

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: June 3, 2024 – June 16, 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 for the Reporting Period
Availability		<ul style="list-style-type: none"> During this reporting period the CalSAWS System experienced a ForgeRock access issue on June 4, 2024, for 18 minutes from 9:10 a.m. to 9:28 a.m. June 5, 2024, for 5 minutes from 8:38 a.m. to 8:43 a.m. and on June 10, 2024, for 20 minutes from 8:10 a.m. to 8:30 a.m. which impacted Users from accessing CalSAWS, BenefitsCal, and all other ForgeRock connected applications
Defects		<ul style="list-style-type: none"> There are 181 active Production defects
Incidents		<ul style="list-style-type: none"> CALSAWS BROADCAST: Starting at 7:00 a.m. on June 3, 2024, Users were experiencing issues with Tasks, Forms and Email services in CalSAWS and associated systems including BenefitsCal. As of 10:20 a.m. on June 3, 2024, this issue was resolved. All impacted services including BenefitsCal, Tasks and MAGI responses from CalHEERS, have been restored. If Users are still experiencing issues with CalSAWS and associated systems, they are advised to logout and log back in. The project team will continue to monitor system performance. PRB0049276 CALSAWS BROADCAST: Starting at 8:12 a.m. on June 4, 2024, Kern County Users were experiencing issues accessing CalSAWS and associated systems due to a countywide internet outage. As of 11:41 a.m. on June 4, 2024, the issue was resolved. Internet connectivity was restored by the service provider and a local county contact confirmed that users are able to access CalSAWS and associated systems. PRB0049290 CALSAWS BROADCAST: Starting at 9:10 a.m. on June 4, 2024, some Users were experiencing errors while accessing CalSAWS and associated systems. As of 9:28 a.m. on June 4, 2024, the project team remediated the issue and Users are able to access CalSAWS and associated systems. The project team continues to monitor system performance. PRB0049293 CALSAWS BROADCAST: Starting at 2:30 p.m. on June 4, 2024, Kern County Users were experiencing issues accessing CalSAWS and associated systems due to a countywide internet outage. As of 3:39 p.m. the issue was resolved.

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Topic	CalSAWS System	Highlights for the Reporting Period
		<p>Internet connectivity was restored by the service provider and a local county contact confirmed that users are able to access CalSAWS and associated systems. PRB0049305</p> <ul style="list-style-type: none">▶ CALSAWS BROADCAST: Starting at 8:38 a.m. on June 5, 2024, some Users were experiencing errors while accessing CalSAWS and associated systems. As of 8:43 a.m. on June 5, 2024, the project team remediated the issue and users are able to access CalSAWS and associated systems. The project team continues to monitor system performance. PRB0049316▶ CALSAWS BROADCAST: Starting at 9:30 a.m. on June 6, 2024, Users were unable to view some Electronic Benefit Transfer (EBT) 2259 Form images in the CalSAWS imaging solution (Hyland). As of 9:00 p.m. on June 11, 2024, this issue was resolved. All EBT 2259 forms received during the impacted period have been processed. Users are now able to view impacted EBT 2259 images in Hyland. PRB0049327▶ CALSAWS BROADCAST: Starting at 8:04 a.m. on June 7, 2024, Amador County Users at the 10877 Conductor Boulevard, Sutter Creek site was unable to access CalSAWS and associated systems due to a power outage. As of 10:17 a.m. on June 7, 2024, Power at the Sutter Creek site was restored, and Users are able to access CalSAWS and associated systems. PRB0049337▶ CALSAWS BROADCAST: Starting at 8:10 a.m. on June 10, 2024, some Users were experiencing errors while accessing CalSAWS and associated systems. As of 8:30 a.m. on June 10, 2024, this issue was resolved. Users are able to access CalSAWS, BenefitsCal and associated systems without errors. PRB0049346▶ CALSAWS BROADCAST: Starting at 10:52 a.m. on June 10, 2024, Sierra County Users at the 202 Front St, Loyalton site were unable to access CalSAWS and associated systems due to a power outage. As of 11:46 a.m. on June 10, 2024, this issue was resolved. Power was restored at the Loyalton site and Users are able to access CalSAWS and associated systems. PRB0049349▶ CALSAWS BROADCAST: Starting at 3:20 p.m. on June 10, 2024, some County Users were experiencing intermittent errors while performing transactions in the CalSAWS imaging solution (Hyland), such as capturing or updating images. As of 8:27 a.m. on June 11, 2024, this issue was resolved by Hyland. All backlogged images have been processed and the team continues to monitor imaging system performance. PRB0049357

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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 48 System Change Requests (SCRs) and 148 defects, a total of 196 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
24.06.03 (June 03, 2024)	59	17	76
Client Correspondence	37	13	50
Contact Center	7	1	8
Eligibility	3	0	3
Fiscal	1	0	1
Online	2	3	5
Task Management	3	0	3
Technical Architecture	6	0	6
24.06.04 (June 04, 2024)	2	1	3
BenefitsCal	1	0	1
CalHEERS	1	0	1
Technical Operations	0	1	1
24.06.05 (June 05, 2024)	1	0	1
Technical Architecture	1	0	1
24.06.06 (June 06, 2024)	26	14	40
Analytics	1	0	1
Batch Operations	0	1	1
Batch/Interfaces	1	0	1
CalHEERS	0	1	1
Client Correspondence	1	6	7
Contact Center	14	3	17
Fiscal	1	1	2
Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
Online	4	0	4
Reports	3	1	4

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Task Management	1	0	1
Technical Architecture	0	1	1
24.06.07 (June 07, 2024)	0	2	2
Technical Forge Rock	0	2	2
24.06.09 (June 09, 2024)	1	1	2
Imaging	1	1	2
24.06.10 (June 10, 2024)	1	1	2
CalHEERS	0	1	1
Contact Center	1	0	1
24.06.11 (June 11, 2024)	13	1	14
BenefitsCal	1	0	1
CalHEERS	6	1	7
Fiscal	1	0	1
Imaging	1	0	1
Online	4	0	4
24.06.12 (June 12, 2024)	0	1	1
CalHEERS	0	1	1
24.06.13 (June 13, 2024)	44	9	53
Analytics	2	0	2
Batch Operations	0	1	1
Batch/Interfaces	1	1	2
BenefitsCal	2	0	2
CalHEERS	1	0	1
Client Correspondence	2	2	4
Eligibility	1	1	2
Fiscal	5	2	7
Imaging	1	0	1
Online	11	0	11
Reports	16	1	17
Task Management	2	0	2
Training	0	1	1
24.06.14 (June 14, 2024)	1	0	1
Batch/Interfaces	1	0	1
24.06.16 (June 16, 2024)	0	1	1
Eligibility	0	1	1
Grand Total	148	48	196

► Planned Outages:

○ Scheduled CalSAWS Outages:

▪ CalSAWS Production Maintenance:

- From 10:00 p.m. on June 14, 2024, until 2:00 a.m. on June 15, 2024, Users were unable to login to the CalSAWS, BenefitsCal and Online

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- CalWORKS Appraisal Tool (OCAT) applications. "Read Only" version of the CalSAWS application was not available
- On June 16, 2024, from 6:00 a.m. to 10:00 a.m., the CalSAWS application was unavailable. CalSAWS users were redirected to a read-only version of the CalSAWS application
- CalSAWS Read Only (PRT) Environment Maintenance
 - The Read Only version of the CalSAWS application (PRT) was refreshed at 4:00 p.m. on June 15, 2024, with the latest production data available during that time. The PRT was rolled back to 24.05 baseline code/data by 12:00 p.m. on June 16, 2024
- BenefitsCal Maintenance/Limited Access:
 - On June 8, 2024, from 7:00 p.m. to 8:00 p.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office
 - On June 16, 2024, from 6:00 a.m. to 10:00 a.m., the BenefitsCal application was available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and released for processing upon completion of CalSAWS maintenance activities. The following features were not available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office

2.0 Project Management

2.1 Project Deliverables Summary






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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&E Services Plan	PMO		<ul style="list-style-type: none">• Draft Deliverable (DDEL) submitted on June 14, 2024• DDEL Review Phase targeted to end on July 1, 2024

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DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
0.0	CalSAWS M&O Services Plan Executive Summary	PMO		<ul style="list-style-type: none">Draft Deliverable submitted on June 14, 2024DDEL Review Phase targeted to end on July 1, 2024
1.0	Business Continuity & Disaster Recovery Plan	Technical		<ul style="list-style-type: none">Draft Deliverable submitted on June 14, 2024DDEL Review Phase targeted to end on July 1, 2024
4.0	Configuration Management Plan	Technical		<ul style="list-style-type: none">Draft Deliverable submitted on June 14, 2024DDEL Review Phase targeted to end on July 1, 2024
5.0	Helpdesk Services Plan	Technical		<ul style="list-style-type: none">Draft Deliverable submitted on June 14, 2024DDEL Review Phase targeted to end on July 1, 2024
11.0	Remote Maintenance Operations Plan	Technical		<ul style="list-style-type: none">Draft Deliverable submitted on June 14, 2024DDEL Review Phase targeted to end on July 1, 2024

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

2.2 Highlights from the Reporting Period

Table 2.2-1 – Project Management Status Agenda Topic

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

- ▶ Received acceptance on the Final Deliverable for the CalSAWS Project Control Document Update #5
- ▶ Continued Project administration, office management support, and financial management tasks
- ▶ Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - o Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
 - o Conducted Monthly Risks and Issues Management Group (RMG) meeting on June 5, 2024
- ▶ Continue activities to support Project staff working remotely

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- o Continued developing Project communications, as needed
 - o Conducted monthly All Staff meeting on June 12, 2024
- ▶ Continued preparations for the CalSAWS Joint Powers Authorities (JPA) Member Representatives & Board of Directors Meetings to be held on June 27, 2024
- ▶ Continued performing contract management activities:
 - o Change Notice 33 (July JPA) is in development and may include:
 - Premise Items:
 - California Automated Response and Engagement System (CARES)
 - Welfare Data Tracking Implementation Project Upgrades (WDTIP)
 - Able-Bodied Adults Without Dependents (ABAWADs) Fiscal Responsibility Act of 2023
 - CalFresh Notice of Provider Determination
 - Family Reunification AB 135
 - Transitional Housing Supplement (THS)
 - CalWORKS Overpayments (SB 726)
 - House Assistance Payments (HAP) Eviction (SB 1083)
 - Work Registration CalFresh Disqualification Notice Update
 - CalWORKS Work Requirements (AB 2300)
 - Telephone Consumer Protection Act - Text Messaging Consent
 - County Purchase Orders (CPOs)
 - Administrative contract updates
- ▶ New M&O and M&E Deliverable Annual Review Cycle timelines have been approved by Consortium
 - o Group 1: Draft Deliverable submission as planned on June 14, 2024. Final Deliverable completion targeted for July 31, 2024
 - o Group 2: Draft Deliverable submission targeted for July 30, 2024, and completion by September 12, 2024

2.3 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - o Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy
 - o Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org)
 - o 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
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Updating plugins/themes	June 14, 2024	Website Maintenance
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Table 2.3-2 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	17%
Latest News – News	13%
Other Updates – System Updates	14%
Other Updates – Careers	13%
CalSAWS Committees – CalWORKs/CalFresh	13%

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

2.4 CRFI/CIT Communication Status

- The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period ending on June 16, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0086-24	CalSAWS Project County Reallocations SFY 2023-24 v5	Informational	June 3, 2024	Britt Carlsen	Girish Uppal
0087-24	CalSAWS County Cost Summary – June 2024 Update	Informational	June 4, 2024	Britt Carlsen	Melissa Gates
0088-24	Webinar Announcement – Utilizing Reports to Manage Skipped Issuances	Informational	June 6, 2024 Revised June 7, 2024	Bobbi Wibbenhorst	Jeric Huang
0089-24	BenefitsCal-Account Reactivation E-Mail Campaigns	Informational	June 7, 2024	Carrie White	Carlos Zepeda
0090-24	Training Updates Preview Document	Informational	June 7, 2024	Ashley Arnold	Cristina Garcia
0091-24	CalSAWS Prepopulated Medi-Cal Redetermination Forms County Reallocations SFY 2023-24 v2	Informational	June 11, 2024	Britt Carlsen	Melissa Gates
0092-24	CalSAWS Case Data Removal Schedule For 2024; Case Data Removal June Reports Completed	Informational	June 12, 2024	Frederick Gains	Henry Arcangel
0093-24	CalSAWS Baseline Release Webcast Schedule - 2024	Informational	June 12, 2024 Revised	Anand Kulkarni	Tyler Vaisau

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CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
			June 12, 2024		
0094-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 6/28/2024	Informational	June 13, 2024	Anand Kulkarni	Pete Quijada
0095-24	Scheduled Downtime Notification – 6/30/2024	Informational	June 13, 2024	Anand Kulkarni	Pete Quijada
0096-24	CalSAWS Prepopulated Medi-Cal Redetermination Forms County Allocations SFY 2024-25 v1	Informational	June 13, 2024	Britt Carlsen	Melissa Gates

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on June 16, 2024

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-018	Central Print Bank Information Change	May 7, 2024	Open	July 31, 2024	Julie Holmes
24-022	County Welcome Bot Enablement	May 13, 2024	Open	June 7, 2024	Inez Finnigan
24-023	CalSAWS Release Readiness & County Validation Virtual M&E Roadshow - Participant Request	June 10, 2024	Open	June 21, 2024	Justin Stephenson

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending June 16, 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/SCERFRA Information

- The following tables outline current Statewide Automated Welfare System (SAWS) Cost Estimation Request for Research and Analysis (SCERFRA) and SAWS Information Request for Research and Analysis (SIRFRA)

Table 2.5-1 – Summary of SIRFRA/SCERFRA Requests

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Status	Total
New	9
Assigned	13
Completed	1186
Duplicate	20
In review	3
Withdrawn	45
Rejected	7
Pending clarification	4
Reopened	3
Total	1290

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

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

ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 24-519	Expedite: SCERFRA 24-519 - BenefitsCal Requirements for CalFresh	New	June 21, 2024	No response	
SIRFRA 1385	Recurring SIRFRA 1385: End of CCR Renewal Data Request	New	June 26, 2024	No response	
SIRFRA 1386	Recurring SIRFRA 1386 - Renewal and Demographics Data Request	New	July 4, 2024	No response	
SIRFRA 1387	Recurring SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending	New	July 4, 2024	No response	
SIRFRA 1388	Recurring SIRFRA 1388 - Monthly Failure to Complete Data	New	July 1, 2024	No response	
SIRFRA 3980	SIRFRA 3980 - Automated Generating of CCP 2145	New	June 25, 2024	No response	
SCERFRA 24-518	SCERFRA 24-518 - EBT 2259 Revision	New	June 21, 2024	No response	
SIRFRA 1390	SIRFRA 1390 HCBS SI Provisions Automation	New	June 24, 2024	No response	
SIRFRA 3979	SIRFRA 3979 - Standard Medical Deduction Cost Neutrality Report	New	July 5, 2024	No response	
SIRFRA 1373	SIRFRA 1373 - Negative Action Reasons	Pending clarification	May 10, 2024	No response	
SIRFRA 3975	SIRFRA 3975 - CAPI Central Print Counties	Re-opened	May 17, 2024	May 17, 2024	
SCERFRA 24-913	SCERFRA 24-913 - SB 1254 - CalFresh: Enrollment of Incarcerated Individuals	Assigned	June 3, 2024	No response	
SIRFRA 1384	SIRFRA 1384 - RMR Report for Counties	Assigned	June 5, 2024	No response	

