CalSAWS
California Statewide Automated Welfare System

Bi-Weekly Status Report
CalSAWS Maintenance & Operations (M&O)

Reporting Period: October 7, 2024 – October 20, 2024

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Table 1.1: Status Dashboard

Table 1.1-1:Status Dashboard

Topic	CalSAWS System	Highlights for the Reporting Period
Availability	On Time	• The CalSAWS System experienced a 3-minute outage on October 8, 2024, during a failover to the Disaster Recovery (DR) region from 10:40 a.m. and 10:43 a.m.
Defects	On Time	• There are 151 active Production defects
Incidents		• On October 17, 2024, CalSAWS and associated systems experienced a brief service interruption. The outage was caused due to a mis-wired power circuit at the Primary Equinix data center which resulted in a loss of power to all devices hosted within the Data Center. The seamless automatic failover from the impacted data center to the backup data center resulted in a disruption of less than five minutes and with minimal end user impact. Equinix continues to do an internal review of their root cause

1.2   Highlights of the Reporting Period

- The CalSAWS team successfully deployed the following priority releases since the last reporting period
- Twelve priority releases that included 27 System Change Requests (SCRs) and 121 defects, a total of 148 items

Table 1.2-1: Priority Releases

Minor version (Release date)	Issue Type		Grand Total
Team Responsible	Defect	SCR	
24.10.07	**28**	**5**	**33**
Batch/Interfaces	1	0	1
Client Correspondence	16	5	21
Eligibility	2	0	2
Fiscal	2	0	2
Imaging	1	0	1

Online	6	0	6
24.10.08	**7**	**0**	**7**
Batch/Interfaces	1	0	1
Fiscal	1	0	1
Imaging	1	0	1
Online	4	0	4
24.10.09	**0**	**1**	**1**
Contact Center	0	1	1
24.10.10	**46**	**4**	**50**
Analytics	1	0	1
Batch/Interfaces	8	0	8
Contact Center	31	2	33
Fiscal	2	1	3
Medi-Cal/CalHEERS	1	0	1
Online	1	0	1
Reports	2	1	3
24.10.11	**4**	**2**	**6**
Contact Center	4	1	5
Eligibility		1	1
24.10.14	**4**	**0**	**4**
Batch/Interfaces	1	0	1
Contact Center	2	0	2
Reports	1	0	1
24.10.15	**4**	**0**	**4**
Fiscal	1	0	1
Medi-Cal/CalHEERS	1	0	1
Online	2	0	2
24.10.16	**11**	**4**	**15**
Client Correspondence	9	3	12
Contact Center	1	0	1
DBA	0	1	1
Eligibility	1	0	1
24.10.17	**15**	**7**	**22**
Batch/Interfaces	3	0	3
BenefitsCal	0	1	1
Client Correspondence	0	1	1
Contact Center	1	0	1

Fiscal	2	2	4
Imaging	1	0	1
Medi-Cal/CalHEERS	2	0	2
Online	3	1	4
Reports	3	2	5
24.10.18	**2**	**0**	**2**
Batch/Interfaces	1	0	1
Contact Center	1	0	1
24.10.19	**0**	**2**	**2**
Tech Ops	0	2	2
24.10.20	**0**	**2**	**2**
Analytics	0	1	1
Online	0	1	1
Grand Total	**121**	**27**	**148**

- Planned Outages:
    - Scheduled CalSAWS Outages:
        - CalSAWS Production Maintenance:
            - From 10:00 p.m. on October 25, 2024, until 2:00 a.m. on October 26, 2024, the "Read Only" version of the CalSAWS application will be unavailable. Users will be unable to login to the CalSAWS application
            - On October 20, 2024, from 2:00 p.m. to 6:30 p.m., the CalSAWS application was unavailable for Users
            - CalSAWS Users will be redirected to a read-only version of the CalSAWS application
        - Scheduled CalSAWS Learning Management System (LMS) Maintenance
            - From 9:00 p.m. on October 18, 2024, until 2:00 a.m. on October 19, 2024, Users were unable to access the CalSAWS LMS
        - CalSAWS Adhoc Reporting Database Maintenance
            - On October 20, 2024, from 12:00 p.m. to 4:00 p.m. the Adhoc Reporting database was unavailable for Apex, Enhanced Data Reporting, and Adhoc reports users
        - BenefitsCal Maintenance/Limited Access:
            - From 10:00 p.m. on October 25, 2024, until 2:00 a.m. on October 26, 2024, Users will be unable to login to the BenefitsCal application
            - On October 20, 2024, from 2:00 p.m. to 6:30 p.m., the BenefitsCal application was available for customers and Community Based Organization (CBO) Users for submitting applications, renewals, and SARs; however, transactions from BenefitsCal were queued and

released for processing upon completion of CalSAWS maintenance activities. The following features were not available: Message Center (notices, messaging, actions, two-way messaging), appointments, verification of benefits (VOB), CBO account creation, case-link, communication preference updates, and support requests. E-applications submitted from BenefitsCal were routed to the office selected by the participant instead of the default county office

- – On October 10, 2024, from 8:00 p.m. to 9:00 p.m., the BenefitsCal application was unavailable
- – On October 7, 2024, from 8:00 p.m. to 9:30 p.m., the BenefitsCal application was unavailable

2 PROJECT MANAGEMENT

2.1 Project Deliverables Summary

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

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
11.0	Remote Maintenance Operations Plan	On Time	Work Acceptance Certificate has been signed
10.0	Project Office Plan	On Time	Deliverable updates are complete. Work Acceptance Certificate has been sent out for Signature
12.0	Security Management Plan	Behind	Currently in the Final Deliverable Closeout phase, teams are working to address final comments
13.0	County Site Plan	On Time	Work Acceptance Certificate has been signed
N/A	Project Control Document (PCD)	On Time	Work Acceptance Certificate has been signed

2.2 Highlights from the Reporting Period

Table 2.2-1: Project Management Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
	▪ None to note for the reporting period

- Continued Project administration and financial management tasks
- Continued CalSAWS Risks and Issues Management Group (RMG) activities, including:
  - Conducted Monthly Risks and Issues Management Group meeting on October 9, 2024
  - Continued to work with risk and issue owners to monitor risks and update risk mitigation plans for CalSAWS Project risks and issues
- Continue activities to support Project staff working remotely
  - Conducted Monthly All-Staff meeting held on October 16, 2024
  - Continued developing Project communications, as needed
- Completed materials for and participated in the Monthly Project Steering Committee (PSC) Meeting held on October 17, 2024
- Completed materials for and participated Monthly Joint Powers Authority (JPA) Meeting held on October 18, 2024
- Continued performing contract management activities:
  - Change Notice 36 (November JPA) is in development and may include:
    - ✗ Premise Items
    - ✗ County Purchase Orders
    - ✗ Transition Items

2.3 Communications Management

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

Table 2.3-2: Website Support Activities

TASK	DATE	TASK TYPE
Updated Plugins	October 16, 2024	Website Maintenance

Table 2.3-3: CalSAWS.org Subscription Service Statistics

WEBPAGE	PERCENT OF SUBSCRIBERS
Latest News – CalSAWS Buzz Newsletter	14%
Latest News – News	11%
Other Updates – System Updates	12%
Other Updates – Careers	11%
CalSAWS Committees – CalWORKs/CalFresh	11%

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 October 20, 2024

Table 2.4-1: CITs

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0158-24	SCR CA-270154 AB 79 Personal Contact – Release 10/10/2024	Informational	October 8, 2024	Darcy Alexander	Rhiannon Chin
0159-24	CalSAWS SFY 23-24 Fourth Quarter County Share Adjustment	Informational	October 8, 2024	Tracy Berhel	Britt Carlsen
0160-24	BenefitsCal E-Mail Marketing Campaign for Renewals	Informational	October 15, 2024	Carlos Zepeda	Carrie White
0161-24	Update to BenefitsCal Customizable Trifold Brochure	Informational	October 17, 2024	Marsale Eramya	Carrie White
0162-24	San Diego GA/GR 2024 COLA Listings	Informational	October 17, 2024	Adelaide Mendoza	Jennifer Hahner

CRFI ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0163-24	CalWIN Read Only Decommission	Informational	October 18, 2024	Henry Arcangel	Michael Johnson
0164-24	OCAT Ticket Submission Process Change	Informational	October 18, 2024	Grady Howe	Michael Johnson

- The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period ending on October 20, 2024

Table 2.4-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CalSAWS CONTACT
24-029	Request for Counties to Identify Staff for BenefitsCal UCD Research-2024	September 16, 2024	Closed	September 27, 2024	Carlos Zepeda
24-031	New Citizenship Section Code for GA/GR	September 24, 2024	Closed	October 11, 2024	Jennifer Hahner
24-032	Family Reunification for the GA/GR Program	October 2, 2024	Closed	October 18, 2024	Jennifer Hahner
24-033	Request for Counties to Identify Participants for Inter-County Transfer Workgroup	October 16, 2024	Open	October 30, 2024	Daisy Villasenor

- The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period ending October 20, 2024

Table 2.4-3: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
None							

2.5 SIRFRA/SCERFRA Information

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

Table 2.5-1: Summary of SIRFRA/SCERFRA Requests

STATUS	TOTAL
New	0
Reopened	2
Assigned	18
Completed	1,251
Duplicate	20
In review	2
Withdrawn	54
Rejected	7
Pending clarification	4
Ready for review	0
Total	**1,358**

