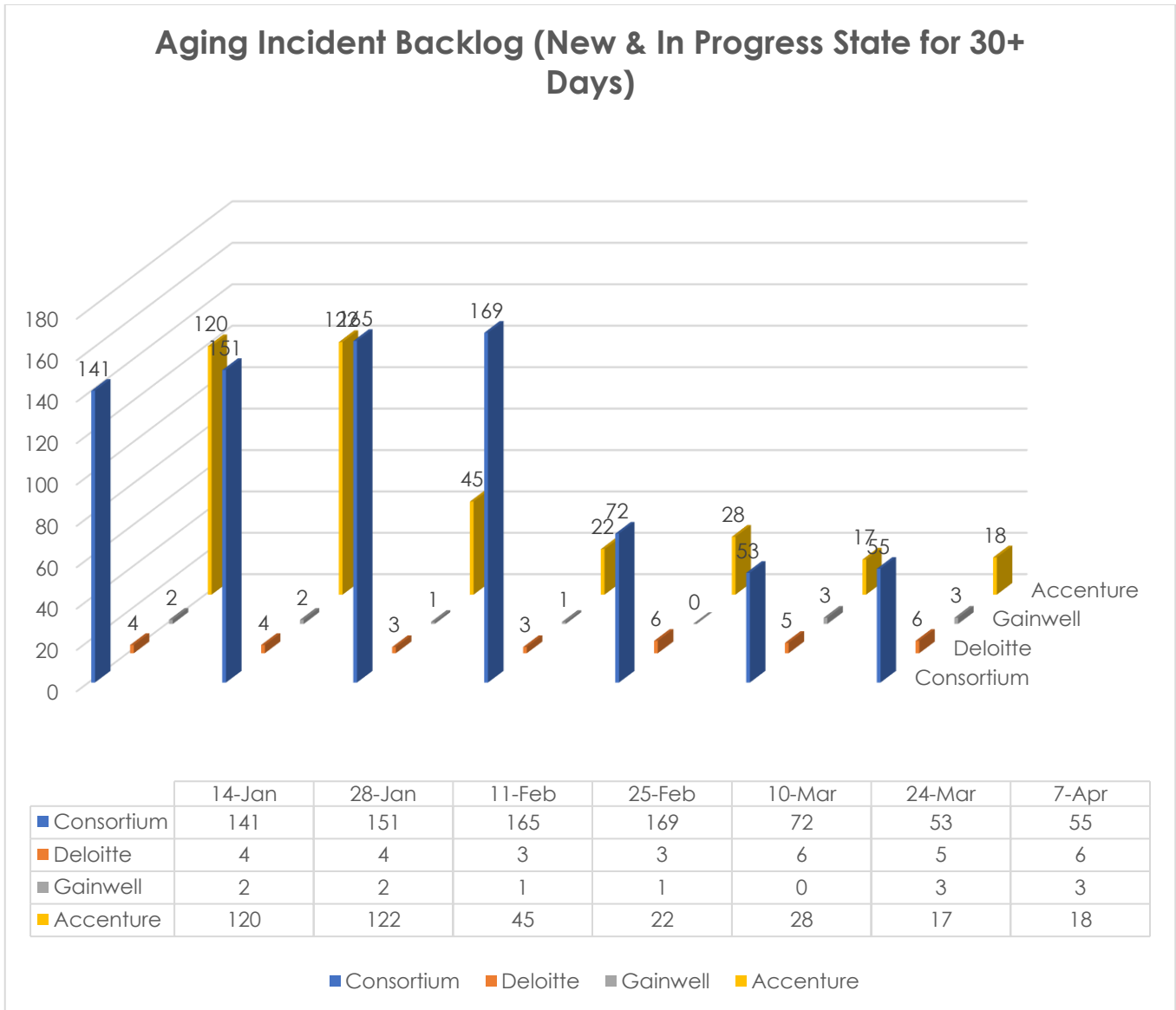


**Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In progress) and Category**

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	37	0	<b>37</b>
Deloitte	0	0	<b>0</b>
Gainwell	3	0	<b>3</b>
Accenture	9	7	<b>16</b>
<b>Total</b>	<b>49</b>	<b>7</b>	<b>56</b>

- ▶ Plan of Action for Aging Incidents
  - The Service Management and Consortium Helpdesk teams are working collectively with Project teams to burndown the backlog of aging incidents that are not linked to a Defect or Change Request. Weekly reports are sent with aging tickets to action along with ticket handling guidance. The chart below shows bi-weekly stats per vendor for incidents in a New or In Progress state with aging category of 30+ days

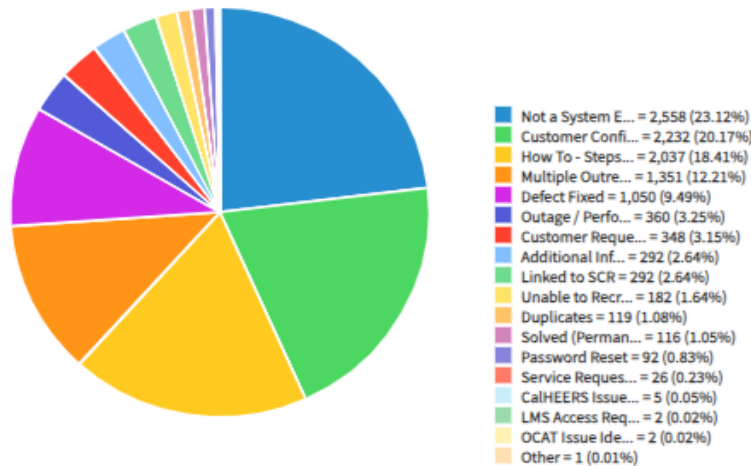
**Table - 3.1.2-12 – Aging Incident Backlog**



**Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code**

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

CalSAWS ServiceNow Incidents by Resolution Code

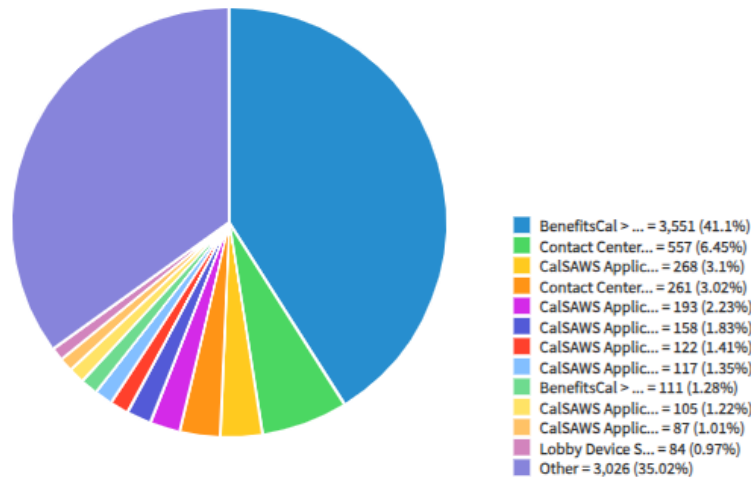


Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	2,558	23.12%
Customer Confirmed Issue is Resolved	2,232	20.17%
How To - Steps to Proceed Provided	2,037	18.41%
Multiple Outreach Attempts - No Response	1,351	12.21%
Defect Fixed	1,050	9.49%
Outage / Performance Degradation	360	3.25%
Customer Requested Closure	348	3.15%
Additional Information Needed	292	2.64%
Linked to SCR	292	2.64%
Unable to Recreate Issue	182	1.64%
Duplicates	119	1.08%
Solved (Permanently)	116	1.05%
Password Reset	92	0.83%
Service Request Created - With Request Number	26	0.23%
CalHEERS Issue Resolved	5	0.05%
LMS Access Request	2	0.02%
OCAT Issue Identified	2	0.02%
Other	1	0.01%
<b>Total</b>	<b>11,065</b>	<b>100%</b>

**Figure 3.1.2-14 – CalSAWS ServiceNow Incidents Created by Category**

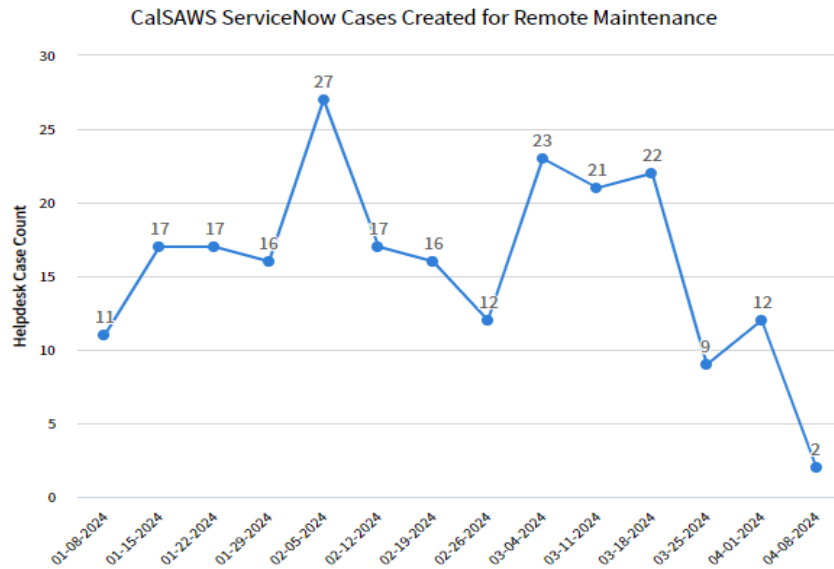
**Note:** The pie chart below represents Incidents by Category created within the past two months

