

CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: July 1, 2024 – July 14, 2024

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

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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		► The CalSAWS System did not experience any unplanned outages during this reporting period.
Defects		► There are 113 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 9:38 a.m. on July 9, 2024, some Users were experiencing slowness with the CalSAWS imaging solution (Hyland). The CalSAWS Project team coordinated with Hyland for investigation and the issue was resolved by updating network configurations on July 11, 2024. PRB0049568

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.
 - Seven priority releases that included 29 System Change Requests (SCRs) and 125 defects, a total of 154 items

Table 1.2-1 Priority Releases

Minor version (Release date)	Issue Type	SCR	Grand Total
Team Responsible	Defect		
24.07.01 (July 01, 2024)	18	8	26
Batch Operations	0	1	1
Batch/Interfaces	1	0	1
Client Correspondence	9	5	14
Contact Center	1	2	3
Eligibility	4	0	4
Fiscal	1	0	1
POD-Data Growth	1	0	1
Task Management	1	0	1
24.07.02 (July 02, 2024)	5	3	8

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Minor version (Release date)	Issue Type Defect	SCR	Grand Total
Team Responsible			
Batch Operations	0	3	3
Eligibility	1	0	1
Online	3	0	3
Task Management	1	0	1
24.07.03 (July 03, 2024)	0	1	1
Eligibility	0	1	1
24.07.05 (July 05, 2024)	0	1	1
Training	0	1	1
24.07.07 (July 07, 2024)	1	0	1
Technical Operations	1	0	1
24.07.09 (July 09, 2024)	3	1	4
CalHEERS	1	0	1
Contact Center	0	1	1
Fiscal	1	0	1
Online	1	0	1
24.07.11 (July 11, 2024)	98	15	113
Analytics	3	0	3
Batch/Interfaces	1	0	1
CalHEERS	1	1	2
Contact Center	75	7	82
Eligibility	1	1	2
Fiscal	6	2	8
Imaging	1	0	1
Online	4	0	4
Performance	1	0	1
Reports	3	1	4
Task Management	1	0	1
Technical Architecture	0	1	1
Voice Bots / Robotic Process Automation (RPA)	1	2	3
Grand Total	125	29	154

► Planned Outages:

○ Scheduled CalSAWS Outages:

▪ CalSAWS Production Maintenance:

- From 9:30 p.m. on July 12, 2024, until 2:00 a.m. on July 13, 2024, Users were unable to login to the CalSAWS application
- On July 14, 2024, from 2:00 p.m. to 6:30 p.m., the CalSAWS application will be unavailable. CalSAWS Users will be redirected to a read-only version of the CalSAWS application

▪ CalSAWS Adhoc Reporting Database Maintenance

- On July 14, 2024, from 12:00 p.m. to 4:00 p.m., the Adhoc Reporting







database will be unavailable for Apex, Enhanced Data Reporting (EDR), and Adhoc Reports Users

- BenefitsCal Maintenance/Limited Access:
 - From 9:30 p.m. on July 12, 2024, until 2:00 a.m. on July 13, 2024, Users were unable to login to the BenefitsCal application
 - On July 7, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable

2.0 Project Management

2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&E Services Plan	PMO		<ul style="list-style-type: none"> Final Deliverable Response Phase is from July 2, 2024 through July 16, 2024
0.0	CalSAWS M&O Services Plan Executive Summary	PMO		<ul style="list-style-type: none"> Final Deliverable Response Phase is from July 2, 2024 through July 16, 2024
1.0	Business Continuity & Disaster Recovery Plan	Technical		<ul style="list-style-type: none"> Final Deliverable Response Phase is from July 2, 2024 through July 16, 2024
4.0	Configuration Management Plan	Technical		<ul style="list-style-type: none"> Final Deliverable Response Phase is from July 2, 2024 through July 16, 2024
5.0	Helpdesk Services Plan	Technical		<ul style="list-style-type: none"> Final Deliverable Response Phase is from July 2, 2024 through July 16, 2024
11.0	Remote Maintenance Operations Plan	Technical		<ul style="list-style-type: none"> Final Deliverable Response Phase is from July 2, 2024 through July 16, 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

- ▶ Continued Project administration, office management support, and financial management tasks
- ▶ Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
 - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
 - Conducted Monthly Risks and Issues Management Group (RMG) meeting held on July 3, 2024
- ▶ Continue activities to support Project staff working remotely
 - Continued developing Project communications, as needed
 - Completed materials for Bi-Monthly CalSAWS Connect and distributed to the project on July 3, 2024
 - Conducted monthly All Staff meeting held on July 10, 2024
- ▶ Participated in the CalSAWS Joint Powers Authorities (JPA) Meeting held on July 12, 2024
- ▶ Began preparing materials for Project Steering Committee (PSC) Meeting to be held on July 18, 2024
- ▶ Continued performing contract management activities:
 - Change Notice 34 (August JPA) is in development and may include:
 - Premise Items:
 - CalFresh Eligibility Disqualifications for Certain Convicted Felons
 - CalFresh Restaurant Meals Program Notice-Eligibility Clarification
 - County Purchase Orders (CPOs)
 - WAN updates

2.3 Communications Management

- ▶ CalSAWS Communications Management activities including:
 - Continued to gather key communication milestones from the Project teams
- ▶ CalSAWS Enhanced Communications Strategy
 - Continued oversight and management of Power of 58 materials
- ▶ CalSAWS External Website (www.calsaws.org)
 - Continued the administration and support of the CalSAWS external website
 - See Table 2.3-1 for details on website support activities

Table 2.3-1 – Website Support Activities

TASK	DATE	TASK TYPE
Updating plugins/themes	July 11, 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 July 14, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0105-24	Scheduled CalSAWS Maintenance - System Downtime Notification – 7/21/2024	Informational	July 1, 2024	Anand Kulkarni	Pete Quijada
0106-24	CA-273886 Update JA - Replacement Cash EBT Benefits and JA Issuance - Replace CalFresh Benefits	Informational	July 2, 2024	Dymas Pena	Jennifer Hahner
0107-24	CalSAWS Imaging Optical Character Recognition (OCR) Recommendations	Informational	July 3, 2024	Rhiannon Chin	Darcy Alexander
0108-24	CalSAWS SFY 23-24 Third Quarter County Share Adjustment	Informational	July 3, 2024	Tracy Berhel, and Britt Carlsen	N/A
0109-24	ACL 24-37 Lists for Minimum Basic Standards of Adequate Case (MBSAC) and Income-In-Kind (IIK) COLA	Informational	July 9, 2024	Norma Meza	CalWORKs_Cal Fresh Committee Facilitator
0110-24	Change in eGain Scheduled Reports for eGain R21	Informational	July 11, 2024	Yogesh Patel	Logan Pratt

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on July 14, 2024

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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
24-023	CalSAWS Release Readiness & County Validation Virtual M&E Roadshow - Participant Request	June 10, 2024	Closed	June 21, 2024	Justin Stephenson
24-024	Request for Counties to identify LA County Reports of interest	July 2, 2024	Open	July 23, 2024	Araceli Gallardo
24-025	BenefitsCal-Account Reactivation Customer E-Mail Campaign	July 3, 2024	Open	July 12, 2024	Carrie White
24-026	CalSAWS Outbound Customer Campaigns Workgroup Recruitment	July 5, 2024	Open	July 26, 2024	Darcy Alexander

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending July 14, 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

Status	Total
New	0
Assigned	11
Completed	1,209
Duplicate	20
In review	2
Withdrawn	45
Rejected	7
Pending clarification	1
Total	1296

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
Other	CalSAWS Enhancement of Appointments Lobby Mgmt.	Pending clarification	August 8, 2024	No response	
SCERFRA 24-520	SCERFRA 24-520 - Pre- and Post-Offset Notice Printing and Mailing Services	Assigned	July 8, 2024	No response	
Other	Automated AAP & KG RE Packets	Assigned	July 12, 2024	No response	
SCERFRA 24-500	SCERFRA 24-500- National Accuracy Clearinghouse (NAC)	Assigned	July 15, 2024	No response	
SIRFRA 1336	SIRFRA 1336 - Alternate Formats In SAWS	Assigned	July 17, 2024	No response	

2.6 Culture Transformation

- ▶ Culture Ambassadors Network (CAN)
 - Completed activities
 - Distributed content for July Wellness Wednesday
 - Coordinated Pop-up wellness calendar events
 - Announced poetry winner
 - Presented poetry at All Staff
 - Presented Wellness Wednesday – Interview with an Ally
 - Current Activities
 - Wellness Wednesday Pop-up workout events
 - Preparing for upcoming CalSAWS Buzz
 - Upcoming activities and events
 - Best vacation 2024
 - SAWS memorabilia
 - Annual Art Tour
- ▶ 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

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

- ▶ Employee Resource Groups (ERGs)
 - Contributed content for Wellness Wednesday on Pride Month
 - Provided ERG content for the CalSAWS Connect Newsletter
 - Collaborated with ERGs and presented at CalSAWS All Staff virtual meeting
 - Employee Resource Group (ERG) Council meeting
- ▶ Buddy Program
 - Continued supporting buddy pairs
- ▶ General
 - 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
- o Continued to explore topics for new CalSAWS Table Talks

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 compliance for July (MTD) is 98.9%

3.1.1 Service Management Overview

- ▶ Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration on July 26, 2024
- ▶ Implemented CHG0048934 on July 12, 2024, to fix defects and make improvements in ServiceNow such as: San Luis Obispo County Submitter Dashboard and a new role to allow submitters with a specific role to see all cases for their county

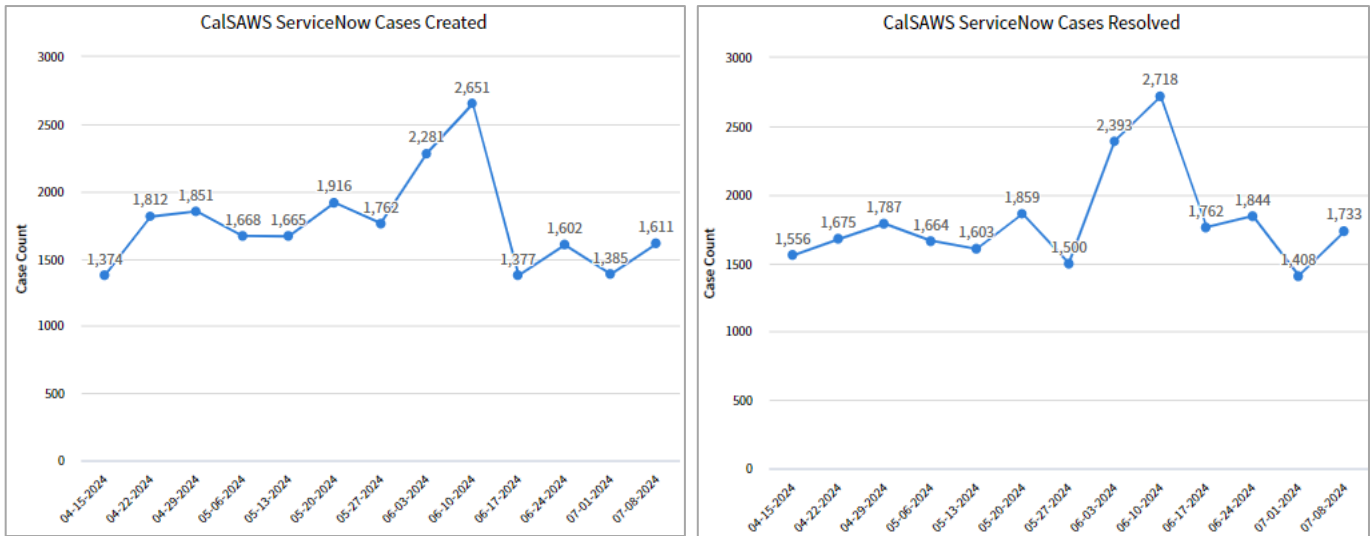
3.1.2 CalSAWS Help Desk Metrics

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

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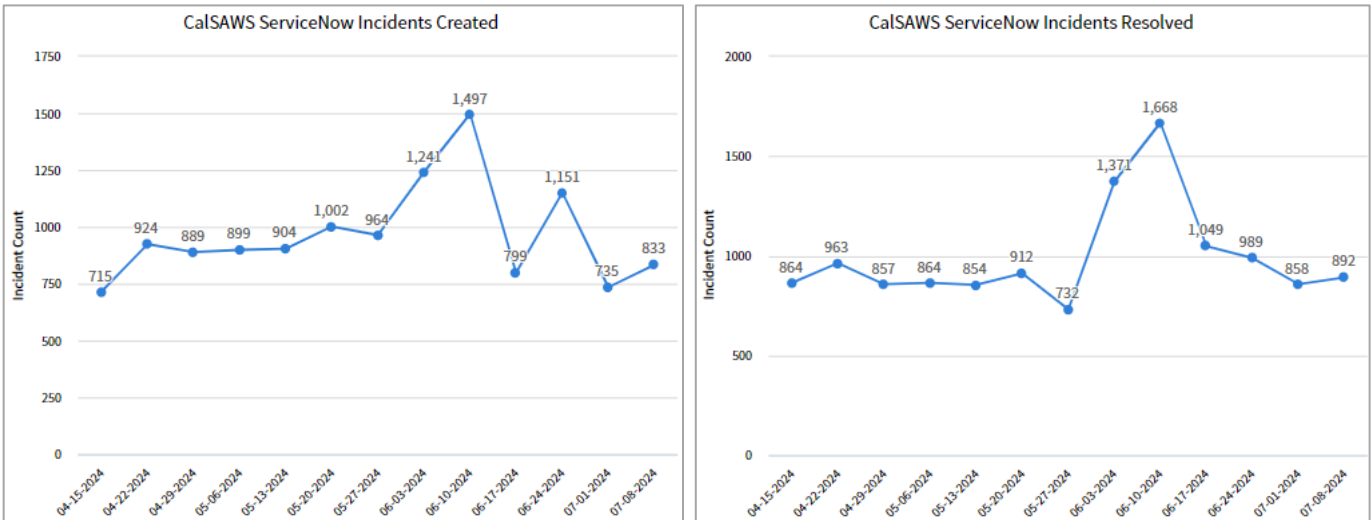
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Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of the entire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