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

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

ID	DESCRIPTION	STATUS	DUE DATE	RESPONSE RECEIVED DATE	NOTES
SCERFRA 23-562	23-562 - Automation to Change CalWORKs IRT Functionality	Reopened	September 27, 2024	No response	
SCERFRA 24-522	SCERFRA 24-522 - Fiscal Responsibility Act Data Collection Options	Pending clarification	September 11, 2024	No response	
SCERFRA 24-532	SCERFRA 24-532 - CalFresh Interview Study: Automated Randomization & Notice	Pending clarification	September 18, 2024	No response	
SCERFRA 24-530	SCERFRA 24-530 - Extension of CalFresh Water Pilot	Reopened	October 4, 2024	No response	
SCERFRA 24-536	SCERFRA 24-536 - Identifying STEP Participants	Pending clarification	October 7, 2024	No response	
SCERFRA 24-524	SCERFRA 24-524 - Alternate Formatted Forms	Assigned	October 11, 2024	No response	
SIRFRA 1186	Recurring - SIRFRA 1186 - CMS Unwinding Eligibility and Enrollment Data – Monthly Reporting	Assigned	October 15, 2024	No response	

ID	Description	Status	Due Date	Response Received Date	Notes
SIRFRA - 1400	SIRFRA 1400- Elimination of Requirement to Apply for Other Benefits	Assigned	October 15, 2024	No response	
SIRFRA 1401	SIRFRA 1401-Updating Member Address NCOA	Assigned	October 17, 2024	No response	
SIRFRA 1397	SIRFRA 1397- Yellow Indicators for Performance Standards in CalSAWS	Assigned	October 17, 2024	No response	
SIRFRA 1399	SIRFRA 1399- CalHeers Portal Update for SSApp Changes	Assigned	October 22, 2024	No response	
SIRFRA 4000	SIRFRA 4000 - CalFresh Standard Medical Deduction (SMD) Annual Report	Assigned	October 23, 2024	No response	
SIRFRA 1404	SIRFRA 1404- LIS Application Packet Research	Assigned	October 23, 2024	No response	
SIRFRA 1403	SIRFRA 1403- QMB Income Disregard	Assigned	October 23, 2024	No response	

2.6 Culture Transformation

- Culture Ambassadors Network (CAN)
  - Activities
    - Wellness Wednesday – Travel Wellness (October)
    - Wellness Wednesday Pop-up workout events
  - Upcoming activities and events
    - October - Virtual Art Tour
    - November – Thankful Thursdays
    - December – Wishful Wednesday
    - January - Best vacation 2024
- Project Activities
  - CalSAWS Buzz – November
  - Virtual CalSAWS Comfort Cookbook – submissions due November 8, 2024

2.7 Inclusion, Diversity and Equity Advancement (IDEA)

- Table Talks
  - Next Table Talk "Reframing" to be tentatively scheduled for November 20, 2024 12:00 p.m. to 1:00 p.m.
  - Continued to explore topics

- Employee Resource Groups (ERGs)
  - PRIDE ERG meeting and trivia game rescheduled to October 24, 2024 12:00 p.m.
  - LatinX Aguas Frescas video in progress
  - LatinX Book Club meeting rescheduled to October 30, 2024
  - Diwali Celebration scheduled for November 1-2, 2024
- Buddy Program
  - Continued supporting buddy pairs
- General
  - Continue to partner with the CalSAWS Connect team to provide content for the CalSAWS monthly newsletter
  - Continued to engage the Employee Resource Groups (ERGs) to assist with events or ideas to represent their members across the CalSAWS Project

2.8 Deviation from Plan/Adjustment

- None for the reporting period

3   MAINTENANCE AND OPERATIONS

3.1 Highlights from the Reporting Period

Table 3.1-1: Maintenance and Operations Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
3.1.2 CalSAWS Help Desk Diagnosis Metric	▪ The compliance for October (MTD) is 99.4%

3.1.1 Service Management Overview

- Implemented CHG0051124 on October 17, 2024 for ServiceNow category, group and request area updates for Online CalWORKS Appraisal Tool (OCAT) functionality
- Implemented CHG0051151 on October 17, 2024 to disable the "Share an Idea" widget on the Service Portal
- Scheduled CHG0048091 for the ForgeRock ServiceNow Account Synchronization Integration on January 24, 2025

3.1.2 CalSAWS Help Desk Metrics
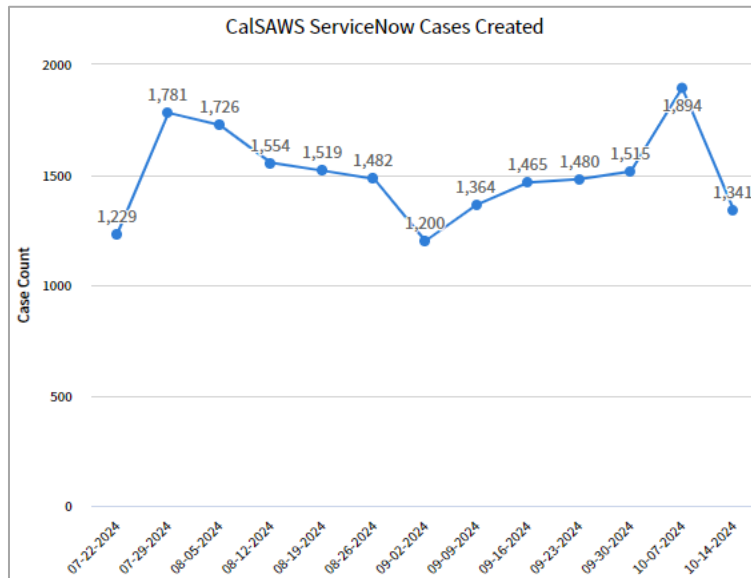
Figure 3.1.2-1: CalSAWS ServiceNow Cases per Week Created
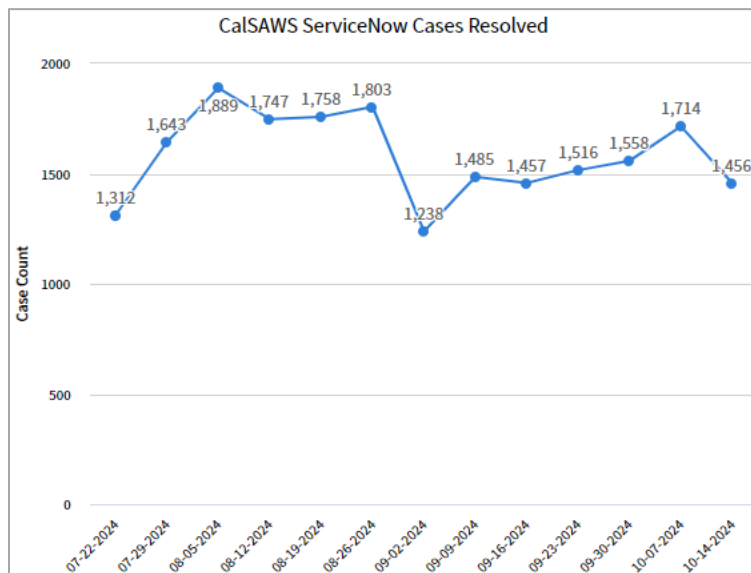
Figure 3.1.2-2: CalSAWS ServiceNow Cases per Week Resolved

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.
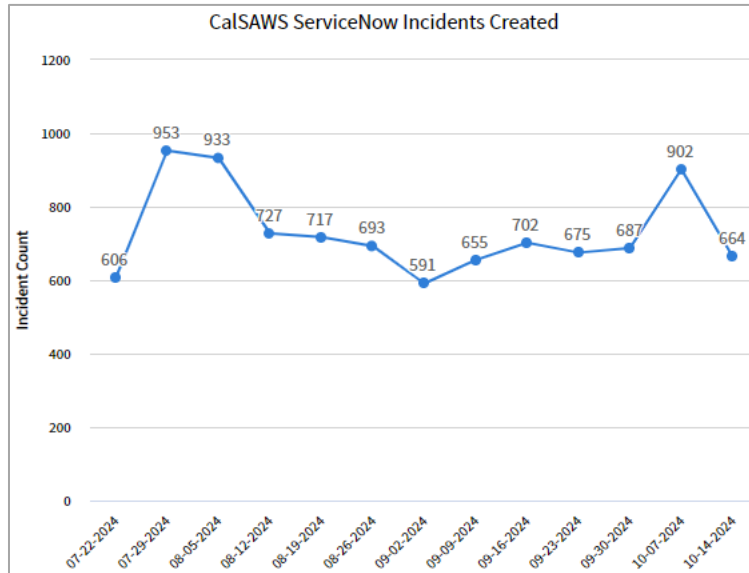
Figure 3.1.2-3: CalSAWS ServiceNow Incidents Created
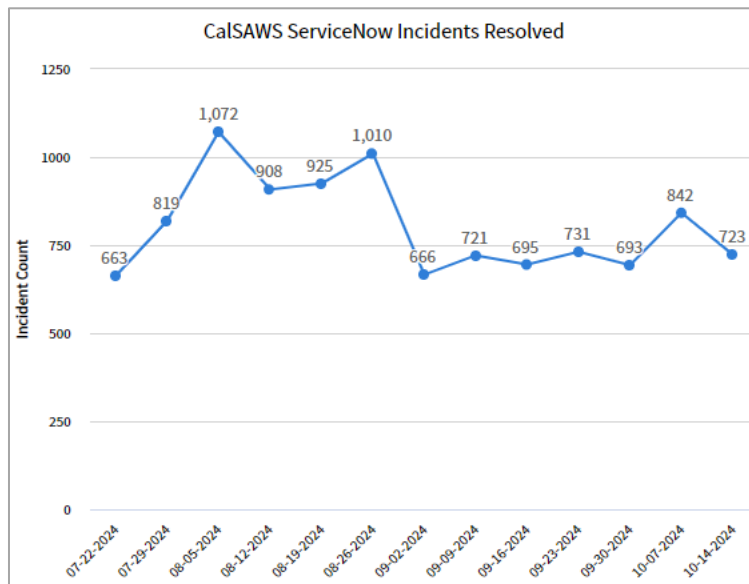
Figure 3.1.2-4: CalSAWS ServiceNow Incidents Resolved

