CalSAWS

DATE	Thursday, August 1, 2024
TIME	1:30 PM
LOCATION	Teams Virtual Meeting
SUBJECT	Change Control Board (CCB) Meeting
INVITEES	Regional Managers, Design Leads, Tech Leads, Release Management Leads, Quality Assurance, State Partners, Consortium Management
NEXT CCB MEETING DATE	Thursday, August 15, 2024
RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

System Change Requests (SCRs)

Release	Priority Release	SCR #	DESIGN APPROVAL	Hours	Funding Source	Emergency Approval	Team Responsible	Committee Review	Non-Committee Review	X- Ref SCR
RWR	24.07.x2	CA-240844	Update DFA 478 to CF 478	603	Other	Start Build	Client Correspondence	Correspondence	Approved by Caroline Bui on 7/12/2024	
RWR	24.07.x4	CA-242103	Update PUB 388 to Current Version in Template Repository	1283	Other	Start Build	Client Correspondence	Correspondence	Approved by Caroline Bui on 7/12/2024	
RWR	24.07.x4	CA-270204	GA/GR Automated Solution CalSAWS 2 populating wrong benefit amount when supplement is issued	80	CalSAWS M&E	Production Deployment	Batch/Interfaces	GA/GR	Dena DeLapp 07/05/2024	
RWR	24.11.x1	CA-273276	Unavailable for Tasks all day (checkbox)	150	CalSAWS M&E	No	Batch/Interfaces	Other	Approved by Anthony Cheung on 07/11/2024	
RWR	25.01.XX	CA-277403	Update Sacramento (BRM) department name	59	CalSAWS M&E	No	Client Correspondence	Other	Approved 7/09/2024 Maria Arceo. Informed Sacramento of the update.	
RWR	24.07.x3	CA-277672	Add MC 239 TMC-1 and MC 239 TMC -2 to the Template Repository	170	Other	Start Build	Client Correspondence	Medi-Cal Correspondence	Non-committee approval by Nina Butler on 07/10/2024	
RWR		CA-279915	Kern County - Update warrant status	12	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Marlene Rangel approved 7/2/24	
24.06	24.07.25	CA-241630	BenefitsCal Medi-Cal Renewal Language Preference for Reading Section	208	CalSAWS M&E	Start Build	BenefitsCal	Medi-Cal/CMSP/Medi-Cal Correspondence/Self Service Portal		CSPM-69827
24.06	24.07.12	CA-276253	Riverside - Update EGain custom attributes	25	CalSAWS M&O	Production Deployment	Contact Center	IVR & Contact Center	Approved by Mike Tombakian, 4/29/2024	
24.06	24.07.11	CA-277741	Update - Turn on Santa Clara Stale Date batch	58	CalSAWS M&E	Production Deployment	Fiscal	Fiscal	Approved by Claudia Pinto for Santa Clara 5/10/2024	
24.06	24.07.09	CA-278329	Update IVR to Correct Office Hours for 1020 Emeline Location	10	CalSAWS M&O	Production Deployment	Contact Center	IVR & Contact Center	Approved by Mike Tombakian on 7/8/2024	
24.06	24.07.25	CA-278939	Kings County - update IVR message and Call Flow	4	CalSAWS M&O	Production Deployment	Contact Center	IVR & Contact Center	Approved by Mike Tombakian on 7/8/2024.	
24.06	24.07.11	CA-279369	Monthly List of Aid Code 38 Only Cases with an Upcoming Renewal	55	CalSAWS M&E	Production Deployment	CalHEERS	Medi-Cal/CMSP		