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



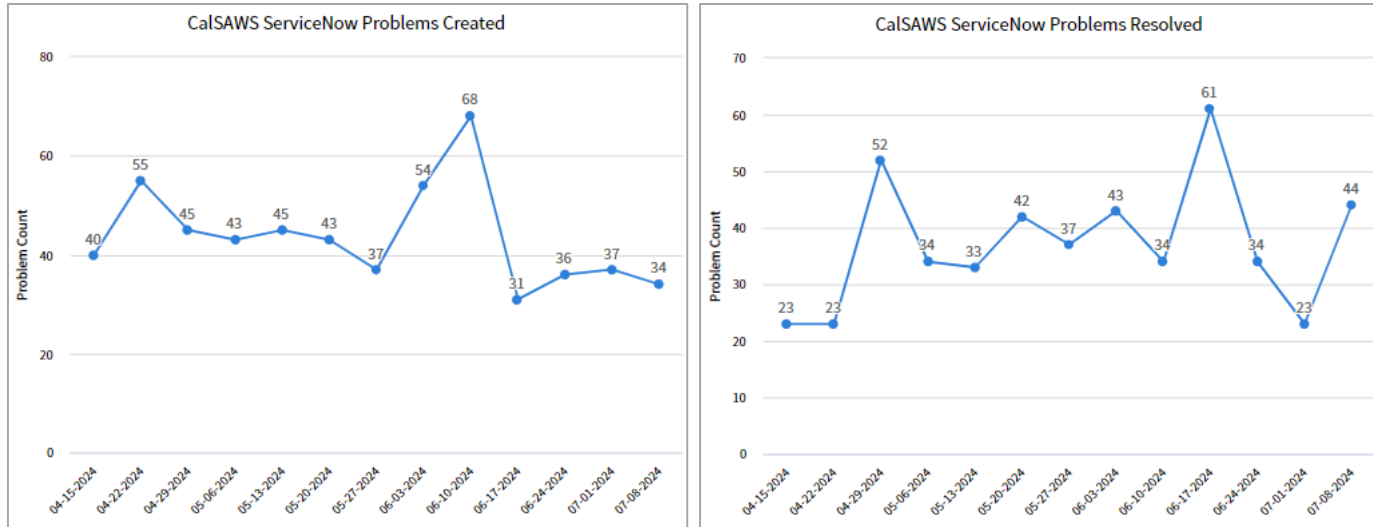
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

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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	26	90	2	2	9	9	3	2	143
In progress	0	158	41	32	31	34	44	15	355
On hold	0	88	35	75	188	285	766	85	1,522
Resolved	2	309	216	602	429	110	115	21	1,804
Closed	13	2	3	32,756	71,899	14,317	9,452	2,737	131,179
Problem in Diagnosis	0	1	0	0	0	2	0	1	4
Total	41	648	297	33,467	72,556	14,757	10,380	2,861	135,007

- ▶ New: State of an incident when assigned to field is empty
- ▶ In progress: State of an incident once the "Assigned to" is working on the incident
- ▶ On hold
 - Pending Problem Fix: State of an incident that is linked to a problem record that is in fix in progress
 - Pending Additional Information: State of an incident that requires additional information to resolve the issue (e.g., information from Affected End User or Tier 1)
 - Pending Change Request: State of an incident that is associated to a technical ServiceNow change request
 - Pending Consortium Review: State of an incident that requires information/action from a Consortium group to resolve the issue. If the Consortium group cannot be selected in the assigned to field, update the state to On Hold/Pending Consortium

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- 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)

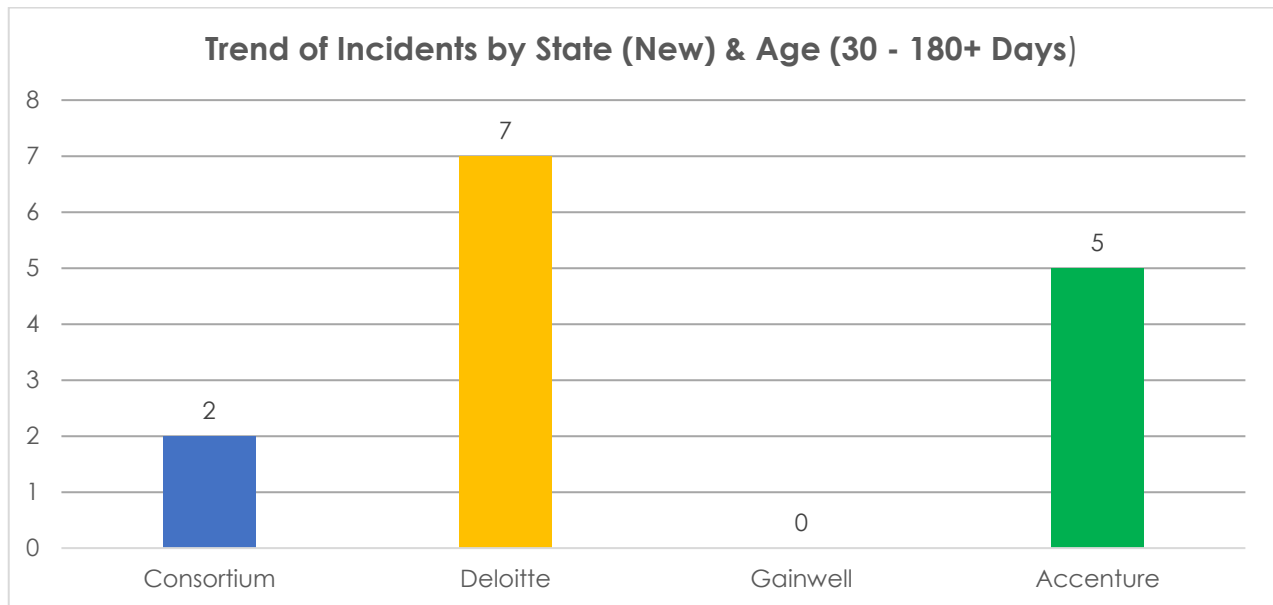


Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	2	0	2
Deloitte	7	0	7
Gainwell Technologies	0	0	0
Accenture	5	0	5
Total	14	0	14

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

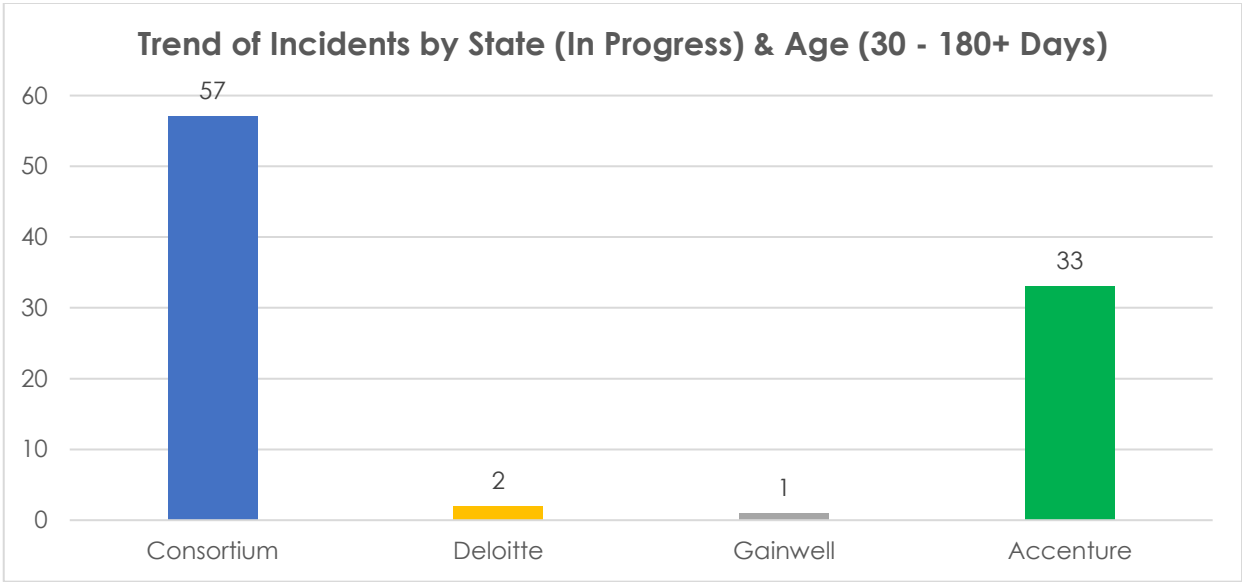


Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In Progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	57	0	57
Deloitte	2	0	2
Gainwell Technologies	1	0	1
Accenture	24	9	33
Total	84	9	93

- 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 the trend of incidents in a New or In Progress state with aging category of 30+ days