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
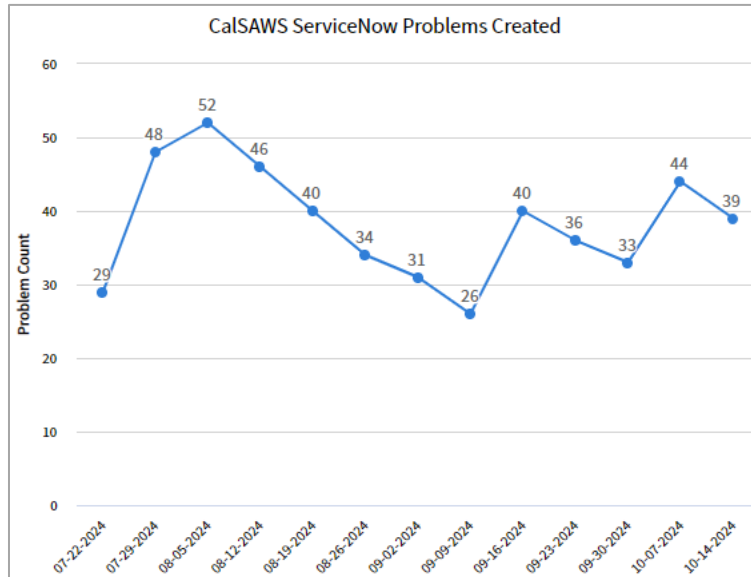
Figure 3.1.2-5: CalSAWS ServiceNow Problems Created
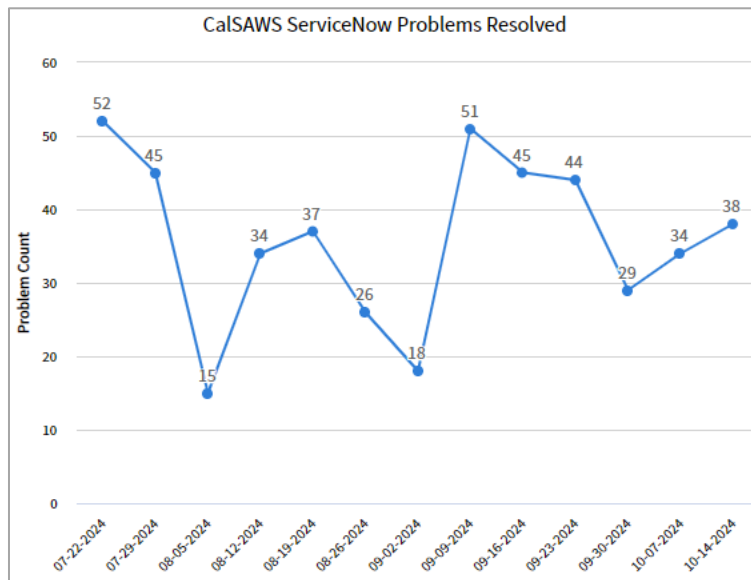
Figure 3.1.2-6: CalSAWS ServiceNow Problems Resolved

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 3.1.2-1: 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	5	104	19	4	12	6	6	4	**160**
In progress	3	159	62	17	22	22	20	16	**321**
On hold	0	89	35	35	92	97	207	27	**582**
Resolved	0	256	351	526	325	77	100	9	**1,644**
Closed	14	4	4	35,997	78,181	15,251	10,436	3,306	**143,193**
Problem in diagnosis	0	1	0	1	2	0	1	0	**5**
Total	**22**	**613**	**471**	**36,580**	**78,634**	**15,453**	**10,770**	**3,362**	**145,905**

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

Trend of Incidents by State (New) and Age (30 - 180+ Days)
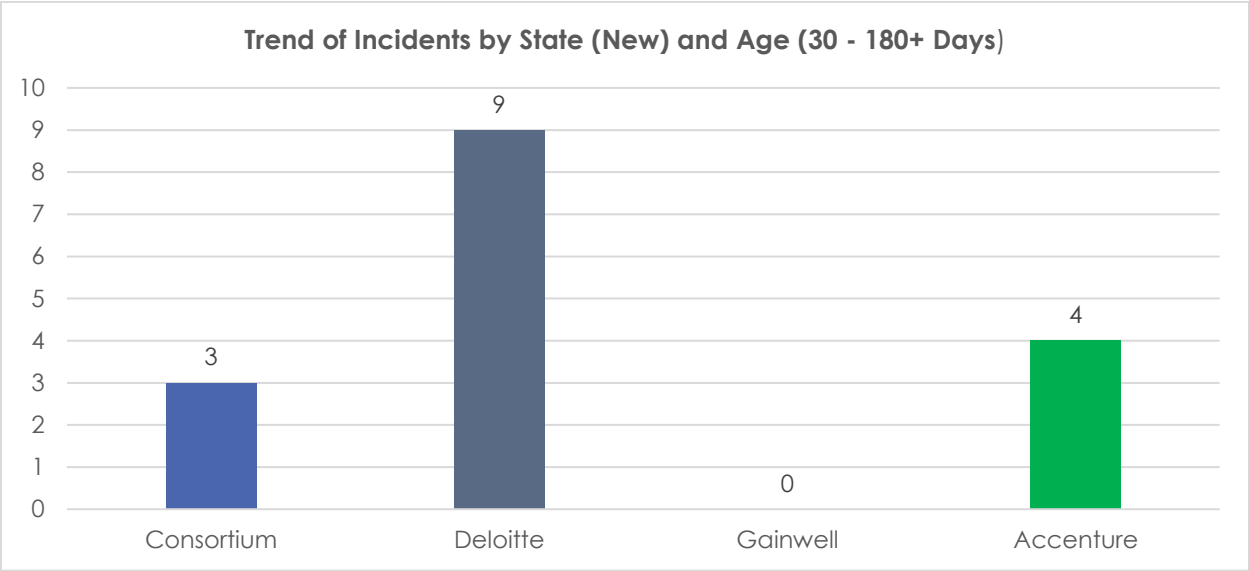
Figure 3.1.2-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

Table 3.1.2-2: CalSAWS ServiceNow Incidents by State (New) and Category

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	3	0	**3**
Deloitte	9	0	**9**
Gainwell Technologies	0	0	**0**
Accenture	4	0	**4**
Total	**16**	**0**	16

Trend of Incidents by State (In Progress) and Age (30 - 180+ Days)
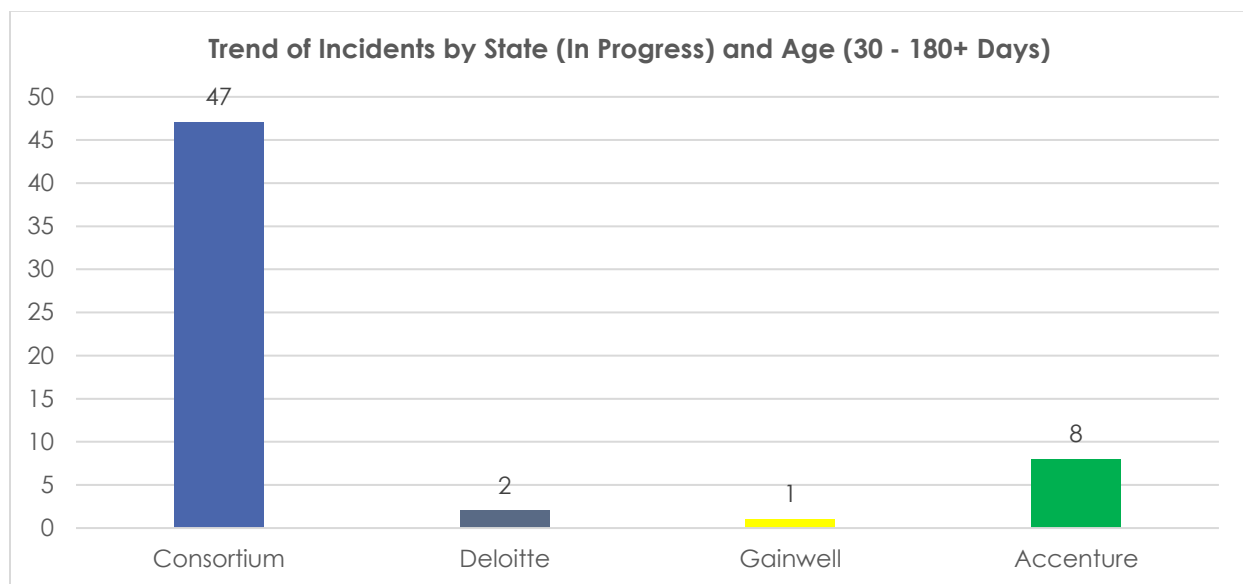
Figure 3.1.2-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

Table 3.1.2-3: CalSAWS ServiceNow Incidents by State (In progress) and Category

ORGANIZATION	HELPDESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	47	0	**47**
Deloitte	2	0	**2**
Gainwell Technologies	1	0	1
Accenture	8	0	8
Total	**58**	**0**	58

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

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

	2-Jun	13-Jun	30-Jun	14-Jul	28-Jul	11-Aug	28-Aug	8-Sep	22-Sep	7-Oct	20-Oct
■ Consortium	70	53	61	59	54	57	59	54	55	48	50
■ Deloitte	8	8	8	9	9	9	10	10	10	11	11
■ Gainwell	1	1	1	1	1	0	0	0	0	3	1
■ Accenture	35	32	28	38	28	14	15	14	19	17	12

