CALSAWS M&O BI-WEEKLY STATUS REPORT

Reporting Period: July 29, 2024 – August 11, 2024

Table of Contents

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 148 active Production defects
Incidents		► CALSAWS BROADCAST: Starting at 7:00 a.m. on July 27, 2024, during the batch process to increase Adoption Assistance and Foster Care (FC) rates due to the California Necessities Index (CNI) increase, benefit change Notices of Action (NOAs) were not being generated for the Adoption Assistance Program (AAP) and FC programs when Eligibility Determination Benefits Calculation (EDBC) is run via batch for a benefit month that already has an accepted and saved EDBC record. In the interim, Counties could issue payments outside of the CalSAWS system and record them manually in CalSAWS as needed. The CalSAWS Project team is actively working to resolve the issue. Defect CA-280920 has been created to track the fix for the issue. An update will be provided when this issue is resolved. PRB0049715 ► CALSAWS BROADCAST: Starting at 7:00 a.m. on July 29, 2024, about 2% of EDBCs were encountering errors when attempting to accept and save EDBC. The CalSAWS Project team identified that about 2% of EDBCs are impacted. The team is actively investigating the scenario and impact associated with this issue. Defect CA-280905 has been created to fix this issue. The CalSAWS Project team identified that the following Counties are impacted by this issue: Alameda, Humboldt, Los Angeles, Mariposa, San Luis Obispo, Siskiyou, Tulare, Ventura. An email with the location of the list of cases will be sent to the impacted Counties. An update will be provided as additional information becomes available. PRB0049717 ► CALSAWS BROADCAST: Starting at 2:00 p.m. on July 29, 2024, CalSAWS Users were experiencing intermittent slowness when loading the Issuance Detail page and are unable to print rush warrants. As of 9:00 p.m. on August 1, 2024, this issue was resolved. Users are able to navigate through and perform transactions on the Issuance Detail page at normal speeds. In addition, Users are able to print warrants. PRB0049739

Topic	CalSAWS System	Highlights for the Reporting Period
		► CALSAWS BROADCAST: Starting at 4:00 p.m. on July 30, 2024, Users were unable to link an e-Application to a case in CalSAWS through the "Clearance e-Application" hyperlink on the Task Detail page. As of August 1, 2024, this issue was resolved. Fix for the defect CA-280956 was deployed to production on August 1, 2024, and the CalSAWS Project team confirmed that users are able to link an e-Application to a case when launched through the "Clearance e-Application" hyperlink from the Task Detail page. PRB0049734 ► CALSAWS BROADCAST: Starting at 11:25 a.m. on August 7, 2024, some Users were experiencing slowness while navigating through and performing transactions in CalSAWS. As of 12:55 p.m. on August 7, 2024, this issue was resolved. Impacted Users are able to navigate through and perform transactions at normal speeds. PRB0049803 ► CALSAWS BROADCAST: Starting at 8:50 a.m. on August 8, 2024, voicemails for Regional Call Centers (RCC) were not being saved. These voicemails are available for Covered California Service Center representatives after 5:00 p.m. daily and on the weekends when RCCs are closed for operations. As of 1:18 p.m. on August 8, 2024, the issue was resolved. Voicemails from Covered California Service Center representatives for RCCs are being saved and RCC agents are able to retrieve the saved voicemail messages. PRB0049812 ► CALSAWS BROADCAST: Starting at 3:10 p.m. on August 9, 2024, Users were unable log into the CalSAWS imaging solution (Hyland). As of 4:00 p.m. on August 9, 2024, this issue was resolved by Hyland. Users are able to log into the CalSAWS imaging solution. PRB0049832

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.
  o Eight priority releases that included 41 System Change Requests (SCRs) and 127 defects, a total of 168 items

Table 1.2-1 Priority Releases

Minor version (Release date) Team Responsible	Issue Type Defect	SCR	Grand Total
24.07.30	**5**	**1**	**6**
Analytics	1	0	1
Batch/Interfaces	1	0	1
Contact Center	0	1	1
Eligibility	1	0	1
Online	2	0	2
24.07.31	**2**	**2**	**4**
Batch/Interfaces	1	0	1
Database Administrators (DBA)	1	1	2
Reports	0	1	1
24.08.01	**30**	**11**	**41**
Batch Operations	1	1	2
Batch/Interfaces	6	1	7
BenefitsCal	1	0	1
Client Correspondence	2	0	2
Contact Center	1	3	4
Eligibility	2	1	3
Fiscal	3	1	4
GenAI	6	1	7
Online	1	2	3
Reports	7	0	7
Task Management	0	1	1
24.08.03	**0**	**1**	**1**
Fiscal	0	1	1
24.08.05	**1**	**2**	**3**
Contact Center	1	2	3
24.08.06	**6**	**2**	**8**
Batch/Interfaces	1	0	1
Contact Center	2	1	3
Fiscal	1	0	1
Online	2	0	2
Technical Operations	0	1	1
24.08.07	**25**	**8**	**33**
Batch/Interfaces	2	0	2
Client Correspondence	16	7	23
Contact Center	1	0	1
Fiscal	3	0	3
Online	1	0	1
Task Management	1	0	1

| Minor version (Release date) | Issue Type | SCR | Grand Total |
Team Responsible	Defect		
Technical Operations	1	0	1
Training	0	1	1
24.08.08	**58**	**14**	**72**
Analytics	2	0	2
Batch Operations	2	2	4
Batch/Interfaces	4	0	4
BenefitsCal	1	0	1
CalHEERS	1	1	2
Client Correspondence	1	3	4
Contact Center	28	3	31
Fiscal	3	3	6
Imaging	1	0	1
Online	1	0	1
POD-Data Growth	2	0	2
Reports	11	2	13
Technical Architecture	1	0	1
Grand Total	**127**	**41**	**168**

► Planned Outages:
  o Scheduled CalSAWS Outages:
    ▪ CalSAWS Production Maintenance:
      • On August 17, 2024, from 6:00 a.m. to 3:00 p.m., CalSAWS application will be unavailable. CalSAWS Users will be redirected to a read-only version of the CalSAWS application
      • On August 18, 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 August 18, 2024, from 2:00 p.m. to 6:30 p.m., the Adhoc Reporting database will be unavailable for Apex, Enhanced Data Reporting, and Adhoc reports users
    ▪ CalSAWS Read-Only (PRT) Environment Maintenance
      • On August 16, 2024, from 4:00 p.m. to 8:00 p.m., the CalSAWS Read-Only (PRT) environment will be unavailable for Users
    ▪ BenefitsCal Maintenance/Limited Access:
      • On August 17, 2024, from 6:00 a.m. to 3:00 p.m., the BenefitsCal application will be available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features will not be available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation,

case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office

- On August 18, 2024, from 2:00 p.m. to 6:30 p.m., the BenefitsCal application will be available for customer and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal will be queued and released for processing upon completion of CalSAWS maintenance activities. The following features will not be available in BenefitsCal: Message Center (notices, messaging, actions, 2-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal will be routed to the office selected by the participant instead of the default county office.

2.0   Project Management

2.1   Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
N/A	M&E Services Plan	PMO	🟡	• Final Deliverable Closeout phase has been extended to close out outstanding comments
0.0	CalSAWS M&O Services Plan Executive Summary	PMO	🟢	• Work Acceptance Certificate has been signed
1.0	Business Continuity & Disaster Recovery Plan	Technical	🟢	• Work Acceptance Certificate has been signed
4.0	Configuration Management Plan	Technical	🟢	• Work Acceptance Certificate has been signed
5.0	Helpdesk Services Plan	Technical	🟢	• Work Acceptance Certificate has been signed
11.0	Remote Maintenance Operations Plan	Technical	🟡	• Outstanding comments are dependent on Group 2 deliverable review and approval

DEL #	DELIVERABLE NAME	TEAM	STATUS [1]	STATUS
2.0	Capacity Management Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
3.0	Change Management Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
6.0	Network Management Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
7.0	Operations Management Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
8.0	Performance Management Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
9.0	Procurement and Assets Management Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
10.0	Project Office Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
12.0	Security Management Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 16, 2024
13.0	County Site Plan		🟢	• Currently in the Draft Deliverable Review phase by the Consortium and Quality Assurance Teams from July 31 through August 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
	• 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:
  o Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
  o Prepared for Monthly Risks and Issues Management Group (RMG) meeting scheduled for August 14, 2024
► Continue activities to support Project staff working remotely
  o Continued developing Project communications, as needed
  o Preparing for monthly All Staff meeting held on August 14, 2024
► Began preparing Material for the Monthly Project Steering Committee (PSC) Meeting to be held on August 15, 2024
► Began preparing Material for the Monthly Joint Powers Authority (JPA) Meeting to be held on August 16, 2024
► Continued performing contract management activities:
  o Change Notice 34 (August JPA) has been finalized and it includes:
    ▪ Premise Items:
      • CalFresh Eligibility Disqualifications for Certain Convicted Felons
      • CalFresh Restaurant Meals Program Notice-Eligibility Clarification
      • CalFresh Notice of Denial or Pending Status
      • CalFresh Discontinuance of Gambling Wins
      • CalFresh and CalWORKs Implementation of New Forms and CDSS Rights
      • CalFresh Reinstatement Approval & Denial Notice Revisions
      • Resume Pre-Pandemic Medi-Cal Operation
    ▪ County Purchase Orders (CPOs)
    ▪ WAN Administrative updates
  o Team has begun preparations for Change Notice 35 (September JPA). It may include:
    ▪ Premise Items
    ▪ CPOs

2.3   Communications Management

► CalSAWS Communications Management activities including:
  o Continued to gather key communication milestones from the Project teams
► CalSAWS Enhanced Communications Strategy
  o Continued oversight and management of Power of 58 materials
► CalSAWS External Website (www.calsaws.org)

- o Continued the administration and support of the CalSAWS external website
  - ▪ See Table 2.3-1 for details on website support activities

Table 2.3-1 – Website Support Activities

TASK	DATE	TASK TYPE
Updated certificate	July 31, 2024	Website maintenance

Table 2.3-2 – CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	16%
Latest News – News	12%
Other Updates – System Updates	13%
Other Updates – Careers	12%
CalSAWS Committees – CalWORKs/CalFresh	12%

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 August 11, 2024

Table 2.4-1 – CITs

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0116-24	CA-276499 - Spousal Support Agreement/Modification Date	Informational	July 30, 2024	Laura Alba	Nina Butler
0117-24	CalSAWS Project SFY 2024-25 v1 County Allocations	Informational	July 30, 2024	Britt Carlsen	Tracy Berhel
0118-24	CalSAWS Project County Claim Form and Claiming Instructions for SFY 2024-25	Informational	July 30, 2024	Britt Carlsen	Tracy Berhel
0119-24	Lists for CA-245051 CF Cases With IHSS Income	Informational	July 30, 2024	Caroline Bui	CalWORKs_Cal Fresh Committee Facilitator
0120-24	CalSAWS Prepopulated Medi-Cal Redetermination Forms County Claim Form and Claiming Instructions for	Informational	July 30, 2024	Britt Carlsen	Melissa Gates

CIT ID	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
	SFY 2024-25				
0121-24	Scheduled Downtime Notification – 8/18/2024	Informational	July 31, 2024	Anand Kulkarni	Pete Quijada
0122-24	Recruitment of CalSAWS Technical & Operations Director Closing on September 2, 2024	Informational	August 2, 2024	Jennifer Smith	Holly Murphy
0123-24	Lists for CA-241626 ACL 22-46 Update Student Exemptions	Informational	August 2, 2024	Caroline Bui	CalWORKs_Cal Fresh Committee Facilitator
0124-24	Scheduled Downtime Notification – 8/17/2024	Informational	August 2, 2024	Anand Kulkarni	Pete Quijada

► The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on August 11, 2024

Table 2.4-2 – CRFIs

CRFI ID	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
24-018	Central Print Bank Information Change	May 7, 2024	Open	July 31, 2024	Julie Holmes
24-024	Request for Counties to identify LA County Reports of interest	July 2, 2024	Closed	August 2, 2024	Araceli Gallardo
24-027	Release Communications Distribution Groups	July 23, 2024	Open	August 20, 2024	Tyler Vaisau

► The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending August 11, 2024

Table 2.4-3 – Overdue CRFI

CRFI ID	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
24-018	Central Print Bank Information Change	Marin County			Mariposa County	San Bernadino County	

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	2
Reopened	1
Assigned	18
Completed	1,214
Duplicate	20
In review	4
Withdrawn	52
Rejected	7
Pending clarification	5
Total	**1,323**

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
SIRFRA 1392	SIRFRA 1392-Elimination of Assets and Updates to Share of Cost (LTC/PETI) NOA forms and Notices	Reopened	July 12, 2024	No response	
Other	Automate Consortium GA/GR NOAs	Assigned	July 30, 2024	No response	
SIRFRA 3981	SIRFRA 3981 - BenefitsCal/CalSAWS Application Asset Defect	Pending clarification	August 2, 2024	No response	
SCERFRA 24-523	SCERFRA 24-523 - SB 345 - Change to the Fleeing Felon Definition in CalWORKs	Pending clarification	August 2, 2024	No response	
SCERFRA 24-525	SCERFRA 24-525 - CalFresh Parity List Updates	Assigned	August 12, 2024	No response	
SCERFRA 24-528	SCERFRA 24-528 - No Sanction in First 90 Days	Assigned	August 13, 2024	No response	
SIRFRA 1393	SIRFRA 1393 - SI and Waiver Programs	Assigned	August 13, 2024	No response	
SIRFRA 1186	Recurring - SIRFRA 1186 - CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Assigned	August 15, 2024	March 12, 2023	
SIRFRA 3987	SIRFRA 3987 - Modify Logic of OCAT Appraisal Completion Timeliness Rate Denominator REQ_CAPP -	Assigned	August 15, 2024	No response	
SIRFRA 3986	SIRFRA 3986 - Identifying STEP Participants	Assigned	August 15, 2024	No response	
SIRFRA 3983	SIRFRA 3983 - CAPI Central Print Forms	Assigned	August 16, 2024	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
Other	CalSAWS Enhancement of Appointments | Lobby Mgmt.	Pending clarification	August 18, 2024	No response	

2.6 Culture Transformation

► Culture Ambassadors Network (CAN)
  o Completed activities
    ▪ Distributed content for July Wellness Wednesday
    ▪ Coordinated Pop-up wellness calendar events
  o Current Activities
    ▪ Wellness Wednesday Pop-up workout events
  o Upcoming activities and events
    ▪ Best vacation 2024
    ▪ SAWS memorabilia
    ▪ Annual Art Tour
► Great Place to Work
    ▪ CalSAWS Annual Backpack Drive collection

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

► Employee Resource Groups (ERGs)
  o Employee Resource Group (ERG) Event planning continues
  o Continued to explore topics for new CalSAWS Table Talks
► Buddy Program
  o Continued supporting buddy pairs
► General
  o Continue to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  o Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