Table - 3.1.2-12 – Aging Incident Backlog

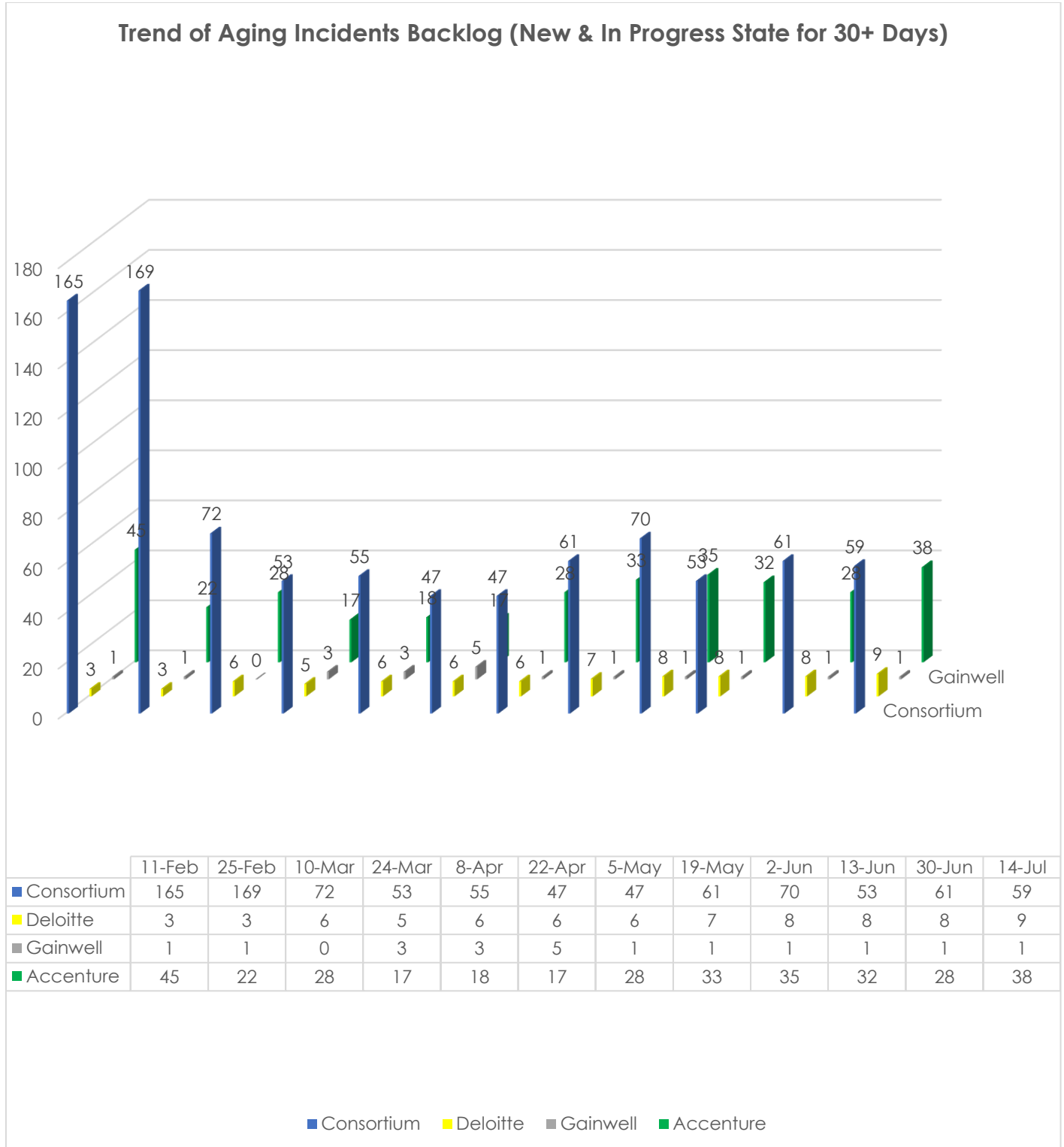
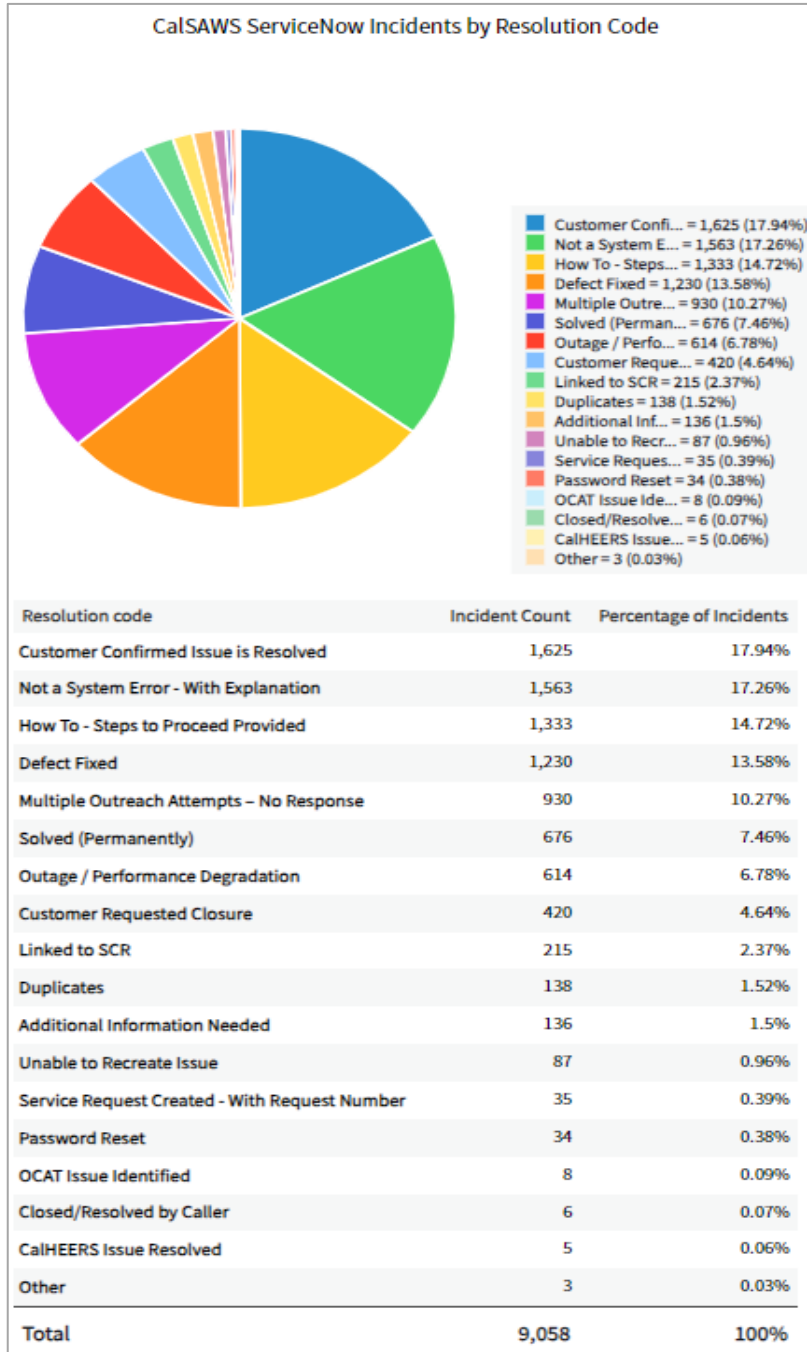


Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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 2,843 listed as **Other** are for selected categories that had less than 82 incidents. Please view the [CalSAWS Incidents by Category Breakdown](#) report to see a complete list of all categories selected for the 7,281 incidents

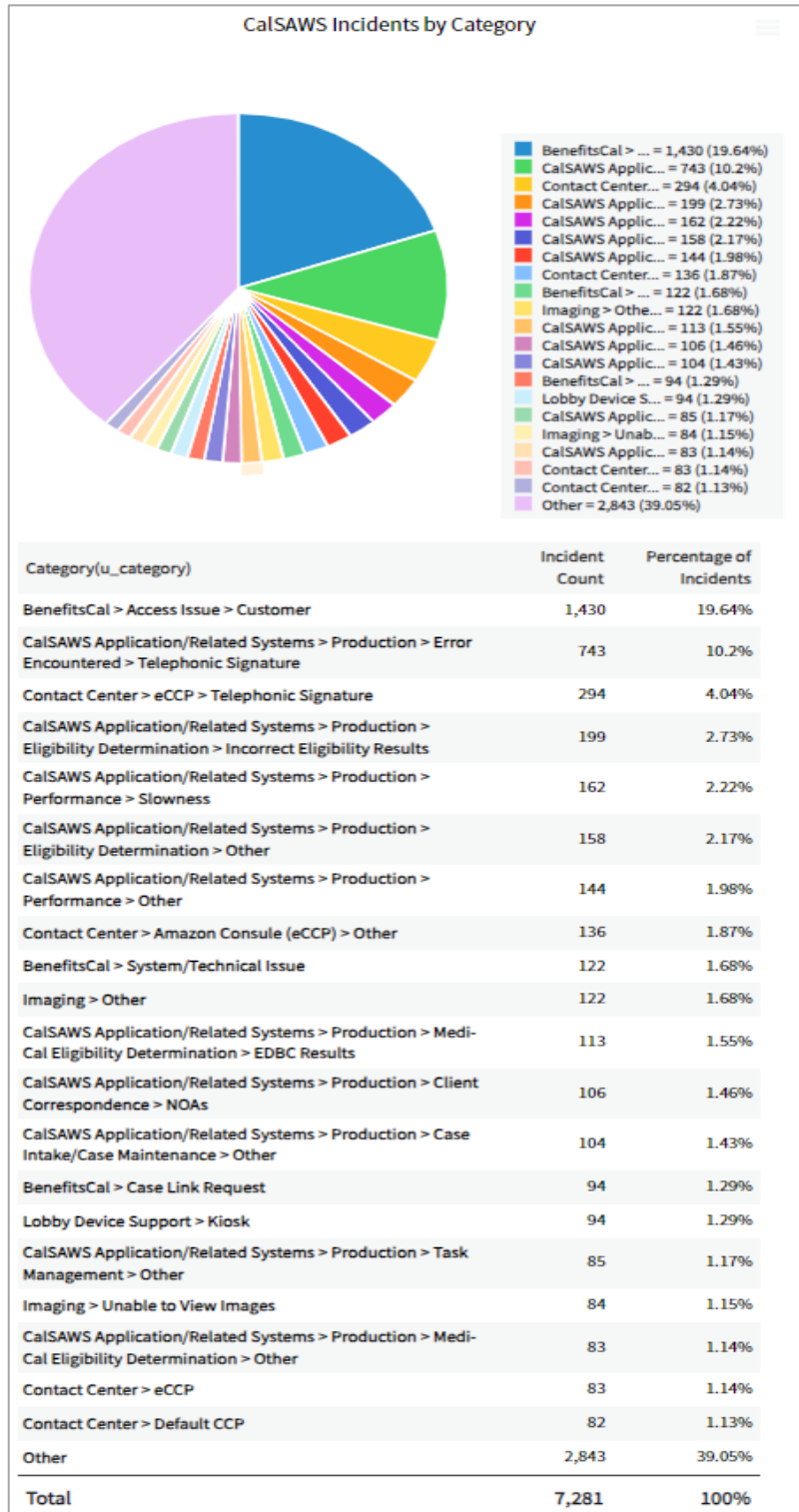
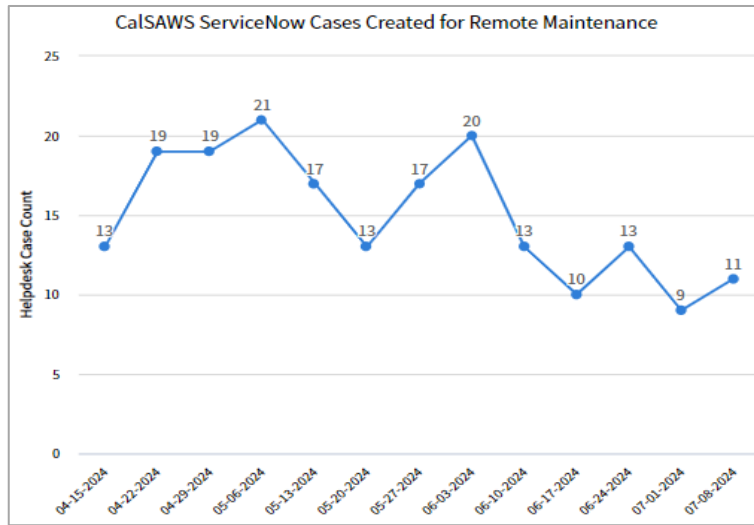
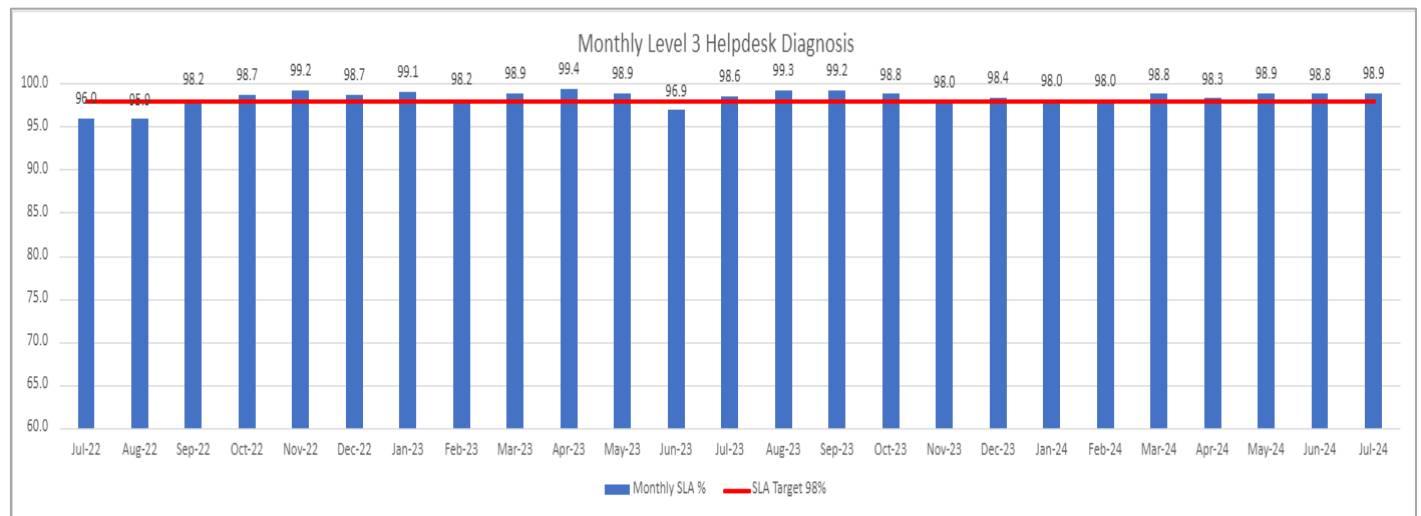


Figure 3.1.2-15 – CalSAWS ServiceNow Cases Created for Remote Maintenance



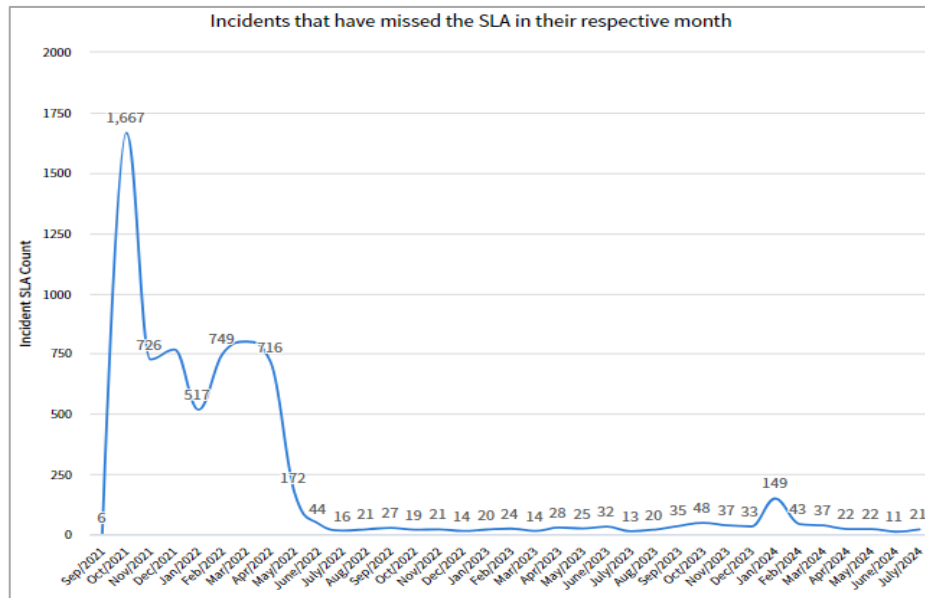
- The Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level 3 Helpdesk compliance metric for closed incidents. The compliance for July (MTD) is 98.9%