CalSAWS Incidents by Category



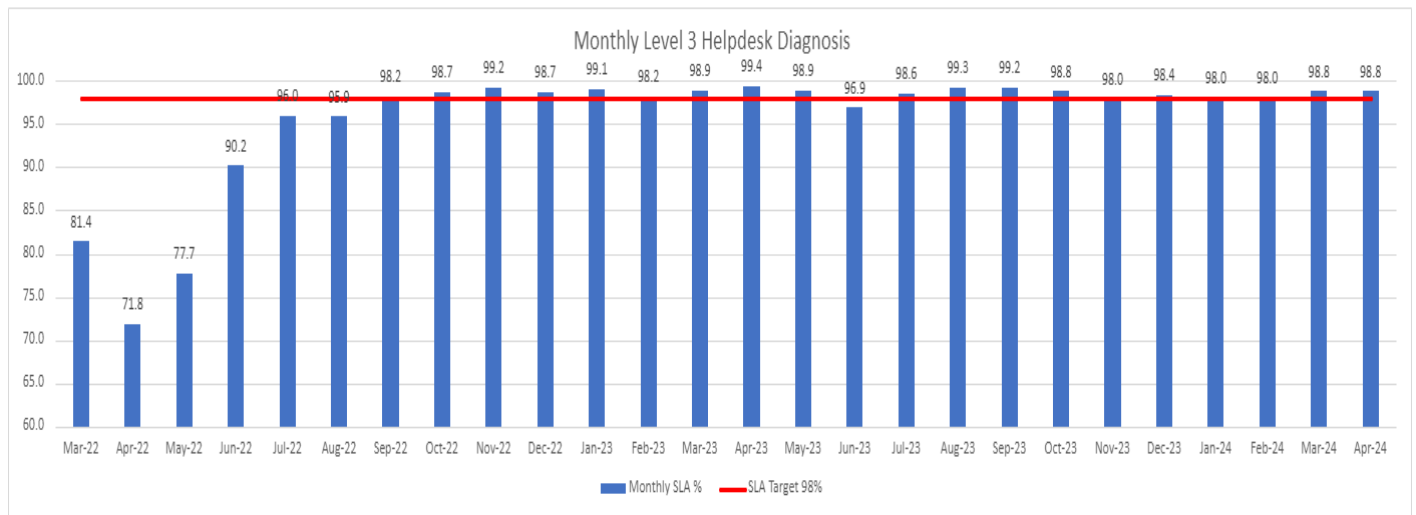
Category	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	3,551	41.1%
Contact Center > Default CCP	557	6.45%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	268	3.1%
Contact Center > Other	261	3.02%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	193	2.23%
CalSAWS Application/Related Systems > Production > Medical Eligibility Determination > EDBC Results	158	1.83%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	122	1.41%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	117	1.35%
BenefitsCal > System/Technical Issue	111	1.28%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	105	1.22%
CalSAWS Application/Related Systems > Production > Reports > Fiscal	87	1.01%
Lobby Device Support > Kiosk	84	0.97%
Other	3,026	35.02%
<b>Total</b>	<b>8,640</b>	<b>100%</b>

**Figure 3.1.2-15 – 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 April Month to Date (MTD) is 98.8%

**Figure 3.1.2-16 – CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance**



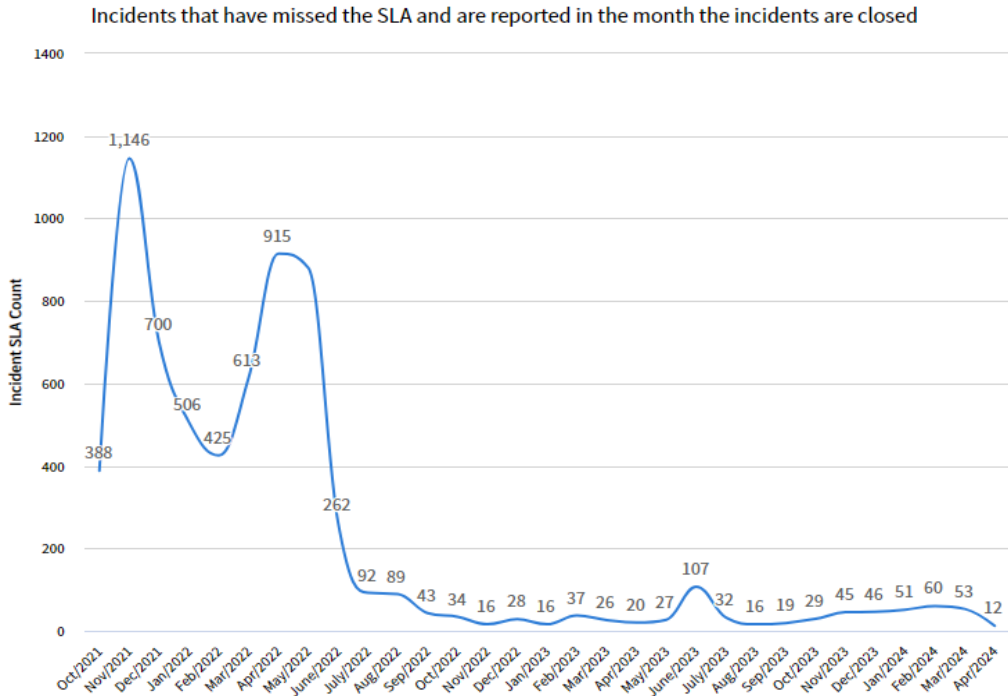
- ▶ The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Three (3) incidents missed the SLA in April Month to Date (MTD)

**Figure 3.1.2-17 – 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. Twelve (12) closed incidents missed the SLA in April Month to Date (MTD)

Figure 3.1.2-18 – 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

- ▶ Enhancing County Design Documentation
  - Ongoing County physical audits to capture rack layout and power distribution of devices per site
  - Starting new exercise to update internal documentation
- ▶ California Department of Technology firewall installation
  - Enabled the intrusion prevention system (IPS) at Goldcamp
  - Planned start of firewall installation at Vacaville site
- ▶ Site redundancy build

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- Completed core redundancy build across 15 additional sites to improve resiliency and reduce user disruptions
- Installing secondary core devices at the sites to make the site fully redundant
- Additional sites are being discussed with the Counties to align Technical Point of Contact (TPOC) on time and resources
- ▶ Circuit Upgradation for County sites
  - Site survey was started for the sites with higher link utilization identified on the annual circuit capacity planning assessment
  - Total number of sites – 36
- ▶ Cisco Identity Services Engine (ISE)
  - Virtual Cisco Identity Services Engine (ISE) in Amazon Web Services (AWS)
  - Working on the standardization of Identity Services Engine (ISE)
  - Next step: Integrate with Virtual Private Network (VPN) to tighten posture check
- ▶ Advanced Planning Document Update (IAPDU) Assessments
  - Initiated deeper planning of upcoming Implementation Advanced Planning Document Update (IAPDU) projects
- ▶ Endpoint Detection and Response (EDR) and Apex Enablement (SCR)
  - New Endpoint Detection and Response (EDR) and Apex enablement for 15 Counties
- ▶ County Site Migrations (County Purchase Orders)
  - Humboldt County – Site move, and Customer Service Center (CSC) network model change to Point of Presence (PoP)
    - Procurement team placed order for the hardware and software
  - Kern County – New Site
    - County Purchase documentation approved by County; County is working on obtaining Advance Planning Document (“APD”) approval in order to proceed
    - County will work on installation of wireless access points (“APs”) once Facilitated Access Control Tablet (“FACT”) 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 Point of Presence (PoP)
    - County Purchase documentation with the County for approval
  - San Joaquin County – Network model change from Managed to Point of Presence (PoP)
    - Continued developing County Purchase documentation



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

Scheduled Date	Activity Description
April 8, 2024	Decommission UiPath Cloud Lambdas/Secrets in Production
April 8 – 9, 2024	Update System Center Configuration Manager (SCCM) to 2309
April 10, 2024	TPX 20M Circuit Upgrade at 26002 (1290 Tavern Rd Mammoth Lakes)
April 10, 2024	TPX 20M Frontier upgrade at 33333 (1225 W Hobsonway, Blythe, CA 92225)
April 11, 2024	Establish redundancy for Riverside County 33023
April 11, 2024	AppStream: Update to image "CalSAWSFleet01" (Planned Change)
April 11, 2024	Upgrade Contact Center Tools Account Lambda Runtime – Production (Planned Change)
April 12, 2024	TPX 200M Frontier upgrade at 56001 (800 S Victoria Ave, Ventura 93009)
April 14, 2024	Disaster Recovery (DR) test on April 14, 2024
April 16 – 17, 2024	Upgrade Operating System (OS) on Goldcamp Firewalls (Planned Change)
April 18, 2024	Establish redundancy for Riverside County 33080
April 25 – 26, 2024	California Department of Technology (CDT) (Vacaville) Firewall and Switch Activation (Planned Change)
April 28, 2024	Patch Aurora MySQL 3.03.1 to Aurora MySQL 3.04.1 - coreapp-production (Planned Change)
April 28, 2024	Patch Aurora MySQL 3.03.1 to Aurora MySQL 3.04.1 - analytics-production-sandiego

**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 2024 due to Releases and planned maintenance windows. The calendar is available on the CalSAWS Web Portal under the following path including additional details on legends used:
  - Resources\Calendar\CalSAWS Production Planned Outages Calendar\2024 folder

**CalSAWS – California Statewide Automated Welfare System**

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

CalSAWS and BenefitsCal Production Planned Maintenance															
Legend															
Unavailable															
Reduced Availability															
Available															
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
Production Maintenance	04/14/24	6:00 AM	04/14/24	10:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Available	Available	Available	CIT 0051-24	4/4/2024
					Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Broadcast Email	4/5/2024	
CalSAWS Adhoc Reporting Database Maintenance	04/14/24	6:00 AM	04/14/24	10:00 PM	Available	Available	Available	Available	Reduced Availability	Available	Available	Available	Available	Broadcast Email	4/5/2024
BenefitsCal Release 24.04.25	04/25/24	8:00 PM	04/25/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBA
ForgeRock Maintenance	04/26/24	10:00 PM	04/27/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Available	Unavailable	Available	CIT	TBA
					Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Broadcast Email	TBA		
CalSAWS Adhoc Reporting Database Maintenance	04/28/24	12:00 PM	04/28/24	4:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Broadcast Email	TBA
Production Maintenance	04/28/24	4:00 PM	04/28/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Available	Available	Available	CIT	TBA
					Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Broadcast Email	TBA		
CalSAWS Adhoc Reporting Database Maintenance	05/12/24	12:00 PM	05/12/24	4:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Broadcast Email	TBA
Production Maintenance	05/12/24	4:00 PM	05/12/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Available	Available	Available	CIT	TBA
					Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Broadcast Email	TBA		
CalSAWS Release 24.05	05/19/24	6:00 AM	05/19/24	3:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	CIT	
					Unavailable	Reduced Availability	Unavailable	Available	Available	Available	Available	Broadcast Email			
ForgeRock Maintenance	05/24/24	10:00 PM	05/25/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Available	Unavailable	Available	CIT	
					Unavailable	Reduced Availability	Unavailable	Available	Available	Available	Broadcast Email				
BenefitsCal Release 24.05.30	05/30/24	8:00 PM	05/30/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
Production Maintenance	06/02/24	8:00 AM	06/02/24	2:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Available	Available	Available	CIT	
					Unavailable	Reduced Availability	Unavailable	Available	Available	Available	Broadcast Email				
BenefitsCal Release 24.06.27	06/27/24	8:00 PM	06/27/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
ForgeRock Maintenance	06/28/24	10:00 PM	06/29/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Available	Unavailable	Available	CIT	
					Unavailable	Reduced Availability	Unavailable	Available	Available	Available	Broadcast Email				
Production Maintenance	06/30/24	4:00 PM	06/30/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	CIT	
					Unavailable	Reduced Availability	Unavailable	Available	Available	Available	Broadcast Email				