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ID	Description	Status	Due Date	Response Received Date	Notes
SCERFRA 24-500	SCERFRA 24-500- National Accuracy Clearinghouse (NAC)	Pending clarifications	June 6, 2024	No response	
SIRFRA 1389	SIRFRA 1389 Non-Magi Screening Packet	Assigned	June 20, 2024	No response	
SCR 271084	SCR 271084 - ACL 18-43 - Revise CalWORKs M40-107G Time Limit NOA	Assigned	June 20, 2024	No response	
SCERFRA 24-908	SCERFRA 24-908 - SB 1415 - CalWORKs	Re-opened	June 21, 2024	No response	

2.6 Culture Transformation

- ▶ Culture Ambassadors Network (CAN)
 - Completed activities
 - Distributed content for June Wellness Wednesday – National Employee Wellness Month
 - Coordinated Pop-up wellness calendar events
 - Current Activities
 - Wellness Wednesday Pop-up workout events
 - Upcoming activities and events
 - Best vacation 2024
 - SAWS memorabilia
 - 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
 - Created PowerPoint slides detailing new pulse survey assessment constructs and definitions for knowledge transfer documents
 - CalSAWS Table Talks
 - Buddy Program
 - Continued supporting buddy pairs
 - Employee Resource Group (ERG) Council
 - Great Place to Work
 - Announced upcoming activities during the CalSAWS All-Staff meeting; July virtual game hour, CalSAWS Annual Backpack Drive, and Mother's/Father's Day photos
- ▶ General
 - Created several knowledge transfer documents to assist in transition of IDEA program to CalSAWS ownership
 - Continued efforts to increase prioritization, knowledge transfer and capacity building to enable CalSAWS to sustain IDEA
 - Continued working with CalSAWS staff to create and present Inspiration Stations

- o during monthly virtual CalSAWS Project All Staff Meetings
- o Continued to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
- o Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

2.8 Deviation from Plan/Adjustments

- ▶ None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

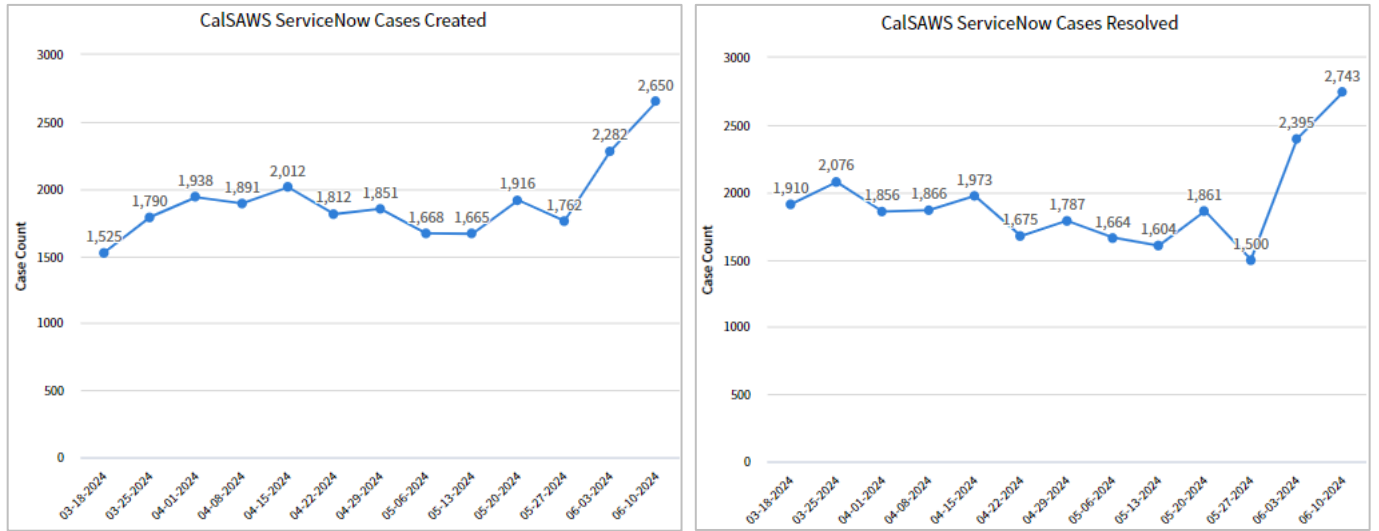
STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Metrics	<ul style="list-style-type: none">• The current compliance for June Month to Date (MTD) is 98.3%
Ticket Trends	<ul style="list-style-type: none">• There was a spike in cases and incidents created due to issues with Telephonic Signature. Tickets were linked to PRB0049338, which is associated to Defect CA-279033 and was deployed on June 13, 2024. Tickets linked to the problem have been resolved

3.1.1 Service Management Overview

- ▶ Facilitated the Helpdesk Operations meeting on June 6, 2024
- ▶ Facilitated the Fresno County - CalSAWS ServiceNow Q&A Session on June 7, 2024
- ▶ Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration on July 26, 2024

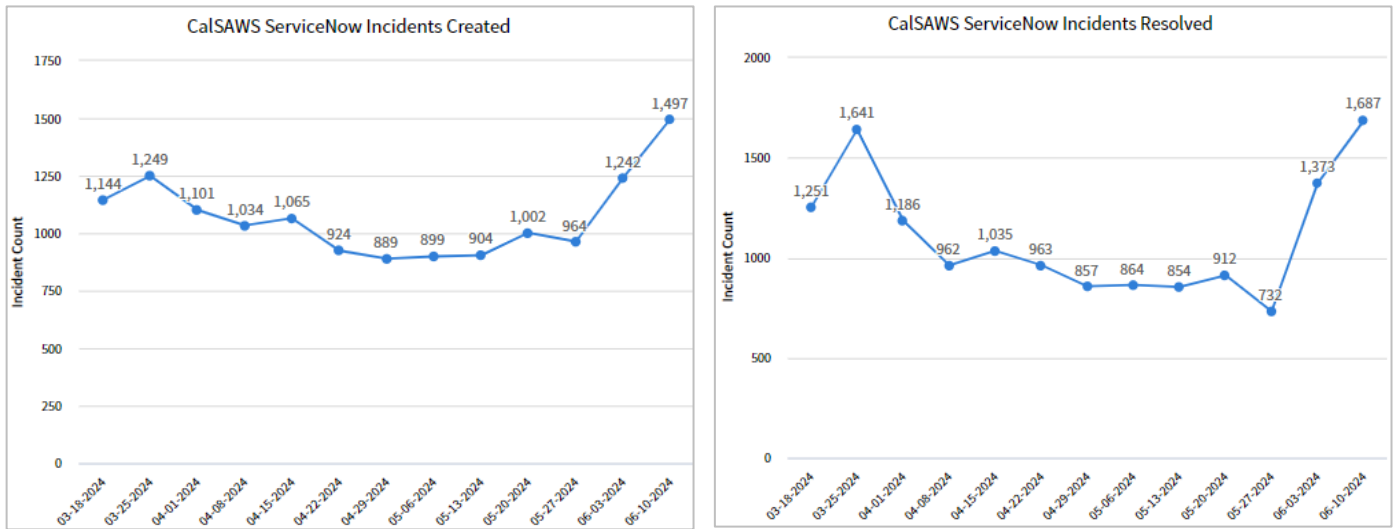
3.1.2 CalSAWS Help Desk Metrics

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 but the data is inclusive of the entire week.

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



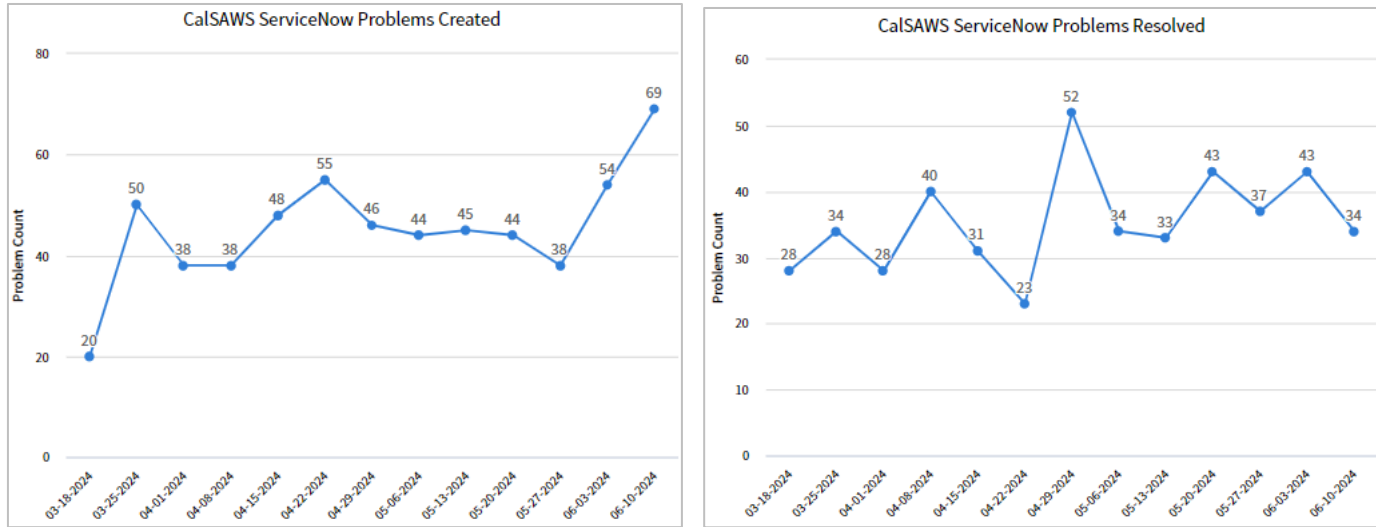
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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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 but the data is inclusive of the entire 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	2	177	17	6	12	15	4	3	236
In progress	0	152	37	20	29	38	38	10	324
On hold	0	137	89	84	194	283	883	51	1,721
Resolved	0	791	548	813	554	151	230	23	3,110
Closed	10	2	3	31,140	69,178	13,964	9,046	2,692	126,035
Problem in Diagnosis	0	0	2	1	0	0	0	1	4
Total	12	1,259	696	32,064	69,967	14,451	10,201	2,780	131,430

- ▶ 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

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- Consortium Review
 - Pending External Partner Action: State of an incident that requires information/action from an external partner (e.g., CalHEERS, Electronic Benefit Transfer (EBT vendor) to resolve issue)
- ▶ Problem in Diagnosis: State of an incident that is linked to a problem record that is still being investigated (problem state is one of the following: New Assess, Root Cause Analysis)
- ▶ Resolved: State of an incident once the issue has been resolved. Linked case will be automatically set to resolved
- ▶ Closed: State of an incident that has been resolved for 15 calendar days and has not been reopened. ServiceNow automatically updates state from Resolved to Closed

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

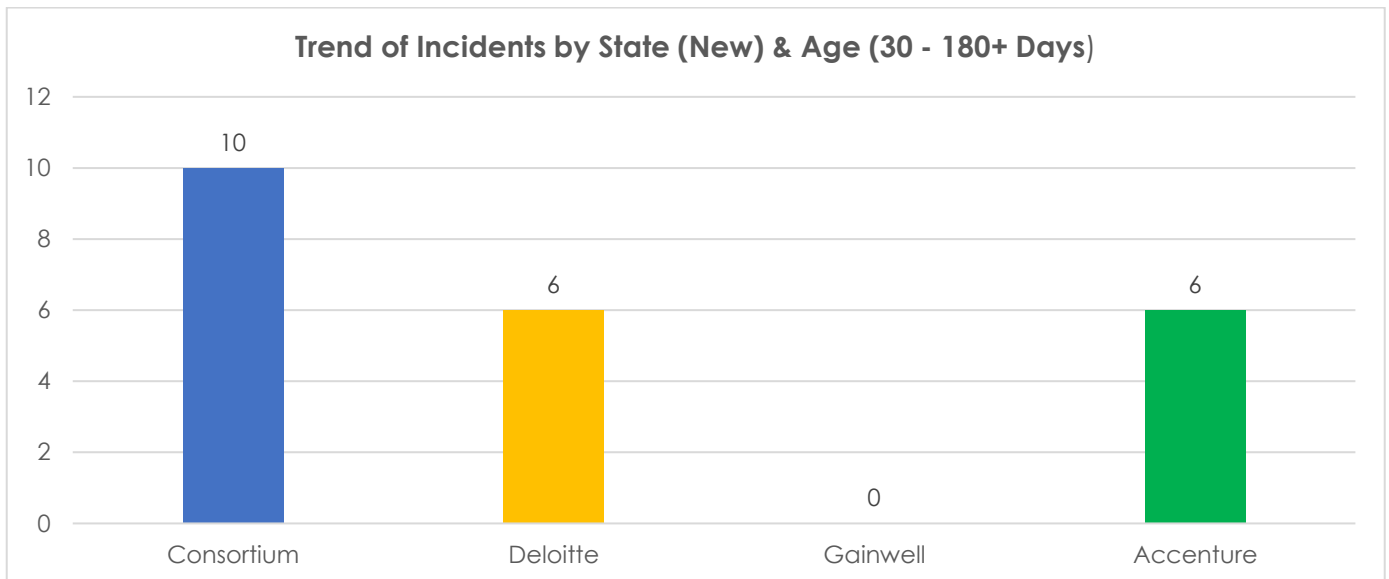


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	10	0	10
Deloitte	6	0	6
Gainwell Technologies	0	0	0
Accenture	5	1	6
Total	21	1	22