24.06	24.07.11	CA-279830	Add Error Codes to GenAI Error Messages to trace ForgeRock Token issues	52	County Purchase	Production Deployment	Tech Arch	IVR & Contact Center		
24.06	24.07.17	CA-280275	eGain Upgrade to 21.17	40	CalSAWS M&O	Production Deployment	Contact Center	IVR & Contact Center		
24.06	24.07.27	CA-280339	ACL 24-46 FC, KG CNI Rate Increase for Year 2024-2025 - Batch EDBC COLA Support	37	Premise	Production Deployment	Eligibility	Foster Care/Kin GAP/AAP		
24.07	24.08.08	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	800	CalSAWS M&E	Production Deployment	Contact Center	IVR & Contact Center		N/A
24.07	24.08.15	CA-274042	Alameda County - Update Address info on CSF 104 & Repayment Agreement forms	317	Premise	Start Build	Client Correspondence	Collections	Approved by Caroline Bui and Tonika Ellison (Alameda Program Specialist) 7/3/2024	CA-274029
24.07	24.08.29	CA-275549	Update EBT 2259 Transactions Section to be Dynamic - Phase 2	859	Other	Start Build	Client Correspondence	Correspondence	Approved by Caroline Bui 7/10/2024	CSPM-74427
24.07	24.07.24	CA-275823	Sonoma County - Update EGain custom attributes	25	CalSAWS M&O	Production Deployment	Contact Center	IVR & Contact Center	Approved by Mike Tombakian, 4/29/2024	
24.07	24.07.25	CA-275829	Yuba County - Update EGain custom attributes	25	CalSAWS M&O	Production Deployment	Contact Center	IVR & Contact Center	Approved by Mike Tombakian, 4/29/2024	
24.07	24.09.20	CA-277207	Training: Update 002 Eligibility General WBTs for Sunset Worklist pages CA-257327	165	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/15/2024	
24.07	24.09.05	CA-277468	Training: Update sql for San Bernardino Golden Cases in Training Production CA-275139	15	CalSAWS M&E	Start Build	Training	Other	Approved by Jayna Longstreet 5/31/2024	
24.07	24.08.xx	CA-278083	Create WDTIP AT and ST Environment for Analytics	120	Premise	No	Analytics	Tech	Approved by Laura Chavez and Consortium as a part of CN33 on 7/12/2024	
24.07	24.08.15	CA-278104	ACWDL 28-24 - Extension of Eligibility for Ukrainian Humanitarian Parolees	194	CalSAWS M&E	Start Build	Eligibility	CalWORKs/CalFresh/CAPI /Foster Care/Kin GAP/AAP/GA/GR/Medi-Cal/CMSP	Approved by Norma Meza 6/24/24	
24.07	24.08.01	CA-278869	CCB 24-13 Revised Family Fee Schedule for FFY 24-25	116	CalSAWS M&E	Production Deployment	Online	Child Care	Gingko Luna 7/15/2024	
24.07	24.08.29	CA-279742	ACWDL 24-09 - Remove the questions related to CHDP from the Health Care Referral List page	166	CalSAWS M&E	Production Deployment	Online	Medi-Cal/CMSP		
24.07	24.08.29	CA-279955	ACWDL 24-09 - Update on CHDP Interface	291	CalSAWS M&E	Production Deployment	Batch/Interfaces	Other	Non-Committee Approval by John Pratt on July 16, 2024	
24.07	24.08.07	CA-280036	Training: Create San Bernardino County Contact Center Generic Logins for the Training Production (TRN) Environment	32	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/15/2024	
24.07	24.08.16	CA-280103	Training: Migrate Electronic Signature for eCCP Agents Storyline WBT to Captivate	85	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/15/2024	
24.07	24.08.01	CA-280107	CCB 24-12 Revised Child Care SMI Fiscal Year 24-25	67	CalSAWS M&E	Production Deployment	Online	Child Care	Lien Phan - 07/15/24	
24.07	24.08.01	CA-280337	Fresno Gen AI Call Summary Assist - Release 24.08.01 (Release 2)	300	County Purchase	Start Build	GenAI	IVR & Contact Center	Approved by Mike Tombakian on 7/9/24	