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CalSAWS and BenefitsCal Production Planned Maintenance															
Legend															
Unavailable															
Reduced Availability															
Available															
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
Production Maintenance	07/14/24	4:00 PM	07/14/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	3:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
ForgeRock Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Unavailable	Available	CIT	
														Broadcast Email	
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
ForgeRock Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Unavailable	Available	CIT	
														Broadcast Email	
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	3:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM	Available	Reduced Availability	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Unavailable	Available	CIT	
														Broadcast Email	
Production Maintenance	09/29/24	4:00 PM	09/29/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Available	Available	CIT	
														Broadcast Email	
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Reduced Availability	Unavailable	Available	CIT	
														Broadcast Email	

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CalSAWS and BenefitsCal Production Planned Maintenance															
Legend															
Unavailable															
Reduced Availability															
Available															
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	3:00 PM	Unavailable	Available	Unavailable	Unavailable	Available	Available	Available	Available	Available	CIT	
														Broadcast Email	
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM	Unavailable	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available	Unavailable	Available	CIT	
														Broadcast Email	
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM	Unavailable	Available	Unavailable	Unavailable	Available	Available	Available	Available	Available	CIT	
														Broadcast Email	
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM	Unavailable	Available	Unavailable	Unavailable	Unavailable	Available	Available	Available	Available	CIT	
														Broadcast Email	
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	3:00 PM	Unavailable	Available	Unavailable	Unavailable	Available	Available	Available	Available	Available	CIT	
														Broadcast Email	
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	

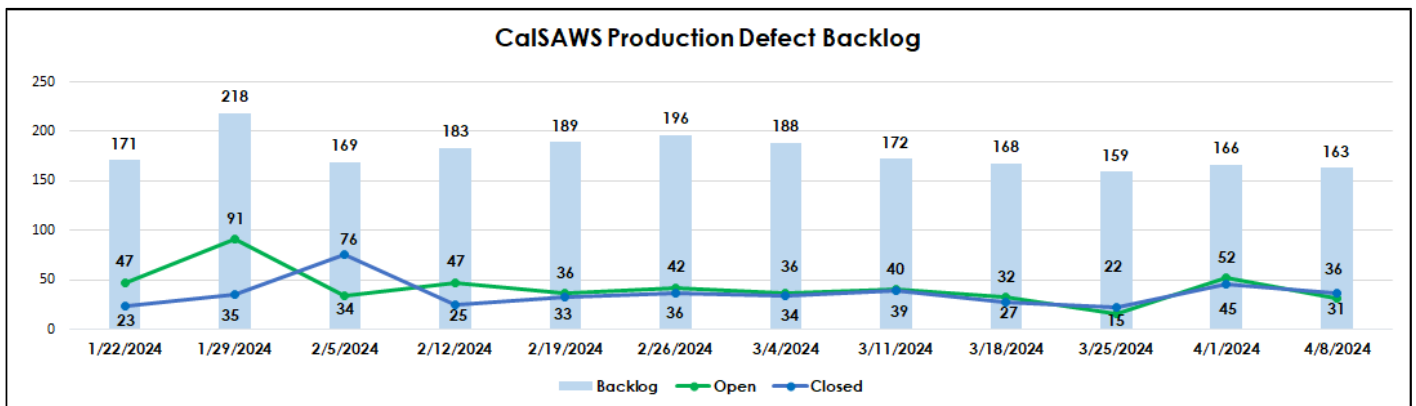
**Notes:**

- 1. The above table contains the known planned dates and timing is subject to change
- 2. Additional maintenance windows may be added to address emergent events

**3.3 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 (24.01, 24.02, 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				
Severity	24.03	24.05	24.06	TBD	Grand Total
<b>2-Normal/Medium</b>	<b>28</b>	<b>11</b>	<b>0</b>	<b>2</b>	<b>41</b>
New	0	0	0	2	2
In Progress	2	7	0	0	9
Closed	26	4	0	0	30
<b>3-Normal/Low</b>	<b>119</b>	<b>65</b>	<b>2</b>	<b>48</b>	<b>234</b>
New	11	7	0	31	49
In Progress	32	51	2	17	102
Closed	76	7	0	0	83
<b>4-Cosmetic</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>7</b>
New	0	0	0	2	2
Closed	5	0	0	0	5
<b>Grand Total</b>	<b>152</b>	<b>76</b>	<b>2</b>	<b>52</b>	<b>282</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 24.05 Communications:
  - See table 3.4.1-1 CalSAWS Release 24.05 Communication Activities for details

**Table 3.4.1-1 – CalSAWS Release 24.05 Communication Activities**

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	April 8, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	April 22, 2024	Production Operations
Webcast on CalSAWS Release 24.05	May 6, 2024	Production Operations / Consortium Policy and Design

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TASK	DATE (S)	OWNER
Send draft Release Notes file to select County Staff and Consortium for final review	May 7, 2024	Production Operations
Send summary of changes in CalSAWS Release 24.05 in CalSAWS Health Report	May 13, 2024	Production Operations
24.05 CalSAWS Application Development and Training Release Notes Broadcast	May 14, 2024	Production Operations
CalSAWS Release 24.05 Greenlight Meeting	May 15, 2024	Release Management/Quality Assurance
CalSAWS 24.05 Post-Release Checkpoint Call	May 20 – 22, 2024, 4:00 p.m. to 4:30 p.m.	Production Operations

**3.4.2 Root Cause Analysis (RCA)**

- ▶ Root Cause Analysis (RCA) – 304 – Sacramento County Intermittent eCCP Access Issue – PRB0048528
  - On February 16, 2024, the Project team received incidents from Sacramento County as Users were experiencing eCCP access issue. During the investigation, the Contact Center team identified that after re-attempting login or refreshing the browser, Users were able to login to eCCP. The team continued investigating the root cause of the issue. Sacramento County escalated the issue to the Project team on Thursday, February 22, 2024, as the issue was impacting large number of Users. A bridge call was initiated with Sacramento County and the Contact Center team was engaged to troubleshoot the issue. A broadcast was sent to Sacramento County, including instructions to Users to clear the cache, restart the browser, and reattempt login to eCCP until the issue is resolved. The Contact Center team identified a few potential solutions and tested them on Friday, February 23, 2024, however, no significant improvement was observed. The Contact Center team engaged Amazon Web Services (AWS) to further investigate the issue and continued troubleshooting over the weekend. On Sunday, February 25, 2024, the Contact Center team identified that the lambda processing had exceeded a hard limit (unconfigurable) connection limit for handling open/idle connections with Application Processing Interface (API) calls and confirmed with Amazon Web Services (AWS) as the potential cause of the issue. Defect CA-274625 was created to track the fix for the issue and was targeted for implementation on Tuesday, February 27, 2024. The fix was implemented in a non-Production environment and successfully tested. Fix for the issue was deployed on February 27, 2024, evening, and the Project team confirmed the issue resolution with Sacramento County the next day. Sacramento County Users were no longer experiencing intermittent login issues.
- ▶ Root Cause Analysis (RCA) – 305 – CalSAWS Reporting Application Outage – PRB0048597
  - The CalSAWS reporting application, Qlik Sense, experienced an outage on March 4, 2024, from 3:55 p.m. to 2:03 AM March 5, 2024. Users accessing CalSAWS dashboards and On Request reports were affected and were unable to use the

Qlik Sense environment in Production. The analytics portion of batch which relies on Qlik services was also delayed by this outage and began at approximately 2:10 a.m. The Qlik sense test node was the target of initial attempts to restore the environment without affecting Production until a root cause and restoration method was confirmed. Initial attempts to restore the environment included restarting the affected repository services, restarting the EC2s, and reinstallation of the affected postgres repository to attempt to repair the services. None of the above steps restored the environment, so the decision was made to restore the affected node from the most recent known good state Elastic Block Store (EBS) backup while continuing to investigate and troubleshoot potential causes. The initial restoration of the test environment from backup failed when the EC2 was unable to properly identify with the domain. The Technical team and Amazon Web Services (AWS) support were able to resolve the domain join issue and restore the node successfully. Services were restored and the test environment was fully functional. The same procedure was followed for the Production repository node and passed initial smoke tests. The root cause of the issue was due to the installation of a C++ redistributable that is required as part of the installation of the System Center Configuration Manager (SCCM) client. This software was not identified as being required as part of the SCCM client installation. When the SCCM client installation initiated, it attempted to update the C++ redistributable to the minimum required version needed by the SCCM client. While the update was success per the logs, the installation appeared to have caused the postgres service to not startup.

- ▶ Root Cause Analysis (RCA) – 306 – Contact Center Administration Page issue – PRB0048640
  - On March 12, 2024, some Counties were experiencing an issue when performing roll-on or update on eCCP administration page. A troubleshooting call was initiated, and the Contact Center team identified that the issue occurred due to Defect CA-271545 that was delivered to Production on 24.03.07 to address an issue with the routing profiles not being alphabetized for the Counties. The Contact Center team confirmed that there was a data related issue that caused the page to not load properly for some Counties. Counties Impacted: Humboldt, Los Angeles, Orange, Placer, Sacramento, San Bernardino, San Luis Obispo, Shasta. Remaining 24 Contact Center Counties were not impacted by this issue. In the interim, Counties could request agent roll-on or updates from the CalSAWS Project by submitting a ServiceNow ticket (RITM). The Project team completed requested roll-on and updates by the end of each day on March 12, 2024. Defect CA-275293 was created to resolve the issue. The Contact Center team performed a rollback of the change (CA-271545) using CA-275293 and confirmed the issue resolution on March 12, 2024, at 9:00 p.m.
- ▶ Root Cause Analysis (RCA) – 308 – Kern County CalSAWS Access Issue – PRB0048712
  - On March 22, 2024, the Project team received incidents from Kern County Users at 3041 Bakersfield site as Users were unable to access CalSAWS and associated systems. The Contact Center Interactive Voice Response (CC-IVR) proxy was scheduled for decommissioning as it was only supposed to be used with Custom Call Control Panel (CCP). All Counties now use the Enhanced Call Control Panel (eCCP). A CalSAWS Information Transmittal (CIT) notification went out to all