■ Consortium   ■ Deloitte   ■ Gainwell   ■ Accenture

Figure 3.1.2-9: Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code

Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	1,549	23.37%
Customer Confirmed Issue is Resolved	1,082	16.33%
Defect Fixed	1,044	15.75%
How To - Steps to Proceed Provided	982	14.82%
Outage / Performance Degradation	623	9.4%
Multiple Outreach Attempts – No Response	545	8.22%
Linked to SCR	213	3.21%
Customer Requested Closure	163	2.46%
Additional Information Needed	144	2.17%
Duplicates	135	2.04%
Unable to Recreate Issue	76	1.15%
Solved (Permanently)	29	0.44%
Service Request Created - With Request Number	19	0.29%
Password Reset	9	0.14%
Other	5	0.08%
CalHEERS Issue Resolved	3	0.05%
OCAT Issue Identified	3	0.05%
Closed/Resolved by Caller	2	0.03%
LMS Access Request	1	0.02%
Total	**6,627**	**100%**

Figure 3.1.2-10: CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS Incidents by Category

Legend:
- BenefitsCal > ... = 531 (11.37%)
- CalSAWS Applic... = 253 (5.42%)
- BenefitsCal > ... = 155 (3.32%)
- CalSAWS Applic... = 154 (3.3%)
- Contact Center... = 141 (3.02%)
- CalSAWS Applic... = 136 (2.91%)
- CalSAWS Applic... = 101 (2.16%)
- Contact Center... = 100 (2.14%)
- CalSAWS Applic... = 98 (2.1%)
- Contact Center... = 96 (2.06%)
- CalSAWS Applic... = 88 (1.88%)
- CalSAWS Applic... = 87 (1.86%)
- CalSAWS Applic... = 75 (1.61%)
- Imaging > Scan... = 74 (1.58%)
- CalSAWS Inform... = 69 (1.48%)
- CalSAWS Applic... = 67 (1.43%)
- CalSAWS Applic... = 58 (1.24%)
- BenefitsCal > ... = 54 (1.16%)
- Lobby Device S... = 52 (1.11%)
- Contact Center... = 50 (1.07%)
- Other = 2,232 (47.78%)

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	531	11.37%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	253	5.42%
BenefitsCal > Access Issue > Customer > Error Message	155	3.32%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	154	3.3%
Contact Center > Calabrio > Access Issue	141	3.02%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	136	2.91%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	101	2.16%
Contact Center > eCCP	100	2.14%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	98	2.1%
Contact Center > eCCP > Telephonic Signature	96	2.06%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	88	1.88%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	87	1.86%
CalSAWS Application/Related Systems > Production > Error Encountered > Running/Authorizing EDBC	75	1.61%
Imaging > Scanning Documents	74	1.58%
CalSAWS Information Request	69	1.48%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	67	1.43%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Customer Reporting	58	1.24%
BenefitsCal > Access Issue > Customer > Multi-Factor Authentication (MFA)	54	1.16%
Lobby Device Support > Kiosk	52	1.11%
Contact Center > Amazon Consule (eCCP) > Other	50	1.07%
Other	2,232	47.78%
Total	**4,671**	**100%**

Figure 3.1.2-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,232 listed as Other are for selected categories that had less than 50 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,671 incidents
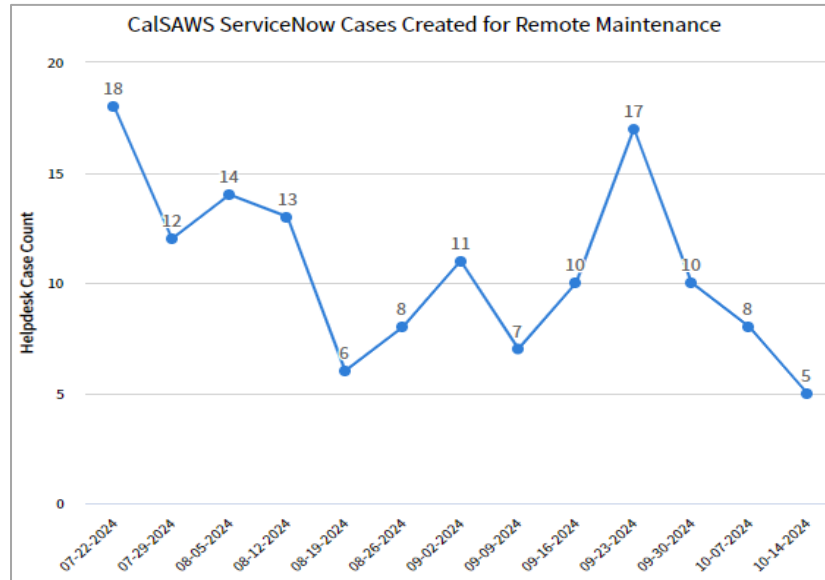
Figure 3.1.2-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

- The Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) graph below represents the Level three Helpdesk compliance metric for closed incidents. The compliance for October Month to Date (MTD) is 99.4%
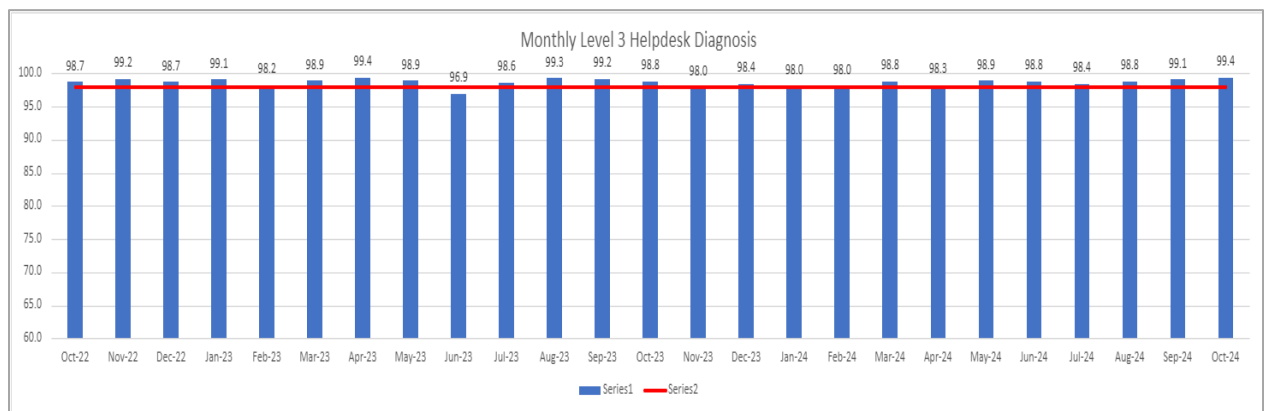
Figure 3.1.2-13: CalSAWS Accenture Monthly Level 3 Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

- The graph below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Five (5) incidents missed the SLA in October MTD
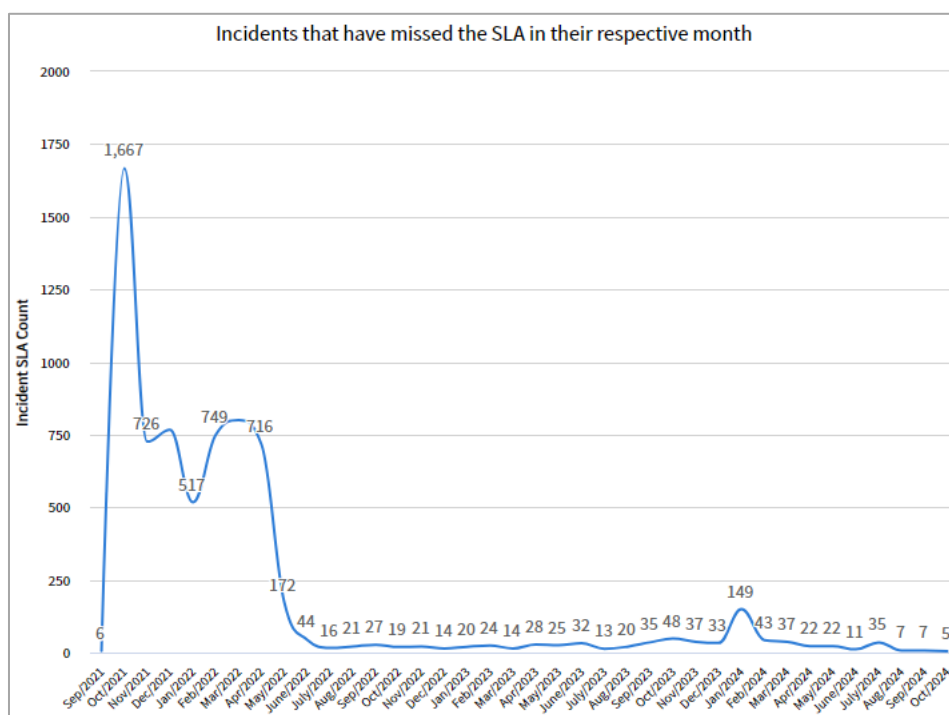
Figure 3.1.2-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

- 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. Seven (7) closed incident missed the SLA in October MTD
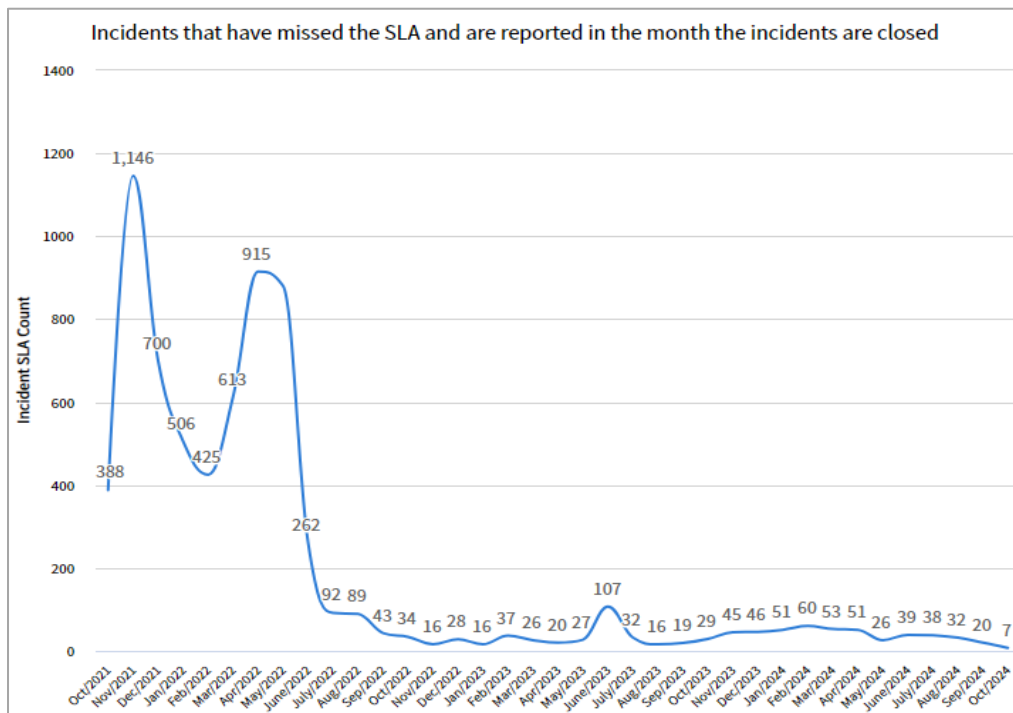
Figure 3.1.2-15: Incidents that have missed the SLA and reported in the month incidents are closed