2.8 Deviation from Plan/Adjustments

► None for the reporting period

3.0 Maintenance and Operations

3.1 Highlights from the Reporting Period

Table 3.1-1 – Maintenance and Operations Status Agenda Topic

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Metrics	• The compliance for August (MTD) is 98.3%
Trend	There was a spike in tickets resolved due to the following: • 243 Incidents linked to PRB0048234 (Telephonic Signatures did not appear post-processing) were resolved • 247 tickets resolved for BenefitsCal access issues

3.1.1 Service Management Overview

► Scheduled CHG0049594 on August 15, 2024, for Category, Group, and Additional Information field updates
  o RITM0062962 - Update routing and create new categories for access issues, case link request issues, and non-BenefitsCal miscellaneous issues
  o RITM0060907 - Add subcategory for Error Encountered MC EDBC
  o RITM0066736 - Update Contact Center Additional Information template to include additional questions for eGain issues
  o RITM0067280 - Remove Accenture from the Vendor field on the Gainwell Central - Print group
  o RITM0059678 - Create new offshore group: Tier 3 Tech - Offshore Tech Support
► Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration on September 28, 2024

3.1.2   CalSAWS Help Desk Metrics

Figures 3.1.2-1 and 3.1.2-2 – CalSAWS ServiceNow Cases per Week
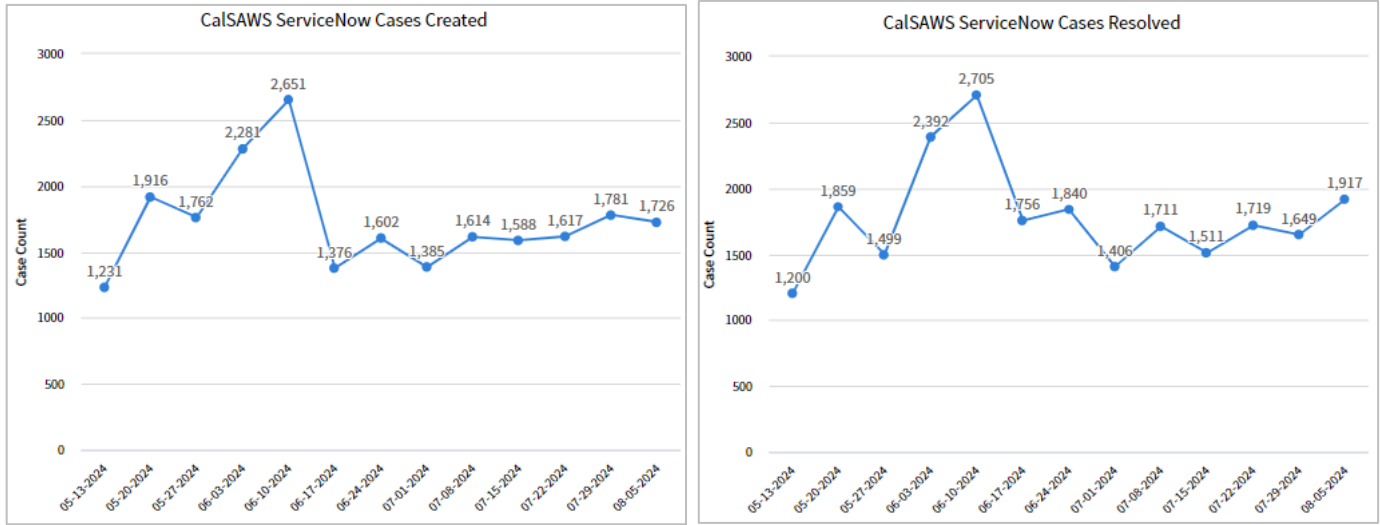
Note: The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

Figures 3.1.2-3 and 3.1.2-4 – CalSAWS ServiceNow Incidents
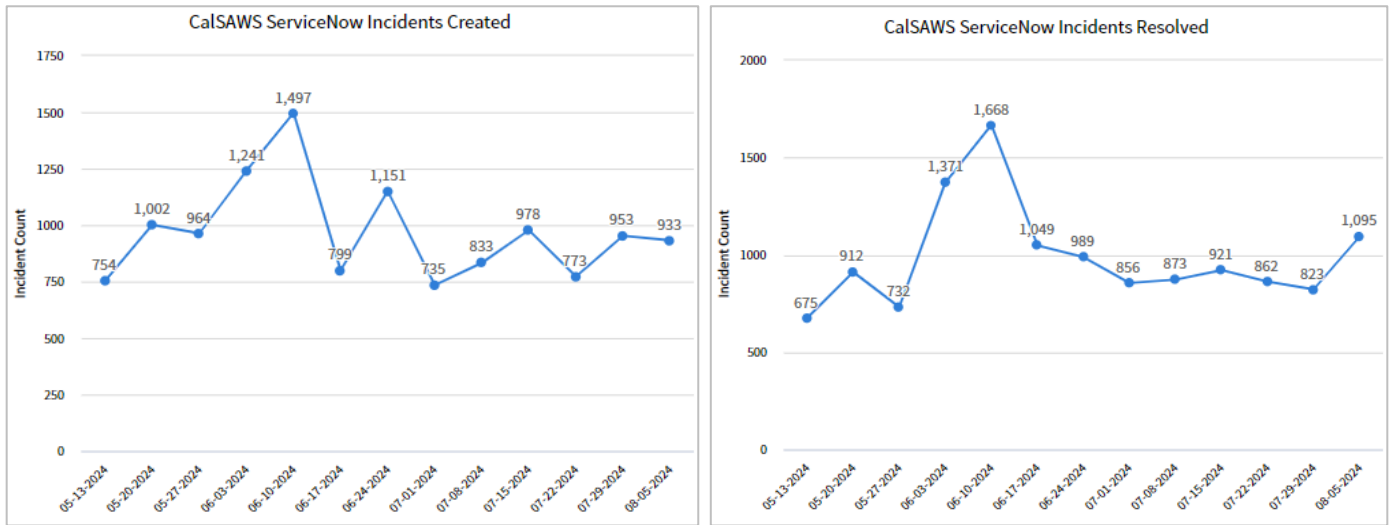
Note: The graphs represent the ServiceNow Incidents associated to all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week

Figures 3.1.2-5 and 3.1.2-6 – CalSAWS ServiceNow Problems
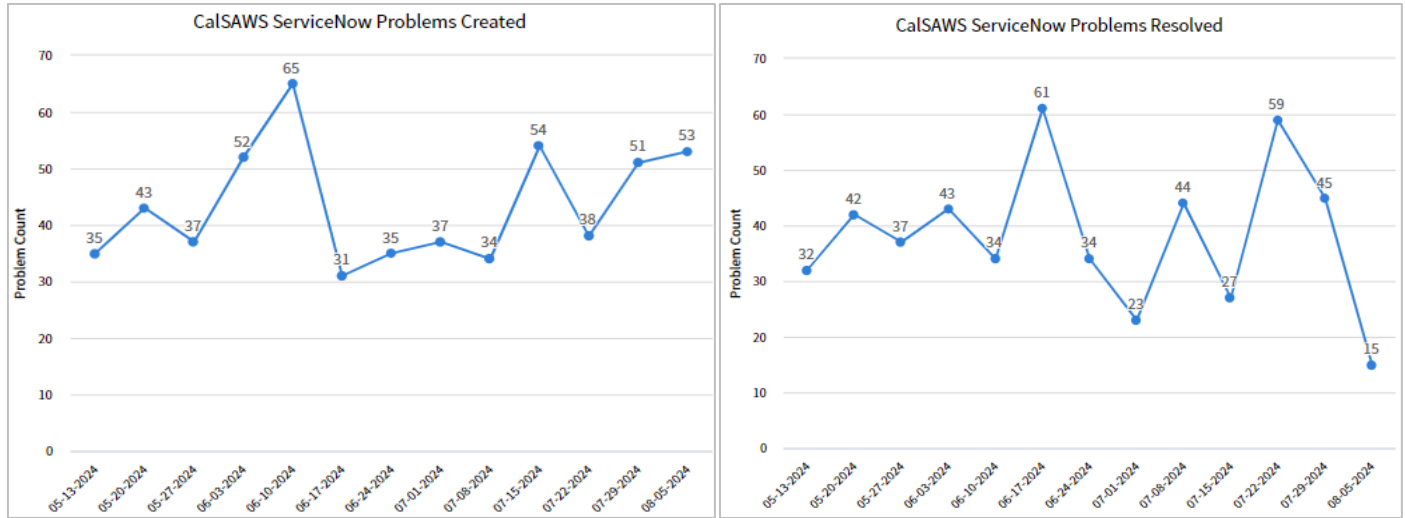
Note: The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of a week but the data is inclusive of the entire week

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

	<1 Day	1-5 Days	6-10 Days	11-15 Days	16-30 Days	30-60 Days	60-180 Days	>180 Days	Total
New	2	154	22	5	7	5	5	3	**203**
In progress	0	112	31	9	24	25	33	9	**243**
On hold	0	81	66	93	226	258	458	374	**1,556**
Resolved	0	356	451	478	407	117	185	17	**2,011**
Closed	13	3	3	33,734	73,883	14,529	9,668	2,790	**134,623**
Problem in diagnosis	0	86	5	1	0	0	1	1	**94**
Total	**15**	**792**	**578**	**34,320**	**74,547**	**14,934**	**10,350**	**3,194**	**138,730**

- ► 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:
    - o Pending Problem Fix: State of an incident that is linked to a problem record that is in fix in progress
    - o 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)
    - o Pending Change Request: State of an incident that is associated to a technical ServiceNow change request
    - o Pending Consortium Review: State of an incident that requires information/action from a Consortium group to resolve the issue. If the Consortium group cannot be selected in the assigned to field, update the state to On Hold/Pending Consortium

Review
  o 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)

Trend of Incidents by State (New) & Age (30 - 180+ Days)
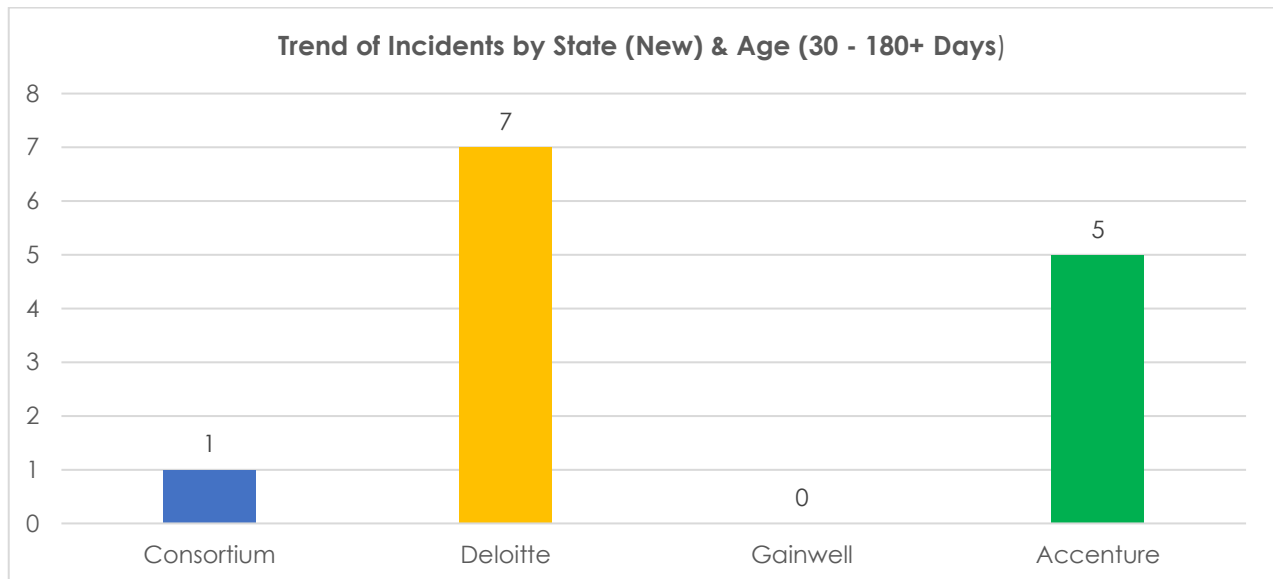
Table 3.1.2-9 – CalSAWS ServiceNow Incidents by State (New) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total Incidents
Consortium	1	0	1
Deloitte	7	0	7
Gainwell Technologies	0	0	0
Accenture	5	0	5
Total	**13**	**0**	**13**

Table 3.1.2-10 – CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)
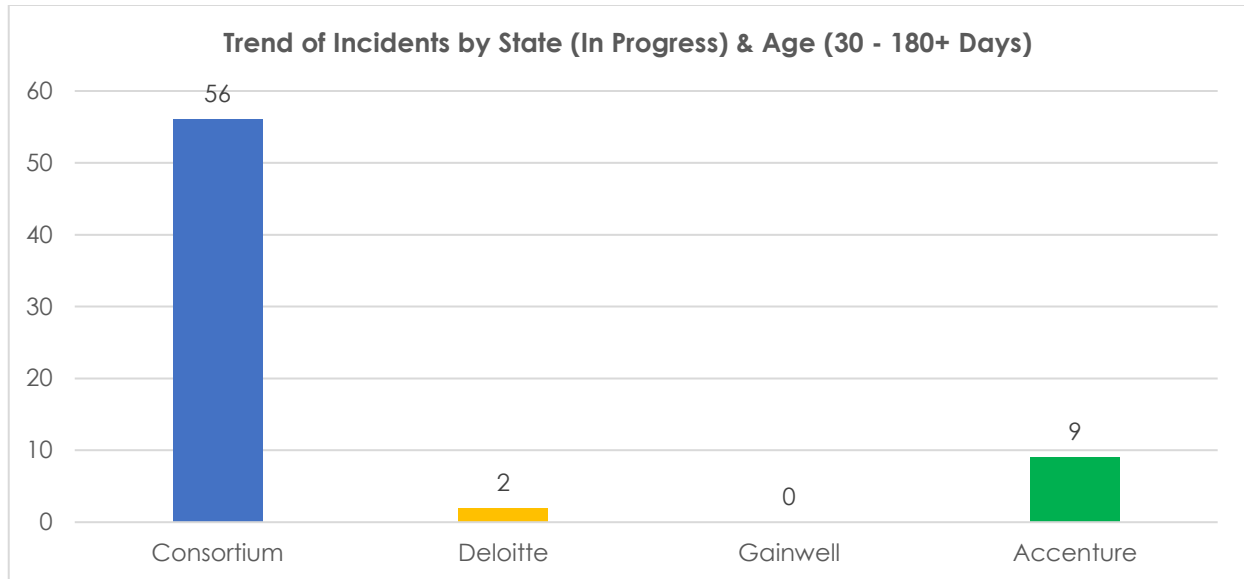
Table 3.1.2-11 – CalSAWS ServiceNow Incidents by State (In Progress) and Category