24.07	24.08.21	CA-280342	PROD and CT ForgeRock API client for Santa Cruz (44)	16	CalSAWS M&E	Production Deployment	Tech Forge Rock	Tech	Approved by Pete Quijada on 07/10/2024	
24.07	24.08.01	CA-280437	Add App ids to CalSAWS for Santa Cruz county	18	CalSAWS M&E	Production Deployment	Batch/Interfaces	Other		
24.07	24.09.20	CA-280486	Training: Update "Electronic Signatures for Contact Center Agents" and "Electronic Signatures for County Staff" WBTs CA-274953	85	CalSAWS M&E	No	Training	Other	Darcy Alexander approves this SCR 7/21/2024	
24.09		CA-268072	Solano County - General Assistance - Update Periodic Reporting Form	209	CalSAWS M&E	Start Build	Client Correspondence	GA/GR	07/23/24 Non committee approved - Dena DeLapp	
24.09		CA-271101	Support SCR to provide responses to Consortia queries	1000	CalSAWS M&E	Production Deployment	Eligibility	Other	Approved by Karen J. Rapponotti on 11/29/2023	
24.09		CA-273265	Remove Employee ID numbers from Staff Detail for Contra Costa County	23	CalSAWS M&E	Start Build	Online	Usability	Approved By: Contra Costa County, Ron Steggall on 07/16/2024	
24.09		CA-274812	Resource Data Bank Clean up for Orange County	81	CalSAWS M&E	Start Build	Online	RDB	Orange County/Adrian Barrera 6/18/2024	
24.09		CA-274868	Drop worker from active Child Protective Services program block for LA County	30	CalSAWS M&E	Start Build	Online	Foster Care/Kin GAP/AAP		
24.09		CA-274985	(TLM-16) Texting - Upgrade lambda to Nodejs version 20	800	Other	Start Build	Tech Arch	Tech	Approved by Grady H. on behalf of Laura C. on 6//15	
24.09		CA-276720	Online Help: Update JA Imaging Workflow Queues and Exceptions CA-258909, CA-275752,	12	CalSAWS M&E	Start Build	Training	Other	Approved by Elizabeth Palm on 05/23/2024	
24.09		CA-278000	Update Claim Code Options Displayed on Program Configuration [Override] Detail Page for CW and CF	136	CalSAWS M&E	Start Build	Eligibility	CalWORKs/CalFresh		
24.09		CA-279730	Online Help: Update the Electronic Signature OLH page CA-273724	12	CalSAWS M&E	Start Build	Training	Other	Approved by Sami Varney 7/3/2024	
24.09		CA-279788	Online Help: Update JA Imaging Multi-Case Scanning and Imaging Single Case Capture and Virtual Printing; SCR CA-274726, CA-279728	12	CalSAWS M&E	Start Build	Training	Other	Approved by Jayna Longstreet 7/12/2024	
24.09	24.11.22	CA-279852	Training: Create WBT for Inter-County Transfers	210	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 7/15/2024	
24.11		CA-232192	Deprecate CalSAWS Core Password Functionalities	114	CalSAWS M&E	Start Build	Online	Security/Usability	Approved by Dymas Pena on 7/11/2024	
24.11		CA-274396	Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program	70	CalSAWS M&E	No	Batch/Interfaces	Correspondence	Non Committee Approval 07/05/2024 - Dena DeLapp	
24.11	24.11.xx	CA-274983	(TLM-19) Upgrade Authorizer Lambda for CalSAWS APIs and Operational Lambdas to latest Nodejs version	1440	Other	Start Build	Tech Arch	Tech	Approved by Grady H. on behalf of Laura C. on 6//15	CSPM-74565
24.11		CA-277615	WDTIP Alert Monitoring	134	CalSAWS M&E	No	Batch/Interfaces	Other	Non-Committee Approval by John Pratt on May 8, 2024	
25.05		CA-253124	Validate E-mail Addresses Added into CalSAWS	1949	CalSAWS M&E	No	Online	Usability		

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RELEASE SCHEDULE LOCATION	https://www.calsaws.org/system-updates/

Content Revisions (CRs)