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



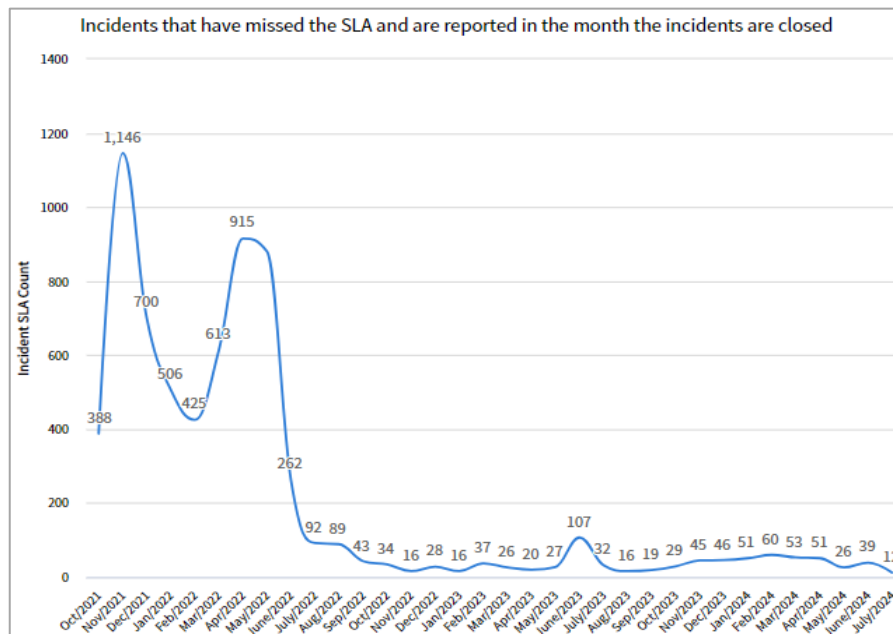
- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Twenty-one (21) incidents missed the SLA in July

Figure 3.1.2-17 – Incidents that have missed the Service Level Agreement (SLA) in their respective month



- The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is completed. Twelve (12) closed incidents missed the SLA in July

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




3.2 Technology Operations

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

3.2.1 CalSAWS Management and Operations

- ▶ Enhancing County Design Documentation
 - Continued 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
 - Continued communications with Counties to seek approval on dates and timeline
 - Completed eleven 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
 - Install 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
 - Began site survey for the sites with higher link utilization identified on the annual circuit capacity planning assessment
 - Total number of sites – 36
 - Completed 26 circuit upgrades
 - Ten circuit upgrades have been postponed until next year
 - ▶ County Site Migrations (County Purchase Orders (CPOs))
 - San Joaquin County – Network model change from Managed to Point of Presence ("PoP")
 - Continued developing County Purchase documentation
 - Other County Purchases in development:
 - Kings County network model change from "Managed" to "Point of Presence" ("PoP")
 - Mono County network model change from "Managed" to "Point of Presence" ("PoP")
 - Riverside County site decommission
 - ▶ Implementation Advance Planning Document Update (IAPDU)
 - Virtual Private Network (VPN) replacement (TLM-11 CA-274965) is discussed and agreed on the product and technology

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- Next step – Purchase of license
- Build of Virtual Network Lab-Sandbox01 (IM-41)
 - Technical Budget Change Request (TBCR) approved
 - Roseville physical lab installation in progress
 - 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)
- CA-274976 - TLM-06 [Major Upgrades – Network O/S]
 - Completed meeting with Consortium Operations to align the steps and dates for the LA3 and SV1 Firewall migrations to Firewall Management Center (FMC)

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
July 17, 2024	Enable Batch Server Connectivity to AmazonMQ Broker – Policy, Review and Training (PRT) - coreapp-production (Planned Change)
July 17 – 26, 2024	Provision new resources in Coreapp-Training Amazon Web Services (AWS) account (Planned Change)
July 17 – 26, 2024	Provision new resources in Coreapp-County Amazon Web Services (AWS) account (Planned Change)
July 18 – 19, 2024	Network Hardening on the Transit Gateway (TGW) route to Deloitte BenefitsCal Development (Planned Change)
July 18 – 19, 2024	Network Hardening on the Transit Gateway (TGW) attachment for the Deloitte offshore environment (Planned Change)
July 18 – 19, 2024	Add routes to Security Group for Cisco Firewall Management Center US West and US East (Planned Change)
July 21, 2024	CalSAWS Release 24.07
July 22 – 23, 2024	Network Hardening on the Transit Gateway (TGW) attachment for the network firewall Virtual Private Cloud (VPC) in us-west-2 (Planned Change)
July 24 – 25, 2024	Virtual Assistant Chatbot - Cutover to production refactored environment (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

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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:
 - o Resources\Calendar\CalSAWS Production Planned Outages Calendar\2024 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
CalSAWS Release 24.07	07/21/24	6:00 AM	07/21/24	1:00 PM										CIT	7/1/2024
														Broadcast Email	7/8/2024
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	2:00 PM	08/18/24	6:30 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	
Production Maintenance	09/29/24	2:00 PM	09/29/24	6:30 PM										CIT	
														Broadcast Email	
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	
														Broadcast Email	
CalSAWS Adhoc Reporting Database Maintenance	10/06/24	6:00 AM	10/06/24	10:00 PM										Broadcast Email	
Production Maintenance	10/20/24	2:00 PM	10/20/24	6:30 PM										CIT	
														Broadcast Email	
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	
														Broadcast Email	

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CalSAWS and BenefitsCal Production Planned Maintenance														
Legend														
Unavailable														
Reduced Availability														
Available														
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAI	Central Print	Communication Method
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
														Broadcast Email
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	1:00 AM										CIT
														Broadcast Email
Production Maintenance	12/08/24	2:00 PM	12/08/24	6:30 PM										CIT
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	12/08/24	12:00 PM	12/08/24	4:00 PM										Broadcast Email
Production Maintenance	12/15/24	8:00 AM	12/15/24	2:00 PM										CIT
														Broadcast Email
CalSAWS Adhoc Reporting Database Maintenance	12/15/24	2:00 PM	12/15/24	6:00 PM										Broadcast Email
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
														Broadcast Email
BenefitsCal Release 25.01.30	01/30/25	8:00 PM	01/30/25	9:30 PM										Broadcast Email

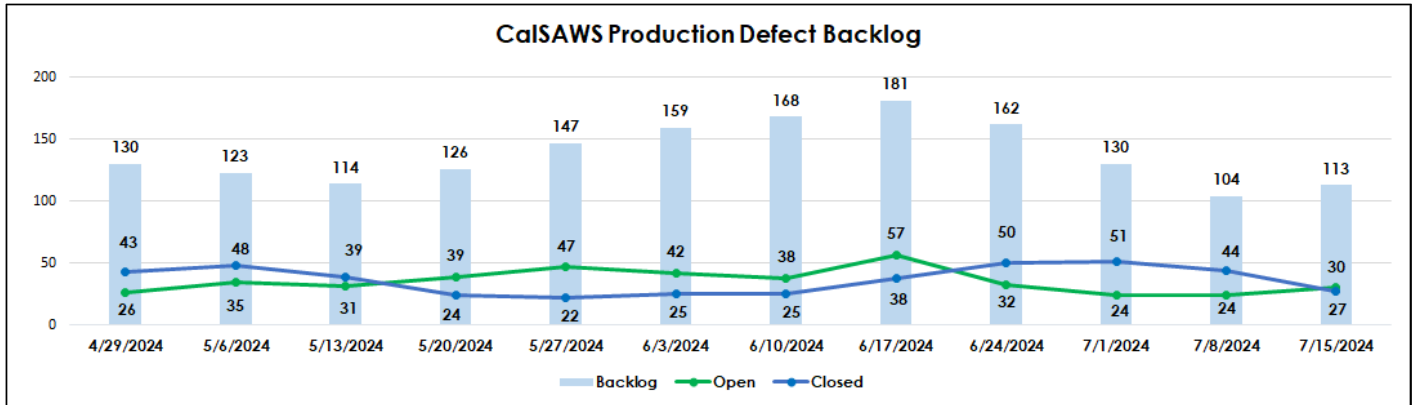
Notes:

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				Grand Total
Severity	24.06	24.07	24.09	TBD	
2-Normal/Medium	9	20	4	3	36
New	1	0	1	2	4
In Progress	0	5	3	1	9
Closed	8	15	0	0	23
3-Normal/Low	84	95	34	23	236
New	2	11	1	13	27
In Progress	10	16	33	10	69
Closed	72	68	0	0	140
4-Cosmetic	4	5	1	0	10
New	0	2	0	0	2
In Progress	0	1	1	0	2
Closed	4	2	0	0	6
Grand Total	97	120	39	26	282

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

3.4 Production Operations

3.4.1 Release Communications

- CalSAWS Release 24.07 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)

- Root Cause Analysis (RCA) – 316 – RPA Bots Server Outage – CHG0048189
 - On May 28, 2024, the Project team received alerts for the Robotic Process Automation (RPA) jobs that were failing to execute and as a result, reissuance of Electronic Benefit Transfer (EBT) cards was impacted for 24 Counties. This issue did not impact the EBT card request process but impacted only the reissuance of EBT cards. While investigating the issue, the RPA team identified they were unable to access the RPA servers due to license expiration. 120 -day trial licenses that were applied on January 27, 2024, with CHG0045599 had expired on May 26, 2024. The expiration timeline was not being tracked because the full Remote Desktop Server (RDS) licenses had been applied on February 24, 2024, to the Remote Desktop Server (RDS) Licensing Manager on AWSRPA110. To remediate the issue, the Technical Support team implemented a group policy for the AWSRPA110 server to use the Remote Desktop Server (RDS) license server that resides locally and restarted the RDS services. The Root Cause was due to the RDS licensing server not properly transitioning to the allocated licenses once initial trial period ended

despite the licenses were recognized as valid when installed on February 14, 2024. The group policy was set to configure the RPA server to use itself as the session host for RDS and set the mode to per user. After the issue was resolved, team monitored that RPA queues cleared, and service was restored

- ▶ Root Cause Analysis (RCA) – 322 – Electronic Signature Document Detail Page Audio Access Issue – PRB0049338
 - At 10:28 a.m. on June 3, 2024, the Project team was notified about incident INC0142002 from users that reported an issue with users being unable to retrieve the audio file from the Electronic Signature Document Detail page. The Online Application Development team confirmed that users were not able to retrieve the audio files on the Electronic Signature Document Detail page due to missing “Play Audio” and “Download Full Call” buttons on the page. The missing buttons also mislead the end users into thinking their data was impacted. However, the Application Development team confirmed that the data is saved, and Users were not able to view the data due to missing buttons. The “Play Audio” and “Download Full Call” buttons were updated and added into the system as part of SCR 274110 deployed on June 12, 2024 (24.06.13). The process to carry over the production changes into future planned release is generally automated. However, there are instances when the system requires a developer to manually reconcile the two versions of code. In this instance, the developer incorrectly updated the impacted file for the 24.06.06 release branch; as a result, the changes for the Electronic Signature Document Detail page were not reflected in the system. The application development team recommitted the impacted change for System Change Request (SCR) 274110 and the resolution was deployed into production on the night of June 13, 2024, using CA-279033. The team also confirmed that with the deployment of 24.06.13 code, the missing buttons and functionality on Electronic Signature Document Detail page was restored

3.4.3 Batch Operations

- ▶ Completed execution of Cost-of-Living Adjustment (COLA) for Income In-Kind (IIK) for 2024-2025 to implement All County Letter (ACL) 24-37
- ▶ Completed connectivity testing of implementation of Phase III - Firewall Policy Tuning and Intrusion Prevention (Prevent Malicious Traffic) with California Department of Social Services/Department of Health Care Services (CDSS/DHCS) interface partners
- ▶ 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