Organization	Helpdesk Incidents	Infrastructure Incidents	Total
Consortium	56	0	**56**
Deloitte	2	0	**2**
Gainwell Technologies	0	0	**0**
Accenture	8	1	**9**
Total	**66**	**1**	**67**

► Plan of Action for Aging Incidents
   o 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

Trend of Aging Incidents Backlog (New & In Progress State for 30+ Days)

	10-Mar	24-Mar	8-Apr	22-Apr	5-May	19-May	2-Jun	13-Jun	30-Jun	14-Jul	28-Jul	11-Aug
Consortium	72	53	55	47	47	61	70	53	61	59	54	57
Deloitte	6	5	6	6	6	7	8	8	8	9	9	9
Gainwell	0	3	3	5	1	1	1	1	1	1	1	0
Accenture	28	17	18	17	28	33	35	32	28	38	28	14

Consortium   Deloitte   Gainwell   Accenture
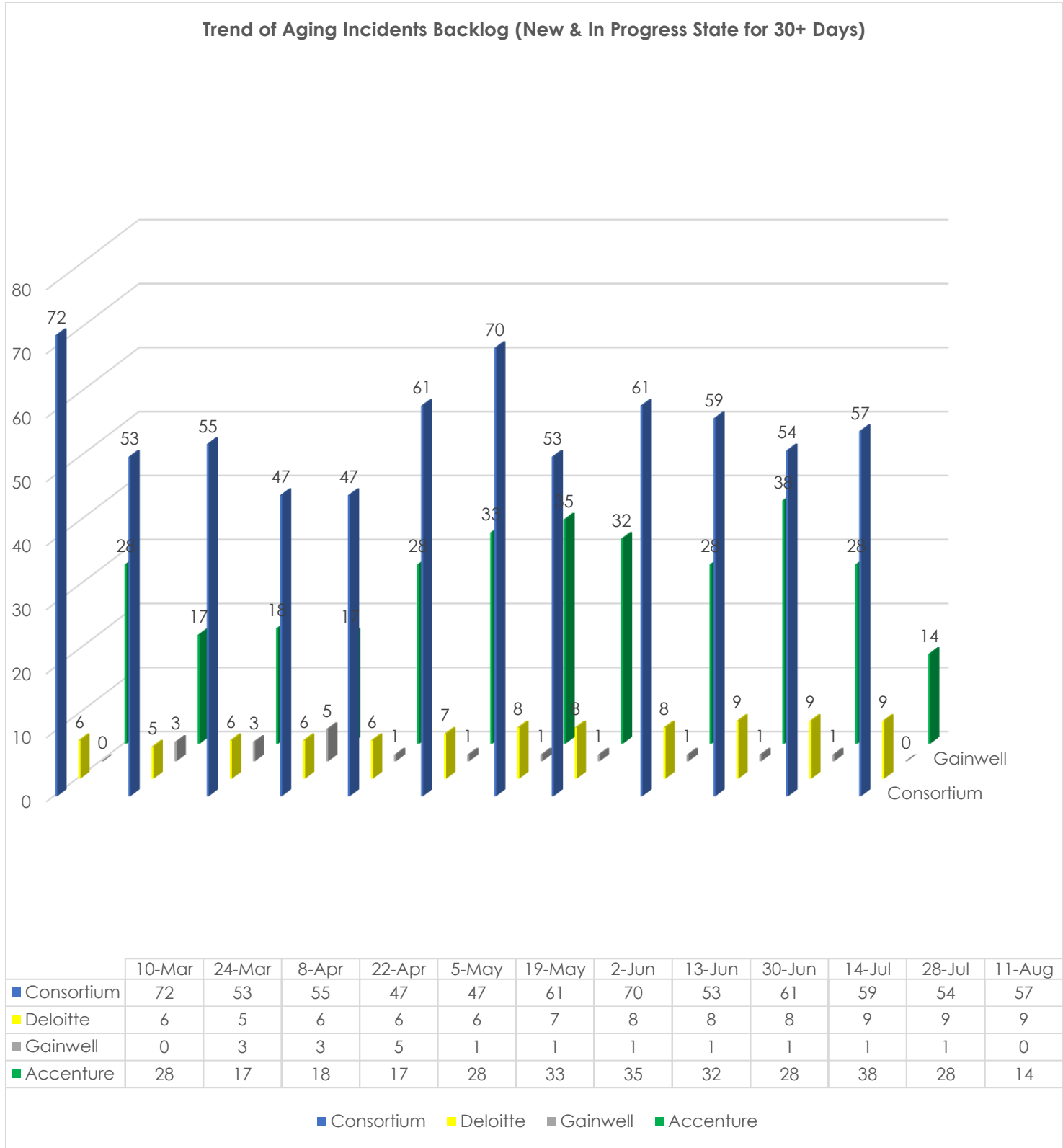
Figure 3.1.2-13 – CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS ServiceNow Incidents by Resolution Code

Legend:
- Defect Fixed = 1,733 (19.74%)
- Customer Confi... = 1,468 (16.72%)
- Not a System E... = 1,255 (14.29%)
- How To - Steps... = 1,192 (13.58%)
- Multiple Outre... = 906 (10.32%)
- Outage / Perfo... = 578 (6.58%)
- Solved (Perman... = 530 (6.04%)
- Customer Reque... = 451 (5.14%)
- Additional Inf... = 212 (2.41%)
- Linked to SCR = 197 (2.24%)
- Duplicates = 128 (1.46%)
- Unable to Recr... = 79 (0.9%)
- Password Reset = 31 (0.35%)
- Service Reques... = 10 (0.11%)
- Other = 5 (0.06%)
- CalHEERS Issue... = 4 (0.05%)
- Closed/Resolve... = 1 (0.01%)
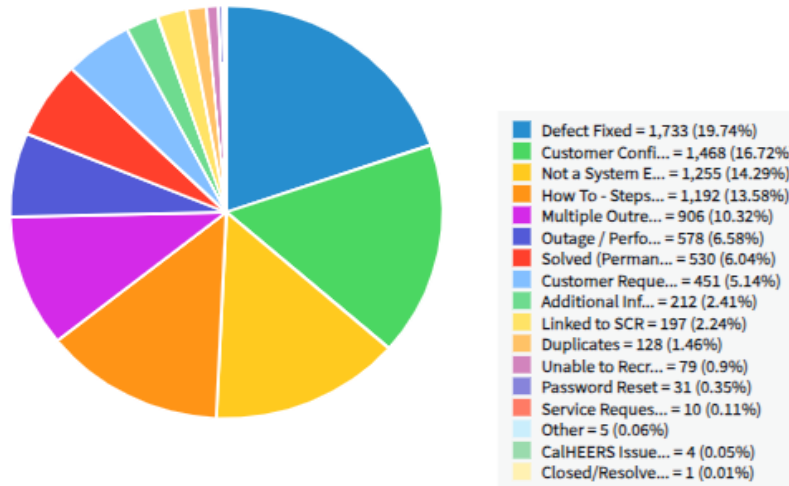
Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	1,733	19.74%
Customer Confirmed Issue is Resolved	1,468	16.72%
Not a System Error - With Explanation	1,255	14.29%
How To - Steps to Proceed Provided	1,192	13.58%
Multiple Outreach Attempts – No Response	906	10.32%
Outage / Performance Degradation	578	6.58%
Solved (Permanently)	530	6.04%
Customer Requested Closure	451	5.14%
Additional Information Needed	212	2.41%
Linked to SCR	197	2.24%
Duplicates	128	1.46%
Unable to Recreate Issue	79	0.9%
Password Reset	31	0.35%
Service Request Created - With Request Number	10	0.11%
Other	5	0.06%
CalHEERS Issue Resolved	4	0.05%
Closed/Resolved by Caller	1	0.01%
Total	**8,780**	**100%**

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 2,576 listed as **Other** are for selected categories that had less than 66 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 6,535 incidents

CalSAWS Incidents by Category

- BenefitsCal > ... = 1,230 (18.82%)
- CalSAWS Applic... = 436 (6.67%)
- Contact Center... = 400 (6.12%)
- CalSAWS Applic... = 211 (3.23%)
- Imaging > Othe... = 165 (2.52%)
- CalSAWS Applic... = 161 (2.46%)
- CalSAWS Applic... = 141 (2.16%)
- CalSAWS Applic... = 122 (1.87%)
- Contact Center... = 113 (1.73%)
- CalSAWS Applic... = 110 (1.68%)
- BenefitsCal > ... = 107 (1.64%)
- Contact Center... = 102 (1.56%)
- CalSAWS Applic... = 101 (1.55%)
- CalSAWS Applic... = 101 (1.55%)
- Imaging > Unab... = 93 (1.42%)
- Contact Center... = 81 (1.24%)
- CalSAWS Applic... = 75 (1.15%)
- Contact Center... = 75 (1.15%)
- CalSAWS Applic... = 69 (1.06%)
- Imaging > Scan... = 66 (1.01%)
- Other = 2,576 (39.42%)

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	1,230	18.82%
CalSAWS Application/Related Systems > Production > Error Encountered > Telephonic Signature	436	6.67%
Contact Center > eCCP > Telephonic Signature	400	6.12%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	211	3.23%
Imaging > Other	165	2.52%
CalSAWS Application/Related Systems > Production > Performance > Slowness	161	2.46%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	141	2.16%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	122	1.87%
Contact Center > Amazon Consule (eCCP) > Other	113	1.73%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	110	1.68%
BenefitsCal > System/Technical Issue	107	1.64%
Contact Center > Default CCP	102	1.56%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	101	1.55%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	101	1.55%
Imaging > Unable to View Images	93	1.42%
Contact Center > eCCP	81	1.24%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	75	1.15%
Contact Center > GenAI	75	1.15%
CalSAWS Application/Related Systems > Production > Reports > Fiscal	69	1.06%
Imaging > Scanning Documents	66	1.01%
Other	2,576	39.42%
Total	**6,535**	**100%**

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 August (MTD) is 98.3%

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

► The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. One (1) incident missed the SLA in July

Figure 3.1.2-17 – Incidents that have missed the Service Level Agreement (SLA) in their respective month
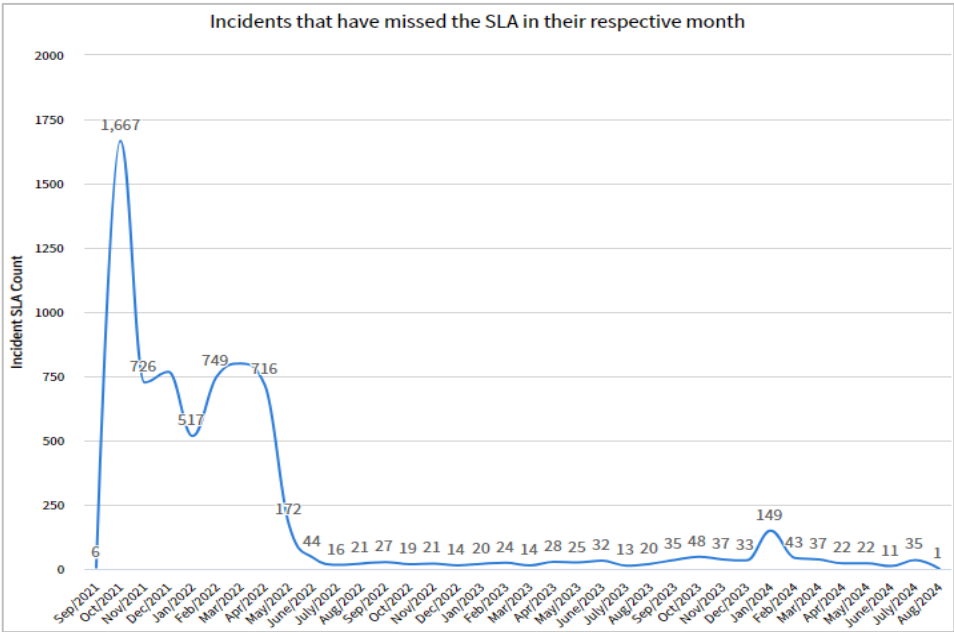
► The graph below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident will automatically close, and the SLA is completed. Eleven (11) closed incidents missed the SLA in July

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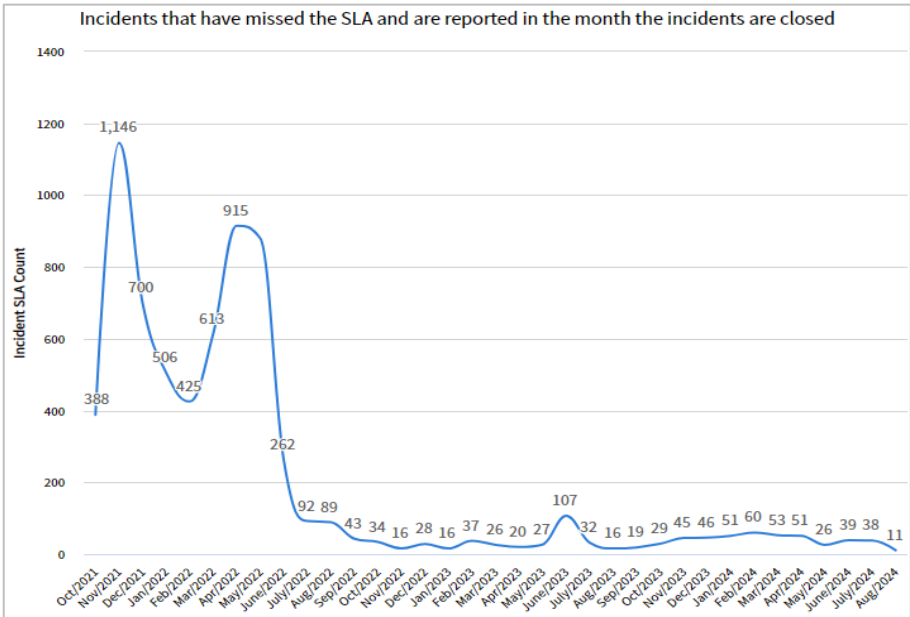
3.2   Technology Operations

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

3.2.1   CalSAWS Management and Operations

► Enhancing County Design Documentation
  o Continued County physical audits to capture rack layout and power distribution of devices per site
  o Began new exercise to update internal documentation