Release	Priority Release	SCR #	DESIGN APPROVAL	Hours	Funding Source	Emergency Approval	Team Responsible	Committee Review	Non-Committee Review	CR Change Type	X-Ref SCR
RWR	24.07.x1	CA-249992	Add Available Translations for WTW 10 to CalSAWS.	196	Other	Production Deployment	Client Correspondence	Correspondence/Welfare to Work/WPR	Gingko Luna 6/6/24	Estimate/Recommendation	
RWR	24.07.x1	CA-271404	Add NA 200 in threshold languages to NA 840 and NA 845	630	Other	Production Deployment	Client Correspondence	Correspondence	Gingko Luna 6/7/24	Recommendation	
TBD		CA-267085	Adobe Service Pack 21 upgrade testing	180	CalSAWS M&O	No	Tech Ops	Tech	Approved by Grady Howe 12/20/2023	Estimate/Release	
TBD		CA-279150	Training: Maintenance of the 022 - Simulation: 01 - Simulation WBT for 24.07	65	CalSAWS M&E	Start Build	Training	Other	Approved by Michele Peterson on 6/17/2024	Release	
TBD		CA-279249	Training: Maintenance of the 026 - Child Care APP WBTs for 24.07	65	CalSAWS M&E	Start Build	Training	Other	Approved by Michele Peterson on 6/17/2024	Release	
23.03	23.03.09	CA-243543	School Lunch Interface CalWIN County Interface Exchange Testing Support SCR Wave 3	140	CalSAWS M&E	No	Batch Operations	Other	CRFI 21-038 documents approvals - Sheryl Eppler - 04/14/2022	Recommendation/Release	
23.03	23.03.03	CA-247959	Request for ForgeRock Production Load for Wave 5 CalWIN Counties Prior to the Start of CalSAWS Training	2	CalSAWS DD&I	No	Tech Forge Rock	Training	Approved by Haikaz Tombakian on 07/19/2022	Release	
23.03	23.05.22	CA-248369	Update AAP 2 generation to not generate during CNI Increase	159	Premise	Start Build	Client Correspondence	Correspondence	Michelle R Ramos 04/13/23	Release	
23.03	23.05.22	CA-249291	Add Missing Languages for Former Foster Youth (FFY) Threshold NOAs.	231	Premise	Start Build	Client Correspondence	Correspondence	Approved 03/17/2023-V.Bernal / Content Revision appv'd 5/2/23	Release	
23.03	23.05.22	CA-253234	Add CF 377.6 Notice of Information/Verification Needed to the Template Repository	310	Premise	Start Build	Client Correspondence	Correspondence	Approved by Caroline Bui on 4/13/2023	Release	
23.03	23.05.25	CA-253604	Task Mgmt: Update Dashboard for Task Mgmt - Part 1	931	Premise	Start Build	Reports	Management Reports		Release	
23.03	23.03.06	CA-255803	Enable all the services in SYS6 environment	114	CalSAWS M&E	Start Build	Tech Ops	Tech		Release	
23.03	23.05.29	CA-256369	Documentation: Update FDD for Correspondence forms	500	Premise	Start Build	System Test	Correspondence	Agree - Karen Rapponotti 2/8/2023	Release	
23.03	23.06.09	CA-256371	Documentation: Update FDD for Correspondence forms	600	Premise	Start Build	System Test	Other	Agree - Karen Rapponotti 2/8/2023	Release	
23.03	23.03.03	CA-257300	Regenerate Cal-OAR 19 file for August 2022	10	Premise	Production Deployment	Batch/Interfaces	Other		Release	
23.03	23.05.22	CA-258860	Update AAP 2 form to latest State version	31	Premise	Start Build	Client Correspondence	Correspondence	Michelle Ramos 04/19/23	Release	
23.03	23.05.25	CA-260155	CalSAWS Virtual Assistant Expansion - Release 7	600	Premise	Start Build	Virtual Assistant	BOTS	Approved by Connie Buzbee 5/8/2023	Release	