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

- Threat and Vulnerability Mitigation
  - ███

  - Pilot for the new Wireless Lan Controller (WLC) is planned at CalSAWS Roseville Project Site
    - Currently testing connectivity with network services devices, Domain Name System (DNS) and Identity Services Engine (ISE)

- Implementation Advance Planning Document Update (IAPDU)
  - Virtual Private Network (VPN) replacement (TLM -11 CA-274965) is discussed and agreed on the product and technology
    - Completed Posture profile, Security Profile
    - Validated basic connectivity using Global Protect
    - User Acceptance Test (UAT) Phase 1 planned for October 22, 2024 with limited user group
  - Build of Virtual Network Lab-Sandbox01(IM-41)
    - Cisco delaying the CML lab license release from Beta to Production release
  - TPx Adtran Switch Replacement (CA-274977, TLM-07)
    - 135 of 138 of sites completed (93%)
  - F5 replacement with Next-Generation Firewall (NGFW) in progress for Partner Exchange - CSAC-10 (New / Replace Virtual BigIP F5)
    - Communication email transmitted to FIS-EBT, BenefitsCal, CalHEERS with migration plan and dates for Non-Production and Production
  - CA-274976, TLM-06 (Major Upgrades – Network Operating System (O/S))
    - Successful migration of SV1 and LA3 Cisco ASA firewall to Firepower Threat Defense (FTD)/ Firewall Management Center (FMC)
    - County device Operating System (OS) upgradation started; 133 devices completed as on October 2, 2024

Table 3.2.1-1: CalSAWS Upcoming Maintenance

SCHEDULED DATE	ACTIVITY DESCRIPTION
October 23 – 24, 2024	Network Hardening on DirectConnect Transit Gateway (TGW) Routes (Planned Change)
October 24 – 25, 2024	Enable Database Connectivity from Contact Center Shared Functions Training environment to CalSAWS Training Environment Database (Planned Change)
October 25 - 26, 2024	ForgeRock Security Production Release 24.10.25 (Planned Change)
October 27, 2024	ForgeRock Security Disaster Recovery (DR) Production Release 24.10.27 (Planned Change)
October 27, 2024	Exchange Failover (LA3 to SV1)
October 29 – 31, 2024	CSAC-10: FIS-EBT non-production migration
October 29 – November 4, 2024	CSAC-10: FIS-EBT Transit Gateway (TGW) Non-Production Routes Traffic to NexGen Firewall
November 2 – 3, 2024	CSAC-10: FIS-EBT Production Traffic Migration to NexGen Firewall (Planned Change)

Table 3.2.1-2: CalSAWS Incident Follow-up Summary

TICKET ID	DESCRIPTION	IMPACT DATE / TIME	IMPACT	RESOLUTION
None				

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

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

3.2.3 CalSAWS Production Planned Outages Calendar

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

CalSAWS and BenefitsCal Production Planned Maintenance

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

Activity Description	Start Date	Start Time	End Date	End Time	Communication Method	Communication Sent Date
ForgeRock Maintenance	10/25/24	10:00 PM	10/26/24	2:00 AM	CIT 0157-24 / Broadcast Email	10/4/2024 / 10/11/2024
BenefitsCal Release 24.10.31	10/31/24	8:00 PM	10/31/24	9:30 PM	Broadcast Email	
BenefitsCal Release 24.11.20	11/20/24	8:00 PM	11/20/24	9:30 PM	Broadcast Email	
CalSAWS Release 24.11	11/24/24	6:00 AM	11/24/24	1:00 PM	CIT / Broadcast Email	
ForgeRock Maintenance	12/06/24	10:00 PM	12/07/24	2:00 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	CIT / 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	CIT / 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	

Figure 3.2.3-1: CalSAWS Production Planned Outages Calendar

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
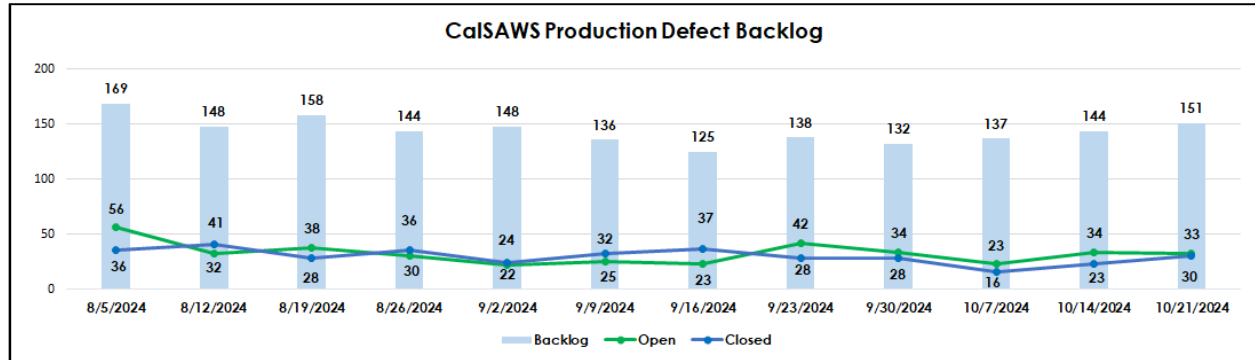
Figure 3.2.3-1: Production Defects Backlog Weekly Trend

3.3.1 Release Schedule Production Defect Fix

- The Production Defect fix – Release Schedule reflects the number of defects planned in alignment to each bi-monthly release (September 2024, November 2024, etc.). The status of the defect in the fix and re-test pipeline is also reflected for each of the defect severity categories to establish the number of defects remaining to be fixed, re-tested, and closed for each of the releases

Table 3.3.1-1: CalSAWS Production Defect Count by Release

CalSAWS Production Defect Count by Release						
Count of Defects	**Release**					
Severity	**24.09**	**24.11**	**25.01**	**25.02**	**TBD**	**Grand Total**
2-Normal/Medium	**14**	**11**	**1**	**0**	**0**	**26**
New	0	1	0	0	0	1
In Progress	3	5	1	o	0	9
Closed	11	5	o	0	0	16
3-Normal/Low	**154**	**91**	**20**	**1**	**18**	**284**
New	5	19	4	0	11	39
In Progress	12	64	16	1	7	100
Closed	137	8	0	0	0	145
4-Cosmetic	**1**	**2**	**0**	**0**	**0**	**3**
In Progress	0	2	0	0	0	2
Closed	1	0	0	0	0	1
Grand Total	**169**	**104**	**21**	**1**	**18**	**313**

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 September 2024 Communications:
  - See table 3.4.1-1 CalSAWS Release September 2024 Communication Activities for details

Table 3.4.1-1: CalSAWS Release September 2024 Communication Activities

TASK	DATE (S)	OWNER
Send draft Release Notes file to Consortium for review	October 14, 2024	Production Operations
Send draft Release Notes file to select County Staff and Consortium for review	October 28, 2024	Production Operations
Webcast on CalSAWS Release 24.11	November 11, 2024	Production Operations / Consortium Policy and Design
Send draft Release Notes file to select County Staff and Consortium for final review	November 11, 2024	Production Operations
24.11 CalSAWS Application Development and Training Release Notes Broadcast	October 5, 2024	Production Operations
CalSAWS Release 24.11 Greenlight Meeting	November 19, 2024	Release Management/Quality Assurance
CalSAWS 24.11 Post-Release Checkpoint Call	November 25 – 27, 2024 4:00 p.m. to 4:30 p.m.	Production Operations