► New Wireless LAN controller (WLC) installation in Amazon Web Services (AWS)
  o WLC build completed at AWS
  o Piloting the new WLC is planned at Roseville
► County Site Migrations (County Purchase Orders (CPOs))
  o San Joaquin County – Network model change from Managed to Point of Presence ("PoP")
    ▪ Continued developing County Purchase documentation
  o Kings County network model change from "Managed" to "Point of Presence" ("PoP")
    ▪ County Purchase documentation sent to County on August 2, 2024
  o Other County Purchases in development:
    ▪ Mono County site decommission and network configuration update
    ▪ Riverside County site decommission
► Implementation Advance Planning Document Update (IAPDU)
  o Virtual Private Network (VPN) replacement (TLM -11 CA-274965) is discussed and agreed on the product and technology
    ▪ Completed license activation
    ▪ Discovery session with Palo Alto is in progress
    ▪ Continued design guide and build of the Prisma Access solution
  o Build of Virtual Network Lab-Sandbox01 (IM-41)
    ▪ Completed Roseville physical lab installation
    ▪ Next step – Building EC2 in the Network sandbox account
  o TPx Adtran Switch Replacement [CA-274977 TLM-07]
    ▪ Continued replacement of Wave 1 Counties
      • 27 of 51 of sites completed [76%]
    ▪ Potential delay in timeline due to unavailability of inventory because of supply chain issue
  o Vendor analysis in progress for CSAC-10 (New / Replace Virtual BigIP F5) and

CSAC-5 (Replace Physical Equinix hosted BigIP F5)
- Completed vendor assessment and presented to the Consortium
- Working with vendors for the updated cost for CSAC-10
- CSAC-05 cost is approved, and Purchase is in progress
o CA-274976 - TLM-06 [Major Upgrades – Network Operating System (O/S)]
- Began Cisco migration staging to move from Adaptive Security Appliance (ASA) to Firepower Management Center (FMC)
- Began analyzing n-1 versions

Table 3.2.1-1 – CalSAWS Upcoming Maintenance

Scheduled Date	Activity Description
August 12 – 14, 2024	Network Operating System (NXOS) Upgrade of LA3 Cisco devices from version 10.2(6)(M)) to 10.3(5)
August 14 – 15, 2024	Network Hardening on the contactcenter-outbound Environment (Planned Change)
August 17, 2024	Provision new routes to support migration to Rest policy from Soap policy for Electronic Health information Transfer (EHIT) endpoints in coreapp-production (774917615573)
August 17 – 18, 2024	Monthly Production Database Linux Operating System (OS) Patching – August (Planned Change)
August 18, 2024	Complete monthly web service transaction, rename maintenance activity and Analytic-prod Prod restart – August (Planned Change)
August 18, 2024	Monthly Patching - cProd-Connect – August (Planned Change)
August 18, 2024	Rotate application credentials - Production environments - coreapp-production - August
August 19 – 21, 2024	Internetwork Operating System (IOS) Upgrade for the SV1 Exchange Routers from 17.06.05 to 17.6.6a
August 26, 2024	Internetwork Operating System (IOS) Upgrade for the LA3 Exchange Routers from 17.06.05 to 17.6.6a

Table 3.2.1-2 – CalSAWS Incident Follow-up Summary

Ticket ID	Description	Impact Date / Time	Impact	Resolution
None				

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

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

3.2.3 CalSAWS Production Planned Outages Calendar

► The CalSAWS Production Planned Outages Calendar provided in Table 3.2.3-1 (CalSAWS Production Planned Outage Calendar) below, notifies Counties of upcoming scheduled downtimes for CalSAWS Production in 2024 due to Releases and planned maintenance windows. The calendar is available on the CalSAWS Web Portal under the following path including additional details on legends used:
  o Resources\Calendar\CalSAWS Production Planned Outages Calendar\2024 folder

Table 3.2.3-1 – CalSAWS Production Planned Outages Calendar

Legend:
- Unavailable (orange)
- Reduced Availability (yellow)
- Available (green)

CalSAWS and BenefitsCal Production Planned Maintenance

Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
Production Maintenance	08/17/24	6:00 AM	08/17/24	3:00 PM										CIT 0124-24	8/5/2024
														Broadcast Email	8/6/2024
Production Maintenance	08/18/24	2:00 PM	08/18/24	6:30 PM										CIT 0121-24	7/31/2024
														Broadcast Email	8/5/2024
CalSAWS Adhoc Reporting Database Maintenance	08/18/24	12:00 PM	08/18/24	4:00 PM										Broadcast Email	8/5/2024
ForgeRock Maintenance	08/23/24	10:00 PM	08/24/24	1:00 AM										CIT	TBA
														Broadcast Email	TBA
BenefitsCal Release 24.08.29	08/29/24	8:00 PM	08/29/24	9:30 PM										Broadcast Email	TBA
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	
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM										Broadcast Email	

Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Communication Method	Communication Sent Date
BenefitsCal Release 24.11.20	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	

Legend: Unavailable, Reduced Availability, Available — CalSAWS and BenefitsCal Production Planned Maintenance

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

Figure 3.3-1 – Production Defects Backlog Weekly Trend
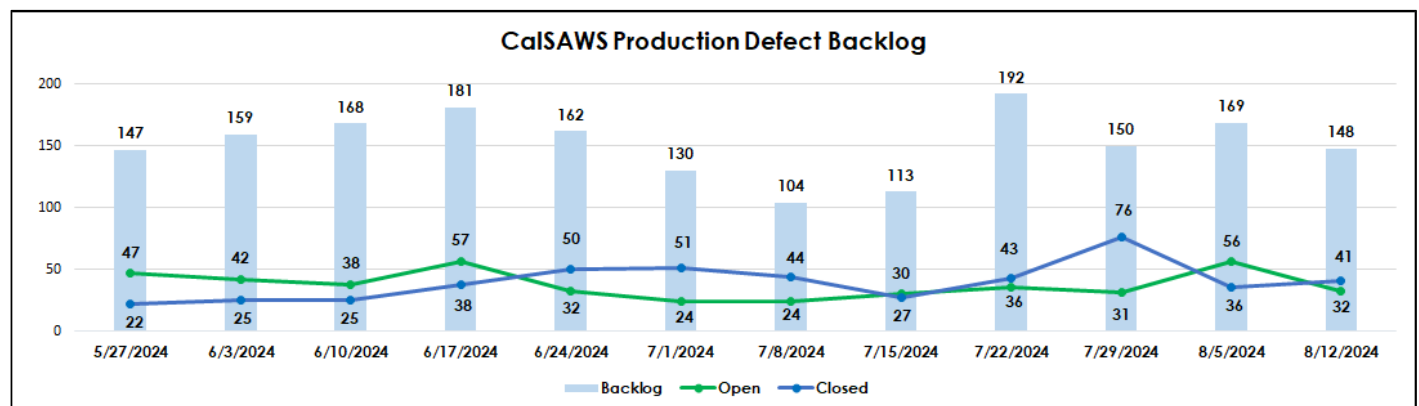
Note: The increase during the week of July 22nd was associated to the 24.07 redelivery effort where production defects aligned to the 24.07 release were reopened to allow team to redeliver their changes and conduct regression testing.

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	**24.07**	**24.09**	**24.11**	**TBD**	
2-Normal/Medium	**26**	**7**	**0**	**2**	**35**
New	0	2	0	1	3
In progress	0	5	0	1	6
Closed	26	0	0	0	26
3-Normal/Low	**147**	**77**	**3**	**30**	**257**
New	9	6	0	25	40
In progress	21	66	3	5	95
Closed	117	5	0	0	122
4-Cosmetic	**6**	**1**	**0**	**0**	**7**
New	1	0	0	0	1
In progress	2	1	0	0	3
Closed	3	0	0	0	3
Grand Total	**179**	**85**	**3**	**32**	**299**

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 24.09 Communications:
  o See table 3.4.1-1 CalSAWS Release 24.09 Communication Activities for details

Table 3.4.1-1 – CalSAWS Release 24.09 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	August 12, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	August 26, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for final review	September 9, 2024	Production Operations
Webcast on CalSAWS Release 24.09	September 3, 2024	Production Operations / Consortium Policy and Design
24.09 CalSAWS Application Development and Training Release Notes Broadcast	September 18, 2024	Production Operations
CalSAWS Release 24.09 Greenlight Meeting	September 18, 2024,	Release Management/Quality Assurance
CalSAWS 24.09 Post-Release Checkpoint Call	September 23-25, 2024, 4:00 p.m. to 4:30 p.m.	Production Operations

3.4.2 Root Cause Analysis (RCA)

► Root Cause Analysis (RCA) – 317 – CalSAWS Access Issue – PRB00049259

o On May 30, 2024, at 1:12 p.m., the ForgeRock team received response time degradation alerts from Amazon Web Services (AWS) (via CloudWatch email alert) and Technical Operations and Implementation Point of Contact (IPOC) team (via Microsoft Teams Chat) that the ForgeRock (FR) response times degraded significantly. The ForgeRock team investigated the alerts in AWS console and observed the ForgeRock Identity Gateway (IG) servers were sporadically showing as unhealthy, on the Load Balancer, across 3 Availability Zones (A, B, and C). While investigating the issue, the team noticed the Identity Gateway (IG) servers exhibited the symptoms that were similar to the issue that the ForgeRock team was investigating during previous week with the vendor (Ping Identity/ForgeRock). The ForgeRock team started extracting internal system logs and additional support files on the IG and Access Management (AM) servers. These files were then uploaded to the Ping Identity/ForgeRock vendor ticket (110911). After a very short period, the ForgeRock Production environment in Primary region became unresponsive causing a service outage that impacted all Counties, all integrated applications and all Users attempting to utilize ForgeRock services. On the troubleshooting call, which began at 1:27 p.m., the ForgeRock team validated the ForgeRock Disaster Recovery (DR) environment was healthy to cutover services from the Primary region to the DR region. After receiving Consortium approval, the FR services were failed over to the DR region by the ForgeRock team and confirmed complete restoration of FR services. In addition,

the Production Operations team received confirmation from county workers that they were able to access and perform transactions in CalSAWS at normal speeds. The ForgeRock team continued to troubleshoot the issue with the Ping Identity/ForgeRock vendor after providing supporting logs and extractions. On May 31, 2024, the vendor provided analysis that the ForgeRock Token Revoke API end point had a significant increase in number of requests causing memory leak, resulting in ForgeRock IG servers to stop responding to all requests.

The ForgeRock team analyzed the ForgeRock logs – specifically for the Token Revoke end point. This analysis showed that the Enhanced Call Control Panel (eCCP) Public Oauth2 client had significant increase in Token Revoke requests because of change (CA-277034) implemented on May 9, 2024. The change included a logic if the token refresh fails from eCCP to ForgeRock, eCCP tries to renew the token every three seconds, for 30 attempts. On May 31, 2024, the ForgeRock team had failed back over to the Primary region at 9:12 p.m. after validating the Primary region is healthy. eCCP team updated the token renewal logic to decrease ForgeRock token renewal to occur every ten seconds for three attempts only and deployed the change on May 31, 2024. Again, on June 4, 2024 at 8:26 a.m., the ForgeRock team received similar alerts from AWS (CloudWatch email alert). The ForgeRock team has investigated the alerts in AWS console and observed the ForgeRock IG servers were becoming healthy and unhealthy across all three Availability Zones (A, B, and C). Shortly after, the ForgeRock team began extracting support internal system logs and additional support files on the IG and AM servers. These files were then uploaded to the Ping/ForgeRock vendor ticket (111245).To restore services quickly, the ForgeRock team performed a failover of FR services to the backup region by 9:12 a.m. and confirmed restoration of services from Consortium staff and County workers. The ForgeRock team continued to troubleshoot the issue with the Ping Identity/ForgeRock vendor and AWS after providing supporting logs and extractions. While on the troubleshooting call, the AWS support team has recommended to increase the disk throughput of the IG servers from 125Mbps to 250Mbps. On June 4, 2024 at 6:30 p.m., the Linux Team increased the Identity Gateway (IG) servers disk throughput from the existing 125 Mbps to 250 Mbps for Primary IG servers. June 4, 2024 at 10:00 p.m. the ForgeRock Team validated primary region health and turned-on IDM production in primary. ForgeRock Team cutover IG DR servers from DR to primary IG servers. 6/4/24 at 11:00 p.m. the Unix team increased the disk throughput from 125 Mbps to 250 Mbps for IG DR servers as well.

Again, on June 5 at 8:34 am, the ForgeRock team received similar alerts from AWS (CloudWatch email alert) that the ForgeRock response times have degraded significantly. Immediately, the ForgeRock team extracted support internal system logs and additional support files on the IG and AM servers. These files were then uploaded to the Ping/ForgeRock vendor ticket (111304). The ForgeRock team failed over services from the primary region to the DR region and services were restored by 8:43 a.m. The ForgeRock team continued to troubleshoot the issue with the Ping/ForgeRock vendor after providing supporting logs and extractions. On June 5, 2024, the ForgeRock team investigated the high number of get session info requests that they received which began on May 20, 2024. The Application Team responsible for sending these high number of requests

reverted this change which resulted in reduced number of requests coming in from this endpoint. Again, on June 10, 2024 at 8:10 a.m., the ForgeRock team received similar alerts from AWS (CloudWatch email alert). Immediately, the ForgeRock team extracted support internal system logs and additional support files on the IG and AM servers. These files were then uploaded to the Ping/ForgeRock vendor ticket (111494). The ForgeRock team failed over services from the primary region to the DR region and services were restored by 8:30 a.m. The ForgeRock team continued to troubleshoot the issue with the Ping/ForgeRock vendor after providing supporting logs and extractions. Vendor recommended that ForgeRock put in place three logging mechanisms (time decorator, garbage collector, and installation of JDK) The ForgeRock team deployed the logging enhancements to production on June 14, 2024, and per direction of Consortium, services were cutover to Production Disaster Recovery Region. The ForgeRock team will be remaining in DR until root cause is determined

► Root Cause Analysis (RCA) – 325 – RPA Bots Server Unresponsive
  o On July 2, 2024, the CalSAWS Project team received alerts for the RPA Robot jobs that were failing to execute and as a result, reissuance of Electronic Benefits Transfer (EBT) cards was impacted for 24 Counties. This did not impact the EBT card request process and only impacted the reissuance of EBT cards. Impacted County list: Los Angeles, Yolo, Tulare, Ventura, Santa Barbara, Santa Cruz, San Mateo, San Diego, Stanislaus, Kings, Kern, Santa Clara, Yuba, Monterey, Riverside, San Francisco, Fresno, Sonoma, Alameda, Sacramento, Humboldt, San Luis Obispo, Marin. While investigating the issue, the RPA team identified that the RPA Robot server was unresponsive due to CPU utilization exceeding its limits. To remediate the issue, the Technical Support team forcibly rebooted the server from the AWS Console manager. The Root Cause was an extended period of high CPU utilization as all ten robots were executing simultaneously to reissue the queued EBT requests