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

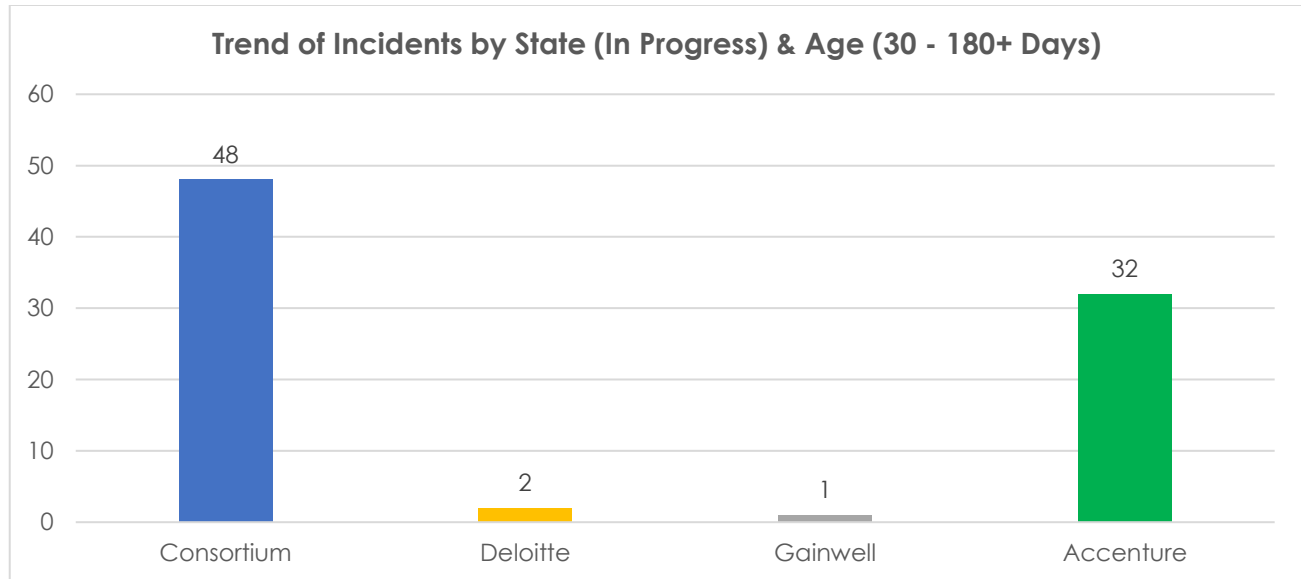


Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	56	0	56
Deloitte	2	0	2
Gainwell Technologies	2	0	2
Accenture	19	7	26
Total	79	7	86

- 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

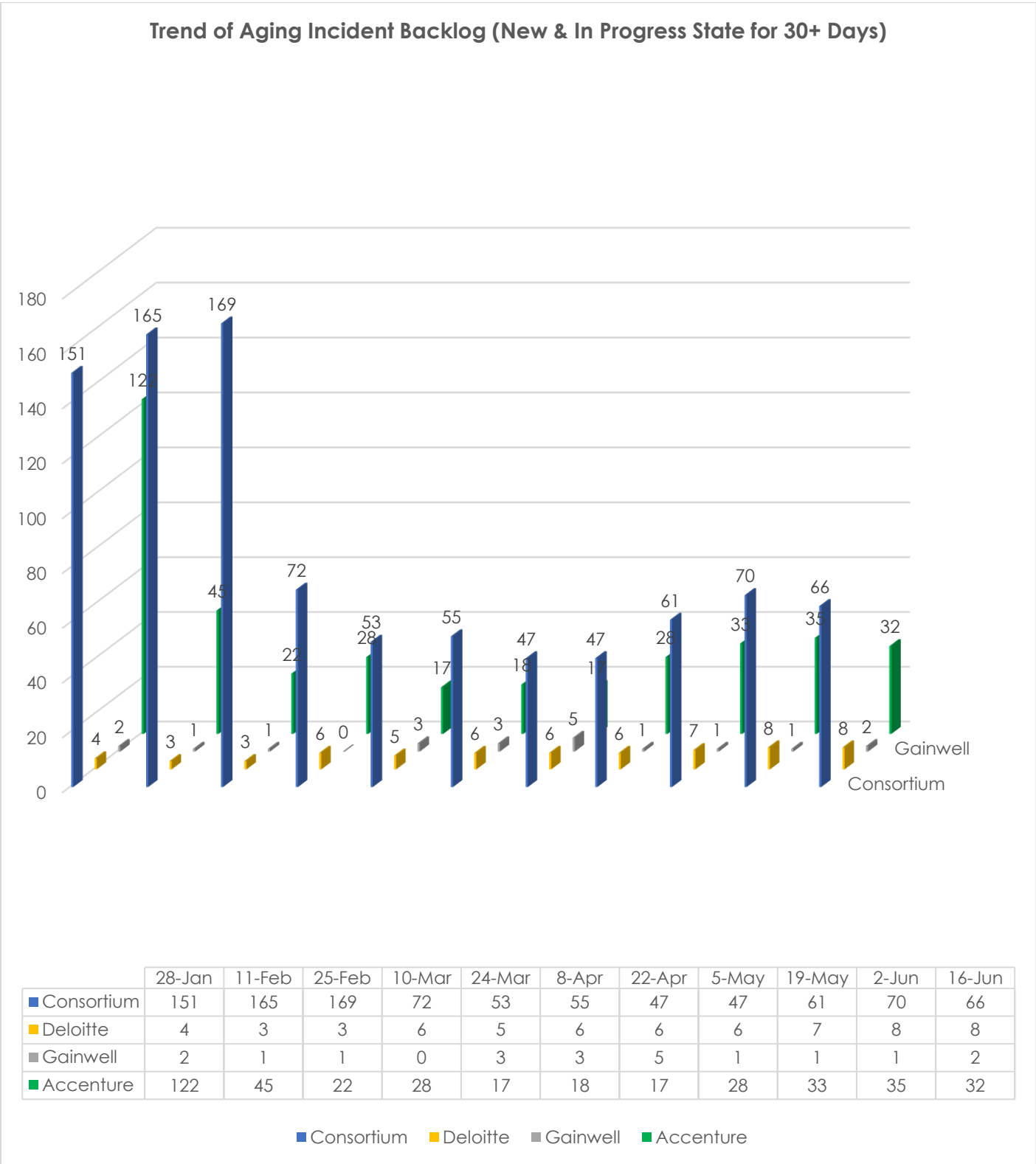
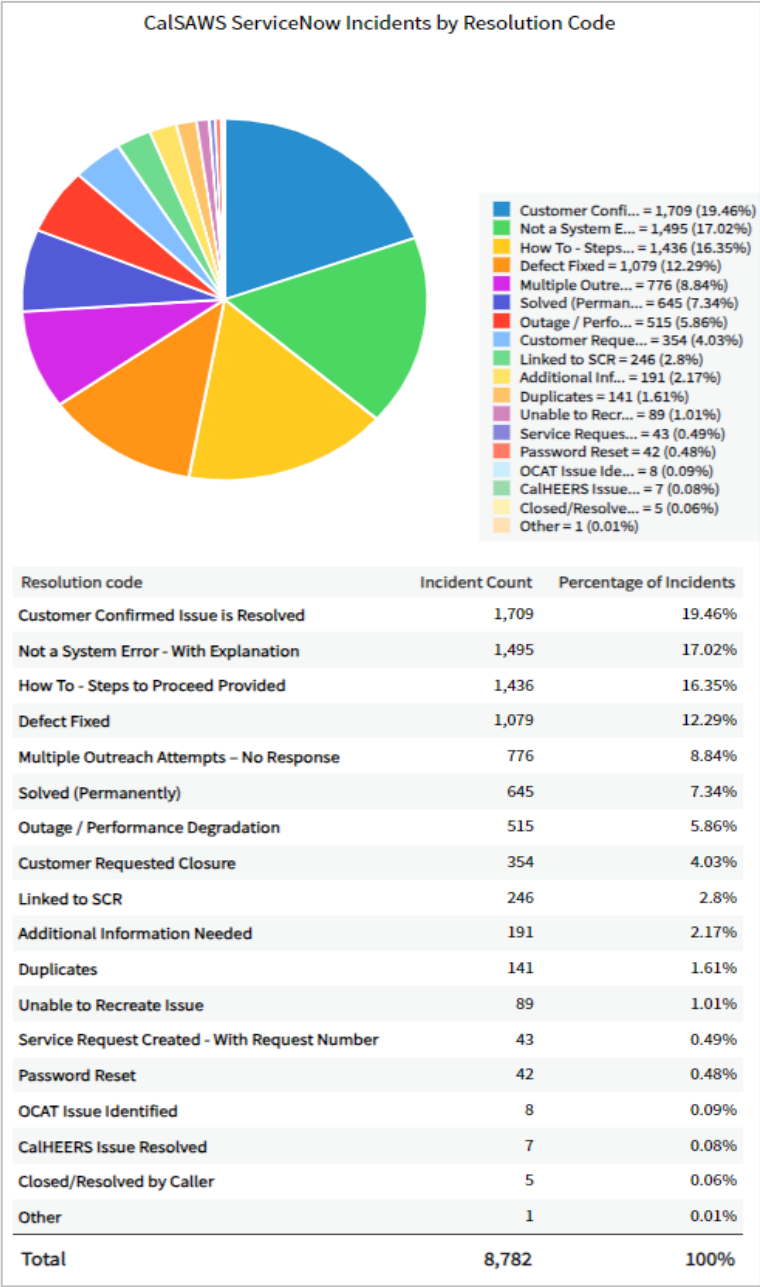


Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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



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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. The 3,032 listed as **Other** are for selected categories that had less than 83 incidents. Please view the [CalSAWS Incidents by Category Breakdown](#) report to see a complete list of all categories selected for the 7,012 incidents

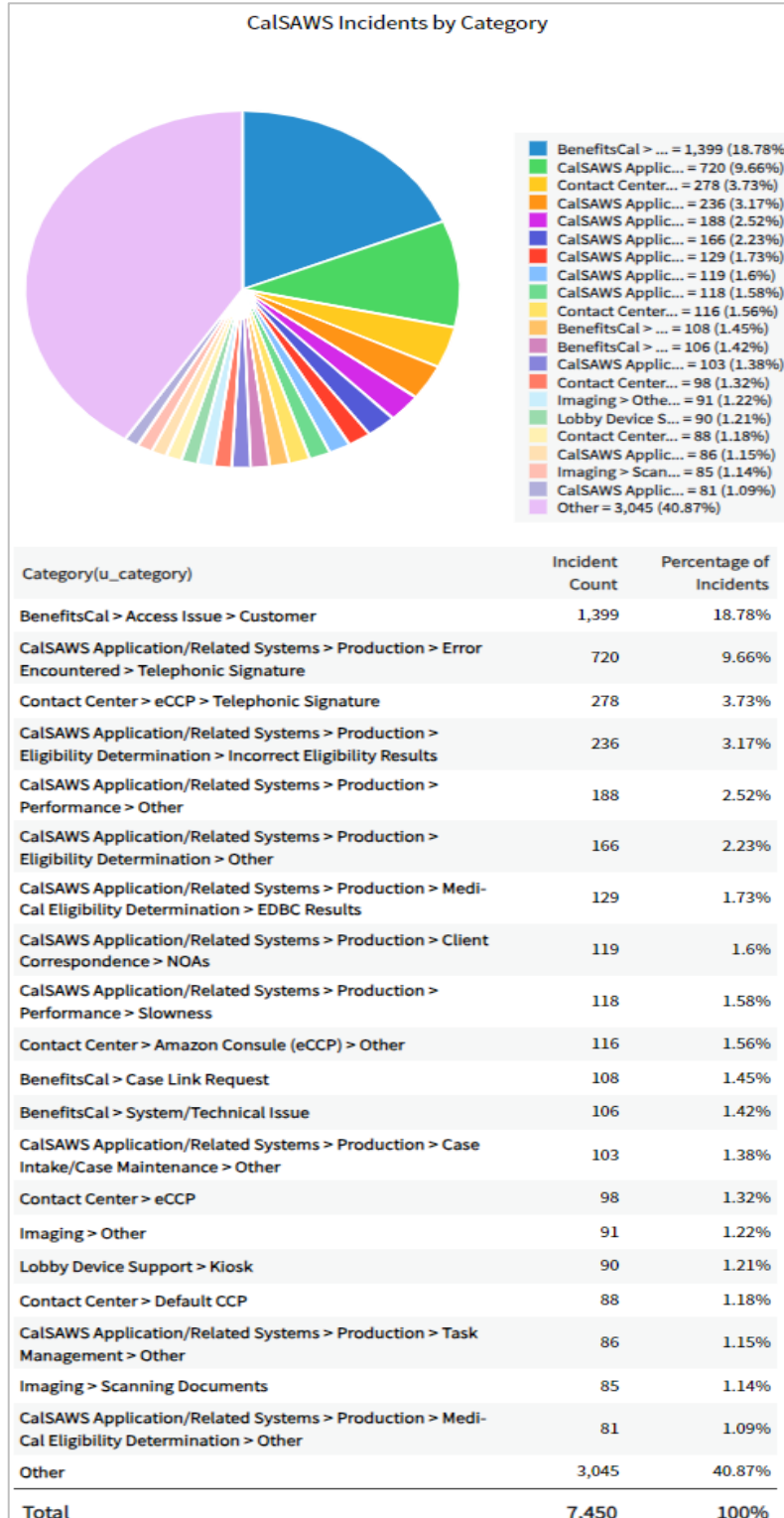
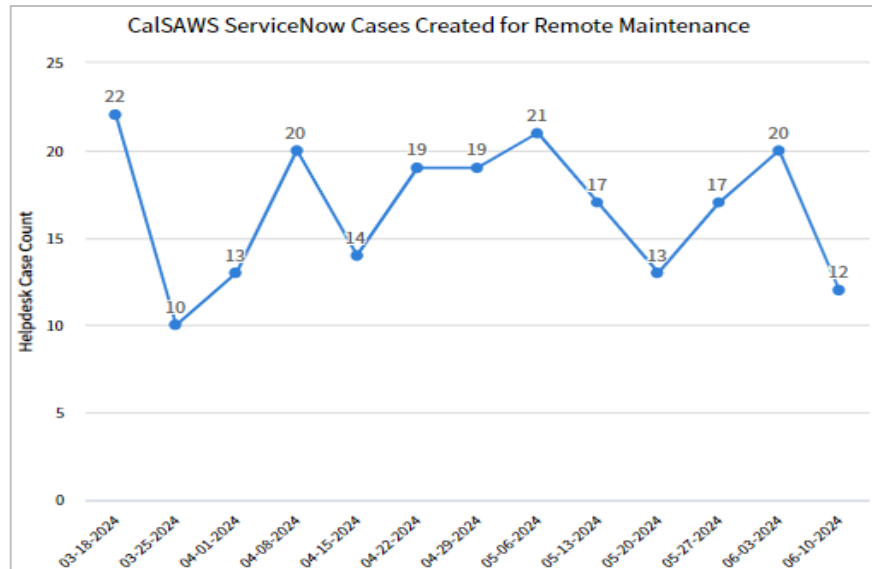
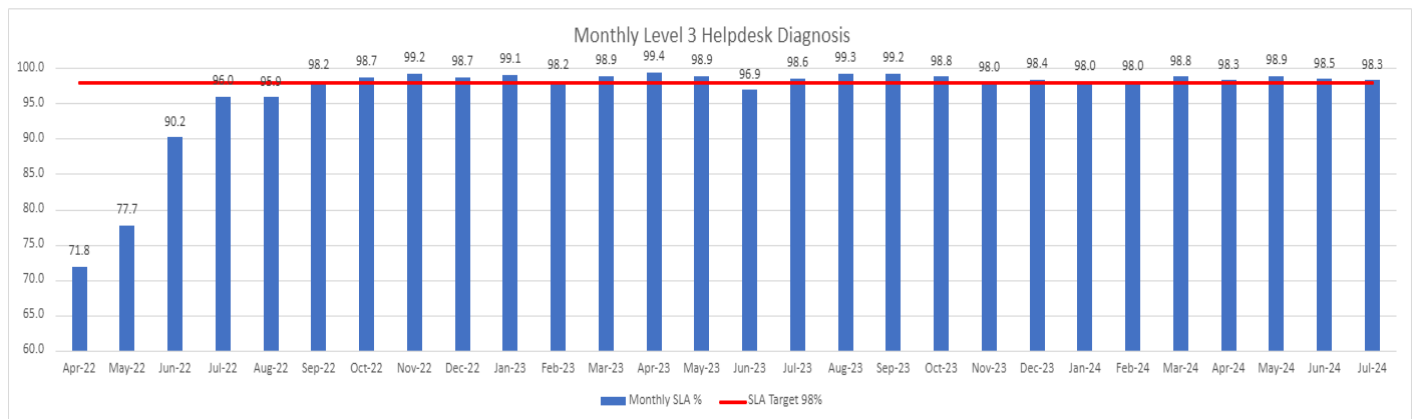