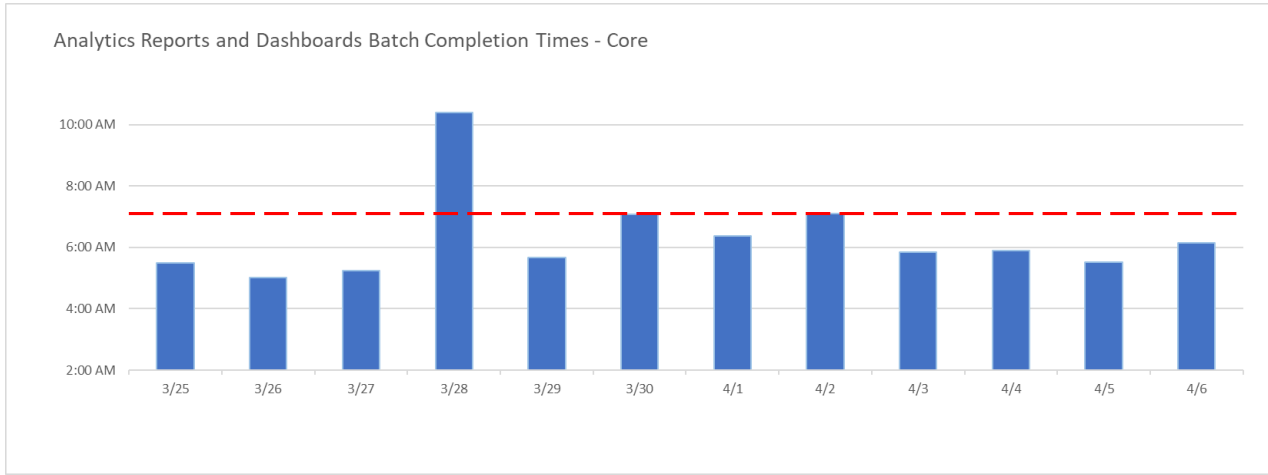
Counties two weeks prior to the approved change, alerting the Counties of this decommission. After decommissioning, users at Kern County reported issues connecting to the internet. The change did not negatively impact other Counties. It was discovered that the CC-IVR proxy endpoint at Kern County had been taken and incorporated into browser configurations, being utilized in numerous flows beyond just the decommissioned Custom CCP. The Network team is working with the County to make sure those configurations are removed before attempting another decommission. Change CHG0046569 was rolled back to restore services. The original change will be rescheduled after coordination with the Counties.

### **3.4.3 Batch Operations**

- ▶ Continued activities for the BIC Scheduler upgrade, currently planned for implementation in May 2024. Completed execution of steps to upgrade the scheduler to the newer version in non-Production environment to start post-upgrade batch test cycles
- ▶ Supported execution of batch scheduler change requests (BSCRs) for the 24.03 Release
- ▶ Implemented All County Letters (ACL) 23-80 - Increase Able-Bodied Adults Without Dependents (ABAWD) Age Limit and Add Exemptions for Homeless, Veterans, and Individuals in Foster Care for 2.7 million cases
- ▶ Implemented Address Normalization for the CalWIN counties to update the County Code, Longitude and Latitude information for 7.5 million cases
- ▶ Completed payroll runs for the month of March 2024
- ▶ 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.**

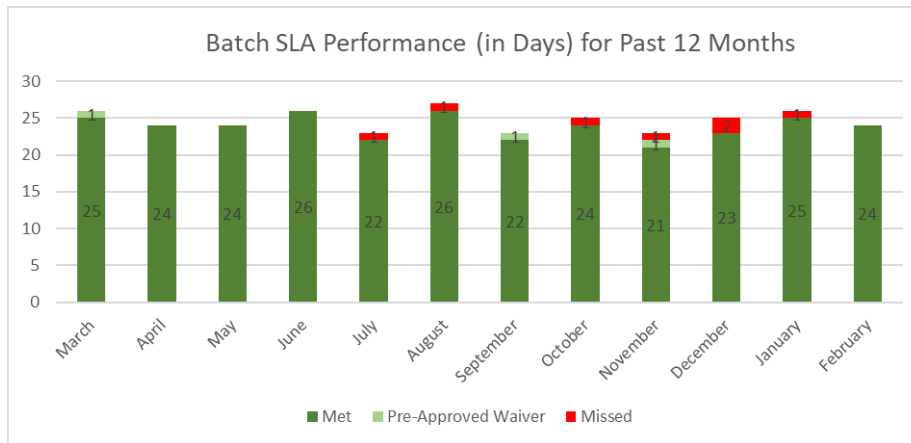
Batch Date	Issue	Communication	Status	Resolution
March 28, 2024	Two analytics dashboards completed late due to a Relation Database Service (RDS) restart. Teams continue to work with AWS on identifying cause of RDS slowness.	Jobs completed before planned communication	Completed	Jobs completed

### 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

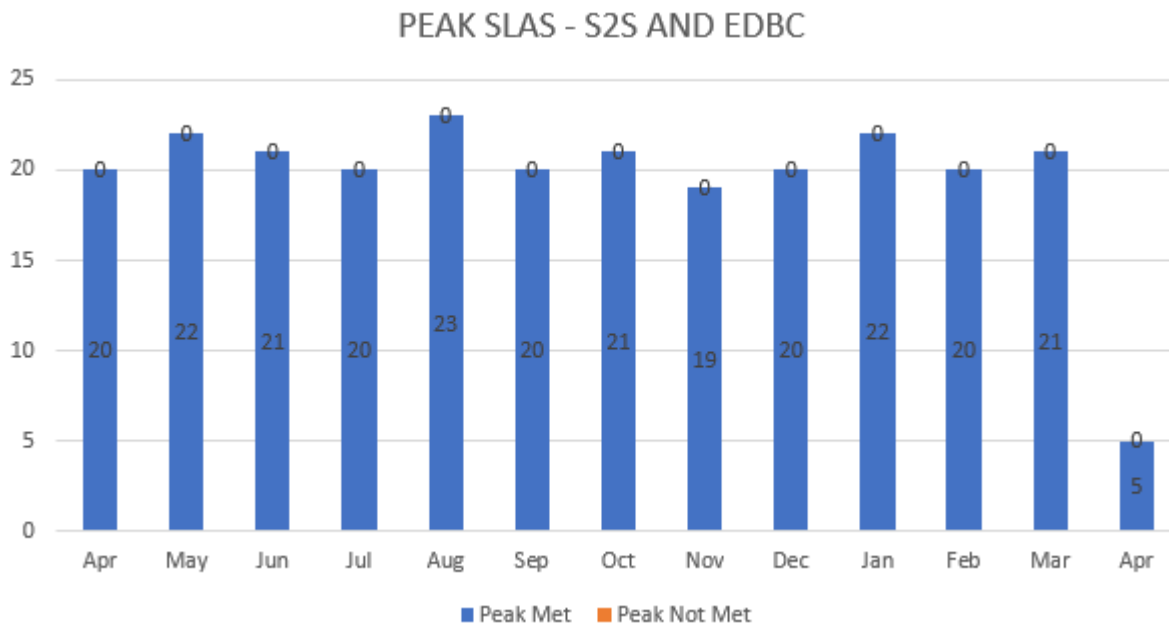
▶ ForgeRock

- None for the reporting period

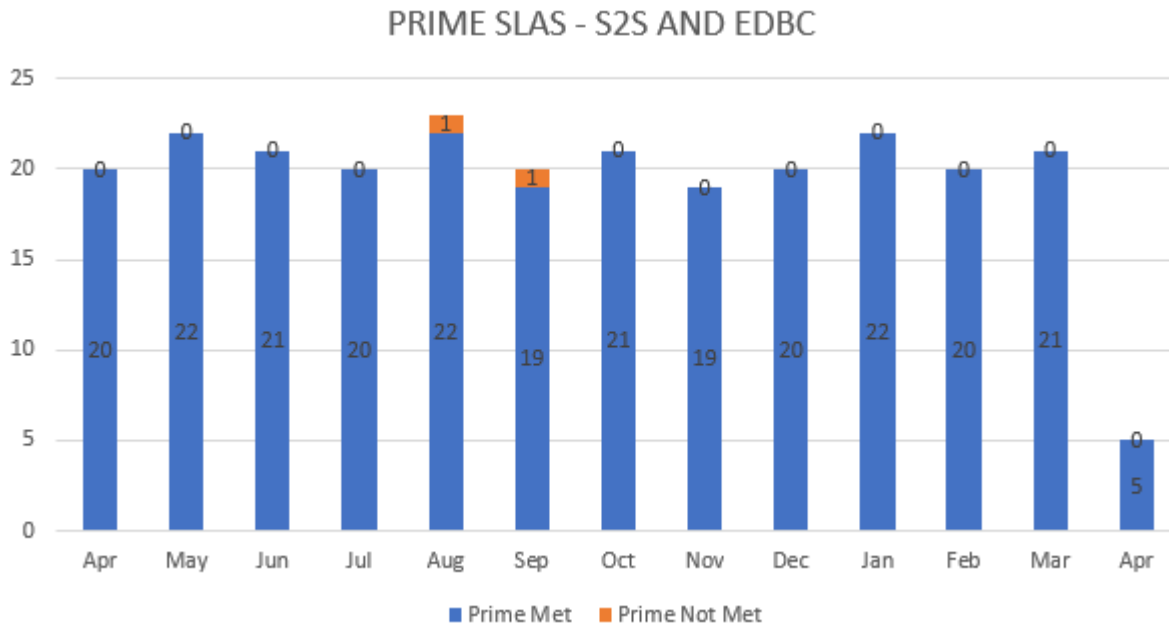
▶ Core Online

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

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



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



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**3.5 ForgeRock**

- ▶ Presented the Multi Factor Authentication (MFA) Login Journey to Accenture Security (April 2, 2024) - Feedback will be incorporated into the Design
- ▶ ForgeRock team has participated in the second DR dry run-on April 3, 2024, as ForgeRock on call support for the bridge call
- ▶ ForgeRock received approvals by security for Jenkins Servers to move from AL1 to AL2 - Further testing in Assembly Test and Development this week. ForgeRock created Change Requests for the next FinOps Meeting on April 9, 2024
- ▶ ForgeRock received expedited start build funding approval from Consortium Leadership for CA-275932 Access Management Security Advisory #202401 Patch and Activities on April 2, 2024
- ▶ ForgeRock working on staffing and status update templates for Identity - Password Authentication (CA-275491) and Identity Proofing - ForgeRock Integration Only (CA-275492)
- ▶ ForgeRock pending Consortium approval to begin March User Access Review. February User Access Review is still under review by Consortium HelpDesk
- ▶ ForgeRock released the latest minor version 7.5 - ForgeRock will be reviewing the changes to implement for the Evolution Architecture
- ▶ ForgeRock working on the structure and design for the design document that will lay out the steps for the development of the ForgeRock Evolution Architecture
- ▶ ForgeRock deployed log groups and subscription filters for the Cloud Watch agent to Assembly Test (AT) on April 4, 2024, and Development on April 5, 2024, to associate the log groups with a firehose. The cloud watch agent will deploy in the next Production Build on April 26, 2024.
- ▶ Sanjay from the ForgeRock team is working on gathering all requirements for Reauthentication of Multi-Factor Authentication with Technical Architecture to ensure all design requirements are captured prior to getting review