► Root Cause Analysis (RCA) – 330 – CalSAWS Imaging Slowness – PRB00049568
  o On July 9, 2024 at 9:38 a.m., some Users began experiencing slowness with the CalSAWS imaging solution (Hyland). Users reported that viewing and loading documents in the imaging system was slow. The CalSAWS Project team confirmed that the slowness issue was specific to the imaging solution and other components of CalSAWS were unaffected, and the behavior was consistent among all affected Users. Impacted Counties (that reported the issue from 9:38 a.m. to 11:02 a.m.): Kern, Lake, Riverside, Sacramento, San Bernardino, San Mateo, Stanislaus, Yolo. Major Incident Management (MIM) team was engaged, and the technical team leads initiated health checks in their respective domains to identify cause of slowness. No anomalies were identified and a call with the impacted Users was requested to investigate further. At 11:27 a.m., some impacted County Users joined the call, and performed imaging performance test by downloading a 5MB file. It was confirmed that there were no slowness issues with CalSAWS itself, but only with the imaging solution. The slowness behavior was consistent among all affected users. Hyland Support was engaged and helped with assessing and gathering end user stats to help identify a root cause. No issues were identified on the Hyland side with all application endpoints reporting healthy. The network team engaged additional vendors—Cisco (case SR 697597948), F5 (support case 00645232), and AWS (case 171996567100492) to help troubleshoot the slowness

issue and identify the possible cause. On July 10, 2024 the CalSAWS Network team identified a potential issue with increased latency occurring when traffic takes the Router 1 (RT001) path, which appears to be dependent on user load and increases during peak hours. Due to the larger sized files being processed, Imaging services were found to be more susceptible to the slowness experience as compared to other CalSAWS services. During troubleshooting, Cisco' discovered that packet drops happening at Router 1 were causing the additional latency as compared to Router 2. After enabling advanced debug logs, Cisco identified that the Cisco routers back pane (ESP ASIC) were limiting packet processing, buffering, queuing, and scheduling to 2.5 Gbps. Cisco recommended the project team to increase the limit to 5Gbps. Configuration change was recommended to hardcode the limit to 5Gbpsps. The CalSAWS Network team created emergency change requests CHG0049040 for SV1 and CHG0049042 for LA3 data centers and performed upgrade work by increasing to upgrade the Cisco router platform hardware throughput level to 5Gbps. After the upgrade work the CalSAWS Project team performed smoke testing and confirmed significant reduction in latency through Router 1. The next day morning the Production Operations team received confirmation from impacted Counties of the issue resolution. Users were able to perform transactions in the CalSAWS imaging solution at normal speeds. The team monitored the system performance through the day and a resolved broadcast was sent to Counties

3.4.3   Batch Operations

► Completed execution of Foster Care monthly payroll batch runs for the 58 Counties
► 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

Analytics Reports and Dashboards Batch Completion Times - Core
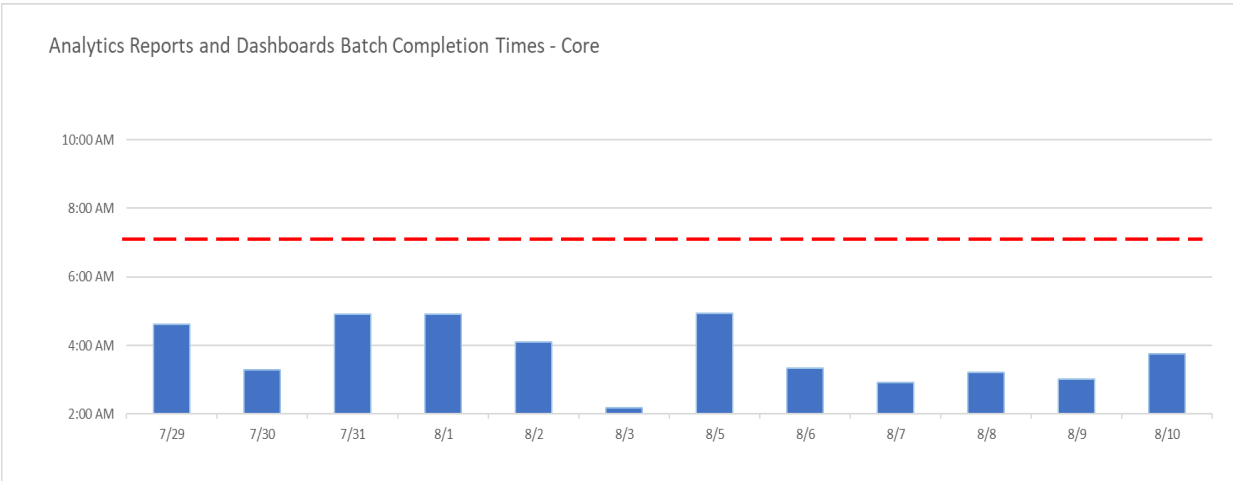
Table 3.4.3-2 - Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

Batch Date	Issue	Communication	Status	Resolution
N/A	All analytics jobs competed before 7 am daily during the reporting period			

3.4.4 Production Performance

► Batch
  o 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
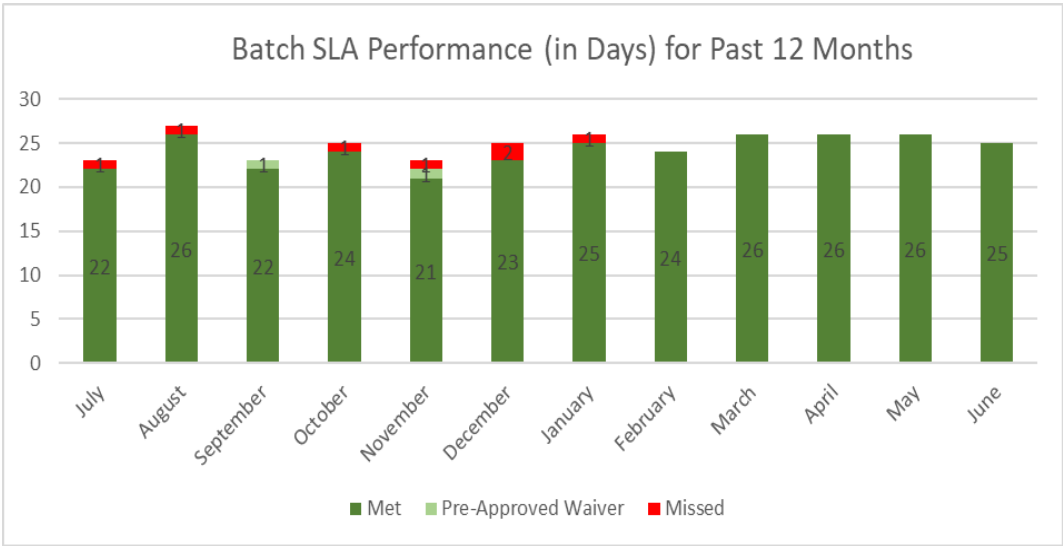
Batch SLA Performance (in Days) for Past 12 Months

- ► Imaging
  - o None for the reporting period
- ► Contact Center
  - o None for the reporting period
- ► ForgeRock
  - o None for the reporting period
- ► Core Online
  - o 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 month

Table 3.4.4-2 – Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)
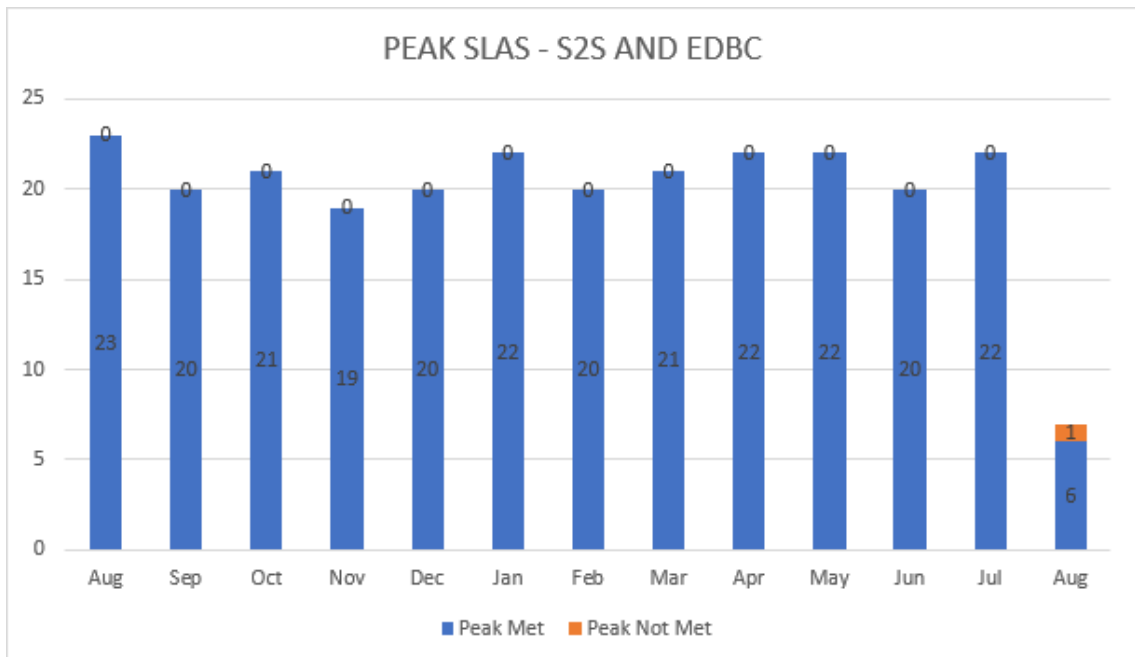
Table 3.4.4-3 – Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)
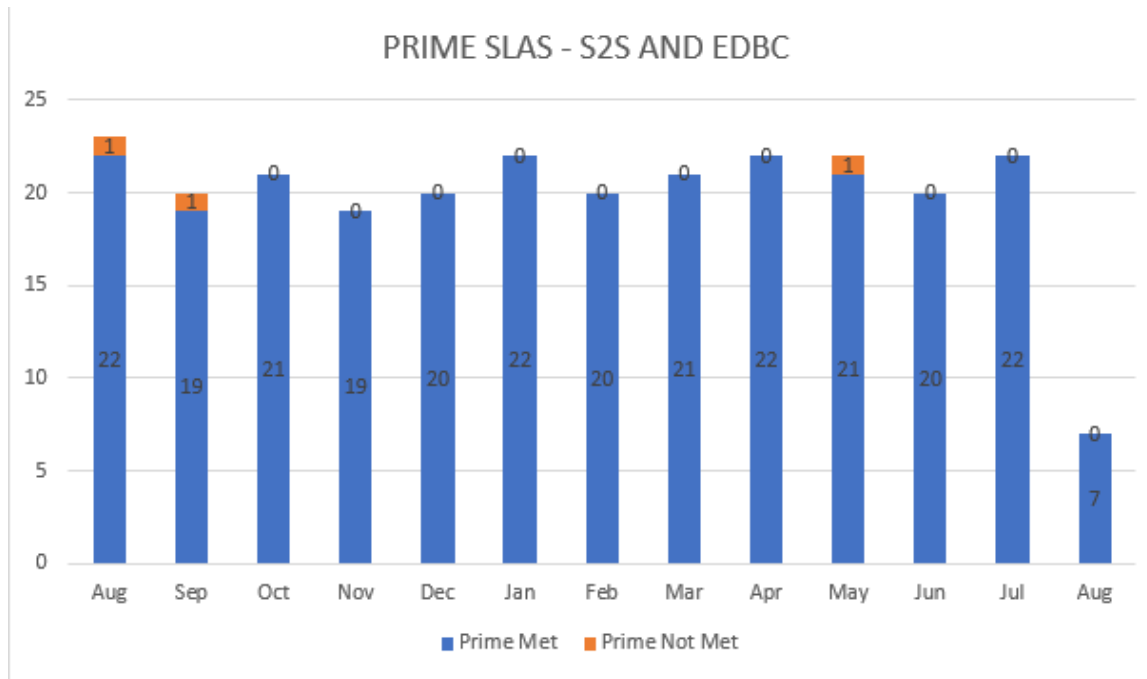
3.5 ForgeRock

3.5.1 Highlights

► ForgeRock created the Robotic Process Automation (RPA) Generic Accounts in Production on August 5, 2025
► ForgeRock attended the POAM workshop on August 6, 2024 to review and confirm all open POAMs that are assigned. Further action items noted for each item
► ForgeRock deployed the new client IDs and redirects in Production on August 8, 2024 for the Production Migration
► ForgeRock testing in Sandbox of the Identity Management (IDM) Error Pages to be ready to deploy to the lower environments by August 16, 2024
► ForgeRock confirming information for the decommissioning of the Application Client ID for San Francisco County. Planned timeline set for August 16, 2024 for lower environments and August 23, 2024 for Production
► ForgeRock working on the Application Onboarding form for the new application client for Calaveras County for lower environments and Production. Planned timeline set for August 16, 2024 for lower environments and August 23, 2024 for Production
► Root Cause Analysis (RCA) 317 sent for Consortium Review
► ForgeRock working with eGain and Calabrio for testing of the new clients in Assembly Test and Development. ForgeRock continuing work on the Production meta data. Planning Production date is aligning with September Production - September 27, 2024
► ForgeRock working with BenefitsCal on issues with Short Message Service (SMS) - Weekly calls set for troubleshooting
► ForgeRock and Security are working on the gap analysis and impact analysis of Rev 5

controls for Identity - Password Authentication (WIAM-18)
► ForgeRock working with vendor to troubleshooting issues seen in IDM for Evolution work and ServiceNow integration use cases
► ForgeRock team has begun the development work for the Evolution Architecture Work - Tentative date for sandbox deployment is scheduled for mid-August
► ForgeRock is working with vendor for open defects related to the ServiceNow integration

Table 3.5.1-1 – ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
ForgeRock-ServiceNow integration	September 27, 2024	In progress
ForgeRock Integration: Single Sign on for eGain	September 27, 2024	In progress
ForgeRock Integration: Single Sign on for Calabrio	September 27, 2024	In progress
Platform Architecture Enhancements – Design	To Be Determined	In progress

3.6   Imaging

► Completed Defects
   o CA-280975 - Received date not added to document views
► Completed System Change Requests (SCRs)
   o No updates for the reporting period

3.7   Customer Service Center (CSC)

► Production Defect Backlog Highlights
   o Contact Center continues to address Production defects exclusively using a priority release schedule to address defects sooner. There are currently 36 defects targeted to be resolved with the 24.09.12 release
   o Note: The Defects reported in the chart below for Contact Center is inclusive of Security and External Agency Defects