Figure 3.1.2-15 – CalSAWS ServiceNow Cases Created for Remote Maintenance



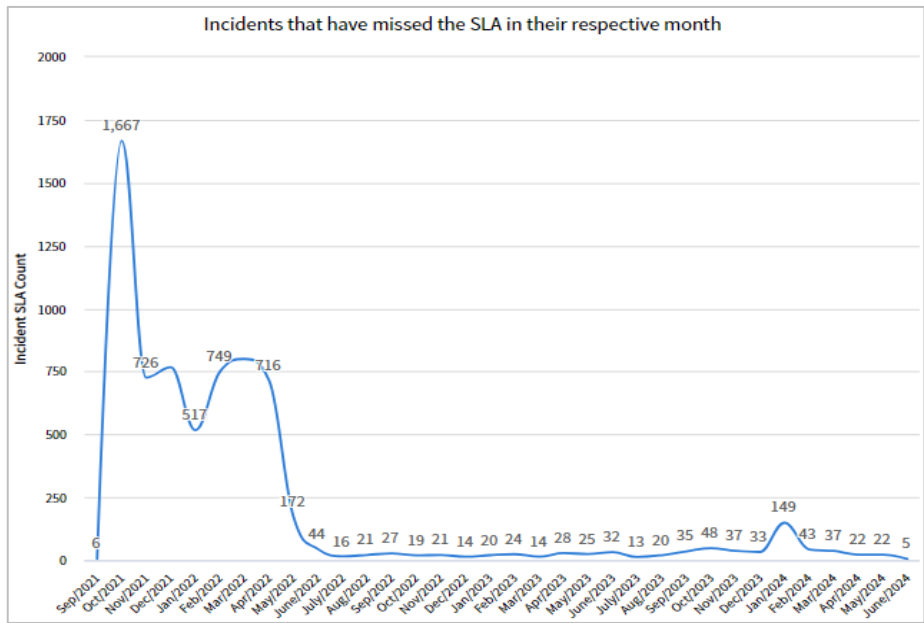
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The current compliance for June Month to Date (MTD) is 98.3%.

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



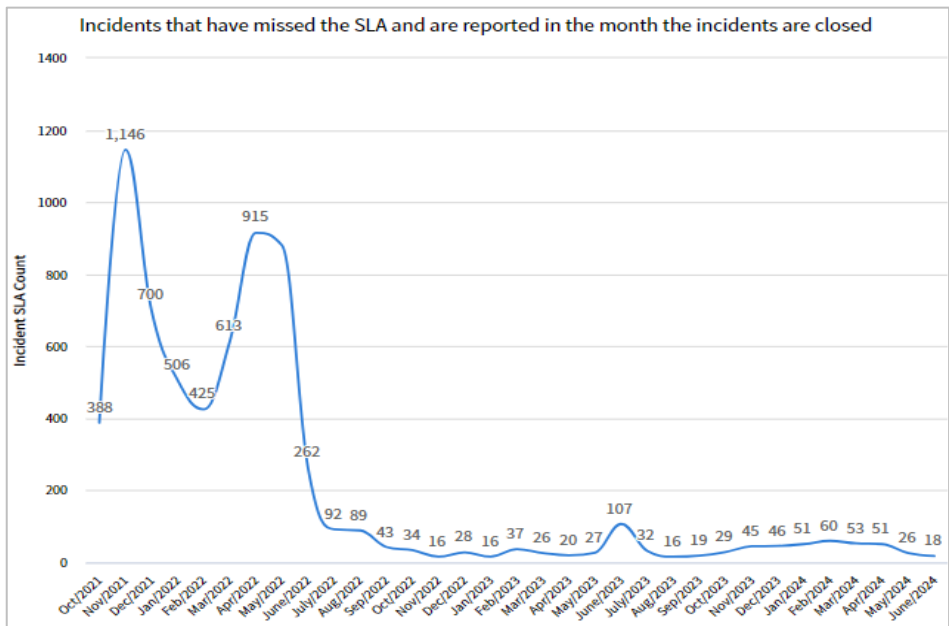
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Five (5) incidents have missed the SLA in June (MTD).

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. Eighteen (18) closed incidents missed the SLA in June Month to Date (MTD).

Figure 3.1.2-18 – Incidents that have missed the SLA and reported in the month incidents are closed



3.2 Technology Operations

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

3.2.1 CalSAWS Management and Operations

- ▶ Enhancing County Design Documentation
 - Ongoing County physical audits to capture rack layout and power distribution of devices per site
 - Began new exercise to update internal documentation
- ▶ TPx Adtran Switch Replacement
 - Ongoing communications with Counties to seek approval on dates and timeline
 - Ongoing Project planning
 - Completed four sites and scheduled five sites for coming days

- ▶ Site redundancy build
 - Completed core redundancy build across fifteen 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 began for the sites with higher link utilization identified on the annual circuit capacity planning assessment
 - Total number of sites – 36
 - Completed 29 circuit upgrades
- ▶ Enhanced Data Reporting (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 request for Customer Service Center ("CSC") network model change to Point of Presence ("PoP")
 - Identified WAN circuit procurement risk due to delays in County Purchase Order approval
 - Monterey County – Migrate the County's Customer Service Center ("CSC") from a Managed model to a Point of Presence ("PoP") model
 - Met with County on June 3, 2024 for final wrap up
 - San Joaquin County – Network model change from Managed to Point of Presence ("PoP")

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- Continued developing County Purchase documentation
- Implementation Advance Planning Document Update (IAPDU)
 - Virtual Private Network (VPN) replacement (TLM-11 CA-274965) is discussed and agreed on the product and technology
 - Next step – Purchase of license
 - Build of Virtual Network Lab-Sandbox01 (IM41)
 - Technical Budget Change Request (TBCR) approved
 - Next step – Building EC2 in the Network sandbox account
 - Vendor analysis in progress for CSAC-10 (New / Replace Virtual BigIP F5) and CSAC-5 (Replace Physical Equinix hosted BigIP F5)

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
June 20, 2024	Enable Data Streaming for Generative AI Call Summarization (Planned Change)
June 20, 2024	Deploy Regional Call Center (RCC) Voice Mail solution in the Contact Center Prod Shared functions account (Planned Change)
June 21, 2024	Production: Update May 2024 Pitney Bowes Spectrum Enterprise Geocoding Module (EGM) Data Set (Planned Change)
June 20 – 21, 2024	California Department of Technology (CDT) (Goldcamp/Vacaville) Firewall Hardening (Planned Change)
June 30, 2024	Rotate application credentials - Production environments - coreapp-production – June (Planned Change)
July 1 – 5, 2024	Migrating County Access Points to AWS Wireless LAN Controller (WLC) (Planned Change)

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

3.2.3 CalSAWS Production Planned Outages Calendar

- The CalSAWS Production Planned Outages Calendar provided in Table 3.2.3-1 (CalSAWS Production Planned Outage Calendar) below, notifies Counties of upcoming scheduled downtimes for CalSAWS Production in 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

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folder

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

Legend		CalSAWS and BenefitsCal Production Planned Maintenance													
	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 24.06.27	06/27/24	8:00 PM	06/27/24	9:30 PM										Broadcast Email	TBD
ForgeRock Maintenance	06/28/24	10:00 PM	06/29/24	2:00 AM										CIT 0094-24	6/13/2024
														Broadcast Email	TBD
Production Maintenance	06/30/24	2:00 PM	06/30/24	6:30 PM										CIT 0095-24	6/13/2024
														Broadcast Email	6/13/2024
CalSAWS Adhoc Reporting Database Maintenance	06/30/24	12:00 PM	06/30/24	4:00 PM										Broadcast Email	6/13/2024
Production Maintenance	07/14/24	2:00 PM	07/14/24	6:30 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	07/14/24	12:00 PM	07/14/24	4:00 PM										Broadcast Email	
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	1:00 PM										CIT	
														Broadcast Email	
BenefitsCal Release 24.07.25	07/25/24	8:00 PM	07/25/24	9:30 PM										Broadcast Email	
ForgeRock Maintenance	07/26/24	10:00 PM	07/27/24	1:00 AM										CIT	
														Broadcast Email	
Production Maintenance	08/18/24	4:00 PM	08/18/24	8:00 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	08/18/24	12:00 PM	08/18/24	4:00 PM										Broadcast Email	
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM										Broadcast Email	
ForgeRock Maintenance	08/30/24	10:00 PM	08/31/24	1:00 AM										CIT	
														Broadcast Email	
Production Maintenance	09/08/24	8:00 AM	09/08/24	2:00 PM										CIT	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	09/08/24	2:00 PM	09/08/24	6:00 PM										Broadcast Email	
CalSAWS Release 24.09	09/22/24	6:00 AM	09/22/24	1:00 PM										CIT	
														Broadcast Email	
BenefitsCal Release 24.09.26	09/26/24	8:00 PM	09/26/24	9:30 PM										Broadcast Email	
ForgeRock Maintenance	09/27/24	10:00 PM	09/28/24	1:00 AM										CIT	
														Broadcast Email	

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Legend		CalSAWS and BenefitsCal Production Planned Maintenance													
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	09/29/24	4:00 PM	09/29/24	8:00 PM										CIT	
CalSAWS Adhoc Reporting Database Maintenance	09/29/24	12:00 PM	09/29/24	4:00 PM										Broadcast Email	
Production Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM										CIT	
CalSAWS Adhoc Reporting Database Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM										Broadcast Email	
Production Maintenance	10/20/24	4:00 PM	10/20/24	8:00 PM										CIT	
CalSAWS Adhoc Reporting Database Maintenance	10/20/24	12:00 PM	10/20/24	4:00 PM										Broadcast Email	
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	1:00 AM										CIT	
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM										Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM										Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	1:00 PM										CIT	
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM										CIT	
Production Maintenance	12/08/24	4:00 PM	12/08/24	8:00 PM										Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/08/24	12:00 PM	12/08/24	4:00 PM										CIT	
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM										Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	12/15/24	2:00 PM	12/15/24	6:00 PM										CIT	
BenefitsCal Release 24.12.19	12/19/24	8:00 PM	12/19/24	9:30 PM										Broadcast Email	
CalSAWS Release 25.01	01/26/25	6:00 AM	01/26/25	1:00 PM										CIT	
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM										Broadcast Email	

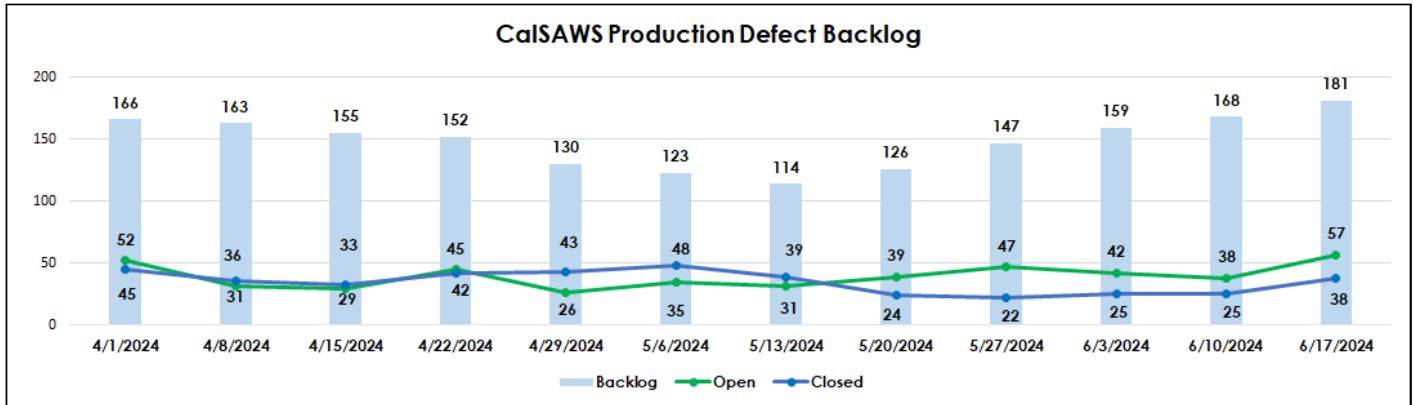
Notes:

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	24.05	24.06	24.07	24.09	TBD	Grand Total
2-Normal/Medium	29	4	17		2	52
In Progress	3	3	12		1	19
Closed	25		3			28
New	1	1	2		1	5
3-Normal/Low	153	21	87	8	34	303
In Progress	22	8	63	7	11	111
Closed	128	9	14			151
New	3	4	10	1	23	41
4-Cosmetic	3	1	1		4	9
In Progress		1				1
Closed	3		1			4
New					4	4
Grand Total	185	26	105	8	40	364

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

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3.4 Production Operations

3.4.1 Release Communications

- ▶ CalSAWS Release 24.07 Communications:
 - See table 3.4.1-1 CalSAWS Release 24.07 Communication Activities for details.