**Table 3.5-1 – ForgeRock Milestones**

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Automate Delegated Administration process workflow - ForgeRock and Service Now - Design	Release When Ready	In progress
Implement Multi-Factor Authentication delivery choice at Login Journey - Design and Proof of Concept (POC) Only	April 19, 2024	In progress – Reviewed with Consortium. Further updates are needed
ForgeRock-ServiceNow integration	April 26, 2024	In progress
Platform Architecture Enhancements - Design	July 2024	In progress
Identity Management, Directory Services, and Access Management Upgrade to 7.3	July 2024	In progress

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### 3.6 Innovation Lab

- ▶ Worker-Facing Virtual Assistant (VA)
  - Release 18 - target to deploy on March 28, 2024
    - Successfully deployed 22 new Use Cases and 1 new sub-menu
  - Release 19 - target to deploy on April 25, 2024
    - Design is complete
    - System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
    - Testing is in progress
- ▶ Voice Bots (Welcome/Authentication Bots)
  - Successfully went live with the third release of Welcome and Authentication Bot prompt and timeout enhancements [Sutter, Marin, San Mateo, Santa Barbara, Santa Cruz, Tulare, Ventura, Yolo, Santa Clara, Butte, Sacramento, and San Luis Obispo Counties] on March 29, 2024
  - The fourth release of the Authentication Bot prompt and timeout enhancements consists of Alameda, Fresno, Humboldt, Kern, Kings, Los Angeles, Monterey, Riverside, San Diego, San Francisco, Sonoma, Stanislaus, and Yuba Counties
    - Testing is complete. Go-live is scheduled for April 12, 2024
  - System Change Request (SCR) CA-275382 - Statewide Welcome Bot Enhancement - Card Intent
    - Development was completed on April 4, 2024
    - System testing is in progress
- ▶ Electronic Benefit Transfer (EBT) Card Replacement - Robotic Process Automation (RPA)
  - Sprint 5 county testing has been completed (San Francisco, Fresno, Sonoma, and Alameda Counties) as of April 2, 2024
    - Go live is scheduled for April 12, 2024
  - Sprint 6 [Sacramento, Humboldt, San Luis Obispo, Marin, and Butte Counties] county kick off sessions are in progress
  - Received approval on the Change Request (CR) to add an additional permission to remove one final resource for the non-production lambdas that connect to the UiPath instance of Los Angeles County on April 3, 2024
    - Completed implementation on April 4, 2024
  - Submitted a CR to decommission the production lambdas that connect to the UiPath instance of Los Angeles County on March 28, 2024, and received approval on April 3, 2024
    - Implementation is scheduled for April 8, 2024

### 3.7 Imaging

- ▶ Completed Defects
  - CA-274236 - CV 24.03-SCR CA-253426-1 MR Unable to pull the images for the 2259 form
  - CA-274134 - CV 24.03-SCR CA-260913-1- LW – cannot access Hyland
  - CA-274527 - CV 24.03-SCR CA-241995-2&5-LC New Form Names are not found in Hyland for Indexing

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- o CA-274844 - External Agency - Imaging Reports - Documents may be counted for next day if report runs late
- o CA-275105 - External Agency - Notes Field
- ▶ Completed System Change Requests (SCRs)
  - o No updates for the reporting period

**3.8 Customer Service Center (CSC)**

**Table 3.8-1 – Contact Center Enhancements**

ENHANCEMENTS	PRODUCTION DEPLOYMENT DATE	STATUS
CSC Closing Prompt	April 11, 2024	Test Complete
Upgrade eGain Analytics to R21	April 11, 2024	System Test
Phase 9 - San Bernardino - Inbound IVR: Set the Max Attempts for Authentication to 1	April 24, 2024	Approved
Remove Transcription from Telephonic Signature - Back End	April 25, 2024	System Test
Update Telephonic Signature for the eCCP to send full audio	April 25, 2024	System Test
Phase 10 - Non-CSC - Inbound IVR: Set the Max Attempts for Authentication to 1	May 9, 2024	Approved
DDID 2268 FDS CSC: Display the CalSAWS Contact Center IVR Caller ID for outbound calls (CA-239498) (Requirements are pending updates and Consortium approval)	TBD	Approved

**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
  - o No updates for the reporting period
- ▶ Contra Costa County
  - o No updates for the reporting period
- ▶ Marin County
  - o No updates for the reporting period
- ▶ Monterey County
  - o No updates for the reporting period
- ▶ Napa County
  - o No updates for the reporting period
- ▶ San Benito County
  - o No updates for the reporting period
- ▶ San Francisco County
  - o No updates for the reporting period

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- ▶ San Mateo County
  - No updates for the reporting period
- ▶ Santa Clara County
  - County Purchase SC-02-2023 (three kiosks, three tablets)
    - Working with County on milestones, County ordering tablet printers. County will reach out to Lobby team once printers are received
- ▶ Santa Cruz County
  - Tablets have been configured and are ready to go into Production
  - County performing reception log training in preparation to move to CalSAWS Reception Log
  - County working on milestones
- ▶ Solano County
  - No updates for the reporting period
- ▶ Sonoma County
  - No updates for the reporting period

### 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
  - No updates for the reporting period
- ▶ Mono County
  - No updates for the reporting period
- ▶ Nevada County
  - Kiosk go-live successfully completed on March 11, 2024. County removed devices from Production to work on imaging rules. Will contact Lobby team once completed
- ▶ Placer County
  - No updates for the reporting period
- ▶ 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
- ▶ Yuba County
  - Tablets are fully functional and are being used in Production

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### 3.9.3 Region 3 Counties

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

- ▶ Lassen County
  - Kiosk delivered on January 8, 2024
  - County completing physical installation and flows
- ▶ Siskiyou County
  - Kiosk delivered on January 30, 2024
  - Kiosk has been confirmed fully functional
  - County working on milestones for go-live
- ▶ Tehama County
  - Kiosk delivered on January 11, 2024
  - County working on milestones for go-live

### 3.9.4 Region 4 Counties

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

- ▶ Fresno County
  - All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS Reception Log and kiosks
  - County reports that CalSAWS reconfiguration effort is in testing phase
  - County continues to work on networking requirements
- ▶ Kern County
  - County Purchase KR-02-2023
    - Working with County to complete tablet testing
    - Working with the County on milestones for kiosk go-live
- ▶ Mariposa County
  - All devices have been successfully deployed and are in Production
  - Working with the County to wrap up final details
- ▶ San Joaquin County
  - No updates for the reporting period
- ▶ San Luis Obispo County
  - No updates for the reporting period
- ▶ Tulare County
  - Tablets have been deployed successfully
  - County Purchase TL-02-2023
    - County Purchase documentation with the County for approval for kiosk purchase

### 3.9.5 Region 5 Counties

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

- ▶ Orange County
  - No updates for the reporting period



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- ▶ San Bernardino County
  - No updates for the reporting period
- ▶ Ventura County
  - No updates for the reporting period

### 3.9.6 Region 6 County

- ▶ Los Angeles County
  - County has begun order process for pilot office kiosk and tablet deployment

## 3.10 Additional Projects

### 3.10.1 California Department of Social Services (CDSS) Report Support

- ▶ CDSS Glossary:
  - SIRFRA - SAWS Information Request for Research and Analysis
  - FC – Foster Care
  - AAP – Adoption Assistance Program
  - ABAWD – Abled Bodied Adults Without Dependents
  - CIDR – CDSS Internal Data Request
  - CFAP – California Food Assistance Program
  - ESAP – Elderly Simplified Application Process
- ▶ Completed Work:
  - SIRFRA 3966 - CalFresh Minimum Wage Caseload
  - SIRFRA 3958 - Childcare Stage One Data
  - Revised: CIDR 9006 - Summer EBT Phone Number Breakout
  - SIRFRA 3971 - Expectant Parent Payment (EPP) Data
  - CIDR 9011 - Stage One Childcare Data: Time Basis of Care, Calendar Year 2023
  - CIDR 9012 - Duration of Families in CalWORKs Stage One Childcare
- ▶ Continued Work:
  - Re-running CalFresh Client Snapshot data request for 2019 to 2023
  - SIRFRA 3969 - CalWORKs Home Visiting Program (HVP)
  - SIRFRA 3972 - CalFresh Excluded Members
- ▶ Started Work:
  - Public Records Act for CalFresh Applications
  - CIDR 9013 - ESAP Case and Procedural Error Rates (CAPER) Cases

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

- ▶ DHCS Glossary
  - PHE – Public Health Emergency
  - CCU – Continuing Care Unwinding
  - MEDS – Medi-Cal Eligibility Data System
  - RE - Redetermination
- ▶ Completed Work:
  - SIRFRA 1358 - Monthly Refresh of Renewal Data
  - SIRFRA 1359 - End of CCR Renewal Data – RE Month May 2024
  - Medi-Cal Discontinuance Data for 209
- ▶ Continued Work:

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- o SIRFRA 1361 - Pending Applications and Renewals Data Request March 2024
- o SIRFRA 1362 - Unwinding Period Data - Failure to Complete March 2024
- o SIRFRA 1360 - PHE Renewal and Demographics Data March 2024
- ▶ Started Work:
  - o SIRFRA 1365 - MEDS Monitoring Alert Mar 2024
  - o SIRFRA 1351 - Data Pull for Spousal Impoverishment Case Flag & Task
  - o SIRFRA 1369 - Total Number of Apps and Renewals Pending – April 2024
  - o SIRFRA 1367 - End of CCU Renewal Data Request - RE Month June 2024
  - o SIRFRA 1368 - PHE Renewal and Demographics Data - April 2024
  - o SIRFRA 1370 - Unwinding Discontinuance Data - Failure to Complete April 2024

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

- ▶ The Qualys Endpoint Detection and Response (EDR) deployment has been completed. Wrapping up the final cleanup deployments of the systems with Sophos Anti-Virus
- ▶ ForgeRock servers – Encountering errors when attempting to install, but they are still protected with Sophos AV. Working to rearchitect ForgeRock servers and add in Qualys EDR and Antimalware modules