Table 3.7-1 – Contact Center Defect Burndown

Production Defect Backlog
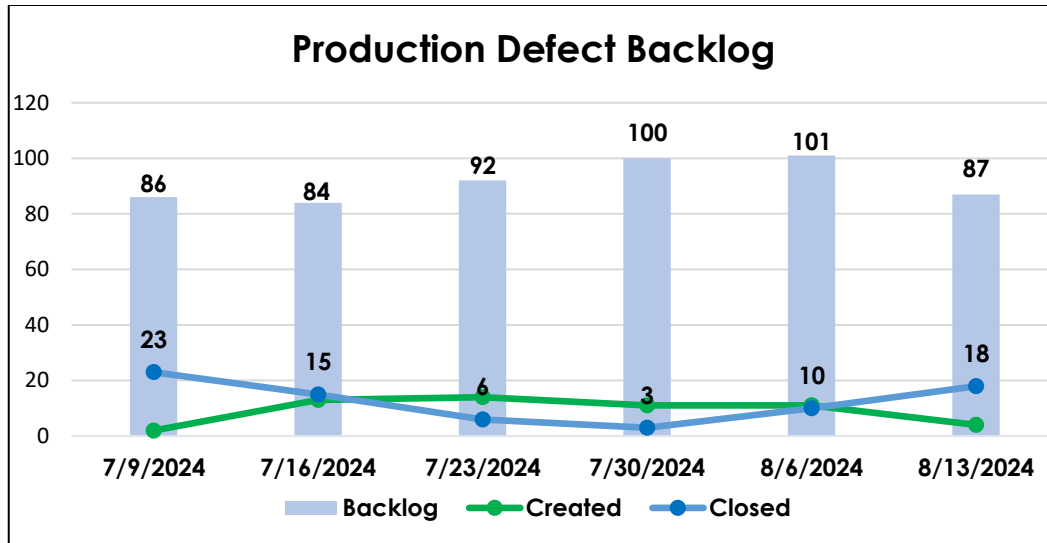
▶ Contact Center Recently Deployed Enhancements
  o The below table shows all recently deployed Contact Center Enhancements over the past two weeks

Table 3.7-2 – Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-279533	Orange- Contact Center: Update Orange County IVR Office Zip Code	24.08.15	In Production
SCR	CA-279870	Sacramento County Max Depth Message for Homeless Queue	24.08.08	In Production
SCR	CA-278808	Sacramento: Max Depth Message for Transfer Queues	24.08.08	In Production
SCR	CA-278328	Santa Barbara - Contact Center: General Menu/No Case Menu change	24.08.08	In Production
SCR	CA-275821	Shasta County - Update EGain custom attributes	24.08.06	In Production
SCR	CA-275817	Kings County - Update EGain custom attributes	24.08.05	In Production
SCR	CA-275910	Placer County - Update EGain custom attributes	24.08.05	In Production
SCR	CA-275911	Sacramento County - Update EGain custom attributes	24.08.01	In Production

▶ Contact Center Enhancements
  o 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 3.7-3 – Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	Deployment Date	STATUS
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.08.13	In Development
SCR	CA-245360	Telephonic Signature Update Rights and Responsibilities for Medi-Cal	24.09.12	In Development
SCR	CA-273724	Telephonic Signature - Update CalSAWS Telephonic Signature Capture Code Generation Logic	24.09.12	Approved
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.10.xx	Design in Progress
SCR	CA-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.10.10	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 by Queue	25.01.xx	New
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

3.8   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
  - o No updates for the reporting period
- ► Contra Costa County
  - o No updates for the reporting period
- ► Marin County
  - o No updates for the reporting period
- ► Monterey County
  - o No updates for the reporting period
- ► Napa County
  - o No updates for the reporting period
- ► San Benito County
  - o No updates for the reporting period
- ► San Francisco County
  - o No updates for the reporting period
- ► San Mateo County
  - o No updates for the reporting period
- ► Santa Clara County
  - o County Purchase SC-02-2023 (three kiosks, three tablets)
    - ▪ All devices are in Production, remaining site visits for training and support:
      - August 6, 2024 for 1867 Senter Road, San Jose, CA 95112 – two kiosks – completed successfully
      - August 13, 2024 for 1877 Senter Road, San Jose, CA 95112 – two tablets
- ► Santa Cruz County
  - o County has been fully deployed
- ► Solano County
  - o No updates for the reporting period
- ► Sonoma County
  - o 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
  - o No updates for the reporting period
- ► Amador County
  - o No updates for the reporting period
- ► Calaveras County
  - o No updates for the reporting period
- ► El Dorado County
  - o No updates for the reporting period
- ► Mono County
  - o No updates for the reporting period
- ► Nevada County
  - o No updates for the reporting period
- ► Placer County
  - o No updates for the reporting period

- ► Sacramento County
  - o No updates for the reporting period
- ► Sierra County
  - o No updates for the reporting period
- ► Sutter County
  - o No updates for the reporting period
- ► Tuolumne County
  - o No updates for the reporting period
- ► Yolo County
  - o No updates for the reporting period
- ► Yuba County
  - o 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
  - o No updates for the reporting period
- ► Colusa County
  - o No updates for the reporting period
- ► Del Norte County
  - o No updates for the reporting period
- ► Glenn County
  - o No updates for the reporting period
- ► Humboldt County
  - o No updates for the reporting period
- ► Lake County
  - o No updates for the reporting period
- ► Lassen County
  - o Kiosk was delivered on January 8, 2024
  - o County completing physical installation and flows
  - o Device is ready for deployment, tentative Go-Live date of September 23, 2024
- ► Mendocino County
  - o No updates for the reporting period
- ► Modoc County
  - o No updates for the reporting period
- ► Plumas County
  - o No updates for the reporting period
- ► Shasta County
  - o No updates for the reporting period
- ► Siskiyou County
  - o Kiosk delivered on January 30, 2024
  - o Kiosk has been confirmed fully functional
  - o County working on milestones for go-live
  - o 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
- ► Tehama County
    - o Kiosk was delivered on January 11, 2024
    - o County working on milestones for go-live
    - o New target date for go-live is August 19, 2024. Will meet with County on August 13, 2024 to finalize details
- ► Trinity County
    - o 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
    - o All devices have been delivered. Working with County to restructure CalSAWS configuration and draft strategy to deploy CalSAWS Reception Log and kiosks
    - o County reports that CalSAWS reconfiguration effort is to be considered for approval by County leadership on August 12, 2024
    - o County reports that all devices are functional and ready to be in Production
    - o Currently waiting for County CalSAWS configuration changes to be approved and completed
- ► Inyo County
    - o No updates for the reporting period
- ► Kern County
    - o 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
    - o County is still working with the County's Security team to gain final acceptance and approval for the tablets. At this time, the tablets have been fully confirmed to be functional and ready for Production
    - o County has one kiosk left to install at their Shafter location and is waiting on lobby construction to complete
- ► Kings County
    - o No updates for the reporting period
- ► Madera County
    - o No updates for the reporting period
- ► Mariposa County
    - o No updates for the reporting period
- ► Merced County
    - o No updates for the reporting period
- ► San Joaquin County
    - o No updates for the reporting period
- ► San Luis Obispo County
    - o No updates for the reporting period
- ► Stanislaus County
    - o No updates for the reporting period

► Tulare County
  o No updates for the reporting period

3.8.5 Region 5 Counties

(Imperial, Orange, Riverside, San Bernardino, San Diego, Santa Barbara, Ventura Counties)
► Imperial County
  o No updates for the reporting period
► Orange County
  o No updates for the reporting period
► Riverside County
  o No updates for the reporting period
► Santa Barbara County
  o No updates for the reporting period
► San Bernardino County
  o No updates for the reporting period
► San Diego County
  o No updates for the reporting period
► Ventura County
  o No updates for the reporting period

3.8.6 Region 6 County

► Los Angeles County
  o No updates for the reporting period

3.8.7 Lobby Management Modernization (TLM-39)

► Held kick-off meeting on June 18, 2024
► Schedule is being developed
► Met with Consortium Lobby team on August 7, 2024 for preliminary approval of the base architecture for this effort. Decision was made to move forward with React Native structure
► Design is in progress
► Preliminary testing to begin week of August 12, 2024

3.9 Additional Projects

3.9.1 California Department of Social Services (CDSS) Report Support

► California Department of Social Services (CDSS) Glossary:
  o AAP – Adoption Assistance Program
  o ABAWD – Abled 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 CIDR 9027 - Cal-OAR Client Satisfaction Survey
  - o CIDR 9029 - CalWORKs Income In-Kind (IIK)
  - o Updates to AAP Ad Hoc Query for CDSS
- ► Continued Work:
  - o No updates for the reporting period
- ► Started Work:
  - o CIDR 9033 - CalFresh Client Income Snapshot August 2024
  - o CIDR 9034 - Data Regarding Public Assistance Household and Public Income Maintenance Payments
  - o CIDR 9035 - Automated Mass Replacement Waiver Data Request - July 2024 - Issuance Confirmation
  - o CIDR 9036 - CalWORKs Resource Limit
  - o CIDR 9037 - Medi-Cal Client Detail Snapshot

3.9.2 Department of Health Care Services (DHCS) Report Support

- ► Department of Health Care Services (DHCS) Glossary
  - o CCU – Continuing Care Unwinding
  - o MEDS – Medi-Cal Eligibility Data System
  - o PHE – Public Health Emergency
  - o RE - Redetermination
- ► Completed Work:
  - o SIRFRA 1380 – MEDS Alert Monitoring July 2024
  - o SIRFRA 1386 – Renewal and Demographics Data Request July 2024
  - o SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending July 2024
  - o SIRFRA 1388 – Monthly Failure to Complete Data July 2024
- ► Continued Work:
  - o No updates for the reporting period
- ► Started Work:
  - o No updates for the reporting period

3.9.3 Endpoint Detection and Response (EDR)

- ► Continued monitoring for CHG0047693 to ensure no issues with Qualys updates
- ► Preparing for next step to implement Qualys EDR and Anti-Malware (AM) on ForgeRock Production Servers
- ► Preparing plan for enabling on demand scans on all servers. Working with teams to determine schedule, configurations, and change requests
- ► On demand scans implementation step 1: Preparing to implement CHG0049598 to begin Proof of Concept for Alpha Windows Servers (non-production)
- ► Finalizing the documentation for EDR. Documents: Operational Working Document (OWD) for File Integrity Monitoring (FIM) and EDR, Communication templates for reports and emails are completed, CalSAWS Informational Transmittal (CIT) for quarantine for user awareness is in progress, CalSAWS Requests for Information (CRFI) to keep devices compliant with signature updates is in progress
- ► Continuing to fine tune FIM alerts on servers to eliminate False Positive noise
- ► Continue to configure antimalware profiles to eliminate False Positive noise

►   Preparing change request and process steps to enable Content Control in anti-malware profiles. Currently working with Infrastructure as Code (IAC) team to determine what Web Application Firewall (WAF) rules are already in place

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

►   Completed vendor assessment and cost comparison
►   Completed assessment read-out and have obtained alignment
►   Pending Technical Budget Change Request (TBCR)/FinOps Approval of the recommended solution

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

►   Completed vendor assessment and cost comparison
►   Completed assessment read-out and have obtained alignment
►   Pending Technical Budget Change Request (TBCR)/FinOps approval of the recommended solution

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

►   Change Request (CR) CHG0049111 is implemented in SYS2, SYS3, SYS4 and SYS6
►   Resolved the issues identified in the Assembly Test / System Test environments and System testing is in progress
►   Continue working on deploying the change in Child Care Portal account and Performance environment

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

►   Design Document was reviewed on August 6, 2024 by Consortium and Accenture
►   Design Document was approved
►   Change request CHG0049320
    o   Approved on August 7, 2024; implementation on August 12, 2024

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

►   Continue to prepare pilot user list
►   Continue refining end user documentation

3.9.9   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 teams
►   Initiated discussion with Technical Support team to add configuration changes to all developer workstation as an optional change
►   On July 22, 2024, Google published that they will not deprecate the third-party cookies and are looking at introducing a new experience in Chrome that will provide more control to the end users
►   Given the phasing of third-party cookies will not occur, this SCR will need to be revisited

with different options

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

► Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
  o Phase 4: Initial roll out to the team
  o Phase 4 Sub-tasks:
    ▪ Open Snyk.io in Amazon Web Service (AWS) workspace – Completed
    ▪ Packaging Snyk for IDEs - STS, PyCharm and VSCode – Completed
    ▪ Document the post installation steps of IDE integration – Completed
    ▪ Engage Development with IDE Plugins – In progress
    ▪ Snyk product training – In progress
  o Phase 5: Create a fix strategy
  o Phase 5 Sub-tasks:
    ▪ Remediation planning - Baseline - Analyze Snyk open-source and Code vulnerabilities – In progress
  o Phase 6: Rolling out to the prevention stage
  o Phase 6 Sub-tasks:
    ▪ Enable Snyk on pipelines to act as a gate using Snyk test – In progress
► Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
  o Invicti Software requirements analysis - Completed
  o Receive Technical Budget Change Request (TBCR) approval – Completed
  o Receive Change Request approval for four new servers (two in Production, two in non-Production) - In progress

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

► Approval is completed and System Change Request (SCR) is in development
► Implemented CHG0049263 and created an API Gateway secured with AWS Identity Access Management (IAM)
► Completed the list of APIs that needs to be secured

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

► Continued design phase activities
► Completed staffing
► Received build approval
► Next steps are to secure System Change Request Board (SCRB) approval and Change Control Board (CCB) approval

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

► Design Document review meetings with Security held on August 2, 2024 and August 8, 2024
► Met with Consortium Security and Privacy team members on August 7, 2024 to review Design Document
► Organizational Change Management (OCM) officially joined on August 5, 2024

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

► Team is working to clean up buckets via lifecycle policies that have masked data to reduce potential for false positives
► Team is working with Batch and Database Administration (DBA) teams to create Batch jobs that create Macie Allow Lists after every environment mask (every 2 months). Once this is completed, Macie team will begin enabling Macie on more accounts and analyze the rate at which Masked data is being caught by Allow lists and tune from there

3.9.15 Identity Proofing (IA-12)

► Several dependencies were identified that were outside the scope of the ForgeRock IA-12 implementation work
► IA-12 effort is awaiting resolution of dependencies; the timeline and milestones will be updated once the dependencies are resolved

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

► Completed build of the lab at Roseville
► Approved change request for AWS lab build: CHG0048152
► Continued effort to build Amazon Web Service (AWS) lab

3.9.17 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
  o Design discussion with Consortium – Completed
  o Milestone 1 - Design Approval from Consortium Security – Completed
  o Milestone 2 - (AWS account, VPC, DevOps Pipleline, SSO role) – In progress (August 24, 2024)
  o Milestone 3 - (Training Staging, Training, County Preview and PRT Environment migration) - Planned (September 30, 2024)
  o Milestone 4 - (Production, DR, Adhoc) - Planned

3.9.18 Office 365 Services Backup Solution (ISA-21)

► Moved to maintenance and operations
► Submitted Operational Working Documents (OWDs) for review

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

► Moved to maintenance and operations
► Submitted Operational Working Documents (OWDs) for review

3.9.20 Major Upgrade - Analytics stack (TLM-03)

► Testing of the Development environment for EMR, Python, and AL3 is in process along with functional validation of Reports, targeting August 20, 2024
► Qlik and NPrinting upgrades are targeted to begin in September 2024