23.03	23.05.22	CA-261277	Operational Data changes for Day1 Batch run post CalWIN Wave 3C cutover	16	CalSAWS DD&I	Production Deployment	Batch Operations	Other	Sheryl Eppler - Approved - 05/12/2023	Release	
23.03	23.05.23	CA-261512	Training: WAVE 4 Bulk Load and Contact Center Generic logins for Training Staging and Training Production Environments	25	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 3/13/2023	Release	
23.03	23.05.25	CA-261928	Journal, Task and Announcement for CalHEERS Project Defect Impacted Population	129	Premise	Production Deployment	CalHEERS	Medi-Cal/CMSP	Approved by Maureen Votta 07/25/2023	Release	
23.11	24.01.15	CA-235682	Update the logic for MC 215	112	Other	No	Client Correspondence	Medi-Cal Correspondence		Estimate	
24.02	24.02.13	CA-240242	Update the System Functionality that Generates the CW 5	440	Other	Start Build	Client Correspondence	Correspondence		Estimate	
24.05	24.06.03	CA-264282	Foster Care - Implement SCI has started for Non-CCR (FC & KG)	355	CalSAWS M&E	Start Build	Client Correspondence	Foster Care/Kin GAP/AAP		Estimate	
24.06	24.07.11	CA-246946	ACL 22-49/49E - Revisions to the CA-812 Quarterly Report form	1051	Premise	Start Build	Reports	Collections/State/Fiscal Reports		Estimate	CA-236012
24.06	24.06.19	CA-262262	Update IVR Phone Number on CC forms	163	CalSAWS M&E	Production Deployment	Client Correspondence	Correspondence	Approved 11/9/2023 Maria Arceo.	Estimate	
24.06		CA-270356	Training: Remove LA County Specific information from the Child Care WBTs CA-267179	85	CalSAWS M&E	Start Build	Training	Other	Joyce Oshiro 11/09/2023 - Approve	Release	
24.06	24.08.16	CA-271038	Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479	55	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 11/30/2023	Release	
24.06	24.07.19	CA-271133	Training: Maintenance of 008 Eligibility Medi-Cal WBTs based on CA-270479	700	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 11/30/2023	Estimate	
24.06	24.07.12	CA-273664	Move Token Clean Up Process from AM to DS	60	CalSAWS M&O	Production Deployment	Tech Forge Rock	Tech	Approved by Grady Howe on 02/07/2024	Release	
24.06	24.08.30	CA-273736	Change ForgeRock AuthID Storage from Server-Side to Client-Side	60	CalSAWS M&O	Production Deployment	Tech Forge Rock	Tech	Approved by Grady Howe on 02/07/2024	Release	
24.06	24.08.23	CA-274872	Training: Update 021 Security Admin WBTs for 24.05 changes based on CA-274084	75	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 3/8/2024	Recommendation/Release	
24.06	24.08.30	CA-275329	Trust Store Issues	100	CalSAWS M&O	Start Build	Tech Forge Rock	Tech	Approved by Grady Howe on 05/03/2024	Release	
24.06	24.08.16	CA-275888	Training: Create CFP for Disaster CalFresh CA-256387	101	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 4/1/2024	Release	
24.06	24.08.08	CA-276215	AWS POC Support SCR for Contact Center Datalake	78	CalSAWS M&E	Production Deployment	Contact Center	IVR & Contact Center	Mike Tombakian- 4.30.2024	Release	
24.06	24.08.16	CA-277253	Training: Update the 014 - CAPI WBTs for 24.07	80	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 5/9/2024	Release	
24.06	24.09.20	CA-277279	Training: Update the 034 - Task Management Overview WBT for CA-263040	80	CalSAWS M&E	Start Build	Training	Other	Approved by Michele Peterson on 5/21/2024	Release	
24.06	24.08.16	CA-278182	Training: Update 010 - Employment Services-WTW WBTs for 24.05	80	CalSAWS M&E	Start Build	Training	Other	Approved by Michele Peterson on 6/17/2024	Release	
24.06	24.08.23	CA-279321	Training: Update 008 - Eligibility Medi-Cal WBTs for 24.06 Updates	50	CalSAWS M&E	Start Build	Training	Other	Approved by Michele Peterson on 6/17/2024	Release	
24.07		CA-234949	ACL 12-25 & 12-59 - Suppress CF Disc NOA, and Updates to Journal and Status Reasons when Discontinuing Due to Missing or Late Report	258	CalSAWS M&E	Start Build	Client Correspondence	CalWORKs/CalFresh/Correspondence		Recommendation	
24.07	24.09.27	CA-253184	ForgeRock-ServiceNow integration	121	CalSAWS M&E	Start Build	Tech Forge Rock	Tech	Approval by Laura Chavez on 12/15/2022	Release	