Table 3.4.1-1 – CalSAWS Release 24.07 Communication Activities

TASK	DATE (\$)	OWNER
Send draft Release Notes file to Consortium for review	June 10, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	June 24, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	July 8, 2024	Production Operations
Webcast on CalSAWS Release 24.07	July 9, 2024	Production Operations / Consortium Policy and Design
Send summary of changes in CalSAWS Release 24.07 in CalSAWS Health Report	July 15, 2024	Production Operations
24.07 CalSAWS Application Development and Training Release Notes Broadcast	July 16, 2024	Production Operations
CalSAWS Release 24.07 Greenlight Meeting	July 17, 2024	Release Management/Quality Assurance
CalSAWS 24.07 Post-Release Checkpoint Call	July 22 – 24, 2024, 4:00 p.m. to 4:30 p.m.	Production Operations

3.4.2 Root Cause Analysis (RCA)

- ▶ No new Root Cause Analysis (RCAs) were submitted during this reporting period

3.4.3 Batch Operations

- ▶ Completed execution of Foster Care monthly payroll batch runs for the 58 Counties
- ▶ 1.05 million cases have been purged successfully on June 14, 2024, with the exception of 258 cases with data issues
- ▶ Completed execution of batch for change, ACL 19-19 and 19-102 Increase the threshold for CalWORKs Overpayments Phase II with additional criteria to suspend and discharge recovery accounts on June 16, 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 (DBA), 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

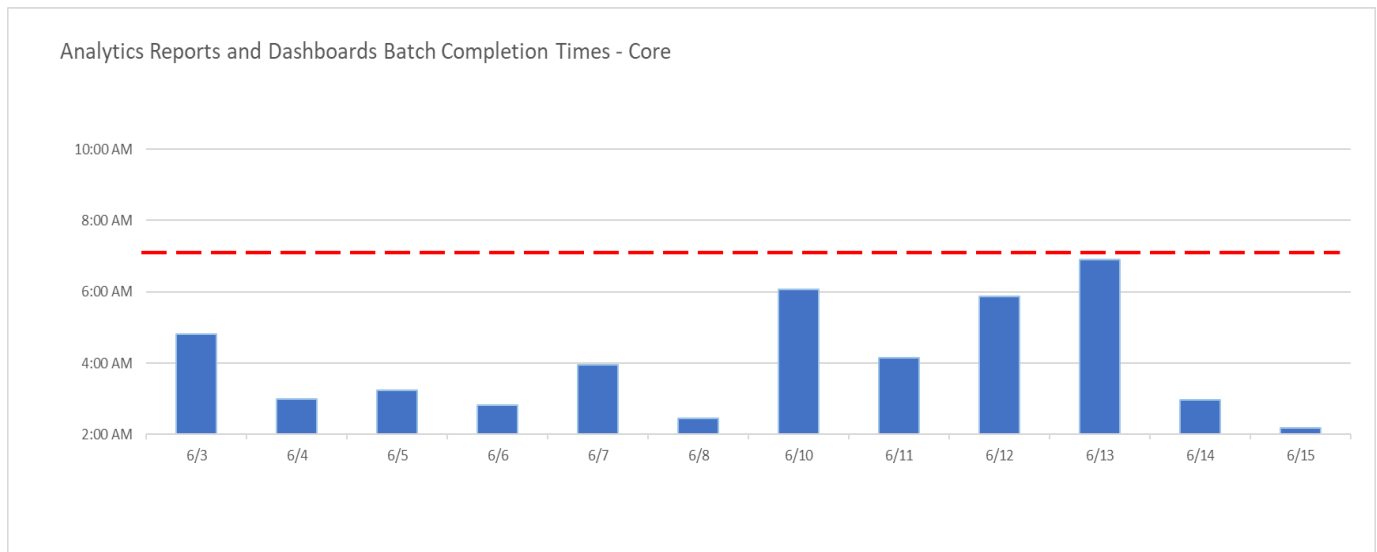


Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

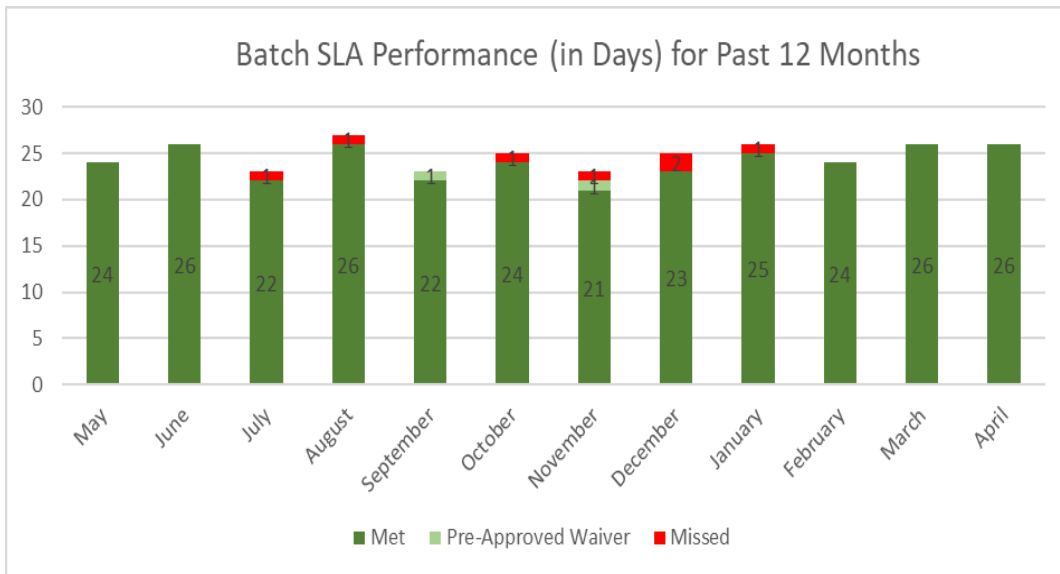
Batch Date	Issue	Communication	Status	Resolution
N/A	All analytics jobs competed before 7:00 a.m. daily during the reporting period	N/A		

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

- Conducted Production Build on June 14, 2024

► 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 Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)

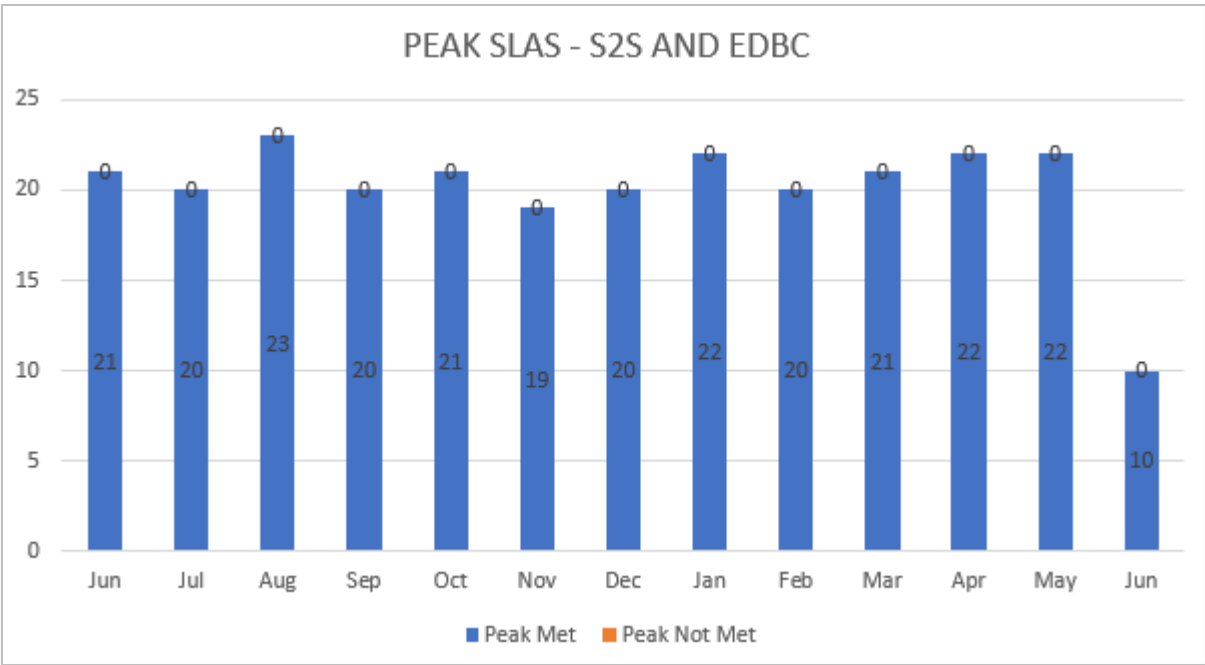
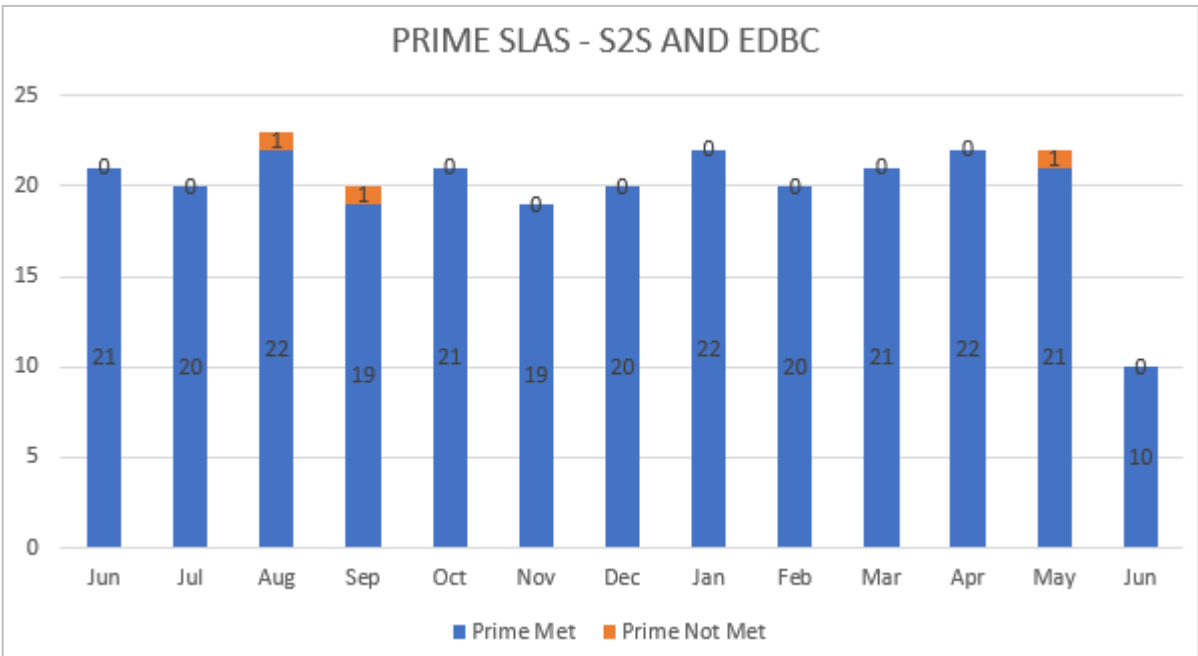


Table 3.4.4-3 – Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights

- ▶ ForgeRock team working on the draft of two Root Cause Analysis (RCA): RCA 317 (ForgeRock Identity Gateway production issues) and RCA 318 (Lobby Tablet fix). ForgeRock confirmed RCA 317 will cover all issues and timeline from the Production issue since May 30, 2024
- ▶ ForgeRock planned for a deployment to Production Environment on June 14, 2024, with limited items including three logging enhancements, Directory Services upgrade, and Tomcat upgrade
- ▶ Recommendations for the logging enhancements come from a review of the Production West logs with Ping Identity on June 12, 2024, to help determine root cause of the Production outages
- ▶ New System Change Requests (SCRs) were created, and funding approved (Install Linux x64 Compressed Archive on all IG boxes and Time decorator). Both changes were deployed to Production on June 14, 2024
- ▶ Validators confirmed for upcoming June 14, 2024, production build
- ▶ Drafted initial agenda for the session management workshops with Consortium and Application owners. Continued discussions will occur on week of June 17, 2024 to determine the dates and audience for the actual workshop
- ▶ ForgeRock completed the unlocking 6,424 customer ForgeRock Accounts impacted during the failovers on June 13, 2024
- ▶ ForgeRock completed two emergency change requests to deploy logging enhancements and latest Amazon Machine Image (AMI) for Assembly Test and Development on the week of June 13, 2024
- ▶ ForgeRock syncing internally on design proposal and requirements for security password authentication to begin kickoff meeting with Consortium
- ▶ ForgeRock team received approval for a change request extension approval for terminate non-live stack instances in Production environment after successful deployments - resulting in cost savings and reduced vulnerability risk. The change request will be completed by ForgeRock on June 16, 2024, upon extension approval
- ▶ Further discussion on Statement of Work for Calabrio and eGain to provide single sign-on integration with ForgeRock happening with Consortium and Accenture
- ▶ ForgeRock Team working on the updates and written steps for the Design Documentation for the Evolution Architecture Work - 95% of the design doc is completed and ready for Sandbox development

Table 3.5.1-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Rebuild Jenkins Servers from AL1 to AL2	June 28, 2024	In progress
ForgeRock-ServiceNow integration	July 26, 2024	In progress
Platform Architecture Enhancements – Design	July 2024	In progress

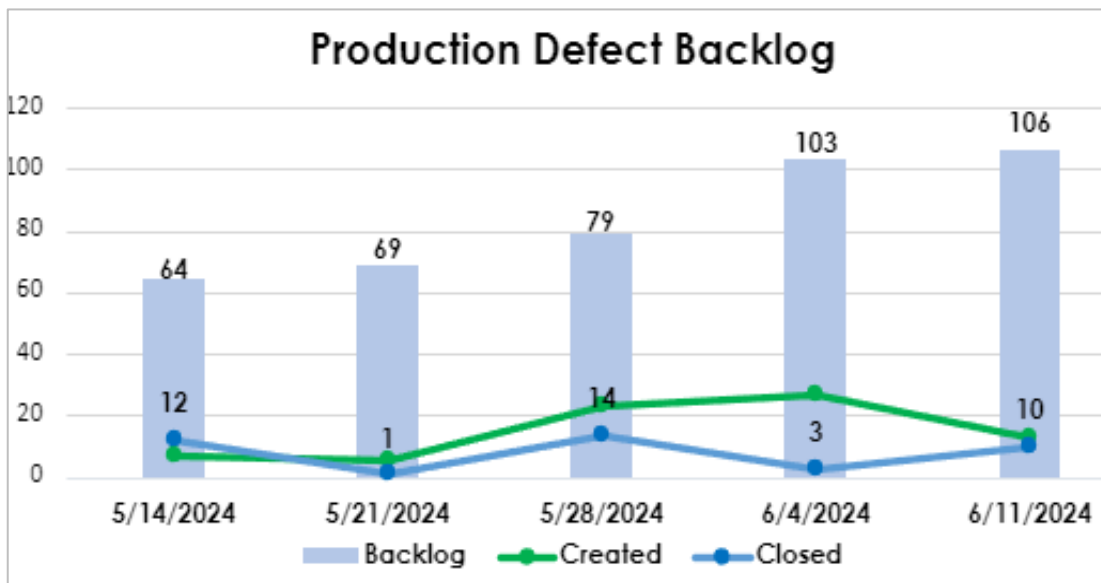
3.6 Imaging

- ▶ Completed Defects
 - CA-277300 - Routing Rules for BenefitsCal Optical Character Recognition logic is bypassing the Workload Inventory Icon Application Programming Interface (API)
 - CA-279141 - Deploy latest version of GenTask script
- ▶ Completed System Change Requests (SCRs)
 - CA-273670 - Phase 2 - Route Portal documents to OCR