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

► Completed pre-requisite build of IM-41 Network test lab required to test the operating system releases

► Ongoing effort to develop the migration strategy and roadmap from Adaptive Security Appliance (ASA) to Firepower Threat Defense (FTD)

3.9.22 Network Replace TPX Adtran Switches (TLM-07)

► Began wave 2

► Continue working with Wave 1 Counties to reschedule installs due to vendor shipment delays

3.9.23 Split Tunneling and VPN Replacement (TLM-11)

► Completed Virtual Private Network (VPN) replacement vendor assessment

► Ongoing development of the design document

► Obtained license and activation instructions from Vendor

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

► ITOM (IT Operations Management)
  o Validated CI fields with data owners in ServiceNow Test environment
  o Validating CI data certification tasks in ServiceNow Development with data owners in ServiceNow Test
  o Configuring Agent Based Discovery for Linux boxes in Development, waiting on change approval so Linux Team can install Agent Client Collector in those Linux boxes
  o Preparing to configure Management, Instrumentation, and Discover (MID) Server, Service Graph Connectors and Horizontal Discovery in Production next week as pre-Go Live preparations

► HAM (Hardware Asset Management)
  o Continue Service catalog configurations
  o Continue HAM Pro contract management data analysis

3.9.25 Texting - Upgrade Nodejs Lambdas (TLM-16)

► Delivered changes to release 24.09 Texting AT1/AT2/SIT environments

► No AT issues reported from Application Development teams

► Requested 24.09 System Test (ST) deployments

► SCR CA-274985 currently in System Test

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

► Development has been completed, build team testing has begun

► Partnered with System Test to determine a release date (currently proposed for October 24, 2024)

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

► Received approval and System Change Request (SCR) is in development

► Implemented CHG0049263 and created an Application Programming Interface (API) Gateway secured with AWS Identity Access Management (IAM)
► Completed the list of APIs that needs to be secured

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

► Drafted System Change Request (SCR) CA-274989 for this effort
► SCR required CalSAWS core to be upgraded to JDK 17 and has direct dependency on SCR CA-247010 (Upgrade CalSAWS application from JDK 11 to latest JDK version)
► Work for this SCR cannot begin until compatible WebLogic version and ODM version is available to support JDK 17 upgrade as part of SCR CA-247010
► SCR will be on hold and has been approved by Consortium

3.9.29 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
► Held cross team Kick-Off meeting for August 1, 2024
► Completed Technical Architecture Internal Review and proof-of-concept
► Began Implementation and development in-progress

3.9.30 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
► Scheduled Cross team Kick-Off meeting and development in-progress

3.9.31 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)
  o Milestone 1 - Completed upgrade to RHEL 8 for Production batch servers
  o Milestone 2 - Complete AT3, AT4, STG4, STG5, TR1, PAT, and DR environments RHEL8 Upgrades – Completed
  o Milestone 3 – 3 Remaining servers RHEL8 Upgrades validation is in progress – Estimated time to completion is August 22, 2024

3.9.32 DevSecOps tools upgrade (TLM-31)

► Received approval for System Change Request (SCR) CA-275008 - TLM-31 - CalSAWS Tools Upgrade
► Milestone 1 – Design and sandbox testing – Completed
► Milestone 2 - Upgrade to latest version for: Jenkins – June 30, 2024 - Completed
► Milestone 3 - Upgrade to latest version for: Artifactory, AgitarOne and Jenkins on September 30, 2024
► Milestone 4 - Upgrade to latest version for: JIRA, Bitbucket, SonarQube – November 30, 2024

► Milestone 5 – Upgrade to latest version for: Jenkins and AgitarOne – December 30, 2024

3.9.33 Upgrade to Windows 11 (TLM-34)

► Enabled beta test for Intune and Windows 11 upgrade process
► Began Change request CHG004919
► Began Change request CHG0049524 Windows 11 new image testing

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

► Upgraded some servers in Equinix location
► Completed three server upgrades
► ART server's base image is at 90%, once issues are resolved 49 additional servers will complete. Currently at 23 servers

3.9.35 Migrate Spectrum UAM Loqate 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
► Held Kick-Off meeting on July 10, 2024
► Scheduled a meeting with Precisely to confirm the Autocomplete module
► The Global Addressing Module in the upgraded version is not having the expected behavior and has been reported. Vendor to present options on the week of August 13, 2024

3.9.36 Upgrade ODM to version 8.12 (TLM-68)

► Drafted System Change Request (SCR) CA-217499 for this effort
► Received emergency approval to begin the build
► SCR will be targeted to be deployed as a 25.01 priority release in early March
► Held Build Kick-Off meeting with the Application Leads on week of July 29, 2024
► Development to begin this week

3.9.37 Identity - Password Authentication (WIAM-18)

► Continue syncing with Security for the gap analysis of the NIST Rev 5 controls that are associated to this work. This is a prerequisite to determining the design and implementation items and next steps

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	• Began test execution for the 24.09 baseline release. Week 1 of 7 completed. Team is on schedule with a 27% pass rate against a target of 13%
4.6 Reports	• Bi-Weekly State and Fiscal Reports meeting • Met with CDSS to discuss Design Requirements for SCR CA-252984 CalFresh CF 296 and Expedited Service • Conducted Design Walkthrough for SCR CA-264170 CalWORKs/RCA Adults by WTW/REP Category Dashboard with CalSAWS Management Reports Committee • Deployed Priority SCR CA-275855 - Consolidate the Integrated Payroll Summary Report in Production
4.10	• 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
24.08.18	► Update eHIT service from SOAP (Simple Object Access Protocol) to REST (Representational State Transfer)
24.08.19	► Release FC/KG AAP(Foster Care/Kin-GAP Adoption Program) COLA (Cost of Living Adjustment)NOAs(Notice of Actions) for 2024-2025
24.08.21	► PROD and CT ForgeRock API (Application Programming Interface) client for Santa Cruz (44)
24.08.22	► Add App IDs to CalSAWS for Calaveras County ► Change specific CalSAWS Project Staff from County Code of 19 to 90 ► Fresno County Opt-In to Tax Intercept Batch ► Fresno Gen AI (Artificial Intelligence) Call Summary Assist - Release 24.08.22 (Release 3) ► Update GR (General Relief) Eligibility for Non-Citizens Paroled 1 year or more to be Eligible for Benefits in SLO ► Update Journal and Failure Reason When CW RE (CalWORKs Redetermination), CF RE (CalFresh Redetermination) or CWCF RE (CalWORKs CalFresh Redetermination) Packets are in Complete Status
24.08.23	► AM (Access Management) Security Advisory #202401 Patch and Activities

Release	Summary
	► Add new user type for Child Care Portal and Changes to DA Helpdesk Roles ► Change ForgeRock Auth ID (Authorization ID) Storage from Server-Side to Client-Side ► Decommission API (Application Programming Interface) Client IDs for San Francisco (38) ► Introduce Generic Error Pages to ForgeRock ► PROD and CT ForgeRock API client for Calaveras (05) ► Training: Update 008 - Eligibility Medi-Cal WBTs (Web Based Trainings) for 24.06 Updates ► Training: Update 021 Security Admin WBTs for 24.05 changes based on CA-274084 ► Trust Store Issues ► Upgrade Grafana Version to V11
24.09	► Total System Change Requests (SCRs): 84 approved ► Release Webcast date: To be determined
24.11	► Total System Change Requests (SCRs): 42 approved ► Release Webcast date: To be determined
25.01	► Total System Change Requests (SCRs): 12 approved ► Release Webcast date: To be determined

4.3   Application Development Status

► Continued design on:
  • CA-280582 - CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM)
  • CA-275534 - Update CalSAWS to Use Household Category Determination and Not Public Assistance Indicator
  • CA-275163 - Re-Design CalSAWS Case Purge Components
  • CA-272652 - Create County Duplicate Impact List pages
  • CA-272604 - Lobby Equipment management InTune POC
  • CA-271084 - ACL 18-43 - Revise CalWORKs M40-107G Time Limit NOA
  • CA-268378 - Automate SOC 452A for CAPI
  • CA-265301 - Cal-OAR File County Preview Reports
  • CA-264983 - Add Date to CalWIN Interface File Names and Sending/Receiving notifications
  • CA-264217 - Update CW/CF Read-Only EDBC Logic and Unearned Income Logic When Processing Late Report
  • CA-262186 - Santa Clara County Purchase: Robotic Process Automation (RPA) - Program Worker Assignment
  • CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
  • CA-256607 - COLA Automation Phase-3
  • CA-254391 - Update Postpartum NOA snippets in English and Threshold languages
  • CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
  • CA-252984 - CalFresh CF 296 and Expedited Service Redesign
  • CA-251613 - BREfS #5 High Impact Business Validations
  • CA-240094 - Refactor: CalFresh NOA Regulations
  • CA-229838 - Add new Foster Care Reasons to NOAs Phase 5

- CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
- CA-220233 - FFY Medi-Cal Updates Phase II
- CA-209344 - Apply SSP Only OPA for Specific Programs
- CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
- CA-280612 - ACIN I-XX-XX CalFresh SSI COLA - 2025 In-Bound File from MEDS
- CA-280604 - ACIN I-XX-XX CalFresh SSI COLA - 2025-Out-Bound File to MEDS
- CA-280400 - San Diego - GR COLA October 2024 - Batch EDBC
- CA-280399 - SMT GA COLA - Batch EDBC
- CA-279600 - SMT GA COLA
- CA-277446 - San Diego - GR COLA October 2024
- CA-256607- COLA Automation Phase-3

► Continued build on:
  o Priority releases and Release 24.11 approved System Change Requests (SCRs)

4.4 Release Management

4.4.1 Release Test Summary

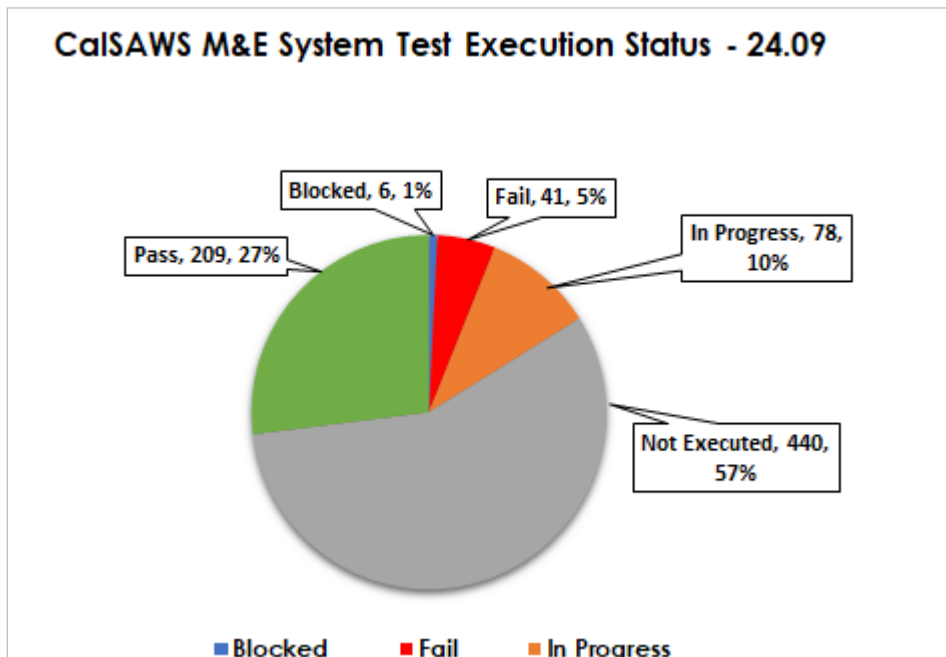► Began test execution for 24.09 System Change Requests (SCRs)

Table 4.4.1-1 – CalSAWS System Change Request (SCR) Test Status – 24.09

Pass Rate Target as of August 9, 2024	13%
Pass Rate Actual as of August 9 2024	27%
System Test completed Date: September 18, 2024	

Figure 4.4.1-1 – CalSAWS M&E and Correspondence System Test Execution Status – 24.09

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 1,284 end-to-end Automated Regression Test (ART) scripts:

► 1,032 targeting the core CalSAWS application
► 80 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:
  o CA-275638: Automated Regression Test - Execution and Maintenance - 24.07 Release Cycle
  o CA-278032: Automated Regression Test - Execution and Maintenance - 24.09 Release Cycle
  o CA-281144: Automated Regression Test - Execution and Maintenance - 24.11 Release Cycle

4.5 Virtual Assistant (VA)

► Worker-Facing Virtual Assistant (VA)
  o Release 23 – target to deploy August 22, 2024
    ▪ Completed design phase
    ▪ System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
    ▪ Continue testing phase
  o Release 24 – target to deploy on September 26, 2024
    ▪ Continue design phase, target to complete design on August 22, 2024

4.6 Reports

► Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on August 1, 2024

► Met with CDSS on August 06, 2024, to discuss Design Requirements for SCR CA-252984 CalFresh CF 296 and Expedited Service
► Conducted Design Walkthrough for SCR CA-264170 CalWORKs/RCA Adults by WTW/REP Category Dashboard on August 07, 2024, with CalSAWS Management Reports Committee
► Deployed Priority SCR CA-275855 - Consolidate the Integrated Payroll Summary Report in Production on August 08, 2024

Table 4.6-1 – Total Open Incidents by reporting period

Reporting Period End Date	Number Open Tickets
June 14, 2024	11
June 28, 2024	14
July 12, 2024	16
July 26, 2024	12
August 09, 2024	7

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	2	1	1	0	**4**
Reopened	0	0	0	0	**0**
Assigned	1	2	2	2	**7**
In Development	4	1	1	3	**9**
Development completed	0	0	0	0	**0**
In Assembly Test	0	1	0	0	**1**
System Test	1	0	0	1	**2**
Test completed	0	0	0	0	**0**
Total Open Defects	**8**	**5**	**4**	**6**	**23**

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	0	0	1	0	**1**
3-Normal/Low	7	5	2	6	**19**
4-Cosmetic	1	0	1	0	**2**

Open Defects by Priority	State Reports	Fiscal Reports	Management Reports	Business Intelligence	Total
Total Open Defects	**8**	**5**	**4**	**6**	**23**

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				
			24.07	**24.09**	**24.11**	**25.01**	**25.03**
ABCD 350	1	0	0	0	1	0	0
CA 1037	2	1	0	0	1	0	0
CA 237 CW	4	1	0	0	0	0	3
CA 237 CW Line 8	1	0	0	1	0	0	0
CA 237 FC	1	1	0	0	0	0	0
CA 253	1	0	0	0	0	0	1
CA 255	1	1	0	0	0	0	0
CF 256	1	1	0	0	0	0	0
CF 296	1	0	0	0	1	0	0
CA 812	1	1	0	0	0	0	0
DHCS CMS PI	1	0	0	0	0	0	1
DHCS RMR	1	0	0	0	0	1	0
FNS 209	1	1	0	0	0	0	0
Integrated Claiming	2	1	0	0	0	1	0
RS 50	1	0	0	1	0	0	0
RS 51	1	0	0	1	0	0	0
STAT 47	1	0	0	1	0	0	0
TEMP 2035	1	1	0	0	0	0	0
TEMP 2313	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:
  o Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on August 06
  o 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 Timelimit