**3.10.4 ForgeRock Hardening**

- ▶ No updates for the reporting period

**3.11 Deviation from Plan/Adjustments**

- ▶ No updates for the 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>• Began 24.05 baseline release test execution. Week 1 of 7 completed. Team is on schedule with a 20% pass rate against a target of 14%.</li> </ul>
4.5 Reports	<ul style="list-style-type: none"> <li>• Phase 4, Outcomes and Recommendations discussion with Section Directors after Reports Survey</li> <li>• Met with Management Reports Committee</li> <li>• Bi-Weekly State and Fiscal Reports meeting</li> <li>• Targeted Report Session on Foster Care Integrated Reports</li> <li>• Deployed State and Fiscal Reports 24.03 Priority Defects in Production</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>24.04.08</b>	▶ Update the Child Support Staff Consortium Maintained Security Role
<b>24.04.11</b>	<ul style="list-style-type: none"> <li>▶ Enhancing Operational Stability: Proactive Connectivity Testing for Inbound Pull – Income and Eligibility Verification System (IEVS) &amp; Welfare Intercept System (WIS)</li> <li>▶ Los Angeles County - Increase Supplemental Security Income (SSI) Lump Sum limit</li> <li>▶ Santa Clara - Opt in Appointment E-mail to Outlook/Groupwise Calendar</li> <li>▶ Update Child Support Direct Income Treatment in CalFresh Budget - Run Batch Eligibility Determination Benefits Calculation (EDBC)</li> </ul>
<b>24.04.18</b>	<ul style="list-style-type: none"> <li>▶ All County Welfare Directors Letters (ACWDL) 22-18 - Turn off Batch Public Health Emergency (PHE) Protections at conclusion of Continuous Coverage Unwinding (CCU)</li> <li>▶ Alameda County - Recall Active and Suspended Recovery Accounts referred to Tax Intercept</li> <li>▶ CalSAWS Case Data Removal 2024 Run Scheduling</li> <li>▶ Update Lomeli Recovery Account Expiration logic to look at 'Suspended' Status</li> </ul>
<b>24.04.21</b>	<ul style="list-style-type: none"> <li>▶ Mark Existing Customer Accounts as Verified</li> <li>▶ System Change Request (SCR) - California Department of Social Services (CDSS)/ Department of Health Care Services (DHCS) Connectivity through California Department of Technology (CDT)</li> </ul>
<b>24.05</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 80 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>
<b>24.06</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 5 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>
<b>24.07</b>	<ul style="list-style-type: none"> <li>▶ Total System Change Requests (SCRs): 32 approved</li> <li>▶ Release Webcast date: To be determined</li> </ul>

### 4.3.1 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 Notice of Actions (NOAs) (from NA 692)
  - CA-209344 - Apply SSP Only Other Program Assistance (OPA) for Specific Programs
  - CA-214330 - Update Batch NA 791 to Dynamically Generation Sections
  - CA-229838 - Add new Foster Care (FC) Reasons to NOAs Phase 5
  - CA-240094 - Refactor: CalFresh NOA Regulations
  - CA-246946 - ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form
  - CA-251475 - Modify the CalSAWS Pending Unassigned Employment Services Program List
  - CA-253124 - Validate E-mail Addresses Added into CalSAWS
  - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan and Cubans, Haitians, Nicaraguans, and Venezuelan (CHNV) citizens and nationals
  - CA-256933 – Medi-Cal (MC) NOA Regulations for Threshold Languages
  - CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
  - CA-268378 - Automate SOC 452A for CAPI
  - CA-271664 - Update the CalFRESH (CF) 385 Application for Disaster CalFresh in new threshold languages and central printing capability
  - CA-274485 - Qlik Sense and NPrinting Major Version Upgrade
  - CA-274965 - IAPDU - TLM-11: NIST Rev 5 - Enablement of Split Tunneling & Replacement of Virtual Private Network (VPN) AnyConnect client
  - CA-274974 - IAPDU - CSAC- 10 New / Replace Virtual BigIP F5 with NGFW at Partner Exchange (US-West and US-East) & Network Prod Account (US-West and US-East)
  - CA-274976 - IAPDU - TLM-06: OS Upgrade - Cisco Routers/Switches/Firewalls
  - CA-275165 - Replace current scanning tools with an all-in-one scanner
  - CA-275171 - Implement AWS Macie
  - CA-275712 - Remove SimpleAuth from Lobby Check-In Application and Lobby Tablet/Lobby Tablet 2
  - CA-275165 - Replace current scanning tools with an all-in-one scanner
  - CA-49396 - ACL 15-96 - Add and update ARC NOAs and Forms
- ▶ Continued build on:
  - Priority releases and Release 24.07 approved System Change Requests (SCRs)

#### 4.4 Release Management

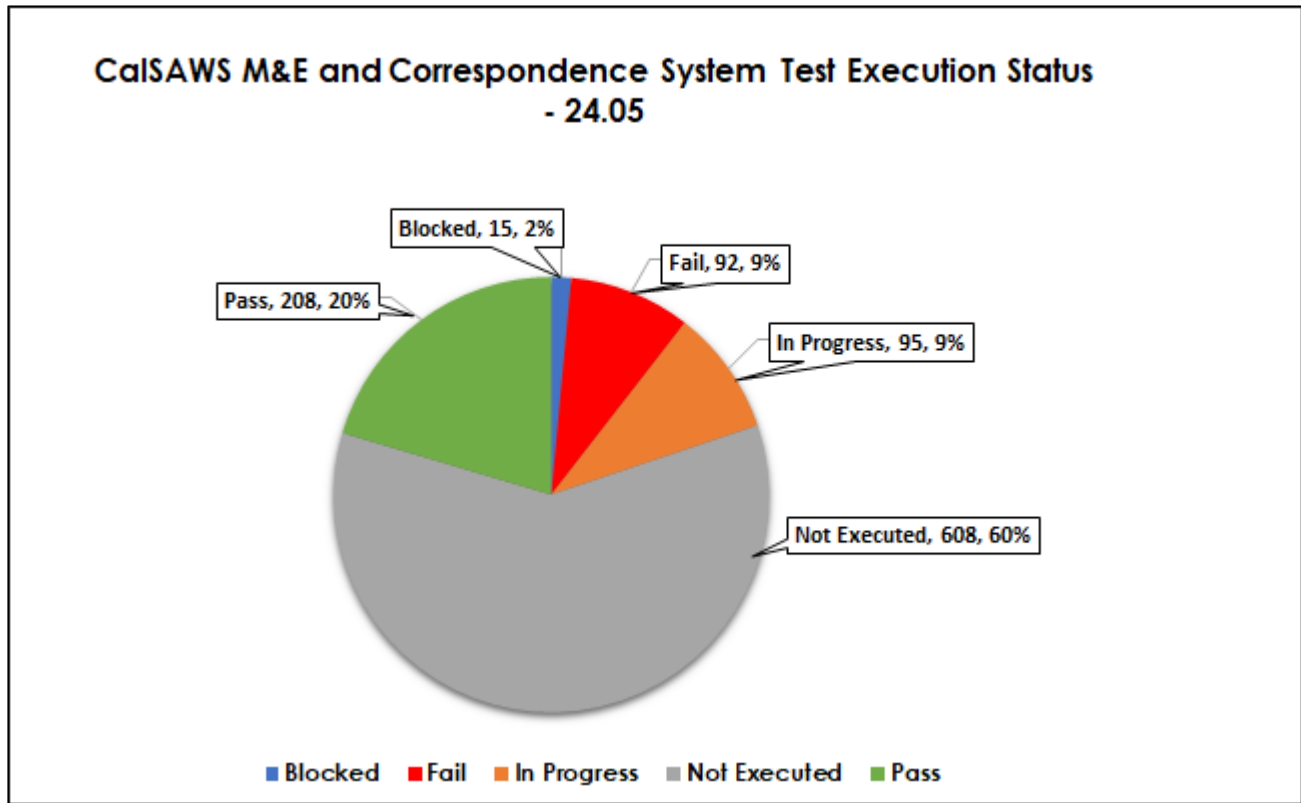
##### 4.4.1 Release Test Summary

- ▶ Began test execution for 24.05 System Change Requests (SCRs)

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

Pass Rate Target as of April 05, 2024	<b>14%</b>
Pass Rate Actual as of April 05, 2024	<b>20%</b>
System Test complete Date: May 15, 2024	

**Figure 4.4.1-2 – CalSAWS M&E, DD&I and Correspondence System Test Execution Status – 24.05**



**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	198,728,464	46.45%	15	100.00%
2	102	143,219,439	33.48%	102	100.00%
3	121	43,014,334	10.05%	119	98.71%
4	703	39,302,909	9.19%	573	90.63%
5	2810	3,571,393	0.83%	827	46.71%

**Note:** Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of March 31, 2024. 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 1,188 end-to-end Automated Regression Test (ART) scripts:

- ▶ 951 Targeting the core CalSAWS application
- ▶ 68 Targeting the inbound BenefitsCal Application Processing Interface (API) service (Portal Service)
- ▶ 169 Targeting the other external CalSAWS API services (e.g., Activities, Appointment, CalSAWS, Imaging, Journal, Task Service)
- ▶ The following ongoing efforts target increasing coverage by functional area, including all outstanding Tier 3 transactions and those at the top of Tier 4:
  - Automated Regression Test - Execution and Maintenance - 24.03 Release Cycle
  - CA-272899: Automated Regression Test - Execution and Maintenance - 24.05 Release Cycle
  - CA-275638: Automated Regression Test - Execution and Maintenance - 24.07 Release Cycle
  - CA-275838: Automated Regression Test: Task Management Configurable Task Categories

#### 4.5 Reports

- ▶ Draft output and requirements (Phase 4) of Reports Discovery Sessions were discussed with Section Directors on Monday, March 25, 2024
- ▶ Met with Management Reports Committee on Tuesday, March 26, 2024, to plan Monthly Management Reports Support Forum Meeting
- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting's (held on Thursday, March 28, 2024) primary focus was on sharing draft of Reports Discovery Sessions findings, future requirements, and plan
- ▶ Targeted Report Session with all Counties on Foster Care Integrated Reports was on Thursday, April 4, 2024
- ▶ Deployed State and Fiscal Reports 24.03 Priority Defects in Production on Thursday, March 28, 2024, and Thursday, April 4, 2024

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**Table 4.5-1 – Total Open Incidents by reporting period**

Reporting Period End Date	Number Open Tickets
February 9, 2024	26
February 23, 2024	22
March 8, 2024	35
March 22, 2024	30
April 5, 2024	23