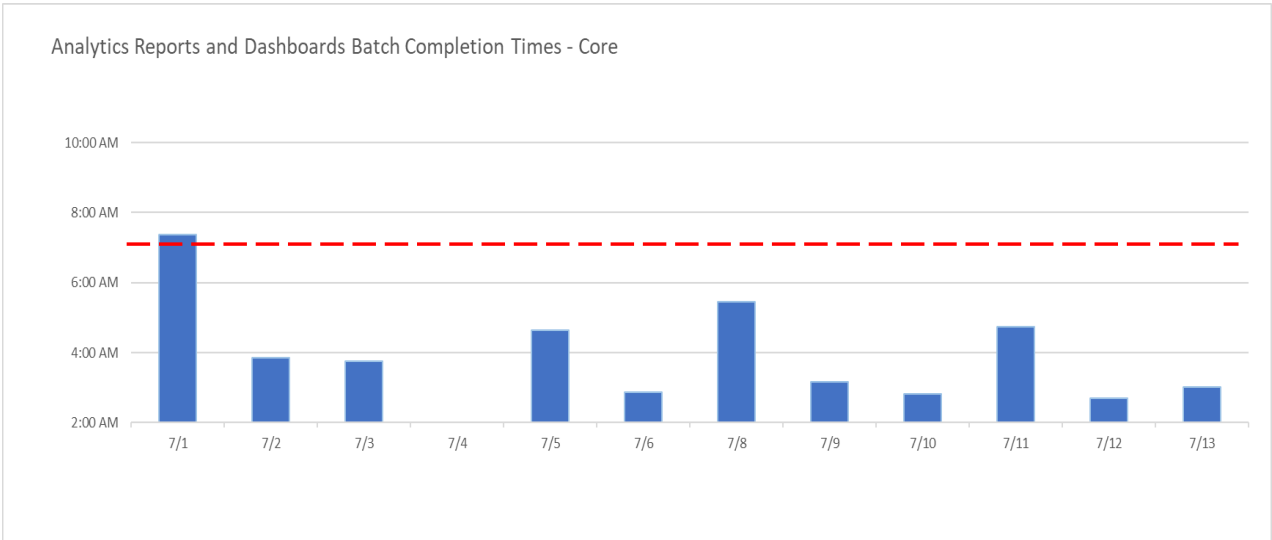


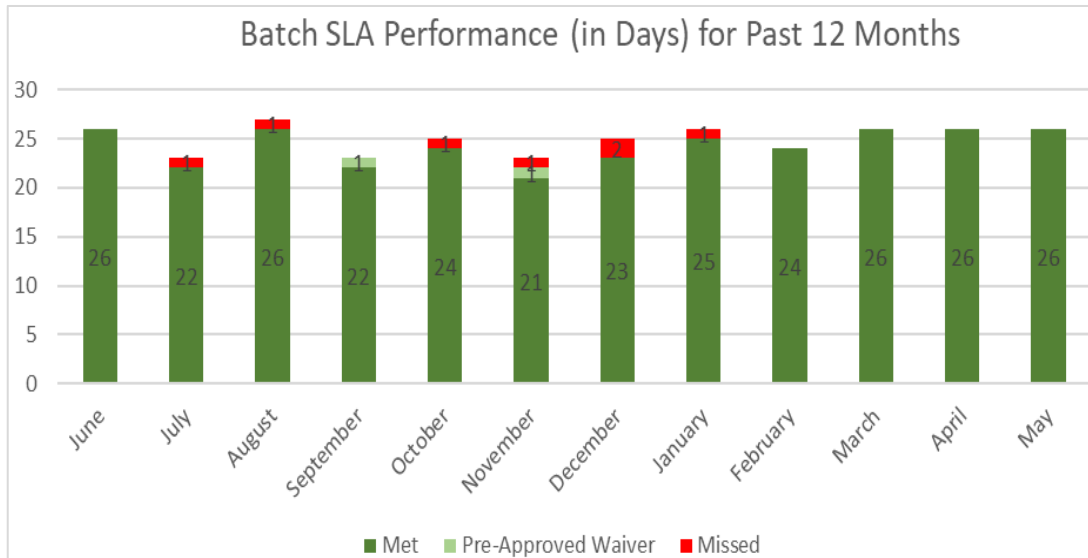
Table 3.4.3.2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

Batch Date	Issue	Communication	Status	Resolution
July 1, 2024	A Subset of Analytics Reports delayed on July 1, 2024, because of delay in downstream processes	N/A	Completed	Jobs Completed

3.4.4 Production Performance

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

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



- ▶ Imaging
 - None for the reporting period
- ▶ Contact Center
 - None for the reporting period
- ▶ ForgeRock
 - Scheduled Production Build on July 12, 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)

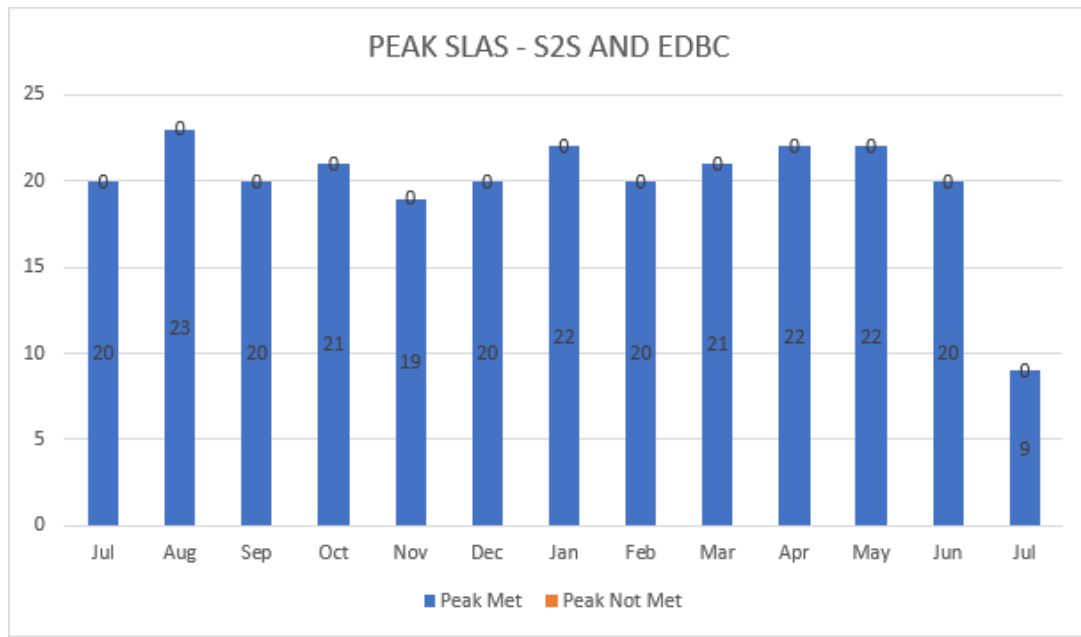
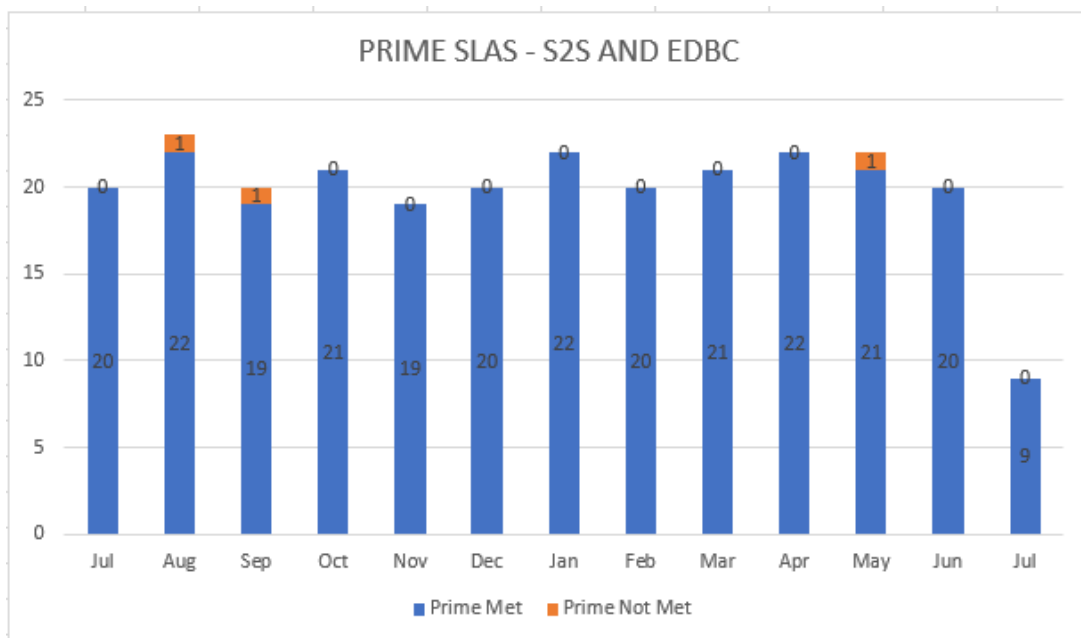


Table 3.4.4-3 – Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)



3.5 ForgeRock

3.5.1 Highlights

- ▶ ForgeRock has submitted Root Cause Analysis (RCA) 317 to being review internally. Additional information gathered from end of June has been added to the document
- ▶ ForgeRock is working with BenefitsCal, the Technical Architecture and Infrastructure as Code (IAC) teams to harden the BenefitsCal Network Protection
- ▶ Validators confirmed for upcoming July 12, 2024, Production build
- ▶ The ForgeRock team has identified the fix for CA-277287 Self Service Kiosk and deployed the fix to Development environment and successfully tested
- ▶ ForgeRock conducted an emergency Development Build on July 10, 2024, to deploy the new Garbage Collection/Java Development Kit (JDK) changes which are being tested with Performance Testing team
- ▶ ForgeRock is working with BenefitsCal and the Technical Operations team to deploy the OAuth2 Clients for BenefitsCal Network Protection
- ▶ ForgeRock team has meet with Consortium Helpdesk, Quality Assurance (QA) and Production operations stakeholders for the bi-weekly Operations Sync on July 10, 2024
- ▶ ForgeRock team working with Application Owners on getting the patterns that were being used for session management. ForgeRock ticket has been created to work with the vendor to review the patterns. (Tentative date will be for mid-July 2024)
- ▶ ForgeRock working with the Dynatrace team to review alerting and monitoring reports that can be adjusted and improved
- ▶ ForgeRock team has begun the development work for the Evolution Architecture Work - Tentative date for sandbox deployment is scheduled for mid-August

Table 3.5.1-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Rebuild Jenkins Servers from AL1 to AL2	July 12, 2024	In progress
ForgeRock-ServiceNow integration	August 30, 2024	In progress
Platform Architecture Enhancements – Design	To Be Determined	In progress

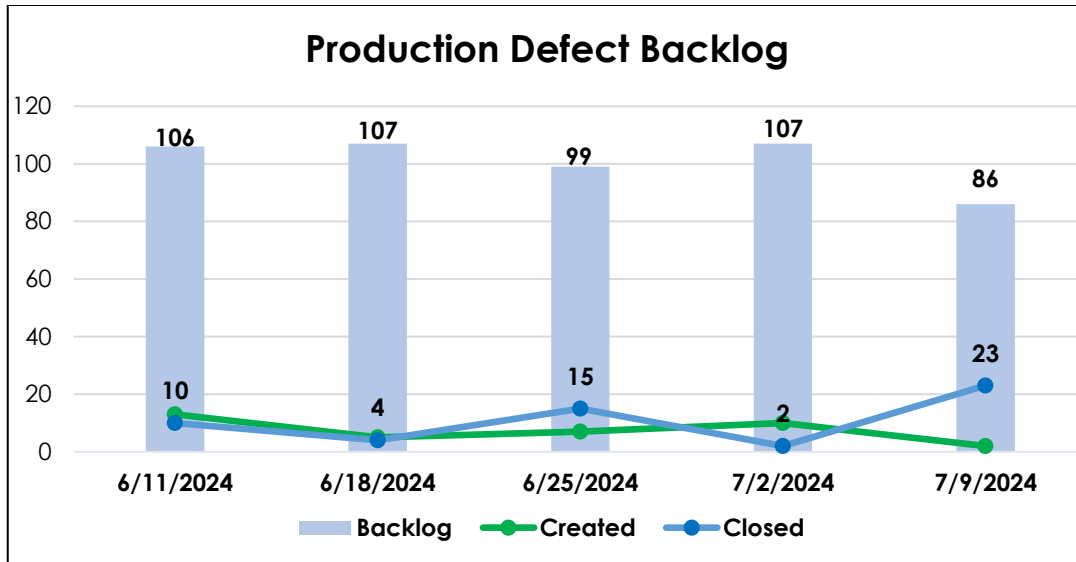
3.6 Imaging

- ▶ Completed Defects
 - No updates for the reporting period
- ▶ Completed System Change Requests (SCRs)
 - No updates for the reporting period

3.7 Customer Service Center (CSC)

- ▶ Production Defect Backlog Highlights
 - Continued to address Production defects exclusively using a priority release schedule to address defects sooner. There are 28 defects targeted to be resolved with the 24.07.11 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-275827	Tulare County - Update eGain custom attributes	24.07.12	In Production
SCR	CA-274807	Migrate Non-CSC to the Contact Center Shared Functions account	24.07.11	In Production
SCR	CA-274810	Migrate Telephonic Signature and IVR eSign functionality to the Contact Center Shared Functions AWS account	24.07.11	In Production
SCR	CA-272624	Phase 0: Upgrade Contact Center Lambdas for Compliance	24.07.11	In Production
SCR	CA-262430	RPA - Automated EBT Replacement Implementation: Non-CSC	24.07.11	In Production
SCR	CA-262445	Voice Bots Statewide Rollout: Non-CSC	24.07.11	In Production
SCR	CA-274806	Migrate RCC to the Contact Center Shared Functions AWS account, and add Voicemail Solution to AWS	24.07.11	In Production
SCR	CA-274808	Migrate External Party Access line to the Contact Center Shared Functions AWS account	24.07.11	In Production
SCR	CA-239498	DDID 2268 FDS CSC: Update to Text Help Line IVR, and Outbound	24.07.11	In Production