- CA-241184 - Update GAGR Pregnant Person Only (PPO) to Align with the New CalWORKs PPO Policy Changes
- CA-258931 - Add admin checks to additional locations where GA/GR can be failed due a CW sanction
- CA-261174 - Allow GA/GR Automated Solution Client to be approved on a new application if a depleted time limit exists that ends earlier in the same month
- CA-262705 - Remove need to follow GA/GR Redetermination process for Ventura County
- CA-262706 - Interim updates for Ventura County to reduce workload associated to GA/GR Redetermination process
- CA-262963 - LA County - Updating GROW Orientation Attendance
- 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-270919 - GAGR Automated Solution Property Limits
- 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-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
- CA-279600 - SMT GA COLA
- CA-280399 - SMT GA COLA - Batch EDBC
- CA-280400 - San Diego - GR COLA October 2024 - Batch EDBC

o System Change Requests (SCRs) in Development Phase
  - CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
  - CA-270204 - GA/GR Automated Solution CalSAWS 2 populating wrong benefit amount when supplement is issued
  - CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
  - CA-274665 - GAGR NOA's field populating wrong amount from the GR_Budget table
  - CA-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-280073 - SF – CAAP GA/GR COLA Change Effective 10/01/2024
  - CA-280398 - SF – CAAP GA/GR COLA Change Effective 10/01/2024 - Batch

EDBC
- ▪ CA-280477 - Update GR Eligibility for Non-Citizens Paroled 1 year or more to be Eligible for Benefits in SLO
- o System Change Requests (SCRs) in System Test Phase
  - ▪ CA-254559 - LA-GROW Activity Numbers
  - ▪ CA-268072 - Solano County - General Assistance - Update Periodic Reporting Form
  - ▪ CA-270204 - GA/GR Automated Solution CalSAWS 2 populating wrong benefit amount when supplement is issued
  - ▪ CA-280477 - Update GR Eligibility for Non-Citizens Paroled 1 year or more to be Eligible for Benefits in SLO
- o Priority System Change Requests (SCRs) deployed to Production
  - ▪ CA-279427 - Configure access to GAGR Service from AT2 environment
- o 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)
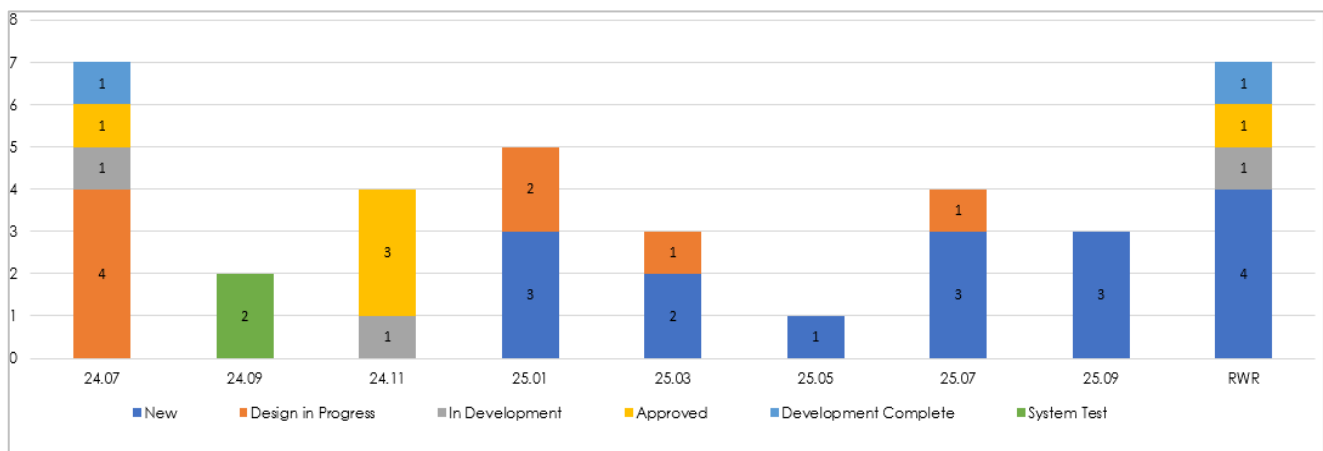
4.8 Training Materials Update

- ► 24.09 Online Help (OLH) System Change Requests (SCRs):
  - o System Test
    - ▪ CA-280797 - Online Help: Update the Forms Overview for the 24.09 Baseline Release
    - ▪ CA-280548 - Online Help: Update the Interfaces Overview CA-279891
    - ▪ CA-279788 - Online Help: Update JA Imaging Multi-Case Scanning and Imaging Single Case Capture and Virtual Printing; SCR CA-274726, CA-279728
    - ▪ CA-279730 - Online Help: Update the Electronic Signature OLH page CA-273724
    - ▪ 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-278820 - Online Help: Update the JA PRT - Overview to Include Current Information CA-275365
- CA-276720 - Online Help: Update JA Imaging Workflow Queues and Exceptions CA-258909, CA-275752,
- 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-267150 - Online Help: Update JA - IHSS Referrals
- CA-260893 - Online Help: Create Job Aid for GAGR Automated Solution specific Data Collection pages
- CA-260878 - Online Help: Update JA GR Health Assessment to add GAGR Automated Solution
- CA-257537 - Online Help: Create JA Special Circumstances
  - o Test Complete
    - CA-280102 - Online Help - Update the MAGI Referral Detail page CA-257779
    - CA-274734 - Online Help: Update the Reports Overview for the 24.09 Baseline Release
- ► 24.08.16 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - o In Assembly Test
    - CA-277253 - Training: Update the 014 - CAPI WBTs for 24.07
    - CA-275888 - Training: Create CFP for Disaster CalFresh CA-256387
    - CA-271038 - Training: Maintenance of 006 Eligibility CalFresh WBTs based on CA-270479
  - o Test Complete
    - CA-280103 - Training: Migrate Enhanced Call Control Panel (eCCP) for Contact Center Agents Storyline WBT to Captivate
    - CA-278182 - Training: Update 010 - Employment Services-WTW WBTs for 24.05
- ► 24.09.20 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
  - o Approved
    - CA-281264 - Training: Update 019 - QA/QC WBTs for Sunset Worklist pages CA-257327
    - CA-278489 - Training: Update Child Care Admin Portal CFP CA-273214
    - CA-277949 - Training: Update 017 - Fiscal WBTs for Sunset Worklist pages CA-257327
    - CA-277214 - Training: Update 006 - Eligibility CalFresh WBTs for Sunset Worklist pages CA-257327
    - CA-277213 - Training: Update 004 - Clerical Support WBTs for Sunset Worklist pages CA-257327
    - CA-277211 - Training: Update 003 - Eligibility Supervisor: 01 - Case Review and EDBC Authorizations WBT for Sunset Worklist pages CA-257327
  - o In Development
    - CA-280877 - Training: Update 034-Task Management Overview WBT for

Sunset Worklist pages CA-257327
- CA-280486 - Training: Update "Electronic Signatures for Contact Center Agents" and "Electronic Signatures for County Staff" WBTs CA-274953
- CA-277279 - Training: Update the 034 - Task Management Overview WBT for CA-263040
- CA-277207 - Training: Update 002 Eligibility General WBTs for Sunset Worklist pages CA-257327
- CA-276292 - Training: Create CFP for Task Categories CA-253667
  - In Assembly Test
    - CA-277947 - Training: Update 014 - CAPI WBTs for Sunset Worklist pages CA-257327
  - Test Complete
    - CA-279085 - Training: Update the 002 - Eligibility General WBTs based on 24.09 Updates
- ► 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
No training activities for this period		

4.8.1 Upcoming Performance Tests

- ► Planned upcoming Performance tests for Core Online

Table 4.8.1-1 – Core Online Upcoming Performance Cycle

Performance Cycle	Start Date	End Date	Status
CalHEERS 24.9 Integrated Performance Testing	Aug 6, 2024	Aug 22, 2024	In progress
CalSAWS 24.09 Release Performance Testing	Aug 26, 2024	Sep 18, 2024	Planned

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

- ► Completed Tasks
  - o Completed the development inbound and outbound of "Document and Imaging API" from CalSAWS end and pending CAREs input
  - o Assembly tested the inbound and outbound transactions for "Individual Demographics API"
  - o Updated the design document(s) to include the CalSAWS design for "Incidental Payment API"
  - o Reviewed and obtained the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "KinGAP API", "Issuance API" and "Determination Results API"
- ► In Progress Tasks
  - o Review and obtain the technical approval from California Automated Response and Engagement System (CARES) for the CalSAWS design in the design document(s) for "KinGAP API", "Issuance API" and "Determination Results API"
  - o Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "Incidental API"
  - o Develop outbound "Extended Foster Care API"
  - o Update the design document(s) to include the CalSAWS design for "Case Transfer API", "Placement API" and "Determination Results API"
  - o Finalize the development and performing assembly testing for "Court Information API"
  - o Perform integration testing for "Income Assets API"
- ► Upcoming Tasks
  - o Develop inbound and outbound "Issuance API" and "Incidental Payment API"
  - o Review and obtain the Business Analysts (BA) approvals for the CalSAWS design in the design document(s) for "Case Transfer API", "Placement API" and "Determination Results API"
  - o Perform system testing for "Imaging and Documents API" and "Income Assets API"
- ► Interface Partner Integration
  - o Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

Figure 4.9-1 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	13	1	6	3	3	0
CARES Hosted	14	3	5	2	4	0

4.10 Welfare Data Tracking Implementation Project (WDTIP) Replacement System (WRS)2

► Completed Tasks
  o Analyzed Courtesy Month List page for impacts
  o Created Person Search Lambda in Node.js
  o Built Plan Research for E2Lite Audit Report
  o Built Plan Research for Time Limit Report
  o Created CIN Summary User Interface in React
  o Created Add Individual Lambda in Node.js
  o Created Time Limit Summary Lambda in Node.js
  o Created a REST Application Programming Interface (API) client in CalSAWS to connect to WDTIP PostgreSQL Relational Database Service (RDS)
  o Performed login research and implementation for WDTIP User interface
  o Added batch properties to connect to WDTIP PostgreSQL Relational Database Service (RDS)
  o Created Person Application Programming Interface (API) endpoint for search by Phonetic Person
  o Analyzed connecting analytics to WDTIP PostgreSQL Relational Database Service (RDS) for reporting
► In Progress Tasks
  o Create Add Individual User Interface in React
  o Create Person Search Results Data Table User Interface in React
  o Integrate Person Search User Interface with Application Programming Interfaces (APIs) in React
  o Integrate CalSAWS lookup service
  o Update Batch Job PBXXE301 Module #1 – Time Limit Daily
  o Integrate Person Search User Interface with Application Programming Interfaces (APIs) in React
  o Integrate CIN Summary User Interface with Application Programming Interfaces (APIs) in React
  o Create Staff roles Application Programming Interface (API) endpoint for security rights
  o Refine story backlog
► Upcoming Tasks
  o Compare CalSAWS time limit data and WDTIP data from full dump to identify discrepancies
  o Determine Task Management Impacts
  o Integrate Cash-Aid section of Time Limit Summary page with WDTIP Lambda
  o Analyze State Client Index (SCI) interface
  o Integrate AWS Secrets Manager
  o Analyze California Department of Social Services (CDSS) Forecasting Batch Requirements
  o Update Batch Job PB00E305 – Time Limit Sanctions
  o Update Batch Job PB00E303 – Time Limit Grant Amount
  o Update E2Lite Audit Report
  o Implement navigation from the CalSAWS application
  o Create new login homepage for Office of Technology and Solutions Integration (OTSI) Workers in CalSAWS

► Interface Partner Integration
  o Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.11 Additional Projects

4.11.1 Data Growth – Archive Phase 1

► Completed Tasks
  o Archival in ad-hoc environment
► In Progress Tasks
  o Ad-hoc report team validation support
► Upcoming Tasks
  o Draft archival Production plan

4.11.2 Data Growth – Test Data Slicer (TDS)

► Completed Tasks
  o Implemented Performance tuning changes
► In Progress Tasks
  o Test Data Slicer (TDS) second run
► Upcoming Tasks
  o Document test data slicer on wiki

4.11.3 Data Growth – Archive Phase 2

► Completed Tasks
► In Progress Tasks
  o Run the journal and MEDS alert copy jobs in ad hoc report environment
  o Contact Center lower environment deployment and testing
► Upcoming Tasks
  o Draft plan for Production

4.11.4 Premise Items

Table 4.11.4-1 – Premise Items

Premise Name	Status	Phase	Progress/Updates
Multiple SFY			
California Automated Response and Engagement System (CARES)	🟢	Development	• Please refer to section 4.10 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	🟢	Development	• Please refer to section 4.11 for detailed updates on WDTIP
CF Discontinuance of Gambling Wins	🟢	Design	• CA-234917 planned for 25.01 • CA-264553 - Pending State translations

Premise Name	Status	Phase	Progress/Updates
Work Registration CalFresh Disqualification Notice Update	🟢	Not yet started	• CA-240701 - Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	🟢	Not yet started	• CA-265360 planned for 25.03 • Pending State translations
CF Simplification	🟢	Not yet started	• SFY24-25 Pending State translations
HAP Eviction (SB 1083)	🟢	Development	• CA-277308, CA-277307 – Production • CA-273505 planned for 24.07.x4 • CA-273286 planned for 25.03 24.07.x1 and other System Change Requests (SCRs) pending for State translations
Family Reunification AB 135	🟢	Development	• CA-233160 development activities started for 24.11 release.
CW Work Requirements (AB 2300)	🟢	Design	• CA-271130 planned for 25.01
Telephone Consumer Protection Act - Text Messaging Consent	🟢	Design	Planned to be implemented in phases as below. • CA-279688 planned for 24.11 release – Design in progress • CA-279707 planned for 25.01 release – Not yet started • CA-260623 planned for 25.03 release – Not yet started
Add Threshold Language versions of the CF 377.11E	🟢	Not yet started	• CA-273087 - Pending State translations
ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions	🟢	Development	• CA-271130 planned for 24.11
Resume Pre-Pandemic Medi-Cal Operations	🟢	Not yet started	• CA-268774 is planned for 25.01 • CA-270511 is planned for 25.03 • CA-270512 is planned for 25.05
Re-Design CalSAWS Case Purge Components	🟢	Design	• CA- 275163 is aligned with 25.01 • Draft design is in progress

Legend	
🟢	On Track
🟡	At Risk
🔴	Not on track/Monitor

4.12 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