3.7 Customer Service Center (CSC)

- ▶ Production Defect Backlog Highlights
 - The Contact Center Team continues to address Production defects exclusively using a priority release schedule to address defects sooner. There are 21 defects targeted to be resolved with the 24.06.20 release

Table 3.8-1 – Contact Center Defect Burndown



- ▶ Contact Center Recently Deployed Enhancements
 - The below table shows all recently deployed Contact Center Enhancements over the past two weeks

Table 3.8-2 – Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-277668	SMT Interactive Voice Response (IVR) Revert Changes	24.06.06	In Production
SCR	CA-276761	Request to enable webchat for Sonoma	24.06.06	In Production
SCR	CA-274845	Deploy AWS IVR Webchat infrastructure for Placer County	24.06.06	In Production
SCR	CA-275826	Ventura County - Update EGain custom attributes	24.06.03	In Production

► Contact Center Enhancements

- The Contact Center Team will be working on System Change Requests (SCRs) prioritized by the committee and the Consortium team in the order in the table below. The team has limited allocated M&E hours to complete Global enhancements
 - Note: The Deployment dates are not finalized and can change based on the scope defined at the time the SCR Design is approved

Table 3.8-3 – Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-262445	Voice Bots Statewide Rollout: Non-Customer Service Center (CSC)	24.06.20	System Test
SCR	CA-262430	RPA - Automated EBT Replacement Implementation: Non-CSC	24.06.20	System Test
SCR	CA-239498	DDID 2268 FDS CSC: Update to Text Help Line IVR, and Outbound Campaign caller ID	24.07.11	Approved
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.08.08	Approved
SCR	CA-245360	Telephonic Signature Update Rights and Responsibilities for Medi-Cal	24.08.08	Approved
SCR	CA-273724	Telephonic Signature - Update CalSAWS Telephonic Signature Capture Code Generation/Removal Logic	24.08.xx	Design in Progress
SCR	CA-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.09.xx	New
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.09.xx	Design in Progress

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TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.01.xx	New
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.xx	New
SCR	CA-245926	Add Field in eCCP for Customer Information that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-250838	Create Call Result Record for Each Outbound IVR Attempt	25.05.xx	New
SCR	CA-265391	Modify eCCP Security rights	25.xx.xx	Design in Progress

3.7.1 Operata Pilot for Contact Center agent monitoring (CA-276030)

- ▶ Received change order approval for commencing the pilot
- ▶ Operata successfully installed in Kern's County development and Production contact centers
- ▶ Scheduled training sessions with Operata and CalSAWS Interactive Voice Response (IVR) Contact Center Team

3.8 Lobby Management

3.8.1 Region 1 Counties

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

- ▶ Alameda County
 - No updates for the reporting period
- ▶ Contra Costa County
 - No updates for the reporting period
- ▶ Marin County
 - No updates for the reporting period
- ▶ Monterey County
 - No updates for the reporting period
- ▶ Napa County
 - No updates for the reporting period

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- ▶ San Benito County
 - No updates for the reporting period
- ▶ San Francisco County
 - No updates for the reporting period
- ▶ 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, tablet printers have been shipped back to County. Lobby team working with County to schedule a configuration call
- ▶ Santa Cruz County
 - County has gone live with kiosks and tablets
- ▶ Solano County
 - No updates for the reporting period
- ▶ Sonoma County
 - No updates for the reporting period

3.8.2 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
 - Completed Kiosk go-live successfully 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

- o No updates for this reporting period

3.8.3 Region 3 Counties

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

- ▶ Butte County
 - o No updates for this reporting period
- ▶ Colusa County
 - o No updates for this reporting period
- ▶ Del Norte County
 - o No updates for this reporting period
- ▶ Glenn County
 - o No updates for this reporting period
- ▶ Humboldt County
 - o No updates for this reporting period
- ▶ Lake County
 - o No updates for this reporting period
- ▶ Lassen County
 - o Kiosk was delivered on January 8, 2024
 - o County completing physical installation and flows
- ▶ Mendocino County
 - o No updates for this reporting period
- ▶ Modoc County
 - o No updates for this reporting period
- ▶ Plumas County
 - o No updates for this reporting period
- ▶ Shasta County
 - o No updates for this reporting period
- ▶ Siskiyou County
 - o Kiosk delivered on January 30, 2024
 - o Kiosk has been confirmed fully functional
 - o County working on milestones for go-live
- ▶ Tehama County
 - o Kiosk was delivered on January 11, 2024
 - o County working on milestones for go-live
- ▶ Trinity County
 - o No updates for this reporting period

3.8.4 Region 4 Counties

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

- ▶ Fresno County
 - o All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS Reception Log and kiosks
 - o County reports that CalSAWS reconfiguration effort is in testing phase

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- o County continues to work on networking requirements
- ▶ Inyo County
 - o No updates for this reporting period
- ▶ Kern County
 - o County Purchase KR-02-2023
 - Working with the County on milestones for kiosk go-live
 - o Tablets are being replaced due to battery issues
- ▶ Kings County
 - o No updates for this reporting period
- ▶ Madera County
 - o No updates for this reporting period
- ▶ Mariposa County
 - o No updates for the reporting period
- ▶ Merced County
 - o No updates for the reporting period
- ▶ San Joaquin County
 - o No updates for the reporting period
- ▶ San Luis Obispo County
 - o No updates for the reporting period
- ▶ Stanislaus County
 - o No updates for the reporting period
- ▶ Tulare County
 - o County Purchase TL-01-2023
 - Tablets have been deployed successfully
 - o County Purchase TL-02-2023
 - County Purchase documentation with the County for approval for kiosk purchase

3.8.5 Region 5 Counties

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

- ▶ Imperial County
 - o No updates for the reporting period
- ▶ Orange County
 - o No updates for the reporting period
- ▶ Riverside County
 - o No updates for the reporting period
- ▶ Santa Barbara County
 - o No updates for the reporting period
- ▶ San Bernardino County
 - o No updates for the reporting period
- ▶ San Diego County
 - o No updates for the reporting period
- ▶ Ventura County
 - o No updates for the reporting period

3.8.6 Region 6 County

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

3.8.7 Lobby Management Modernization (TLM-39)

- ▶ Scheduled kick-off meeting for June 18, 2024

3.9 Additional Projects

3.9.1 California Department of Social Services (CDSS) Report Support

- ▶ California Department of Social Services (CDSS) Glossary:
 - AAP – Adoption Assistance Program
 - ABAWD – Able Bodied Adults Without Dependents
 - CAPI – Cash Assistance Program for Immigrants
 - CIDR – CDSS Internal Data Request
 - ESAP – Elderly Simplified Application Process
 - E&T – Employment and Training
 - FC – Foster Care
 - SIRFRA - SAWS Information Request for Research and Analysis
- ▶ Completed Work:
 - CIDR 9020 – CalFresh Application Timeliness for Food and Nutrition Services Reporting
 - CIDR 9023 – CalWORKs and CalFresh Application Detail Snapshot
- ▶ Continued Work:
 - CIDR 9017 - Medi-Cal Client Detail Snapshot
 - CIDR 9021 – Employment and Training Metrics
- ▶ Started Work:
 - CIDR 9024 - CalWORKs Domestic Abuse Waivers Data

3.9.2 Department of Health Care Services (DHCS) Report Support

- ▶ Department of Health Care Services (DHCS) Glossary
 - CCU – Continuing Care Unwinding
 - MEDS – Medi-Cal Eligibility Data System
 - PHE – Public Health Emergency
 - RE - Redetermination
- ▶ Completed Work:
 - SIRFRA 1376 - PHE Renewal and Demographics Data Request - May 2024
 - SIRFRA 1377 - Pending Applications (PHE Data Dashboard Slides) - May 2024
 - SIRFRA 1378 - Unwinding Period Data - Failure to Complete - May 2024
- ▶ Continued Work:
 - SIRFRA 1351 - Data Pull for Spousal Impoverishment Case Flag and Task
- ▶ Started Work:
 - SIRFRA 1385 - End of CCR Renewal Data Request August 2024
 - SIRFRA 1380 - MEDS Alert Monitoring June 2024
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending June 2024

3.9.3 Endpoint Detection and Response (EDR)

- ▶ Completed Qualys Endpoint Detection and Response (EDR) deployment
- ▶ Finalize the cleanup deployments of the systems with Sophos Anti-Virus (AV)
- ▶ 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
- ▶ Testing and validating the changes that allow Qualys to function properly

3.9.4 Replace Physical Equinix hosted BigIP F5 with NextGen Hardware (CSAC-05)

- ▶ Continued discussions with vendors (Cisco, Palo Alto) to determine suitable products and models to replace the F5

3.9.5 New / Replace Virtual BigIP F5 with NGFW at Partner Exchange (US-West and US-East) and Network Production Account (US-West and US-East) (CSAC-10)

- ▶ Continued discussions with vendors (Cisco, Palo Alto) to determine suitable products and models to replace the virtual F5

3.9.6 Integrate CloudFront / Web Application Firewall (WAF) for CalSAWS Application Program Interfaces (API)s Existing HTTP APIs (CSAC-19)

- ▶ Completed the internal code review and accommodated the additional code changes in Application Development environment
- ▶ Verified that CloudFront does not support Transport Layer Security (TLS) 1.3 yet. The team will continue with TLS 1.2 option
- ▶ Change Request CHG0048084 for core-app-dev account is under Consortium Security review

3.9.7 Enhanced E-mail Message Examination (CSAC-26)

- ▶ Began Procurement activities
- ▶ Prepare Kick-Off documentation

3.9.8 Intune Mobile and Modern Device Management (CSAC-29)

- ▶ Waiting on procurement of licenses

3.9.9 SAST/DAST/SCA/IAST - DevSecOPs (CSAC-36)

- ▶ Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
 - o Phase 1: Discovery and planning, which involved identifying critical applications, defining stakeholders and their responsibilities, planning the Snyk organization and group structure, and determining member roles – Completed
 - o Phase 2: Configure accounts for the Development Operations Lead, Security Team, Technical Architect, and Application Team, and conduct 31 meetings with Snyk to ensure proper implementation and alignment with our security objectives – In progress
 - o Phase 2 Sub-tasks:

- Broker Installation: The installation of the Broker began on May 30, 2024 and has been successfully completed as of June 12, 2024 – Completed
- Role-based Access Setup: Technical Support team is engaged to continue to configure all roles and Single Sign-On (SSO) authentication to access Snyk for role-based to applications – In progress
- Organization Setup: Technical Support, Application Development, and Security will support the setup of the organization structure within Snyk, dependency on having Role Based Access (RBA) and SSO complete – Not started
- ▶ Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
 - DAST Tool Overview and Selection – Product and Cost Comparison of DAST tools – Invicti, BrightSec and StackHawk – Completed
 - Selection of DAST tool decision – In progress
 - DAST tool procurement – Not started
 - DAST Kickoff meeting – Not started

3.9.10 Partitioning Next Phases with Database (DB) Compression (DMDP-01)

- ▶ Began Design phase activities
- ▶ Began staffing

3.9.11 Purview with Data Loss Prevention (DLP) (DMDP-21)

- ▶ Began Procurement phase activities
- ▶ Prepared Kick-Off documentation
- ▶ Began staffing

3.9.12 Amazon Web Services (AWS) Macie (DMDP-23)

- ▶ Completed Architecture review on June 13, 2024
- ▶ Scheduled kick off meeting with Consortium Security for June 19, 2024
- ▶ Scheduled Phase 0 implementation for June 20, 2024

3.9.13 Network Test Lab / Lower Environment (IM-41)

- ▶ Completed Procurement of Eve-NG and Cisco modelling lab licenses
- ▶ Completed hardware installation at CalSAWS Project site Roseville
- ▶ Ongoing deep dive design sessions to develop low level design
- ▶ Ongoing SIA/PIA assessment
- ▶ Technical Budget Change Request (TBCR) approved for Amazon Web Services (AWS) server build

3.9.14 Migrate Production accounts to TFC managed account (ISA-20)

- ▶ System Change Request (SCR) CA-274944 - ISA-20 - coreapp-production environments migration to TFC managed AWS accounts – Approved
 - Design discussion with consortium - Completed
 - Awaiting Design Approval from Consortium Security

3.9.15 Office 365 Services Backup Solution (ISA-21)

- ▶ Synchronization between final SharePoint and Teams data
- ▶ Complete Operational Working Document (OWD) drafts
- ▶ Meet with vendor for additional tuning

3.9.16 Microsoft (MS) Tenant Configuration Settings Backup and Monitoring Process Development (ISA-23)

- ▶ Complete Operational Working Document (OWD) drafts
- ▶ Moved to maintenance and operations
- ▶ Reviewing output file content

3.9.17 Major Upgrade - Analytics stack (TLM-03)

- ▶ Microsoft Software center has been updated with new Python version for developers
- ▶ Automation Level 3 (AL3) standards and updated Elastic Map Reduce (EMR) version will be available in the test environment on June 19, 2024

3.9.18 Network Operating System (OS) Upgrade (TLM-06)

- ▶ Ongoing effort to develop the migration strategy and roadmap from Adaptive Security Appliance (ASA) to Firepower Threat Defense (FTD)
- ▶ Ongoing vendor review sessions with Cisco
- ▶ Completed Identification of operating systems (OS) versions to meet assessment criteria

3.9.19 Network Replace TPX SD-WAN (TLM-07)

- ▶ Completed four of 49 of sites (Alameda, Alpine, Butte, and Colusa Counties)
- ▶ Scheduled five sites for the week of the June 17, 2024
- ▶ Re-baselined project timelines to accommodate delays in hardware availability due to supply chain issues

3.9.20 Split Tunneling and VPN Replacement (TLM-11)

- ▶ Completed vendor comparison and recommendation
- ▶ Completed review of replacement options and identified Palo Alto Prisma Access as the solution to replace Cisco AnyConnect VPN

3.9.21 ServiceNow IT Operations Management (ITOM) Discovery / Hardware Asset Management (HAM) / Software Asset Management (SAM) (TLM-13, TLM-14, TLM-15)

- ▶ Partnering with Configuration Item (CI) data owners to finalize and configure the CI attributes
 - Finalized attributes for servers, PC workstations and network gear devices with data owners
 - Working to finalize attributes for Amazon Web Services (AWS) classes with data owner
- ▶ Completed onboarding process for IT Operations Management (ITOM) discovery engineer

3.9.22 Texting - Upgrade Nodejs Lambdas (TLM-16)

- ▶ Received approval for emergency System Change Request (SCR CA-274985) to begin build
- ▶ Received acceptance from Consortium on upgrading the Nodejs version to v20