3.4.2 Root Cause Analysis (RCA)

- There were no Root Cause Analysis (RCAs) reported during this reporting period

3.4.3 Batch Operations

- Completed execution of General Assistance/General Relief (GA/GR) Cost of Living Adjustment (COLA) Change for San Diego County successfully
- Continued to 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 CalSAWS Application Development, Database Administration (DBA), and Technical Teams to resolve issues and performance tune Batch jobs
- Supported execution of cyclic/high frequency/event streaming jobs
- Implemented and validated Production Batch System Change Requests (BSCRs)
- Updated Batch scheduler to include additional core/core-off prime/non-core categorization
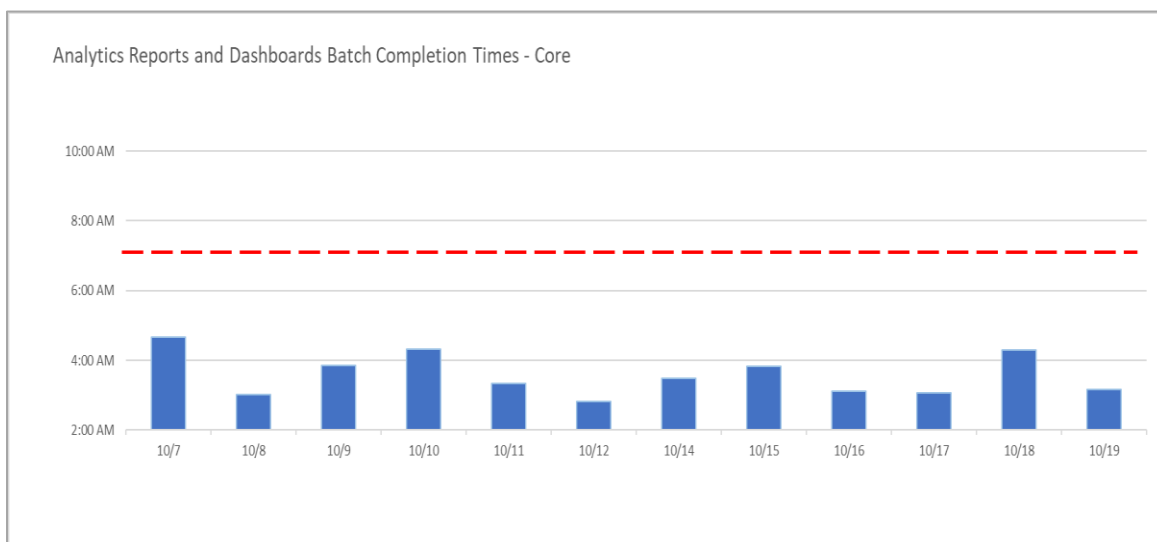
Figure 3.4.3-1: Analytics Reports and Dashboards – Monday – Saturday Nightly Batch Runs for the Status Reporting Period

Table 3.4.3-1: Details of Days When Analytics Reports and Dashboards Completed after 7:00 a.m.

BATCH DATE	ISSUE	COMMUNICATION	STATUS	RESOLUTION
N/A	All analytics jobs competed before 7:00 a.m. daily during the reporting period			

3.4.4 Production Performance
- Batch
  - Batch Service Level Agreement (SLA) Performance (99% of core and core-off prime jobs completed on time every day)
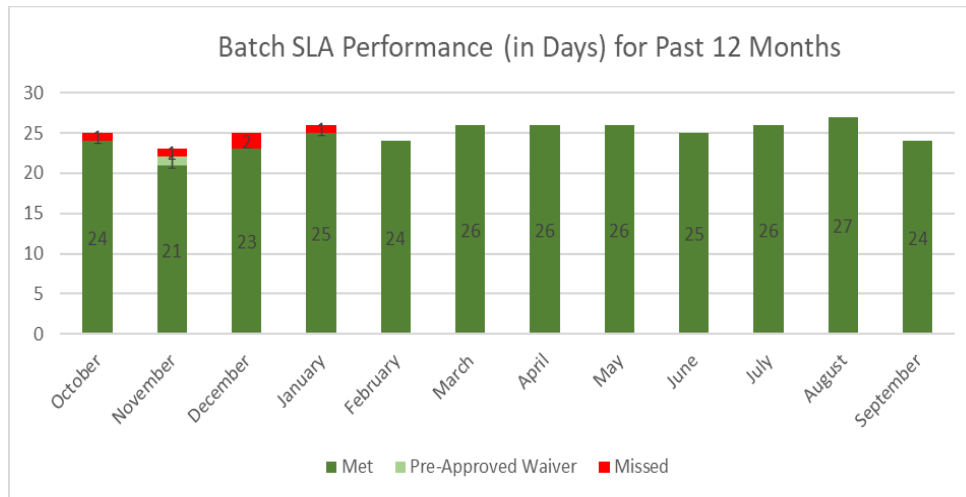
Figure 3.4.4-1: Batch Service Level Agreement (SLA) Performance

- Imaging
  - None for the reporting period
- Contact Center
  - None for the reporting period
- ForgeRock
  - ForgeRock team will be performing monthly build deployment for Production on October 25, 2024 for the primary region and October 27, 2024 for the Disaster Recovery region
- Core Online
  - Online Service Level Agreement (SLA) Performance. Peak SLAs for screen to screen and Eligibility Determination Benefit Calculation (EDBC) was not missed for the last 12 months
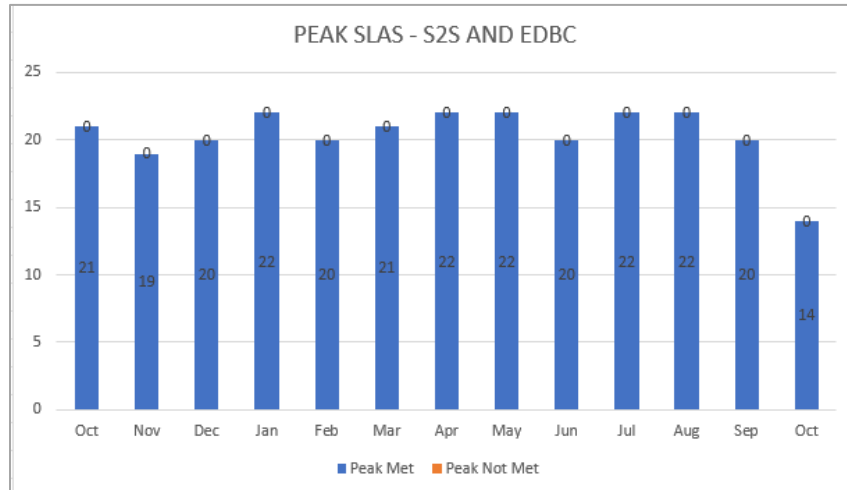
Figure 3.4.4-2: Peak Service Level Agreement (SLA) - S2S and Eligibility Determination Benefit Calculation (EDBC)
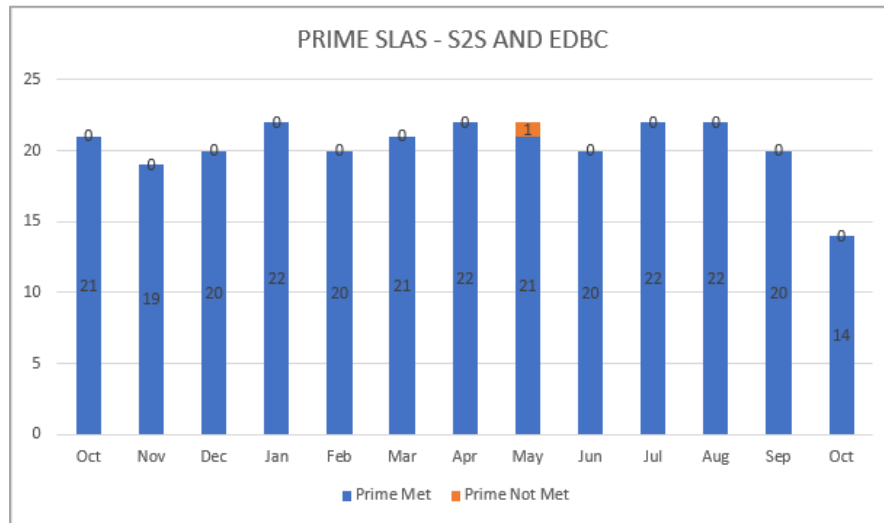
Figure 3.4.4-3: Prime Service Level Agreement (SLA) -S2S and Eligibility Determination Benefit Calculation (EDBC)

3.5 ForgeRock

3.5.1 Highlights

- Partner with BenefitsCal team for the multifactor authentication (MFA) Enhancements to Login MFA Process in BenefitsCal application. Deployment date set for October 25, 2024. Additional changes for Community Based Organizations (CBO) users will be completed postproduction
- Continued to finalize the draft Root Cause Analysis (RCA) for RCA 344 (Production Disaster Recovery Issue September 29, 2024) and RCA 345 (Production Issue on October 8, 2024)

- Support Lobby Modernization effort with CalSAWS Technical Architecture team
- Completed the fail back to Production on October 10, 2024. ForgeRock continues to monitor Production performance to ensure stability of the application
- ForgeRock and Accenture Leadership team met for a kickoff discussion with Gainwell on transitional items marked for Maintenance and Operations. Further conversations and meetings to be scheduled in the following weeks
- ForgeRock syncing with vendor on open defect for ServiceNow integration. Further investigation on why user type is not able to be added
- Met with Consortium for the Bi-Weekly Operational Sync on October 16, 2024
- ForgeRock Evolution (Hydra) team have begun the work for Assembly Test Single Region focusing on design finalization and determination of timeline to present to leadership
- ForgeRock reviewed issues identified in Snyk tool internally and next steps will be taken to provide further details on which issues will be accepted or declined
- ForgeRock reviewing issues identified in BenefitsCal third party scan tool. Further updates to come

Table 3.5.1-1: ForgeRock Milestones

MILESTONES	PRODUCTION DEPLOYMENT DATE	STATUS
Platform Architecture Enhancements – Design	To Be Determined	In progress
ForgeRock Support for BenefitsCal MFA Enhancements to Login MFA Process	October 25, 2024	In progress
Increase ForgeRock MaxSessionTimeOut limit to 8 hours	October 25, 2024	In progress – Deployed to Assembly Test and Development
Increase ForgeRock MaxSessionTimeOut limit to 12 hours	December 6, 2024	New SCR – Consortium Approved
WIAM-18 Identity - Password Authentication	December 6, 2024	In progress
Trust Store Issue	December 6, 2024	In progress
ForgeRock-ServiceNow integration	January 31, 2025	In progress

3.6 Imaging

- Completed Defects
  - CA-283453 - Revert CA-283314
  - CA-283314 - El Dorado Reindex All items route to Admin Exception
- Completed System Change Requests (SCRs)
  - None to note for the reporting period