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TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
		Campaign caller ID		
SCR	CA-277393	San Bernardino Opt-in SCR CA-274847	24.07.11	In Production
SCR	CA-278329	Update IVR to Correct Office Hours for 1020 Emeline Location	24.07.09	In Production
SCR	CA-278181	Santa Clara Pilot - Contact center Call Flow changes	24.07.01	In Production
SCR	CA-279526	Santa Cruz - Contact Center: Update Contact Center Phone Hours Effective 7/1/24	24.07.01	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-239498	DDID 2268 FDS CSC: Update to Text Help Line IVR, and Outbound Campaign caller ID	24.07.11	In Production
SCR	CA-262445	Voice Bots Statewide Rollout: Non-CSC	24.07.11	In Production
SCR	CA-262430	RPA - Automated EBT Replacement Implementation: Non-CSC	24.07.11	In Production
SCR	CA-245360	Telephonic Signature Update Rights and Responsibilities for Medi-Cal	24.08.08	In Development
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.08.08	In Development
SCR	CA-273724	Telephonic Signature - Update CalSAWS Telephonic Signature Capture Code Generation Logic	24.08.xx	Approved
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.09.xx	Design in Progress
SCR	CA-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.09.xx	Design in Progress
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration	25.01.xx	New

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TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
		by Queue		
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-245926	Add Field in ECCP for Customer Info that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	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)

- ▶ Pilot was successfully completed with the post pilot read-out shared with Consortium.
- ▶ Operata has achieved SOC 2 Type 1 compliance which was a milestone for security consideration
- ▶ Completed license pricing negotiations and evaluating effort assessment
- ▶ Final recommendation with pricing and effort assessment to be shared with Consortium for rollout to Production (33 Counties)

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
- ▶ San Benito County
 - No updates for the reporting period
- ▶ San Francisco County
 - No updates for the reporting period

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- ▶ San Mateo County
 - No updates for the reporting period
- ▶ Santa Clara County
 - County Purchase SC-02-2023 (three kiosks, three tablets)
 - Working with County on milestones, tablets have been connected to printers and are functional at this time. Both Kiosks are live at this time. Training/Go-live site visit scheduled for July 16, 2024
- ▶ Santa Cruz County
 - County has gone live with kiosks and tablets. Onsite training/Go-live visit scheduled for July 30, 2024
- ▶ 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. No further updates
- ▶ 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
 - No updates for the 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
 - No updates for the reporting period
- ▶ Colusa County
 - No updates for the reporting period
- ▶ Del Norte County
 - No updates for the reporting period
- ▶ Glenn County
 - No updates for the reporting period
- ▶ Humboldt County
 - No updates for the reporting period
- ▶ Lake County
 - No updates for the reporting period
- ▶ Lassen County
 - Kiosk was delivered on January 8, 2024
 - County completing physical installation and flows
- ▶ Mendocino County
 - No updates for the reporting period
- ▶ Modoc County
 - No updates for the reporting period
- ▶ Plumas County
 - No updates for the reporting period
- ▶ Shasta County
 - No updates for the reporting period
- ▶ Siskiyou County
 - Kiosk delivered on January 30, 2024
 - Kiosk has been confirmed fully functional
 - County working on milestones for go-live
 - Site visit was scheduled for July 15, 2024, County had to cancel due to construction and fires in the area. Lobby team will be ready to reschedule when County is ready to proceed
- ▶ Tehama County
 - Kiosk was delivered on January 11, 2024
 - County working on milestones for go-live
 - Training/go-live scheduled for July 22, 2024
- ▶ Trinity County
 - No updates for the 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
 - All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS Reception Log and kiosks.
 - County reports that CalSAWS reconfiguration effort is in Testing phase
 - County continues to work on networking requirements
- ▶ Inyo County
 - No updates for the reporting period
- ▶ Kern County
 - County is in the process of ordering new batteries for the tablets. County has deployed all but one kiosk. Other than battery issue, tablets have been confirmed to function. Lobby team will work with the County once the replacement batteries are received to finalize deployment to Production.
 - County has replaced the batteries, Lobby to work with County to finalize deployment
 - County has one kiosk left to install
- ▶ Kings County
 - No updates for the reporting period
- ▶ Madera County
 - No updates for the reporting period
- ▶ Mariposa County
 - No updates for the reporting period
- ▶ Merced County
 - No updates for the reporting period
- ▶ San Joaquin County
 - No updates for the reporting period
- ▶ San Luis Obispo County
 - No updates for the reporting period
- ▶ Stanislaus County
 - No updates for the reporting period
- ▶ Tulare County
 - County Purchase TL-01-2023
 - Tablets have been successfully deployed

3.8.5 Region 5 Counties

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

- ▶ Imperial County
 - No updates for the reporting period
- ▶ Orange County
 - No updates for the reporting period
- ▶ Riverside County
 - No updates for the reporting period
- ▶ Santa Barbara County

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- 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
 - o County began the County Purchase process for pilot office kiosk deployment
 - o This order has been placed on-hold

3.8.7 Lobby Management Modernization (TLM-39)

- ▶ Held kick-off meeting on June 18, 2024
- ▶ Schedule is being developed
- ▶ Design is in process

3.9 Additional Projects

3.9.3 California Department of Social Services (CDSS) Report Support

- ▶ California Department of Social Services (CDSS) Glossary:
 - o AAP – Adoption Assistance Program
 - o ABAWD – Able Bodied Adults Without Dependents
 - o CAPI – Cash Assistance Program for Immigrants
 - o CIDR – CDSS Internal Data Request
 - o ESAP – Elderly Simplified Application Process
 - o E&T – Employment and Training
 - o FC – Foster Care
 - o SIRFRA – SAWS Information Request for Research and Analysis
 - o WTW – Welfare to Work
- ▶ Completed Work:
 - o SIRFRA 3979 - Standard Medical Deduction Cost Neutrality Report
 - o CIDR 9025 - WTW Sanctions
 - o Revised CIDR 9022 - LOC and ISFC Information
 - o CIDR 9021 - E&T Metrics
- ▶ Continued Work:
 - o CIDR 9029 - CalWORKs Income In-Kind (IIK)
 - o CIDR 9017 - Medi-Cal Client Detail Snapshot
- ▶ Started Work:
 - o CIDR 9031 - Automated Mass Replacement Waiver Data Request
 - o CIDR 9027 - Cal-OAR Client Satisfaction Survey
 - o CIDR 9032 - Summer EBT
 - o CIDR 9033 - CalFresh Client Income Snapshot
 - o CIDR 9028 - Duration of Stay in Stage One Childcare

3.9.4 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 1351 - Data Pull for Spousal Impoverishment Case Flag and Task
 - SIRFRA 1374 - CMS Monthly Unwinding Update Report - Previously Pending Renewals (Rerun March PHE Report)
 - SIRFRA 1380 - MEDS Alert Monitoring June 2024
 - SIRFRA 1386 - Renewal and Demographics Data Request June 2024
 - SIRFRA 1387 - Total No. of Apps Pending and Total No. of REs Pending June 2024
 - SIRFRA 1388 - Monthly Failure to Complete Data
- ▶ Continued Work:
 - No updates for the reporting period
- ▶ Started Work:
 - No updates for the reporting period

3.9.5 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

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

- ▶ Completed discussions with vendors (Cisco, Palo Alto) to determine suitable products and models to replace the F5
- ▶ Completed meetings with Technical Operations, Amazon Web Services (AWS) architect and Network to finalize the future design

3.9.7 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)

- ▶ Completed discussions with vendors (Cisco, Palo Alto) to determine suitable products and models to replace the F5
- ▶ Completed meetings with Technical Operations, Amazon Web Services (AWS) architect and Network to finalize the future design

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

- ▶ Completed the deployment in AT2 environment
- ▶ Identified the solution for Offshore access in AT2 environment. An ECR is created to be implemented to resolve the offshore connectivity issue
- ▶ AT testing is in progress

- ▶ Drafted Change Request to implement this change in other AT environments

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

- ▶ Scheduled kick-off meeting for the week of July 12, 2024
- ▶ Completed Design document draft

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

- ▶ Preparing pilot user list
- ▶ Refining end user documentation

3.9.11 Analyze and implement application changes to support phasing out third-party cookies (CSAC-31)

- ▶ Drafted System Change Request (SCR) CA-274779 for this effort
- ▶ Received emergency approval to begin the build and currently in development
- ▶ Build kick-off meeting initiated with the development and release management

3.9.12 Static Application Security Testing (SAST)/DAST/Software Composition Analysis (SCA)/IAST - DevSecOps (CSAC-36)

- ▶ Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
 - Phase 4: Create a fix strategy
 - Phase 4: Sub-tasks:
 - Group issues and decide prioritization method – In progress
 - Scan Applications in Repo for 24.09 release – In progress
 - CI/CD pipeline setup - In progress
 - IDE installation in development machines – In progress
 - Phase 5: Initial roll out to the team
 - Phase 5: Sub-tasks:
 - Snyk product training.
 - Phase 6: Initial roll out to the team
 - Phase 6: Sub-tasks:
 - Communicate prevention strategy to developers – Not started
 - Enable and configure Snyk on PRs
 - Enable Snyk on pipelines to act as a gate using Snyk test
- ▶ Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
 - Selection of Dynamic Application Security Testing (DAST) tool decision – Completed
 - Invicti Architecture diagram and approval – Completed
 - Invicti Software requirements analysis
 - Receive Technical Budget Change Request (TBCR) approval
 - Receive Change Request approval for four new servers (2 in Production, 2 in non-Production)
 - Implement Invicti On-Prem Components – Agent, Authentication Verifier, SQL Database, IAST Bridge into the four approved servers
 - Invicti Proof of Concept – Not started

3.9.13 CSAC-46 Strong Authentication for internal Application Programming Interfaces (APIs) (CSAC-46)

- ▶ Identified the list of Application Programming Interfaces (APIs) that need to be secured with this change request
- ▶ Listed the potential solutions and did internal architecture review
- ▶ Presented the architecture in Consortium meeting; received approval
- ▶ High level design is in progress

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

- ▶ Continued Design phase activities
- ▶ Continued staffing initiatives

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

- ▶ Prepared Kick-Off documentation
- ▶ Scheduled Kick-Off Call for week of July 15, 2024
- ▶ Technical Staffing complete

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

- ▶ Phase 0 Implementation completed on June 20, 2024
 - Team identified many false positives identified and are currently working with teams to determine the masking strategy and pattern
 - Impact analysis of the potential changes needed for the masking strategy and pattern, along with downstream application impacts, is being put together for leadership review

3.9.17 Identity Proofing (IA-12)

- ▶ Presented Kick off meeting to Consortium and Security on July 10, 2024. Further conversations needed on requirements and design prior to proceeding forward

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

- ▶ Technical Budget Change Request (TBCR) 1665 approved in FinOps required to build Amazon Web Services (AWS) lab
- ▶ Completed racking of the five physical devices at the CalSAWS Roseville Project location
- ▶ Approved change request for AWS lab build: CHG0048152
- ▶ TPx completed the new port and routing configuration for lab at CalSAWS Roseville Project site

3.9.19 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
 - Design Approval from Consortium Security – Completed
 - Change ticket for implementation - In progress

3.9.20 Office 365 Services Backup Solution (ISA-21)

- ▶ Moved to maintenance and operations

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

- ▶ Moved to maintenance and operations

3.9.22 Major Upgrade - Analytics stack (TLM-03)

- ▶ Automation Level 3 (AL3) standards licensing agreement approved by Consortium. Deployment in Development environment is in process and expected to complete by July 19, 2024
- ▶ Testing of the Development environment for EMR, Python, and AL3 will begin immediately following implementation, targeting July 22, 2024
- ▶ Qlik and NPrinting upgrades are still targeted to begin in September 2024

3.9.23 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 meeting with Consortium Operations to align the steps and dates for the LA3 and SV1 Firewall migrations to Firewall Management Center (FMC)

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

- ▶ Completed 11 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

3.9.25 Split Tunneling and VPN Replacement (TLM-11)

- ▶ Completed VPN replacement vendor
- ▶ High Level Design completed, working on the low-level design document
- ▶ Technical Budget Change Request (TBCR) 1708 approved
- ▶ Purchase order released

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

- ▶ ITOM (IT Operations Management)
 - Finished configuring Configuration Item (CI) attributes and attribute data certification tasks in DEV
 - Received SSH credential, which is currently setup for one Linux host
 - Configuring Windows and Linux Horizontal Discovery
 - CI Tagging
 - In DEV, configured CI tagging categories: Technical, Automation, Business, Security, FinOps. Created Service Families and selected tag categories and their mapping. Populated tag-based services.
 - In DEV, installed the 'Tag Governance' Plugin (app ID: sn_itom_tag) to

identify tags that are inconsistent and set policies on tags

- ▶ HAM (Hardware Asset Management)
 - Drafting design document

3.9.27 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
- ▶ Delivered changes to required 24.09 Texting AT1/AT2/SIT environments for AT testing
- ▶ Email was sent to Application Development teams to begin their AT testing

3.9.28 Childcare Portal – Upgrade Nodejs Lambdas (TLM-17)

- ▶ Initiated discussions and planning sessions for the application update to Node.js version 20
- ▶ Team Assignments completed, with key resources allocated