3.9.23 Upgrade Spring Version in CalSAWS Core (TLM-21)

- ▶ Drafted SCR CA-274989 and is currently in design

3.9.24 Upgrade Spring and SpringBoot (TLM-22)

- ▶ Drafted SCR CA-274990 and is currently in design

3.9.25 Upgrade CalSAWS Libraries to be N-1 Compliant (TLM-23)

- ▶ Drafted SCR CA-274526 and is currently in design

3.9.26 Redhat Enterprise Linux (RHEL) Operating System (OS) Upgrade (TLM-30)

- ▶ SCR CA-266317 - Design and Proof of Concept (POC) - RedHat OS Upgrade - Implementation completed
- ▶ SCR CA-271223 - Major OS (RedHat8) Upgrade - Application/System test – Implementation completed
- ▶ SCR CA-277706 - TLM-30 - Major OS (Red Hat8) Upgrade - Technical Operations / Database Administrator (DBA) – Approved
 - o Implementation in progress

3.9.27 DevSecOps tools upgrade (TLM-31)

- ▶ CA-275008 - TLM-31 - CalSAWS Tools Upgrade – Approved
 - o Milestone 2 - Upgrade to latest version for: Jenkins and SonarQube (June 30, 2024)
 - o Milestone 3 - Upgrade to latest version for: Artifactory, AgitarOne and Jenkins (September 30, 2024)
 - o Milestone 4 - Upgrade to latest version for: JIRA, Bitbucket Jenkins (December 30, 2024)

3.9.28 Upgrade to Windows 11 (TLM-34)

- ▶ Prepared kick-off documentation

3.9.29 Upgrade Windows 2016/2019 Servers (TLM-36)

- ▶ Prepared kick-off documentation

3.9.30 Upgrade ODM to version 8.12 (TLM-68)

- ▶ Drafted System Change Request (SCR) CA-274991 and is currently in Design phase

3.9.31 Identity - Password Authentication (WIAM-18)

- ▶ System Change Request (SCR) CA-275491 has been approved by System Change Request Board (SCRB) and Change Control Board (CCB). ForgeRock has begun conversations with Accenture Security on understanding the current design and establish the next steps to finalize the recommendation to present to Consortium
- ▶ Scheduled kickoff meeting for June 25, 2024 with Consortium

3.10 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"> • Continued test execution for the 24.07 baseline release. Week Three of Eight completed. Team is on schedule with a 74% pass rate against a target of 38%
4.6 Reports	<ul style="list-style-type: none"> • Bi-Weekly State and Fiscal Reports meeting • Delivered first set of Functional Design Documents • Delivered high priority SCR CA-251869 ACL 22-85 and 21-25 Update CalFresh Reports in Production on June 13, 2024
4.10	<ul style="list-style-type: none"> • Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Updates

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
24.06.20	<ul style="list-style-type: none"> ▶ Create Security Group for CalSAWS Staff to perform MAGI (Modified Adjusted Gross Income) Case Search ▶ Training: Migrate Contact Center Storyline WBTs (Web Based Trainings) to Captivate WBTs (Web Based Trainings) plus updates ▶ Update Nevada County Direct Deposit Monthly Outbound file with updated Bank information
24.06.27	<ul style="list-style-type: none"> ▶ All County Letter (ACL) 21-24 Send the SAR (Semi Annual Reporting) 7 the Month Prior to the Submit Month ▶ ACL 23-20 - Add Additional Expense Types for Disaster CalFresh ▶ DCR (Data Change Request) to Disposition IEVS (Income and Eligibility

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Release	Summary
	<p>Verification System) PVS (Payment Verification System) Abstracts for October 2023 and November 2023</p> <ul style="list-style-type: none">▶ Extension of Eligibility for Ukrainian Humanitarian Parolee - List of impacted cases▶ Request IFD (Integrated Fraud Detection) IEVS (Income and Eligibility Verification System) Files be Delivered to SLO (San Luis Obispo) County FTP (File Transfer Protocol) Server▶ Run test Direct Deposit Inbound file for San Mateo County Interface Partner Testing (IPT)
24.06.28	<ul style="list-style-type: none">▶ AM Security Advisory #202401 Patch and Activities▶ Add new user type for Childcare Portal and Changes to DA HelpDesk Roles▶ Change ForgeRock AuthID Storage from Server-Side to Client-Side▶ ForgeRock Integration: Single Sign-on for Calabrio▶ ForgeRock Integration: Single Sign-on for eGain▶ Improvements to Data Backups Processes for ForgeRock▶ Introduce Generic Error Pages to ForgeRock▶ Move Token Clean Up Process from AM to DS▶ OAuth2 Clients for BenefitsCal Network Protection▶ Reauthentication after 20 minutes inactivity in MFA (Multi Factor Authentication) redesign - Design▶ Rebuild Jenkins Servers from AL1 to AL2▶ Self-Service Kiosk Login Journey Fix▶ Trust Store Issues
24.06.30	<ul style="list-style-type: none">▶ County Readiness Discovery Sessions▶ Monthly support for Adhoc Reporting solution - January 2024 - June 2024
24.07	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 69 approved▶ Release Webcast date: To be determined
24.09	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 41 approved▶ Release Webcast date: To be determined
24.11	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 14 approved▶ Release Webcast date: To be determined

4.3 Application Development Status

- ▶ Continued design on:
 - CA-233160 - ACL 23-94: Family Reunification Funding
 - CA-213363 - TLM-39: Lobby Management Modernization
 - CA-275844 - IAPDU CSAC-36: DevSecOps
 - CA-275845 - IAPDU DMDP-21: Microsoft Purview Data Security
 - CA-202054 - ACL-18-07: Suspend/Discontinue/Reinstate for CAPI case
 - CA-268378 - Automate SOC 452A for CAPI
 - CA-274988 - TLM-34: Upgrade to Windows 11 (Project machines)
 - CA-254391 - Add/Update Postpartum NOA snippets in English and Threshold languages
 - CA-274996 - TLM-40: Lobby Monitor Updates
 - CA-253124 - Validate E-mail Addresses Added into CalSAWS

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- CA-271068 - Configure Client Correspondence to allow the option to display Worker Names – Forms
 - CA-229838 - Add new Foster Care Reasons to NOAs Phase 5
 - CA-271130 - ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions
 - CA-222902 - Automate Phase 2 ACL 11-80 - CalWORKs New and Revised OP NOA Messages
 - CA-240094 - Refactor: CalFresh NOA Regulations
 - CA-272698 - ACL 18-43 - Add M40-107C1 and M40-107D Time Limit NOAs in Threshold Languages
 - CA-272652 - Create County Duplicate Impact List pages
 - CA-271101 - Support SCR to provide responses to Consortia queries
 - CA-274976 - IAPDU - TLM-06: OS Upgrade - Cisco Routers/Switches/Firewalls
 - CA-271707 - Enhance Pickup Location To Be Available for Multiple payees Under A Program
 - CA-274977 - IAPDU - TLM-07 Replace TPX SD-WAN (Routers and Virtual Firewall) and TPX Adtran EOL Switches with new models from TPX
 - CA-265742 - Add Denial and Discontinuance NOA for Gets Duplicate Aid status reason.
 - CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
 - CA-258479 - ACL 22-104 and ACL 18-07: Update ABCD 350 and CA 1037
 - CA-209344 - Apply SSP Only OPA for Specific Programs
 - CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
 - CA-265301 - Cal-OAR File County Preview
 - CA-274986 - (TLM-17) Childcare Portal - Upgrade Nodejs lambdas to latest version
 - CA-220233 - FFY Medi-Cal Updates Phase II
- Continued build on:
- Priority releases and Release 24.09 approved System Change Requests (SCRs)

4.4 Release Management

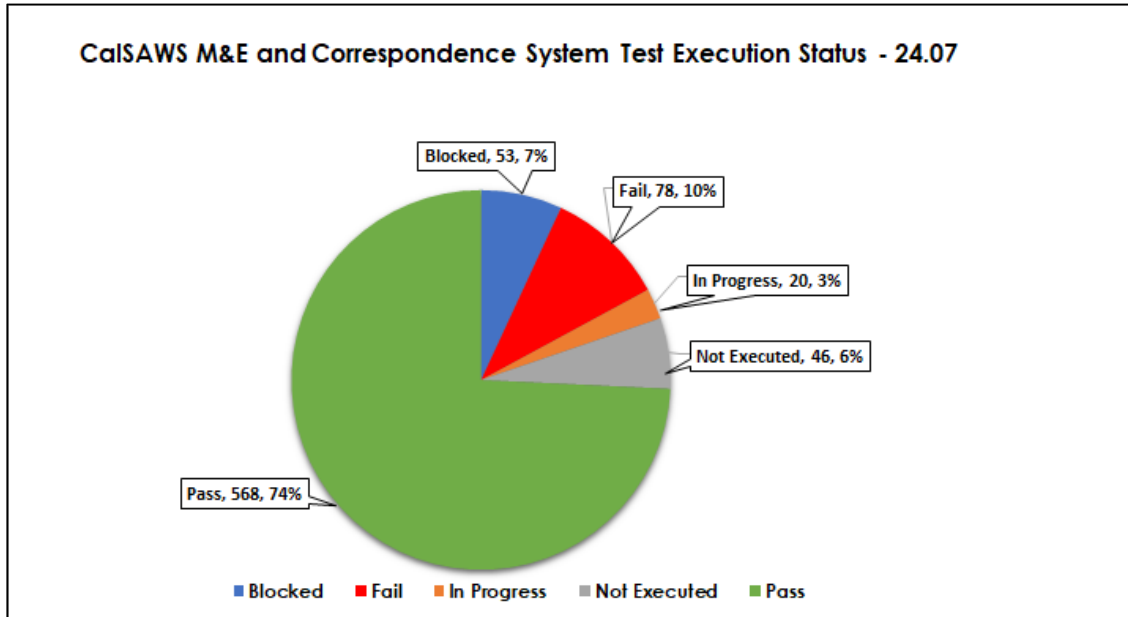
4.4.1 Release Test Summary

- Continued test execution for 24.07 System Change Requests (SCRs)

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

Pass Rate Target as of June 14, 2024	38%
Pass Rate Actual as of June 14, 2024	74%
System Test complete Date: July 17, 2024	

Figure 4.4.1-2 – CalSAWS M&E and Correspondence System Test Execution Status – 24.07



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	207,080,502	46.29%	15	100%
2	102	150,379,560	33.61%	102	100%
3	123	45,108,162	10.08%	121	98.75%
4	727	41,263,470	9.22%	596	90.82%
5	2801	3,536,823	0.79%	819	46.21%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of May 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 1,244 end-to-end Automated Regression Test (ART) scripts:

- ▶ 996 targeting the core CalSAWS application
- ▶ 76 targeting the inbound BenefitsCal Application Processing Interface (API) service (Portal Service)
- ▶ 172 targeting the other external CalSAWS API services (e.g., Activities, Appointment, CalSAWS, Imaging, Journal, Task Service)

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- ▶ The following ongoing efforts target increasing coverage by functional area, including all outstanding Tier 3 transactions and those at the top of Tier 4:
 - 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
 - CA-278032: Automated Regression Test - Execution and Maintenance - 24.09 Release Cycle

4.5 Virtual Assistant (VA)

- ▶ Worker-Facing Virtual Assistant (VA)
 - Release 21 - target to deploy on June 27, 2024
 - Design is completed
 - System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
 - Testing is in progress
 - Release 22 – target to deploy July 25, 2024
 - Design is in progress, target to complete design on June 27, 2024

4.6 Reports

- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting (held on June 6, 2024)
- ▶ Delivered System Change Request (SCR) CA-276625 Functional Design Documents Group 1 in Production on June 6, 2024
- ▶ Delivered high priority SCR CA-251869 [All County Letter](#) (ACL) 22-85 and 21-25 Update CalFresh Reports in Production on June 13, 2024

Table 4.6-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
April 19, 2024	25
May 3, 2024	16
May 17, 2024	14
May 31, 2024	11
June 14, 2024	11

Note: Total open incidents as of the current reporting period

Table 4.6-2 – Open Defects by Status and Functional Area

Open Defects Status	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
New	1	2	0	1	4
Reopened	0	0	0	0	0
Assigned	0	1	0	0	1
In development	8	6	1	3	18
Development complete	0	1	0	0	1
In Assembly Test	1	0	0	0	1
System Test	1	2	1	0	4
Test complete	0	0	1	1	2
Total Open Defects	11	12	3	5	31

Note: Data is as of current reporting period

Table 4.6-3 – Open Defects by Priority and Functional Area

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
1-High/non-cosmetic	0	0	0	0	0
2-Normal/Medium	4	4	0	0	8
3-Normal/Low	7	8	3	5	23
4-Cosmetic	0	0	0	0	0
Total Open Defects	11	12	3	5	31

Note: Data is as of current reporting period

Table 4.6-4 – State/Fiscal Reports Open Defects and SCRs

State/Claiming Reports	Defects		SCRs - Targeted Release				
	Total	As Prioritized	24.03	24.05	24.07	24.09	24.11
ABCD 350	1	0	0	0	0	0	1
CA 1037	1	0	0	0	0	0	1
CA 237 CW	1	1	0	0	0	0	0
CA 237 CW Line 8	1	0	0	0	0	1	0
CA 237 FC	1	1	0	0	0	0	0
CA 812	1	0	0	1	0	0	0
CF 18	1	1	0	0	0	0	0
CF 296	5	3	1	0	0	0	1

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State/Claiming Reports	Defects		SCRs - Targeted Release				
	Total	As Prioritized	24.03	24.05	24.07	24.09	24.11
CMSP 237	1	1	0	0	0	0	0
DFA 256	1	0	0	1	0	0	0
FNS 209	1	1	0	0	0	0	0
GR 237	1	1	0	0	0	0	0
Integrated Claiming	6	5	0	0	1	0	0
RS 50	1	0	0	0	0	1	0
RS 51	2	1	0	0	0	1	0
SOC 808	2	1	0	1	0	0	0
STAT 47	1	0	0	0	0	1	0
TEMP 2035	1	1	0	0	0	0	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

4.7 General Assistance/ General Relief (GA/GR)

► General:

- Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on June 4, 2024, and June 11, 2024
- System Change Requests (SCRs) in Design Phase
 - CA-213225 - Elimination of ABP 4038, 6-Month Reminder Notice Pending T and U Visa for General Relief Participants
 - CA-227572 – Los Angeles County – General Relief (GR) Time limit
 - CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
 - CA-258931 - Add admin checks to additional locations where GA/GR can be failed due a CW sanction
 - CA-261174 - Allow GA/GR Automated Solution Client to be approved on a new application if a depleted time limit exists that ends earlier in the same month
 - CA-262705 - Remove need to follow GA/GR Redetermination process for Ventura County
 - CA-262706 - Interim updates for Ventura County to reduce workload associated to GA/GR Redetermination process
 - CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration
 - CA-265043 - Shared housing Calculation for Santa Barbara GA/GR Automated Solution Program
 - CA-268676 – GA/GR AS; SON - Denial NOA #125-0 (01/98) and Denial NOA #1122 (08/98)
 - CA-268679 – GA/GR AS; SAC Change NOA CDS 232-0 (01/01)/Reason Code XAN339