24.07	24.08.xx	CA-275399	Training: Create a CFP for the Data Archival Functionality CA-263291	80	CalSAWS M&E	Start Build	Training	Other	Approved by Karen Rapponotti on 3/19/2024	Release	
24.07		CA-278138	24.07 Database Schema Comparison Support SCR	350	CalSAWS M&E	Start Build	Eligibility	Usability	Michele Peterson -5/28/24	Release	
24.09		CA-260889	Online Help- Create Job Aid for GAGR Automated Solution Timelimit	15	CalSAWS M&E	No	Training	Other	Approved by TMuresan 11.09.2023	Release	
24.09		CA-265032	Implement Test Data Slicer Tool	4394	Other	Start Build	POD-Data Growth	Other	Marlene Rangel - Approved - 9/19/23	Release	
24.09		CA-271068	Configure Client Correspondence to allow the option to display Worker Names - Forms	1750	Other	Start Build	Client Correspondence	Correspondence		Estimate	CSPM-73941
24.09		CA-274174	CalOAR - Update criteria for SCH_NACT (variable #38) per SIRFRA 3949	446	CalSAWS M&E	Start Build	Batch/Interfaces	Welfare to Work/WPR		Recommendation/Estimate	
24.09		CA-279024	Online Help: Update the Security Assignment OLH page CA-232192	12	CalSAWS M&E	No	Training	Other	Approved by Elizabeth Palm on 06/14/2024	Recommendation/Release	

SCR #	County/Region	Question	Response
	Merced	Why are there items from 2023 listed here?	The content revision changes you are seeing in the CCB packet are an effort to clean up some of the Jira SCRs that were originally approved under a certain fix version with a minor version and the minor version was later modified, the content revision is being submitted to sync up the Fix Version to the appropriate Fix Version aligned with the minor version. It's purely a data cleanup, which requires the formal CRs to modify the Fix Version to be corrected.
CA-274396	Region 4	The title of this one implies that it is for GA/GR correspondence, however, the recommendations do not make a mention of any program. Did CA-274084 already do this for all non ga/gr programs? Is CA-274396 doing the same thing for the automated GA/GR solution former CalWIN counties use, or the GA/GR notices that the former C-IV counties are using? Or both?	There were two SCRs opened for the Client Correspondence worker name change. CalSAWS CC Team opened the change SCR only for CalSAWS repository documents. Since the GAGR Exstream CC Service needs to align with the CalSAWS worker name field, the subsequent SCR was opened only for GAGR Exstream Correspondence
CA-275549	Stanislaus	Requesting clarification on the Recommendation section regards the number of transactions #1 states 140 transaction and #4 states 126 transaction. What is the actual number of transactions allowed?	JIRA and the Design Document have been aligned to reflect 126 transactions.