**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	3	0	0	4
Reopened	0	0	0	0	0
Assigned	4	3	0	1	8
In Development	4	6	2	1	13
Development complete	0	0	0	0	0
In Assembly Test	0	0	1	0	1
System Test	2	1	0	0	3
Test complete	1	0	0	3	4
<b>Total Open Defects</b>	<b>12</b>	<b>13</b>	<b>3</b>	<b>5</b>	<b>33</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	0	2	0	0	2
3-Normal/Low	12	11	3	5	31
4-Cosmetic	0	0	0	0	0
<b>Total Open Defects</b>	<b>12</b>	<b>13</b>	<b>3</b>	<b>5</b>	<b>33</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	SCRs - Targeted Release				
		As Prioritized	24.03	24.05	24.07	24.09	24.11
ABCD 350	1	0	0	0	1	0	0
CA 1037	2	1	0	0	1	0	0
CA 237 CW	1	1	0	0	0	0	0
CA 237 CW Line 8	1	0	0	0	1	0	0
CA 237 FC	2	2	0	0	0	0	0
CA 812	1	0	0	0	0	1	0
CF 296	5	3	1	0	0	0	1
DFA 256	1	0	0	1	0	0	0
DHCS CMS Unwinding	1	0	0	0	0	1	0
DPA 482	1	1	0	0	0	0	0
FNS 209	1	1	0	0	0	0	0
GR 237	1	1	0	0	0	0	0
Integrated Claiming	7	6	0	0	1	0	0
RS 50	1	0	1	0	0	0	0
RS 51	1	0	0	0	0	0	1
SOC 808	1	0	0	0	0	1	0
STAT 47	3	2	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 March 27, 2024, and April 2, 2024
- 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-254559 – Los Angeles-GROW Activity Numbers
  - CA-258931 - Add administration checks to additional locations where GA/GR can be failed due a CalWORKS (CW) sanction
  - CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration
  - CA-267452 - GAGR AS - Alameda Co. - Add XAN 534
  - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form



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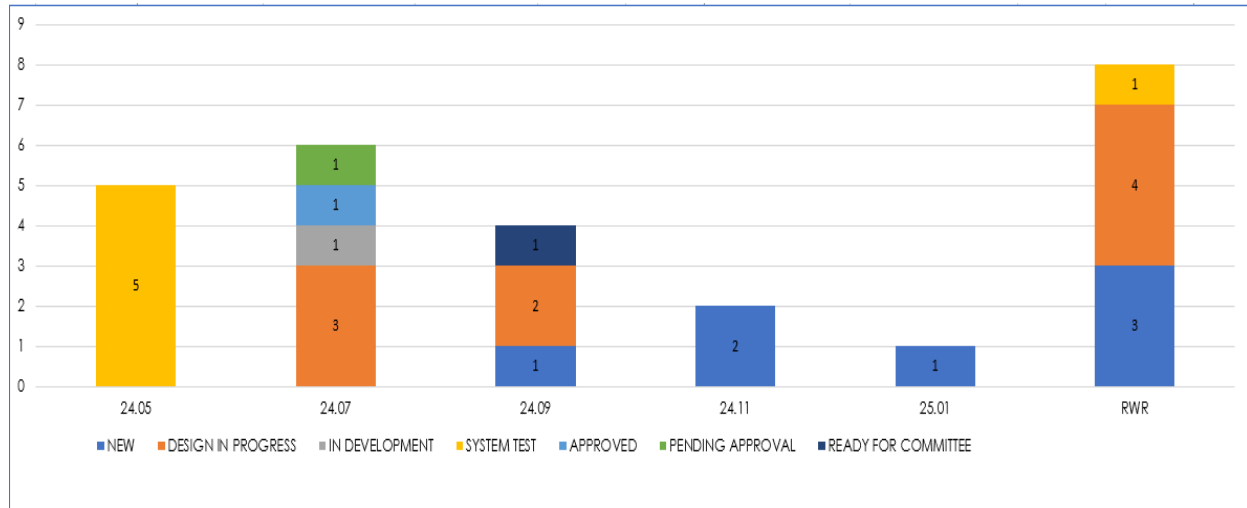
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- CA-270204 - GA/GR Automated Solution Cost of Living Adjustment (COLA) change Notice of Action (NOA) is printing incorrect benefit amount
- CA-271707 - Enhance Pickup Location to Be Available for Multiple payees Under a Program
- CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally.
- CA-273349 - SF- Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
- CA-273352 – Los Angeles - Validation Message to Notify GCMs about the GR Time-Limit End Date
- CA-273651 - GAGR System Triggered Correspondence Reason Codes Required
- CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
- CA-274557 - Add additional line items in Aid Payment Section of Manual EDBC page for the counties using GR Managed program
- CA-274665 - GAGR NOA's field populating wrong amount from the GR\_Budget table
- CA-276189 - Return Mail Service Address Whitelist Request
- System Change Requests (SCRs) in Development Phase
  - CA-266985 - Add Fresno GA/GR grant amounts for households larger than 3 persons
  - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
  - CA-273351 - Orange -Update to GR Approval NOA (CalSAWS 1)
  - CA-274448 - Alameda County -Update the system to default GR benefits to be available on 1st of the month
- System Change Requests (SCRs) in System Test Phase
  - CA-205411 - PA 320 - Vendor Service Order and Invoice, Mailing Address Change
  - CA-227568 – Los Angeles County GR Cases Termination for Whereabout Unknown
  - CA-249942 - San Mateo GAGR Changes
  - CA-262960 - Los Angeles County - Central Printing for GROW Forms
  - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
  - CA-269899 - Update GAGR Automated Solution Budgeting for San Francisco County
  - CA-270443 - San Francisco - Update GAGR Reporting Type Logic
  - CA-274448 - Alameda County -Update the system to default GR benefits to be available on 1st of the month
- Priority System Change Requests (SCRs) deployed to Production
  - CA-275596 - GAGR CC Service DB Sync Schedule Change to Sundays
  - CA-267549 - GAGR AS - Update to Placer's NOA 102-3 and Hearing Time for CSF 43(Scheduled Hearing) and CSF 42(Hearing reschedule notification) NOAs
- Defects released to Production
  - None

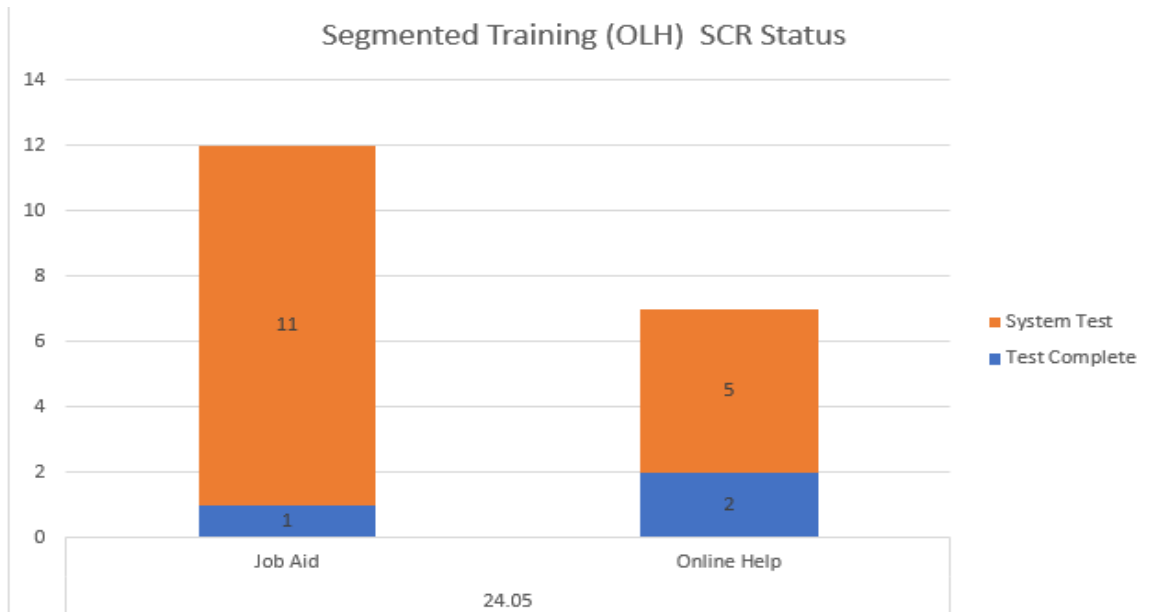
**Figure 4.6-1 – General Assistance/General Relief (GA/GR) System Change Requests (SCRs)**



#### 4.7 Training Materials Update

- ▶ 24.05 Online Help (OLH) System Change Requests (SCRs):
  - System Test: Sixteen
  - Test Complete: Three
- ▶ 24.04.17 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs
  - System Test: One
- ▶ 24.05.17 Priority Release Web Based Training (WBT) and CalSAWS Functional presentations (CFP) SCRs:
  - Approved: Four
  - In Development: Four
- ▶ 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
Prepare for Training Production Refresh Change Request	May 3-5	In Progress

**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
24.05 Performance Testing	April 29, 2024	May 14, 2024	Planned

**4.9 Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES)**

- ▶ Completed Tasks
  - o Completed the development of outbound Individual Demographics Application Programming Interface (API)
  - o Developed inbound “RFI Communication API”
  - o Closed the defects detected during the integration testing of “Case Link API”
  - o Performed integration testing of “Eligibility Results API”