3.7 Customer Service Center (CSC)

- Production Defect Backlog Highlights
  - Continue to address Production defects exclusively using a priority release schedule to address defects sooner. Eighteen (18) defects were resolved with the October 10, 2024 release
    - Note: The defects reported in the chart below for Contact Center is inclusive of Security and External Agency defects

Production Defect Backlog
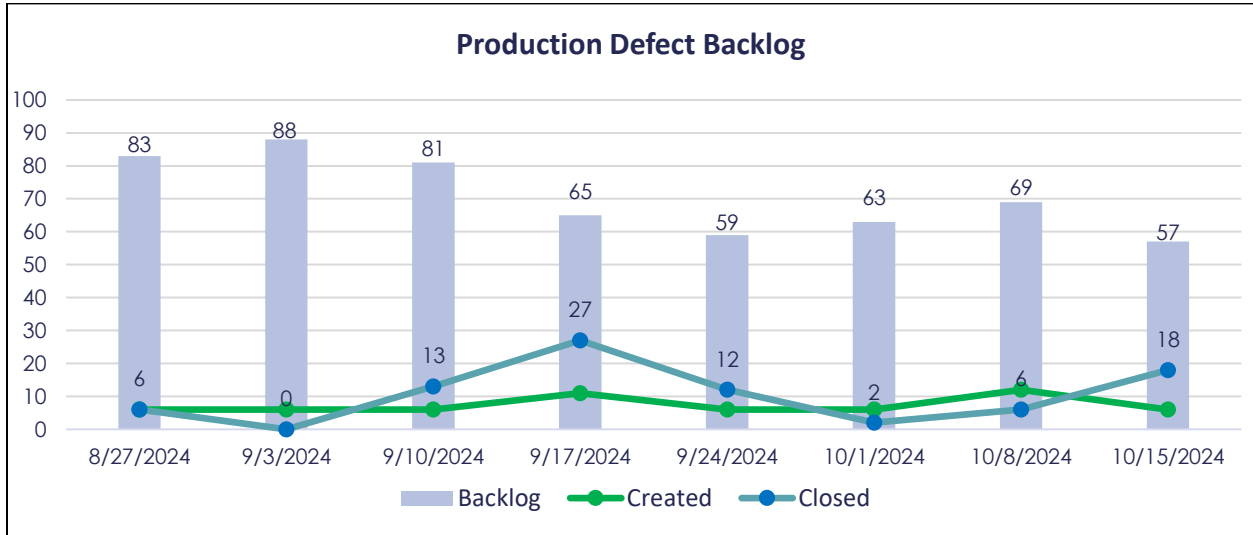
Figure 3.5.1: Contact Center Defect Burndown

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

Table 3.7-1: Contact Center Recently Deployed Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-278327	Tulare County is wanting to give customers an extra option to choose CCB	24.10.11	In Production
SCR	CA-270154	Outbound IVR: Add new calling campaign for AB 79 Personal Contact	24.10.10	In Production
SCR	CA-279604	IVR - Rerecording for CAPI program to be read as one word Capi	24.10.10	In Production
SCR	CA-283535	Orange IVR/Contact Center October 14, 2024 eCCP Holiday Removal	24.10.09	In Production

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

Table 3.7-2: Contact Center Upcoming Enhancements

TYPE	JIRA ID	ENHANCEMENTS	DEPLOYMENT DATE	STATUS
SCR	CA-280062	ForgeRock Session Management for Contact Center eCCP	24.11.14	Approved
SCR	CA-260329	Telephonic Signature - Add Outbound Call Option on Electronic Signature Page	24.11.14	Committee Review
SCR	CA-252858	Add Live Monitoring and Change Agent Status to the Supervisor panel in eCCP	24.12.xx	System Test
SCR	CA-270820	Update and Add Contact Center Security in CalSAWS	24.12.xx	Design in Progress
SCR	CA-270574	Replace two-digit Language Code with Language Name	25.01.xx	New
SCR	CA-260730	Contact Center eCCP - Admin Page Enable Courtesy Call Back Configuration by Queue	25.01.xx	New
SCR	CA-270818	Add a Static Dial Pad on eCCP	25.02.xx	New
SCR	CA-270833	Update the IVR Call Flow to Spell Out BenefitsCal	25.04.xx	New
SCR	CA-245926	Add Field in ECCP for Customer Info that Initiates a Batch to Send E Notices to Customer	25.04.xx	New
SCR	CA-269867	Update Journal Entries for Telephonic Signatures to List All Forms	25.05.xx	Approved
SCR	CA-250838	Outbound Call Campaign: Create Call Result Record for Each 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
  - No updates for the reporting period
- Contra Costa County
  - No updates for the reporting period
- Marin County
  - No updates for the reporting period
- Monterey County
  - No updates for the reporting period
- Napa County
  - No updates for the reporting period
- San Benito County
  - No updates for the reporting period
- San Francisco County
  - No updates for the reporting period
- San Mateo County
  - No updates for the reporting period
- Santa Clara County
  - No updates for the reporting period
- Santa Cruz County
  - No updates for the reporting period
- Solano County
  - No updates for the reporting period
- Sonoma County
  - No updates for the reporting period

3.8.2 Region 2 Counties

(Alpine, Amador, Calaveras, El Dorado, Mono, Nevada, Placer, Sacramento, Sierra, Sutter, Tuolumne, Yolo, Yuba Counties)

- Alpine County
  - No updates for the reporting period
- Amador County
  - No updates for the reporting period
- Calaveras County

- No updates for the reporting period
  - El Dorado County
    - No updates for the reporting period
  - Mono County
    - No updates for the reporting period
  - Nevada County
    - No updates for the reporting period
  - Placer County
    - No updates for the reporting period
  - Sacramento County
    - No updates for the reporting period
  - Sierra County
    - No updates for the reporting period
  - Sutter County
    - No updates for the reporting period
  - Tuolumne County
    - No updates for the reporting period
  - Yolo County
    - No updates for the reporting period
  - Yuba County
    - No updates for the reporting period

3.8.3 Region 3 Counties

(Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Mendocino, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity Counties)
- Butte County
  - No updates for the reporting period
- Colusa County
  - No updates for the reporting period
- Del Norte County
  - No updates for the reporting period
- Glenn County
  - No updates for the reporting period
- Humboldt County
  - No updates for the reporting period
- Lake County
  - No updates for the reporting period
- Lassen County

- No updates for the reporting period
  - Mendocino County
    - No updates for the reporting period
  - Modoc County
    - No updates for the reporting period
  - Plumas County
    - No updates for the reporting period
  - Shasta County
    - No updates for the reporting period
  - Siskiyou County
    - Met with County on October 8, 2024. County is still working on connecting the kiosk to communications network
  - Tehama County
    - No updates for the reporting period
  - Trinity County
    - No updates for the reporting period

3.8.4 Region 4 Counties

(Fresno, Inyo, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, San Luis Obispo, Stanislaus, Tulare Counties)
- Fresno County
  - First County go-live was October 7, 2024. There was and will be additional office go-live on each Monday until completion
  - Two county sites completed successfully. Five sites are remaining
- Inyo County
  - No updates for the reporting period
- Kern County
  - All kiosks have been deployed
  - Additional Wireless Access Points have been deployed successfully. Working with the County to connect Tablets to WI-FI network
- Kings County
  - No updates for the reporting period
- Madera County
  - No updates for the reporting period
- Mariposa County
  - No updates for the reporting period
- Merced County
  - No updates for the reporting period
- San Joaquin County

- No updates for the reporting period
  - San Luis Obispo County
    - No updates for the reporting period
  - Stanislaus County
    - No updates for the reporting period
  - Tulare County
    - 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
  - No updates for the reporting period
- Orange County
  - No updates for the reporting period
- Riverside County
  - No updates for the reporting period
- Santa Barbara County
  - No updates for the reporting period
- San Bernardino County
  - No updates for the reporting period
- San Diego County
  - No updates for the reporting period
- Ventura County
  - No updates for the reporting period

3.8.6 Region 6 County
- Los Angeles County
  - No updates for the reporting period

3.8.7 Lobby Management Modernization (TLM-39)
- Partner with the Consortium Lobby team and the Lobby committee to finalize details
- Held first meeting with the Consortium Lobby committee team and gathered feedback for initial design
- Team is currently incorporating feedback from County and working to obtain Accenture and Consortium Security team approvals
- Team is incorporating feedback from Lobby committee and preparing for final review with Lobby committee on October 24, 2024

3.9 Additional Projects

3.9.1 California Department of Social Services (CDSS) Report Support

- California Department of Social Services (CDSS) Glossary:
  - AAP – Adoption Assistance Program
  - ABAWD – Abled Bodied Adults Without Dependents
  - CAPI – Cash Assistance Program for Immigrants
  - CFAP – California Food Assistance Program
  - CIDR – CDSS Internal Data Request
  - EBT – Electronic Benefit Transaction
  - ESAP – Elderly Simplified Application Process
  - E&T – Employment and Training
  - FC – Foster Care
  - MEDS – Medi-Cal Eligibility Data System
  - OIG – Office of the Inspector General
  - SIRFRA – SAWS Information Request for Research and Analysis
  - USDA – United States Department of Agriculture
  - WTW – Welfare to Work
- Completed Work:
  - CIDR 9047 – CalFresh Income Snapshot August 2024 and September 2024
  - CIDR 9048 – CalWORKs and CalFresh Application Detail Snapshot
  - SIRFRA 3995 – Infant Supplemental Data Pull Request
  - SIFRA 3996 – Expectant Parent Payment
  - CIDR 9049 – Summer EBT Revision 2
  - CIDR – 9045 Auto/Mass Replacement Waiver Data Request – September 2024 Issuance Confirmation
- Continued Work:
  - CIDR 9037 - Medi-Cal Client Detail Snapshot November 2023 to July 2024
  - CDSS SAWS+ Implementation
- Started Work:
  - CIDR 9050 - Subsidized Provider Report
  - CIDR 9051 - SAWS Data and MEDS Match for Refugee Programs
  - CIDR 9052 - ESAP Total Cases 2024
  - CIDR 9053 - ESAP Post Waiver Data 2024
  - CIDR 9054 - Automated Mass Replacement Waiver Data Request - October 2024
  - CIDR 9055 - CalFresh Restaurant Meals Program (RMP) Redemption Breakdown