3.9.29 Upgrade Authorizer Lambda for CalSAWS APIs and Operational Lambdas to latest Nodejs version (TLM-19)

- ▶ Completed the high-level design and got the System Change Request (SCR) approved
- ▶ Conducted the Kickoff meeting to update all the stakeholders
- ▶ Identified the list of Lambdas that need to be upgraded with this change

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

- ▶ System Change Request (SCR) CA-274989 is drafted for this effort
- ▶ Work for this SCR cannot begin till compatible WebLogic version and ODM version is available to support JDK 17
- ▶ SCR will be on hold, and this has been approved by Consortium

3.9.31 Upgrade Spring and SpringBoot (TLM-22)

- ▶ Drafted System Change Request (SCR) CA-274990 for this effort
- ▶ Received emergency approval to begin the build
- ▶ Initial Technical Architecture point of contact work began for build validation
- ▶ Cross team Kick-Off call - Pending

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

- ▶ Drafted System Change Request (SCR) CA-274526 for this effort
- ▶ Received emergency approval to begin the build
- ▶ Cross team Kick-Off call - Pending

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

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

3.9.34 DevSecOps tools upgrade (TLM-31)

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

3.9.35 Upgrade to Windows 11 (TLM-34)

- ▶ Completed design for WorkSpaces account
- ▶ Built test environment for the Windows 11 WorkSpaces image creation
- ▶ Conducted Kick-Off Call on July 2, 2024

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

- ▶ Conducted Kick-Off Call on July 1, 2024
- ▶ Change submitted for CAB July 17, 2024, to upgrade 3 servers

3.9.37 Migrate Spectrum UAM Locate to Global Addressing Module (GAM) (TLM-67)

- ▶ Drafted System Change Request (SCR) CA-269035 for this effort
- ▶ Received emergency approval to begin the build and currently in development
- ▶ Kick-Off Call conducted on July 10, 2024

3.9.38 Upgrade ODM to version 8.12 (TLM-68)

- ▶ Drafted System Change Request (SCR) CA-17499 for this effort
- ▶ Received emergency approval to begin the build
- ▶ SCR will be targeted to be deployed as 25.01 priority release in early March

3.9.39 Identity - Password Authentication (WIAM-18)

- ▶ Kickoff meeting presented on July 8, 2024, with Consortium and Security. ForgeRock to continue work on the gap analysis of the controls and will present to other teams for impact analysis.

3.10 Deviation from Plan/Adjustments

- ▶ None to note 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 7 of 8 completed. Team is on schedule with a 99% pass rate against a target of 88%
4.6 Reports	<ul style="list-style-type: none"> Bi-Weekly State and Fiscal Reports meeting One-One meeting with Alameda County to discuss CF 296 State Report Target Report Session on Business Intelligence Dashboards – Application Processing Timeliness (CF and MC)
4.10	<ul style="list-style-type: none"> Foster Care Eligibility Determination (FCED)/California Automated Response and Engagement System (CARES) Update

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
24.07.19	<ul style="list-style-type: none"> ► Training: Migrate Electronic Signature for eCCP (External Call Control Profile) Agents Storyline WBT (Web Based Training) to Captivate ► Training: Create CFP for Disaster CalFresh CA-256387 ► Training: Maintenance of 008 Eligibility Medi-Cal WBT (Web Based Trainings) based on CA-270479 ► Training: Maintenance of the 022 - Simulation: 01 - Simulation WBT (Web Based Training) for 24.07 ► Training: Remove LA County Specific information from the Childcare WBTs (Web Based Training) CA-267179 ► Training: Update 010 - Employment Services-WTW WBT (Web Based Training) for 24.05 ► Training: Update 021 Security Admin WBTs (Web Based Training) for 24.05 changes based on CA-274084 ► Training: Update Security Administration WBT (Web Based Training) for 24.03 App Dev Changes ► Training: Update the 014 - CAPI WBT (Web Based Training) for 24.07 ► Training: Update the 034 - Task Management Overview WBT (Web Based Training) for CA-263040
24.07.25	<ul style="list-style-type: none"> ► ACL (All County Letter) 24-45 AAP (Adoption Assistance Program) CNI (California Necessities Index) Rate Increase for Year 2024-2025 COLA(Cost of

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Release	Summary
	<p>Living Adjustment)</p> <ul style="list-style-type: none">▶ ACL (All County Letter) 24-46 FC (Foster Care), KG (Kin-Gap) CNI (California Necessities Index) Rate Increase for Year 2024-2025 COLA (Cost of Living Adjustment)▶ BenefitsCal Medi-Cal Renewal Language Preference for Reading Section▶ Enhance Imaging to store unique BenefitsCal receipt number▶ Standard List of FC-KG (FosterCare- Kin-Gap) cases with Income Prior to CNI (California Necessities Index) Batch EDBC (Eligibility Determination and Benefits Calculation) Run-2024▶ Update Case Details API (Application Programming Interface) logic to remove symbols▶ Update Placer In-Kind Income Values for GR (General Relief)
24.07.27	<ul style="list-style-type: none">▶ ACL (All County Letter) 24-45 AAP (Adoption Assistance Program) CNI (California Necessities Index) Rate Increase for Year 2024-2025 Batch EDBC (Eligibility Determination and Benefits Calculation) Run COLA (Cost of Living Adjustment)▶ ACL (All County Letter) 24-46 FC (Foster Care), KG (Kin Gap) CNI (California Necessities Index) Rate Increase for Year 2024-2025 Batch EDBC (Eligibility Determination and Benefits Calculation) Run COLA (Cost of Living Adjustment)
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): 76 approved.▶ Release Webcast date: To be determined
24.11	<ul style="list-style-type: none">▶ Total System Change Requests (SCRs): 19 approved.▶ Release Webcast date: To be determined

4.3 Application Development Status

- ▶ Continued design on:
 - CA-213363 - TLM-39: Lobby Management Modernization
 - CA-233160 - ACL 23-94 - Family Reunification Funding
 - 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-275750 - IADPU DMDP-23 AWS Macie
 - CA-275163 - Re-Design CalSAWS Case Purge Components
 - CA-279688 - Update CalSAWS Text Messaging Functionality to Allow Opt-In By Program - Phase 1
 - CA-274988 - TLM-34: Upgrade to Windows 11 (Project Machines)
 - CA-276364 - CalHEERS eHIT: Verification Documents sent to CalHEERS from CalSAWS
 - 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-279576 - Add Pregnancy and the Pregnancy special Needs (PSN) Payment NOAs to Template Repository
- 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-251613 - BREfS #5 High Impact Business Validations
- CA-242103 - Update PUB 388 to Current Version in Template Repository
- CA-240094 - Refactor: CalFresh NOA Regulations
- CA-272652 - Create County Duplicate Impact List pages
- CA-264616 - ACL 22-67 - STAT 47 updates to match CalFresh E&T rule (Reports Component)
- CA-256607 - COLA Automation Phase-3
- CA-271084 - ACL 18-43 - Revise CalWORKs M40-107G Time Limit NOA
- CA-268774 - Update the DHCS Renewals Master Request Report to V2.5
- CA-265301 - Cal-OAR File County Preview
- CA-220233 - FFY Medi-Cal Updates Phase II
- CA-248711 - Deny CAPI Case for Fail to Provide
- CA-275534 - Update CalSAWS to Use Household Category Determination and Not Public Assistance Indicator
- CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
- CA-209344 - Apply SSP Only OPA for Specific Programs
- CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
- CA-273087 - Add Threshold Language versions of the CF 377.11E
- CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
- CA-264983 - Add Date to CalWIN Interface File Names and Sending/Receiving notifications
- CA-274986 - (TLM-17) Childcare Portal - Upgrade Nodejs lambdas to latest version
- ▶ Continued build on:
 - Priority releases and Release 24.09 approved System Change Requests (SCRs)

4.4 Release Management

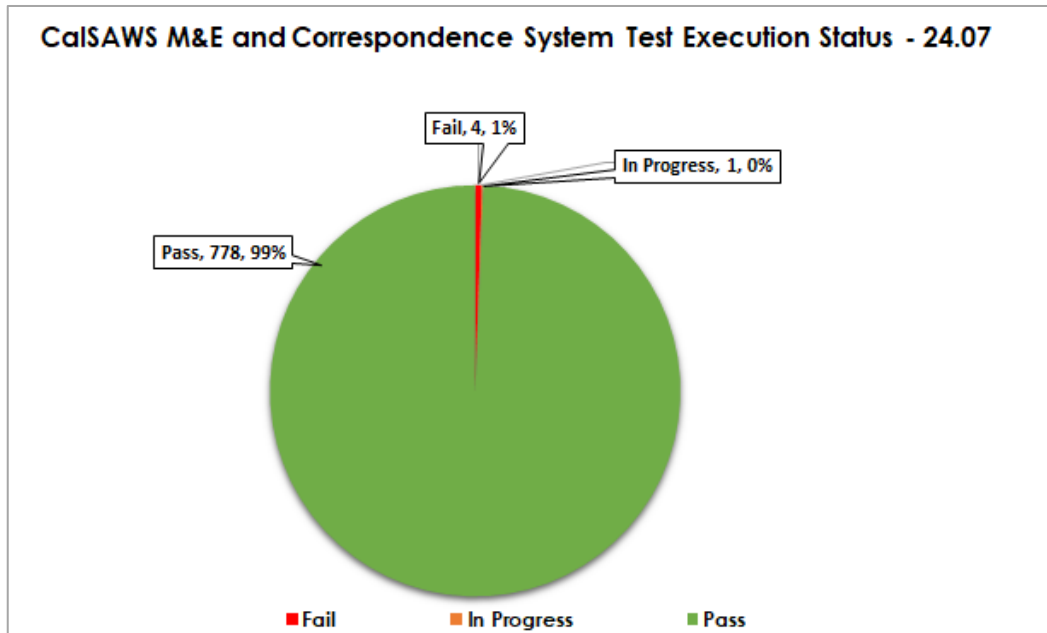
4.4.1 Release Test Summary

- ▶ 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 July 12, 2024	88%
Pass Rate Actual as of July 12, 2024	99%
System Test completed 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	183617236	46.40%	15	100%
2	101	132.898.472	33.58%	101	100%
3	118	39,581,207	10.00%	118	98.72%
4	684	36,243,210	9.16%	574	91.29%
5	2814	3,416,154	0.86%	867	46.66%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of June 30, 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 1,270 end-to-end Automated Regression Test (ART) scripts:

- ▶ 1020 targeting the core CalSAWS application
- ▶ 78 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)
- ▶ 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

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- Release Cycle
 - o CA-275638: Automated Regression Test - Execution and Maintenance - 24.07 Release Cycle
 - o CA-275838: Automated Regression Test: Task Management Configurable Task Categories
 - o CA-278032: Automated Regression Test - Execution and Maintenance - 24.09 Release Cycle

4.5 Virtual Assistant (VA)

- ▶ Worker-Facing Virtual Assistant (VA)
 - o Release 22 – target to deploy July 25, 2024
 - Design is completed
 - System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
 - Testing is in progress
 - o Release 23 – target to deploy August 22, 2024
 - Design is in progress, target to complete design on July 25, 2024

4.6 Reports

- ▶ CalSAWS State and Fiscal Reports Bi-Weekly meeting (held on July 03, 2024)
- ▶ Met one-one with Alameda County on July 08, 2024, to discuss CF 296 State Report
- ▶ Monthly Management Reports Target Session was held on July 9, 2024, to explain Business Intelligence Dashboards - Application Processing Timeliness (CF and MC)

Table 4.6-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
May 17, 2024	14
May 31, 2024	11
June 14, 2024	11
June 28, 2024	14
July 12, 2024	16

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	0	0	0	1	1
Reopened	0	0	0	0	0
Assigned	2	0	0	0	2
In development	5	2	4	1	12
Development completed	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	1	1	0	0	2
Test completed	5	4	2	4	15
Total Open Defects	13	7	6	6	32

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	6	3	0	0	9
3-Normal/Low	6	4	5	5	20
4-Cosmetic	1	0	1	1	3
Total Open Defects	13	7	6	6	32

Note: Data is as of current reporting period

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

State/Claiming Reports	Total	Defects As Prioritized	SCRs - Targeted Release				
			24.05	24.06	24.07	24.09	24.11
ABCD 350	1	0	0	0	0	0	1
CA 1037	2	1	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 255	1	1	0	0	0	0	0
CA 812	1	0	0	1	0	0	0
CF 256	3	3	0	0	0	0	0
CF 296	1	0	0	0	0	0	1
CMSP 237	1	1	0	0	0	0	0
GR 237	1	1	0	0	0	0	0
Integrated Claiming	2	1	0	0	1	0	0
RS 50	1	0	0	0	0	1	0
RS 51	2	1	0	0	0	1	0
STAT 47	1	0	0	0	0	1	0
TEMP 2035	1	1	0	0	0	0	0
TEMP 2313	1	1	0	0	0	0	0
WTW 25/25A	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 July 02, 2024, and July 09, 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 - LA County - 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