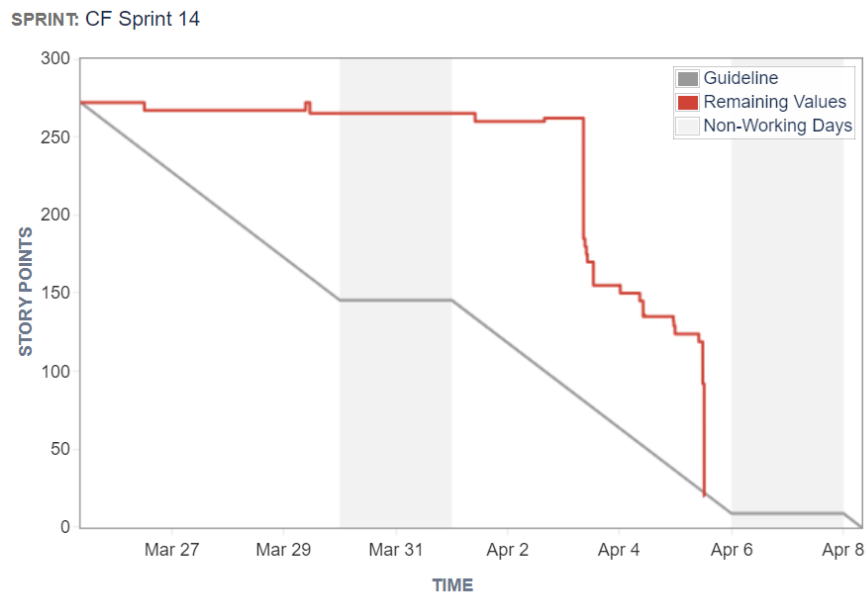
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- Reviewed and obtained the Business Analysts (BA) approvals for the CalSAWS design in the design document for “Home Removal API”
- Reviewed and obtained the User Group’s approvals for the CalSAWS design in the design document for “Home Removal API”
- ▶ In Progress Tasks
  - Developing inbound and outbound “Placement API” and “Placement Authority API”
  - Developing outbound “Case Worker API” and “RFI Communication API”
  - Closing the defects detected during the integration testing of “Eligibility Results API”
  - Performing integration testing of “Individual Demographics API”
  - Creating the design document to include the CalSAWS design for “Payment Instructions API”
  - Adding the California Automated Response and Engagement System (CARES) integration design to the API design document for “Payment Instructions API”
- ▶ Upcoming Tasks
  - Develop inbound and outbound “Court Information API”
  - Perform Integration testing for “Placement Authority API” and “RFI Communication API”
  - Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document for “Payment Instructions API”
  - Review and obtain the User Group’s approvals for the CalSAWS design in the design document for “Payment Instructions API”
- ▶ Interface Partner Integration
  - Continue coordination with CARES team for schedule alignment and interface element alignment

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



#### **4.10 Welfare Data Tracking Implementation Project (WDTIP) Replacement System (WRS)**

- ▶ Completed Tasks
  - Load WDTIP Tracking Recipients Across California (TRAC) data into newly created schema to facilitate full data discrepancy comparison
  - Compare CalSAWS time limit and WDTIP Data models
  - Analyze WDTIP TRAC screens
  - Create Code Repository for WDTIP microservice
  - Create separate release branch for code deployments
- ▶ In Progress Tasks
  - Create new WDTIP screen page designs/mockups
  - Prepare a common data model for CalSAWS time limit tables and WDTIP tables
  - Create reference architecture for User Interface and backend
  - Build infrastructure needed for Unit Testing and Assembly Testing environments
  - Refine story backlog
- ▶ Upcoming Tasks
  - Map backend data tables/columns from the new data model to new front-end pages for WDTIP
  - Compare CalSAWS time limit data and WDTIP data from full dump to identify discrepancies
  - Refine front end user flows for county case workers and WDTIP users
  - Finalize all non-prod environments needed for testing
  - Prepare list of Application Programming Interfaces (APIs) needed
  - Analyze Time Limit and WDTIP batch jobs
- ▶ Interface Partner Integration
  - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

#### **4.11 California Food Assistance Program (CFAP)**

- ▶ Completed Tasks
  - Created requirement grouping per functional area for overall requirements identified
  - Analyzed the data model changes across the functional area
  - Created separate release branch for code deployments
  - Continuous Integration/Continuous Deployment (CI/CD) pipelines are created to deploy the Database and Code builds into Assembly Test (AT) and System Test environments
  - Refine story backlog
  - Completed person level aid code functionality design for CalFresh Program and CFAP expansion establishment logic
  - Completed Electronic Benefit Transfer (EBT) repayment detail page, recovery account detail page, Fiscal Authorized Amount logic framework and Issuance per aid code creation
  - Completed analysis of Income and Eligibility Verification System (IEVS) and SAVE jobs, Issuance API, Case Copy and Case Purge functionality
  - Completed Opt-In and Opt-Out page functionality.

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- Completed WINS solution logic to be applied at household program level
- Create new CFAP Online Interface (OI) forms for CFAP mixed households and packet updates
- ▶ In Progress Tasks
  - Create Quality Control (IQC) Review page functionality for Federal QC reviewers based on certain requirements.
  - Update Medi-Cal Eligibility Data System (MEDS) AP18 and AP34 transactions
  - Update Able Bodied Adults with Disabilities (ABAWD), Trafficking and Crime Victim Assistance Program (TCVAP), Transitional CalFresh (TCF) and Transitional California Food Assistance Program (TCFAP) functionality with CFAP expansion
  - Create Notice of Action (NOA) threshold languages for CFAP mixed households
- ▶ Upcoming Tasks
  - One-time batch Eligibility Determination & Benefits Calculation (EDBC) and lists with CFAP expansion
  - Update Manual and override EDBC logic
  - Update Recoupment and expungement logic with CFAP expansion
  - EBT Interface updates
  - Print Central testing of new CFAP forms and NOAs
  - Committee demo testing and Sprint retrospective planned after each milestone
  - Training, Reports, BenefitsCal, Imaging and Virtual Assistance requirement analysis
  - Regression testing and performance testing planned after each milestone
  - County validation and Production deployment strategy updates before anticipated release date i.e., July or August 2025
- ▶ Interface Partner Integration
  - Continue coordination with Department of Health Care Services (DHCS) team for new aid codes testing
  - Continue coordination with Fidelity Information Services (FIS) team for benefit type testing
  - Coordinate with Benefits Cal Interface team for User Centered Design (UCD) meetings

### 4.12 Additional Projects

#### 4.12.1 Data Growth – Archive Phase 1 (Release 24.03)

- ▶ Completed Tasks
  - System Test in progress, resolved defects
  - Implement threading for copy jobs
- ▶ In Progress Tasks
  - Implement alerts on unarchive service
  - Document archival on wiki, including Change Request impact analysis and development guide
- ▶ Upcoming Tasks
  - Performance testing
  - Draft data migration plan based on performance testing results

#### 4.12.2 Data Growth – Test Data Slicer (Release 24.05)

- ▶ Completed Tasks
  - Continue performance testing
  - Implement batching within threads
  - Leverage table statistics for queries
- ▶ In Progress Tasks
  - Update database configuration files to handle multiple connections for multi/single case copy
- ▶ Upcoming Tasks
  - Continue performance testing
  - Create Batch System Change Requests (BSCRs) for scheduling multi/single case copy jobs
  - Document test data slicer on wiki

#### 4.12.3 Data Growth – Archive Phase 2 (Release 24.05)

- ▶ Completed Tasks
  - Implement initial Journal Application Programming Interface (API) operations
  - Setup connectivity between batch servers and new databases
  - Implement API gateway changes
  - Implement flagging to toggle application components from accessing tables in existing database versus new database
- ▶ In Progress Tasks
  - Setup connectivity between batch servers and new databases
  - Implement API gateway changes
  - Implement flagging to toggle application components from accessing tables in existing database versus new database
  - Update existing Journal FDS API to access new database
  - Update portal API to access journal data through new Journal API
  - Update online/batch job to call MEDS Alert API/queue requests for Journal API
- ▶ Upcoming Tasks
  - Update journal batch jobs to handle different commit frequencies

#### 4.12.4 County Task Management Enhancements

- ▶ Completed Tasks
  - Delivered CA-263040 (Task Management: Administration Functionality for Mass Task Closure) for testing
  - Delivered CA-257327 (Task Management: Sunset Worklist Pages) for testing
  - Delivered CA-253667 (Task Management: Configurable Task Categories) for testing
- ▶ In Progress Tasks
  - Supporting the testing phase for the delivered enhancements as needed
- ▶ Upcoming Tasks
  - Continued support of the testing phase for the delivered enhancements as needed

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**4.12.5 Premise Items**

**Table 4.11-1 – Premise Table**

Premise Name	Status	Phase	Progress/Updates
CARES	●	Development	Please refer to <b>section 4.9</b> for detailed updates on FCED / CARES
WDTIP Upgrades	●	Development	On track
CFAP Expansion	●	Development	On track. Please refer to <b>section 4.11</b> for detailed updates on CFAP.
Able-Bodied Adults without Dependents (ABAWD)	●	Development	On track
Foster Care Eligibility Determination (FCED) Solution - Push 1B Funding	●	Development	On track
CF Public Assistance Definition Alignment	●	Development	On track
Transitional Nutrition Benefits Recertification Hold (Auto)	●	System Test	On track
Resume Pre-Pandemic Medi-Cal Operations	●	Not yet started	On Track
Cal-OAR Modifications & Cal-OAR Client Satisfaction Survey	●	System Test	SCRs are on track to be delivered to Production in the 24.05 Release
Healthy Futures for Foster Youth	●	System Test	SCRs are on track to be delivered to Production in the 24.05 Release
CF Discontinuance of Gambling Wins	●	Not yet started	On track
New Required Notices and STAT 47 Report Modification	●	System Test	On track
NOA Back Nine Revisions	●	Production	Completed. SCR deployed to Production
CW Overpayments (SB 726)	●	Committee approval phase	On track to complete design by May, 2024
CF Notices of Actions (NOAs) Updates	●	Production	All SCRs are deployed to Production
Undocumented 26-49 Full Scope Expansion	●	Development	On Track
CW Work Requirements (AB 2300)	●	System Test	Last SCR is planned to deploy 24.05.x1 release which will be by end of May
CF Disaster Application Revision	●	Development	CA-274970 planned for 24.05.x1 release
Reimbursement for Food Benefit Theft Automation	●	Development	CA-270709 planned for 24.05.x1 release
Stage One Continuous Eligibility – Automation	●	Development	CA-272999 planned for 24.03.x4 release



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Premise Name	Status	Phase	Progress/Updates
Work Registration CalFresh Disqualification Notice Update	●	Not yet started	CA-240701 planned for 24.11
Extend Medi-Cal Suspension for Incarcerated Adults	●	Development	CA-256933 planned for 24.05.x1 release
CF Simplification	●	Development	CA-257149 planned for 24.05.x1 release
BenefitsCal Parity with Get CalFresh	●	Development	CA-208406 planned for 24.05
CW Reminder Notice at Redetermination	●	Development	CA-265913 planned for 24.03.x4 release
CalFresh Reinstatement Approval & Denial Notice Revisions	●	Not yet started	CA-265360 planned for 24.11
HAP Eviction (SB 1083)	●	Development	CA-275294 planned for 24.03.x4 and other SCRs moved to next SFY
CalWORKs Child Support Pass-through to Families	●	Development	CA-265202 planned for 24.05
CF Simplification	●	Development	CA-257149 planned for 24.05.x1 release
Family Reunification AB 135	●	Not yet started	CA-233160 planned for 25.01

Legend	
●	On Track
●	At Risk
●	Not on track/Monitor

**4.13 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

Appendix D – CalSAWS Project Risks and Issues Report