The following questions were received

CA-232192	Stanislaus	Will ForgeRock create the User Name similar to how it is created in CalSAWS (Ima.S@C50) or is it going to use the User's e-mail address (Sample.I@stancounty.com)?	No changes to ForgeRock functionality were identified as part of this design
CA-232192	Stanislaus	If the CalSAWS User Name will be the User's email address, please add an additional Assumption to the Design Document that new staff will receive their e-mail address as their CalSAWS User Name. What is the recommendation for e-mail address changes for a User if the email address is their User Name?	An assumption has been added to the design document
CA-232192	Stanislaus	For 20 years (original C-IV County) our Users have received a System User Name containing their 1st name, a portion of their last name and our County Number. If new Users are going to have their current e-mail be their CalSAWS User Name, this is a change that is not identified in the design document.	Consortium has already begun county communication plans along with various SCRs to update all the Online Help Pages and impacted training materials.
CA-232192	Stanislaus	There is no mention of the process for e-mail address changes. For example, currently, Ima Sample has an CalSAWS Account her User Name is *Sample.I@C50* & her e-mail address is *SampleI@stancounty.com*. If Ima changes her name to Ima Helper, her e-mail address will change to *HelperI@stancounty.com* in both CalSAWS & ForgeRock, but her CalSAWS User Name would remain the same *Sample.I@C50*. This allows all of this User's CalSAWS transactions remain Auditable under one User Id; system data integrity.	No change to existing logins are being implemented as part of this design, current logins will remain the same. An additional assumption has been added to clarify this point. Any changes to a Users email used for logins should go through the current established Delegated Admin process for all counties.
CA-232192	Stanislaus	What is the recommendation for e-mail address changes for a User if the email address is their User Name? If the suggestion is to create a new Account with the new e-mail address, then what is the recommendation to perform accurate CalSAWS Case/User Audits if a User has multiple CalSAWS logins? (SampleI@stancounty.com, HelperI@stancounty.com, MockupI@stancounty.com	Same response as above. Additional communications and training will be provided prior to the release of this update.

CA-232192	Stanislaus	The SCR states "No County Action Needed", but this change will impact our County processes for setting up network accounts/emails/CalSAWS Account.	No action is needed by the county to finalize or implement this change, all changes will impact new users added to the system which will continue to go through the Delegated Admin process.
CA-232192	Stanislaus	My understanding is the current design allows for a bidirectional API which facilitates account creation and sync'ing between the CalSAWS and ForgeRock platforms. It does not appear the update will support this functionality. It definitely appears the intention is to move to a fully centralized user management solution (i.e. ForgeRock) which will support user creation and management for CalSAWS and related applications such as OCAT, CalHEERs, etc. while saving some money as well on duplicative solutions. I don't disagree with this approach, however, the SCR seems to fall short on impact to users, counties and county processes; which, of course, there are 58 different internal processes they can't possibly address. However, a little more transparency would lend itself to the counties being better able to more fully prepare.	The centralized process is already in place by most counties, these updates only impact former C-IV counties which will be using the established Delegated Admin process moving forward. Further communications will be sent to the Former C-IV counties to ensure county is prepared with the new processes.
CA-232192	Stanislaus	What is the change/impact to the staff that don't currently use their email address as their UserID?	None
CA-232192	Stanislaus	If the intended outcome is that ALL USER's will now be required to use their email address as their UserID, what methodology is planned to migrate users that do not currently use their email addresses. Will this be done behind the scenes for a seamless transition? Will there be an authentication process similar to the process implemented when CalSAWS went live that was problematic at best?	No – no change to current CalSAWS Users logins. The authentication process remains the same. – No change

CA-232192	Stanislaus	Does ForgeRock have a Unique Identifier associated to each user so that when name changes/email address changes occur there is continuity in the user history? This would also ensure more than just the email address is considered as the "identifier" for a user profile.	There is not change to existing ForgeRock functionality as part of this update, however I am unable to ascertain is ForgeRock uses additional identifiers as this would be part of the Security processes established by the Consortia Security teams. The CalSAWS identifiers used by the CalSAWS System remain the same.
CA-232192	Stanislaus	If there is not a Unique Identifier associated to users, will the functionality be in place to "hide/purge" deactivated accounts? At this time it appears this is not the functionality which results in issues when attempting to "reuse" email addresses. The absence of a Unique Identifier will result in excessive investigation on the part of the counties to clear UserID's/email addresses in ForgeRock before creating county network accounts. This would impact **ALL** new user county network accounts as users move between divisions over time and could potentially move to a position where a CalSAWS account is needed subsequent to initial hire and network account creation.	There currently is no functionality in CalSAWS to hide or purge staff records and changes to any unique identifiers within the CalSAWS System. This update only impacts CalSAWS and no changes to Delegated Admin/ForgeRock were made as part of this update.

Approvals Received		Notes
Region	Approved	
1	X	
2	X	
3	X	All Question and Concerns were addressed prior to the CCB Meeting. All regions were present and provided approval for the packet as a whole.
4	X	
5	X	
6	X	