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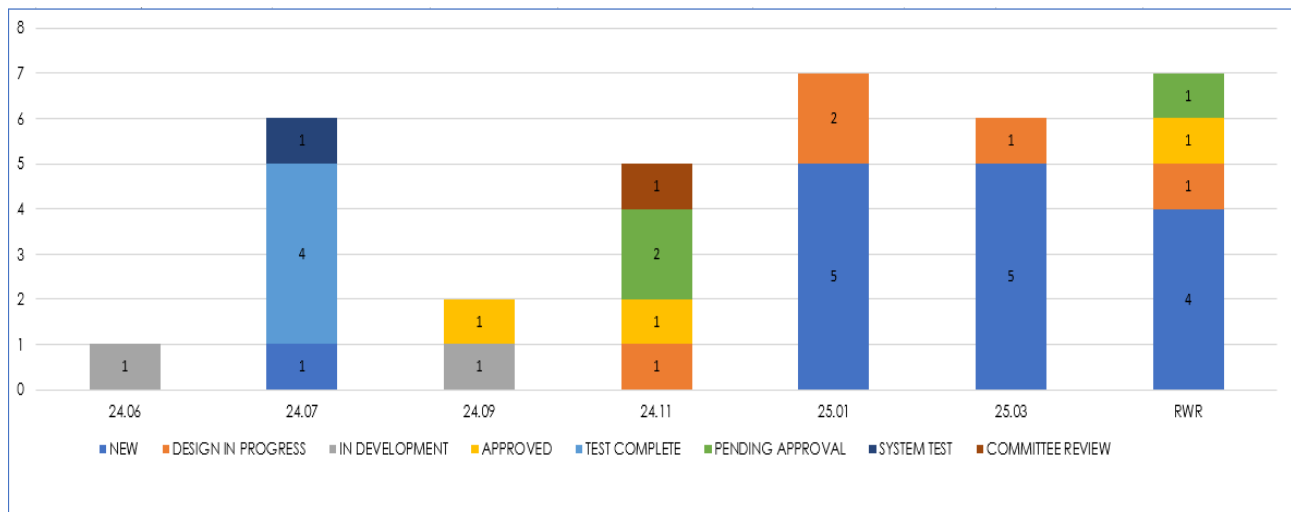
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- Ventura County
 - CA-262706 - Interim updates for Ventura County to reduce workload associated to GA/GR Redetermination process
 - CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration
 - CA-268676 - GAGR AS; SON - Denial NOA #125-0 (01/98) and Denial NOA #1122 (08/98)
 - CA-268679 - GAGR AS; SAC Change NOA CDS 232-0 (01/01)/Reason Code XAN339
 - 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-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-276189 - Return Mail Service Address Whitelist Request
 - CA-277446 - San Diego - GR COLA October 2024
 - CA-277816 - LA County - Update ABP 4023-C NOAs to Reflect Verbiage Related to Telephonic Appointment Details
- o 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-270204 - GA/GR Automated Solution COLA change NOA is printing incorrect benefit amt
 - CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
 - CA-276128 - Update the Property Limits for the Automated Solution Counties
 - CA-276201 - LA County - Update START(GROW) Hearing Office Phone
 - CA-278309 - San Diego - GAGR Grant Amounts for Shared Housing
 - CA-279427 - Configure access to GAGR Service from AT2 environment
- o System Change Requests (SCRs) in System Test Phase
 - CA-266985 - Add Fresno GA/GR grant amounts for households larger than 3 persons
 - CA-270204 - GA/GR Automated Solution COLA change NOA is printing incorrect benefit amt
 - CA-273351 - Orange -Update to GR Approval NOA (CalSAWS 1)
 - CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
 - 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-276128 - Update the Property Limits for the Automated Solution Counties
- CA-278309 - San Diego - GAGR Grant Amounts for Shared Housing
- CA-279597 - Update Placer's In-Kind Income Values for GR
- Priority System Change Requests (SCRs) deployed to Production
 - CA-267452 - GAGR AS - Alameda Co. - Add XAN 534
- Defects released to Production
 - None to note for the reporting period

Figure 4.7-1 – General Assistance/General Relief (GA/GR) System Change Requests (SCRs)



4.8 Training Materials Update

- 24.07 Online Help (OLH) System Change Requests (SCRs):
 - Test Complete
 - CA-278240 - 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-275496 - Online Help: Update JA Self-Service Portal (SSP) - e-Notifications
 - CA-275044 - Online Help: Update the OLH Glossary page
 - 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

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- 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
 - CA-260890 - Online Help: Create Job Aid for GAGR Automated Solution Admin Rules
 - 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
- 24.09 Online Help (OLH) System Change Requests (SCRs):
- New
 - CA-280102 - Online Help - Update the MAGI Referral Detail page CA-257779
 - CA-279730 - Online Help: Update the Electronic Signature OLH page CA-273724
 - Design In Progress
 - CA-279788 - Online Help: Update JA Imaging Multi-Case Scanning and Imaging Single Case Capture and Virtual Printing; SCR CA-274726, CA-279728
 - Pending Approval
 - CA-279246 - Online Help: Update the Device Assignment Detail OLH page CA-213615
 - CA-279194 - Online Help: Update JA Lobby Management Manage Devices CA-213615
 - CA-279083 - Online Help: Update the MEDS Alert Detail OLH page CA-276630
 - CA-279021 - Online Help - Update Task Bank OLH pages for CA-264181
 - CA-276720 - Online Help: Update JA Imaging Workflow Queues and Exceptions CA-258909, CA-275752,
 - CA-260878 - Online Help: Update JA GR Health Assessment to add GAGR Automated Solution
 - Approved
 - CA-279024 - Online Help: Update the Security Assignment OLH page CA-232192
 - CA-278820 - Online Help: Update the JA PRT - Overview to Include Current Information CA-275365
 - CA-276356 - Online Help: Update JAs referencing Work List pages and update JA Task Management
 - CA-276107 - Online Help: Update JA - Self-Service Portal (SSP) - Case Link Requests Due to CA-261398 and CA-274518
 - CA-274734 - Online Help: Update the Reports Overview for the 24.09 Baseline Release
 - CA-267150 - Online Help: Update JA - IHSS Referrals
 - CA-260893 - Online Help: Create Job Aid for GAGR Automated Solution specific Data Collection pages
 - CA-260889 - Online Help- Create Job Aid for GAGR Automated Solution Time

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- limit
- ▶ 24.08.16 and 24.08.21 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - Approved
 - CA-279321 - Training: Update 008 - Eligibility Medi-Cal WBTs for 24.06 Updates
 - 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
 - CA-276292 - Training: Create CFP for Task Categories CA-253667
 - CA-275888 - Training: Create CFP for Disaster CalFresh CA-256387
 - CA-270356 - Training: Remove LA County Specific information from the Childcare WBTs CA-267179
- ▶ 24.09.20 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
 - Approved
 - CA-279085 - Training: Update the 002 - Eligibility General WBTs based on 24.09 Updates
 - CA-278489 - Training: Update Childcare Admin Portal CFP CA-27321
- ▶ Training Environments
 - Continued to work cross-team to troubleshoot CalSAWS Training Staging and Training Production environment tickets

Table 4.8-1 – Upcoming Training Activities

Training Activity	Date	Status
24.07 Baseline Code Deployment in Training Staging and Training Production Environments	July 21, 2024	In progress

4.9 Upcoming Performance Tests

- ▶ Planned upcoming Performance tests for Core Online

Table 4.9-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
24.07.02 CalHEERs Testing	June 25, 2024	July 16, 2024	In progress
24.07 Performance Testing	June 27, 2024	July 17, 2024	In progress

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

- ▶ Completed Tasks
 - Updated the inbound and outbound transactions for "Placement API" Child Placement and QRTP Pages
 - Completed the development inbound and outbound of "Income Assets API"
 - Developed the e-data for "Placement API" Home Approval online pages
 - Updated the design document(s) to include the CalSAWS design of "Issuance API" and "Eligibility Results API – iteration 2" and "Incidental API"
- ▶ In Progress Tasks
 - Performing System test for "RFI Communication API"
 - Developing inbound and outbound "Extended Foster Care API"
 - Adding the online pages screenshots to the design documents for "Issuance API", "Incidental API" and "Eligibility Results API – iteration 2"
 - Updating the design document(s) to include the CalSAWS design for "Case Transfer API", "KinGAP API"
 - Adding the California Automated Response and Engagement System (CARES) integration design to the API design document(s) for "Case Transfer API", "KinGAP API", "Issuance API", "Incidental API" and "Eligibility Results API – iteration 2"
 - Updating inbound and outbound "Court Information API", "Placement API" and "Placement Authority API" based on CARES data elements updates.
 - Updating the inbound and outbound transactions for "Placement API" Home Approval online page and "Individual Demographics API"
 - Performing Integration test for "Imaging and Documents API" and "Income Assets API"
- ▶ Upcoming Tasks
 - Develop outbound Eligibility Results API – iteration 2"
 - Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "Case Transfer API", "KinGAP API", "Issuance API", "Incidental API" and "Eligibility Results API – iteration 2"
 - Perform integration testing "Placement Authority API"
 - Perform System testing for "Imaging and Documents 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	17	4	6	1	6	0
CARES Hosted	17	4	7	1	5	0

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

- ▶ **Completed Tasks**
 - Create new WDTIP screen page designs/mockups
 - Tracking Recipients Across California (TRAC) Add Individual (AIND)
 - Tracking Recipients Across California (TRAC) Child Support Reimbursement Update (UCSR)
 - Tracking Recipients Across California (TRAC) Exception/Extension Summary (ESUM)
 - Tracking Recipients Across California (TRAC) CalWORKs 60-Month Calendar (KCAL)
 - Load Client Index Numbers not known to CalSAWS from WDTIP
 - Create scripts for storing WDTIP data into staging database
 - Create Person Search User Interface in React
 - Add new tables to store time limit program participation rules and exception rules in RDS database
- ▶ **In Progress Tasks**
 - Create Person Search Lambda in Node.js
 - Create Add Individual Lambda in Node.js
 - Create Time Limit Summary Lambda in Node.js
 - Create Batch scheduling change requests to decommission WDTIP interface jobs
 - Perform login research and implementation for WDTIP User interface
 - Create Person API endpoint for search by Phonetic Person
 - Create CIN Summary User Interface in React
 - Add batch properties to connect to WDTIP PostgreSQL Relational Database Service (RDS)
 - Build infrastructure needed for System Testing environment – SYS7
 - Setup analytics infrastructure for AT6 and SYS7 environments
 - Refine story backlog
- ▶ **Upcoming Tasks**
 - Compare CalSAWS time limit data and WDTIP data from full dump to identify discrepancies
 - Integrate Cash-Aid section of Time Limit Summary page with WDTIP Lambda
 - Integrate Person Search User Interface with Application Programming Interfaces (API) in React
 - Analyze Security right/role management for the new Statewide Cash-Aid Time Limit pages
 - Create a REST Application Programming Interface (API) client in CalSAWS to connect to WDTIP PostgreSQL Relational Database Service (RDS)
 - Create Person Search Results Data Table User Interface in React
 - Analyze connecting analytics to WDTIP PostgreSQL Relational Database Service (RDS) for reporting
 - Analyze Lambda requirement for Forms and Notice of Action (NOA) connectivity with WDTIP PostgreSQL Relational Database Service (RDS)
- ▶ **Interface Partner Integration**
 - 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
 - Continue running archival in ad-hoc report environment
- ▶ In Progress Tasks
 - Draft archival production plan
- ▶ Upcoming Tasks
 - Draft archival Production plan

4.13.2 Data Growth – Test Data Slicer (TDS)




- ▶ Completed Tasks
 - Test Data Slicer (TDS) jobs to slice the data
- ▶ In Progress Tasks
 - Validate data
 - Post-TDS activities (i.e. cleanup scripts, masking, etc.)
- ▶ Upcoming Tasks
 - Document test data slicer on wiki
 - Draft plan for 24.11 data refresh

4.13.3 Data Growth – Archive Phase 2

- ▶ Completed Tasks
 - Continued system test and defect fix
 - Journal and meds alert copy jobs tested
- ▶ In Progress Tasks
 - Continued system test and defect fix
 - Running the journal and meds alert copy jobs in ad hoc report environment
- ▶ Upcoming Tasks
 - Draft plan for production
 - Contact center changes aligned to separate 24.08.08 SCR

4.13.4 Premise Items

Table 4.13.4-1 – 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

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Premise Name	Status	Phase	Progress/Updates
CW Overpayments (SB 726)	●	In Production	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 System Change Requests (SCRs) pending for State translations
Family Reunification AB 135	●	Not yet started	CA-233160 planned for 24.11
CW Work Requirements (AB 2300)	●	Not yet started	Other SCRs planned for next State Fiscal Year due to pending State translations

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

4.13.5 Case Purge

- ▶ Completed tasks
 - Begin analysis and design
 - Aligned release with 25.01
- ▶ In progress tasks
 - Continue analysis and design
- ▶ Upcoming tasks
 - Draft design

4.14 Deviation from Plan/Adjustments

- ▶ None for the reporting period

5.0 Regional Updates

- ▶ None for the reporting period

6.0 Appendices

Appendix A – M&E Requests and SCR Status

Appendix B – County Purchases Status Report

Appendix C – CalSAWS System IVR Report

Appendix D – CalSAWS Project Risks and Issues Report

Appendix E – CalSAWS Project Gantt Chart