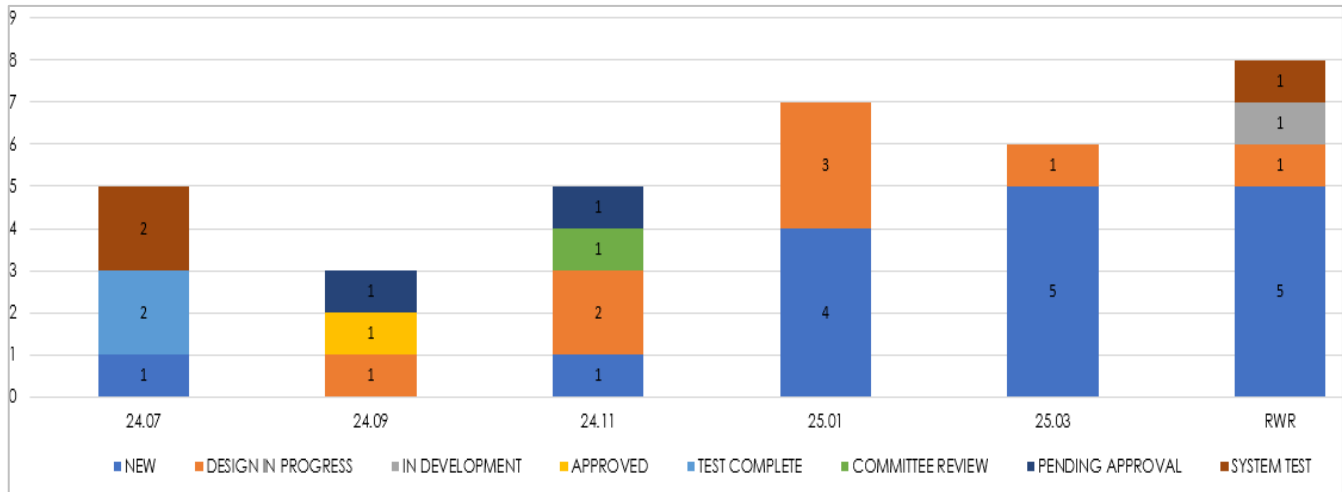
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- CA-270204 - GA/GR Automated Solution COLA change NOA is printing incorrect benefit amt
- CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally.
- CA-273349 - SF- Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
- CA-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-274665 - GAGR NOA's field populating wrong amount from the GR_ Budget table
- CA-274856 - Remove automation to generate CDS 525 and CSF 167 when rescinding cases for Aid Paid Pending.
- CA-275295 - Add a new Work Registration type of Conditionally Unemployable
- CA-275594 - Update GA/GR In-Kind Income Logic
- CA-276128 - Update the Property Limits for the Automated Solution Counties
- CA-276189 - Return Mail Service Address Whitelist Request
- CA-277446 - San Diego - GR COLA October 2024
- CA-277816 - Los Angeles County - Update ABP 4023-C NOAs to Reflect Verbiage Related to Telephonic Appointment Details
- System Change Requests (SCRs) in Development Phase
 - CA-254559 - LA-GROW Activity Numbers
 - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
 - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
 - CA-276201 - LA County - Update START(GROW) Hearing Office Phone
 - CA-278309 - San Diego - GAGR Grant Amounts for Shared Housing
- System Change Requests (SCRs) in System Test 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-267452 - GAGR AS - Alameda Co. - Add XAN 534
 - CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
 - 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
 - CA-274557 - Add New Line Items in Manual EDBC Aid Payment Section for GR Managed Program
 - CA-278309 - San Diego - GAGR Grant Amounts for Shared Housing
- Priority System Change Requests (SCRs) deployed to Production
 - None to note for the reporting period
- Defects released to Production
 - None to note for the reporting period

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



4.8 Training Materials Update

► 24.07 Online Help (OLH) System Change Requests (SCRs):

- System Test
 - CA-275496 - Online Help: Update JA Self-Service Portal (SSP) - e-Notifications
 - CA-275044 - Online Help: Update the OLH Glossary page
 - CA-270662 - Online Help: Update Interfaces Overview to Include CalWIN Counties
 - CA-267552 - Online Help: Update JA Medi-Cal Renewal Packets CA-264555
 - CA-265296 - Online Help: Update JA Skipped Issuances
 - CA-264053 - Online Help: Update JA Journals and Reminders CA-245274
- Test Completed
 - CA-289240 - Online Help: Update the 2024 Reports Calendar Schedule for the 24.07 Baseline Release
 - CA-278143 - Online Help: Update the Forms Overview for the 24.07 Baseline Release
 - CA-277675 - Online Help: Update the JA Staff - Manage SCR CA-274396
 - CA-277338 - Online Help: Create new Task Category OLH pages CA-253667
 - CA-276355 - Online Help: Sunset Worklist pages and update Work Order pages CA-257327
 - CA-274733 - Online Help: Update the Reports Overview for the 24.07 Baseline Release
 - CA-273886 - Online Help: Update JA - Replacement Cash EBT Benefits and JA Issuance - Replace CalFresh Benefits with Changes from CA-253426 & CA-236332
 - CA-270866 - Online Help: Update the Disaster Services List and Detail pages CA-260472
 - CA-260890 - Online Help: Create Job Aid for GAGR Automated Solution Admin Rules

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- CA-260888 - Online Help: Create Job Aid for GAGR Automated Solution Immediate Need
- CA-250562 - Online Help: Create new JA - Aid Paid Pending (APP)
- CA-247893 - Online Help: Update JA-Semi-Annual Report (SAR7) Process CA-240558
- ▶ 24.06.14 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentations (CFP) SCRs:
 - In Assembly Test
 - CA-277382- Training: Update the 001 - Orientation: 03 - Navigation WBT to add the Virtual Assistant Feature
 - Test Completed
 - CA-277199 - Training: Update 001 Orientation WBTs for Sunset Worklist pages CA-257327
 - CA-274953 - Training: Migrate Contact Center Storyline WBTs to Captivate WBTs plus updates
- ▶ 24.06.21 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - System Test
 - CA-277685 - Training: Create CFP for GEN AI CA-27551
- ▶ 24.07.19 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - New
 - CA-279321 - Training: Update 008 - Eligibility Medi-Cal WBTs for 24.06 Updates
 - CA-277279 - Training: Update the 034 - Task Management Overview WBT for CA-263040
 - CA-279249 - Training: Maintenance of the 026 - Child Care APP WBTs for 24.07
 - CA-279150 - Training: Maintenance of the 022 - Simulation: 01 - Simulation WBT for 24.07
 - Pending Approval
 - CA-278182 - Training: Update 010 - Employment Services-WTW WBTs for 24.05
 - CA-271038 - Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479
 - Approved
 - CA-277279 - Training: Update the 034 - Task Management Overview WBT for CA-263040
 - CA-277253 - Training: Update the 014 - CAPI WBTs for 24.07
 - CA-276292 - Training: Create CFP for Task Categories CA-253667
 - CA-275888 - Training: Create CFP for Disaster CalFresh CA-256387
 - CA-274872 - Training: Update 021 Security Admin WBTs for 24.05 changes based on CA-274084
 - CA-270356 - Training: Remove LA County Specific information from the Childcare WBTs CA-267179
 - In Development
 - CA-271038 - Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479
 - Development Completed
 - CA-273039 - Training: Update Security Administration WBTs for 24.03 App Dev

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Changes

- System Test
 - CA-271133 - Training: Maintenance of 008 Eligibility Medi-Cal WBTs based on CA-270479
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Table 4.7-1 – Upcoming Training Activities

Training Activity	Date	Status
Creation of new Training Updates Preview document for the Learning Management System (LMS)	June 14, 2024	Completed

4.9 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
24.07 Performance Testing	June 27, 2024	July 17, 2024	Planned
24.07.02 CalHEERs Testing	June 25, 2024	July 15, 2024	Planned

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

- ▶ Completed Tasks
 - Completed the development of "Document and Imaging API" and pending on the California Automated Response and Engagement System (CARES) updates to perform Assembly Testing
 - Updated the design document(s) to include the CalSAWS design for "Kinship Guardianship Assistance (KinGAP) API"
 - Added the California Automated Response and Engagement System (CARES) integration design to the API design document(s) for "Kinship Guardianship Assistance (KinGAP) API"
- ▶ In Progress Tasks
 - Develop inbound and outbound "Income Assets API"
 - Working with CARES team to finalize the data elements required for creating the design document(s) to include the CalSAWS design for "Case Transfer API"
 - Adding the California Automated Response and Engagement System (CARES) integration design to the API design document(s) for "Case Transfer API"
 - Assembly testing "Placement Authority API"
 - System Testing for "RFI Communications API", "Case Link API", "Case Worker API" and "Individual Demographics API"

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- Develop the e-data for "Placement API" online pages
- Partner with the CARES team to finalize the data elements to complete the development of "Court Information API" and "Home Removal API"
- Reviewing and obtaining the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "Kinship Guardianship Assistance (KinGAP) API"
- ▶ Upcoming Tasks
 - Develop inbound and outbound "Extended Foster Care API"
 - Assembly Test of "Home Removal API" and "Income Assets API"
 - Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "Case Transfer API"
 - Performing Integration and partner End-to-End CAREs testing for "Document and Imaging API", "Placement API" and "Placement Authority API"
- ▶ Interface Partner Integration
 - Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

Figure 4.10-1 Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Application Programming Interface (API) Completion Status

Interface Type	Total	New	Design	Build	Integration Test	System Test
CalSAWS Hosted	18	4	7	1	6	0
CARES Hosted	17	4	8	0	5	0

4.11 Welfare Data Tracking Implementation Project (WDTIP) Replacement System (WRS)

- ▶ Completed Tasks
 - Create reference architecture for User Interface (frontend)
 - Create new WDTIP screen page designs/mockups
 - Program Detail
 - Extension/Exception Detail
 - Define Functional Requirements for new CalSAWS Service Application Programming Interface (API)s
 - Define Functional Requirements for Individual/Person Search
 - Define Approach to Store Time Limits for Individuals not in CalSAWS
- ▶ In Progress Tasks
 - Create Person Search Lambda in Node.js
 - Create Person Search Application Programming Interface (API) endpoint for search by Unique Identifier
 - Create Functional Requirements for Person Summary Page
 - Generate duplicate person list by Client Index Numbers (CIN)
 - Update Cash Aid Section of Time Limit Summary Page to be read only
 - Create Analytics and Ad hoc reporting architecture for the new WDTIP solution
 - Perform CalSAWS Super Trigger Analysis
 - Refine story backlog
- ▶ Upcoming Tasks
 - Build infrastructure needed for System Testing environment – SYS7
 - Create Person Search Application Programming Interface (API) endpoint for search

- by address
- o Perform login research and implementation for WDTIP User interface
- o Compare CalSAWS time limit data and WDTIP data from full dump to identify discrepancies
- o Integrate Cash-Aid section of Time Limit Summary page with WDTIP Lambda
- o Analyze the Lambda necessary for adding records into Add Individual (ADD_INDV)
- o Create Time Limit Summary Lambda in Node.js
- o Create Person Search Form User Interface in React
- o Create Staging tables for storing WDTIP data
- o Create new WDTIP screen page designs/mockups
 - (TRAC) Time Clock Exception/Extension Summary (ESUM)
 - TRAC Time Clock Exception/Extension Detail (EDET)
 - TRAC CalWORKs 60-Month Calendar (KCAL)
 - TRAC Child Support Reimbursement Update
- ▶ Interface Partner Integration
 - o Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.12 Additional Projects

4.13.1 Data Growth – Archive Phase 1

- ▶ Completed Tasks
 - o Continue running archival in ad-hoc report environment
 - o Increased threads for all archival components
 - o Various performance tuning fixes for archival batch job
- ▶ In Progress Tasks
 - o Document archival on wiki, including Change Request impact analysis and development guide
- ▶ Upcoming Tasks
 - o Draft archival production plan

4.13.2 Data Growth – Test Data Slicer (TDS)

- ▶ Completed Tasks
 - o Execute TDS run in batch performance
- ▶ In Progress Tasks
 - o Update database configuration files to handle multiple connections for multi/single case copy
- ▶ Upcoming Tasks
 - o Document test data slicer on wiki

4.13.3 Data Growth – Archive Phase 2

- ▶ Completed Tasks
 - o Continued system test and defect fix
- ▶ In Progress Tasks
 - o Continued system test and defect fix

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- Journal and meds alert copy jobs testing
- Running the journal and meds alert copy jobs in ad hoc report environment
- Upcoming Tasks
 - Continued system test and defect fix
 - Contact center changes aligned to separate 24.08.08 SCR

4.13.4 Premise Items

Table 4.12.5-1 – Premise Items

Premise Name	Status	Phase	Progress/Updates
Multiple SFY			
California Automated Response and Engagement System (CARES)	●	Development	Please refer to section 4.9 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	●	Development	Please refer to section 4.10 for detailed updates on WDTIP
CF Discontinuance of Gambling Wins	●	Not yet Started	SFY24-25 Pending State translations
CW Overpayments (SB 726)	●	In Development	CA – 246946 planned for 24.07.11 priority release
Work Registration CalFresh Disqualification Notice Update	●	Not yet started	CA-240701 planned for 24.11 Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	●	Not yet started	CA-265360 planned for 24.11 Pending State translations
CF Simplification	●	Not yet started	SFY24-25 Pending State translations
HAP Eviction (SB 1083)	●	Development	CA-277308, CA-277307 planned for 24.07.x1 and other SCRs pending for state translations.
Family Reunification AB 135	●	Not yet started	CA-233160 planned for 24.11
CW Work Requirements (AB 2300)	●	CA-253759 In Production	CA-253759 planned for 24.05. Other SCRs planned for next SFY due to pending State translations
SFY 2023/24			
Able-Bodied Adults without Dependents (ABAWD)	●	In Production	
Foster Care Eligibility Determination (FCED) Solution	●	In Production	
CF Public Assistance	●	In Production	

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Premise Name	Status	Phase	Progress/Updates
Definition Alignment			
Undocumented 26-49 Full Scope Expansion	●	In Production	
Reimbursement for Food Benefit Theft Automation	●	In Production	
CF Disaster Application Revision	●	In Production	
Stage One Continuous Eligibility – Automation	●	In Production	
Extend Medi-Cal Suspension for Incarcerated Adults	●	In Production	
CW Reminder Notice at Redetermination	●	In Production	
CalWORKs Child Support Pass-through to Families	●	In Production	

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

4.13.5 Case Purge

- ▶ None to note for the reporting period.
- ▶ Scheduled design activities will begin the next reporting period

4.14 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None to note 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

Appendix E – CalSAWS Project Gantt Chart