3.9.2 Department of Health Care Services (DHCS) Report Support

- Department of Health Care Services (DHCS) Glossary
  - CCU – Continuing Care Unwinding
  - MEDS – Medi-Cal Eligibility Data System
  - PHE – Public Health Emergency
  - RE - Redetermination

- Completed Work:
  - SIRFRA 1380 – MEDS Alert Monitoring September 2024
  - SIRFRA 1386 – Renewal and Demographics Data Request September 2024
  - SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending September 2024
  - SIRFRA 1388 – Monthly Failure to Complete Data September 2024
- Continued Work:
  - SIRFRA 1385 – End of CCR Renewal Data Request November 2024
- Started Work:
  - SIRFRA 1380 – MEDS Alert Monitoring October 2024
  - SIRFRA 1386 – Renewal and Demographics Data Request October 2024
  - SIRFRA 1387 – Total Number of Applications Pending and Total Number of REs Pending October 2024
  - SIRFRA 1388 – Monthly Failure to Complete Data October 2024
  - SIRFRA 1385 – End of CCR Renewal Data Request December 2024

3.9.3 Endpoint Detection and Response (EDR)

- Implemented CHG0050836 to activate Endpoint Detection and Response (EDR) and Anti-malware in one availability zone for ForgeRock Production Servers
- Asset owners are continuing to fill in the details for the schedules for on demand scans
- CHG0050841 enacted to enable On Demand Scans for County File servers. Review is in progress
- Final review process for Operational Working Document (OWD) process underway for Qualys Endpoint Detection and Response OWD
- First draft for CalSAWS Informational Transmittals (CIT) regarding quarantine to raise user awareness is being sent out for review
- Continue to fine tune File Integrity Monitor (FIM) alerts on servers to eliminate False Positive noise. Weekly working session call scheduled and held
- Continuing to configure anti-malware profiles to eliminate False Positive noise
- Continuing to work with Tech Support, asset owners and Qualys Support to fine tune configuration profiles to allow the highest productivity of assets
- 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. RITM0071036 opened to track. List has been shared by the IAC team. First review is still underway
- Continuing to implement Security Assertion Markup Language Single Sign-On (SAML SSO) for Qualys in progress. CHG0050056. Qualys Support provided resolution with issues faced. Working with Tech Support team to add current users to SAML

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

- Successfully deployed virtual Palo Alto firewalls and Panorama in the West region
- Partner communications released to the FIS-EBT, CalHEERS, and BenefitsCal partners
- Currently coordinating with partners
- Scheduling Change Requests to migrate FIS-EBT to NGFW

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

- Completed the Fortinet WAF Block mode in CT Environment
- Completed the SIA
- CHG0050530 - CoreApp Production was implemented on October 20, 2024
- WAF will be in COUNT mode for three weeks
- Monitor the logs and change the WAF to Block mode

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

- October 1-22, 2024: Validate and Monitor Defender mail flow
- Attack simulation was completed

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

- Prepared pilot user list
- Prepare communications for pilot enrollment
- Continue refining end user documentation

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

- On August 15, 2024, Consortium has been informed that Implementation Advance Planning Document Update (IAPDU) item CSAC-31 (SCR CA-274779) is on hold due to Google deprecating the plan to phase out third-party cookies. We will continue to monitor updates from Google regarding browser changes

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

- Static Application Security Testing (SAST) and Software Composition Analysis (SCA):
- Phase Four: Initial roll out to the team
- Phase Four Sub-tasks:
  - Engage Development with IDE Plugins (Onshore and Offshore) – In progress
  - Snyk product training – In progress
- Phase Six: Rolling out to the prevention stage
- Phase Six Sub-tasks:
  - Tool cut over - Snyk for SAST scan – 24.11 release – In progress

- Snyk IDE troubleshooting – In progress
- Snyk code fixes for 24.11 release – In progress
- Snyk code fixes for 25.01 release – In progress
- Dynamic Application Security Testing (DAST) and Interactive Application Security Testing (IAST)
  - Tool cutover - Invicti for DAST and API scan – 24.11 release – Completed
  - IAST installation – In progress

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

- Completed the code changes and performed sanity testing in AT2 environment
- Implemented CR CHG0050778 for Internal API Gateway in non-production environments
- Implement CHG0051069 for Task Internal API Gateway
- Create Change Request to disable the security groups allowing access to Application Load Balancers (ALBs)
- Start AT Testing

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

- Completed development
- Assembly testing is in progress
- Next steps are to proceed with system testing

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

- Tech Issue and usability incorporated into OCM artifacts
- All OCM artifacts for DLP/MPIP approved by Consortium
- Finished and drafted build and configuration (MPIP/DLP)
- Sent optional Opt-out email to Pilot Participants
- Hosted meeting on Friday (October 11, 2024) to walk-through usability issues / allow opt-out
- Risk Meeting October 16, 2024 with Consortium
- Drafted Training and Adoption Plan (DLM)

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

- Macie enabled on all non-production Accenture accounts successfully.
- Macie enablement of Production accounts to conclude on October 24, 2024
- Further monitoring and tweaking to final version will occur by November 1, 2024

3.9.14 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

3.9.15 Network Test labels and polices Lab / Lower Environment (IM-41)

- Continued effort to build Amazon Web Service (AWS) lab
- Beta Release being considered due to compatibility issues between Cisco Modeling Labs (CML) software and AWS Bare Metal
- Ongoing engagement with AWS support and Cisco Technical Assistance Center (TAC)

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

- Milestone Three – Training, Training Staging, PRT and County preview – Completed
- Milestone Four – Production and DR buildout – November 30, 2024 – In progress
- Milestone Five – Validations – February 25, 2025
- Milestone Six – Production environment cutover – March 20, 2025
- Milestone Seven – Decommissioning old production environments – May 20, 2025

3.9.17 Major Upgrade - Analytics stack (TLM-03)

- Functional testing of the Development environment for Elastic MapReduce (EMR), Python, and AL3 is in progress along with functional validation of Reports
- Performance issues have been fixed and functional validation is in progress in Development EMR, a few jobs are failing, and the team is working on the resolutions. Functional testing for a few additional scenarios is in progress, in parallel to the System Testing
- System Testing in progress with targeted Production implementation on October 27, 2024
- Test Qlik and NPrinting upgrades were completed on October 19, 2024. Validations in progress

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

- Successful migration of SV1Cisco ASA firewall to Firepower Threat Defense (FTD) / Firewall Management Center (FMC)
- Project documentation is in progress

3.9.19 Network Replace TPX Adtran Switches (TLM-07)

- Total sites completed 138/140
  - Wave three upgrades are currently at 98% for completion
  - Wave two upgrades are currently at 100% for completion
  - Wave one upgrades are currently at 100% for completion

3.9.20 Split Tunneling and Virtual Private Network (VPN) Replacement (TLM-11)

- First phase of user testing starting from October 22, 2024

- Communication to all identified testers in UAT Phase One transmitted

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

- ITOM (IT Operations Management)
  - Configuring Agent Based Discovery for four (4) on-premises Linux boxes in Development, working with Network team and Gainwell on connection between Linux boxes and ServiceNow MID Server
  - Continued to work with Gainwell to configure Virtual Machines (VMs) for each domain to enable Configuration Discovery for c-iv.ivr, trusted.c-iv.mgt and dev.c-iv.ivr domains devices
- HAM (Hardware Asset Management)
  - Continue service catalog configurations in lower environment
  - Successfully imported contracts data into ServiceNow lower environments and the Procurement team has validated
  - Central Depot is reviewing stockroom records; continued to internally review CalSAWS Request for Information (CRFI) for managed Counties to validate stockrooms

3.9.22 Texting - Upgrade Nodejs Lambdas (TLM-16)

- Live in Production as of September 23, 2024. Implementation Advance Planning Document Update (IAPDU) item delivered, so no further updates

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

- Completed System Test on October 17, 2024
- Moved to Production on October 17, 2024

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

- All the Lambda Authorizer functions are upgraded
- Completed the Change Requests (CRs) to decommission unused Lambdas. CHG0050575, CHG0050573, CHG0050576 and CHG0050577
- Continue System Testing

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

- Work for this System Change Request (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

3.9.26 Upgrade Spring and SpringBoot (TLM-22)

- Began Implementation and development in progress
- System Change Request (SCR) is now targeted for 25.01.xx priority release and content revision is submitted for the same

3.9.27 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

3.9.28 DevSecOps tools upgrade (TLM-31)

- Milestone Four - Upgrade to latest version for: JIRA, Bitbucket, SonarQube October 30, 2024 – In Progress
  - CA-282397 : Upgrade Bitbucket version to version 8.9.18 LTS
  - CA-282396: Upgrade Jira to version 9.4.25 LTS
  - CA-282553: Upgrade Bitbucket to DataCenter Edition Software
  - CA-282552: Upgrade Jira to DataCenter Edition Software
- Milestone Five – Upgrade to latest version for: Jenkins and AgitarOne – December 30, 2024

3.9.29 Upgrade to Windows 11 (TLM-34)

- Completed internal testing of application installation for Windows 11
- Development testing completed last week for workspaces and laptops

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

- Troubleshoot and resolved in-place upgrades with Amazon Web Services (AWS)
  - 2 of 91 servers need in-place upgrades
- Completed all troubleshooting, and an in-place upgrade process had been documented
- Scheduled Change Request dates for the remaining servers for October 31, 2024

3.9.31 Migrate Spectrum Universal Address Module (UAM) Loqate to Global Addressing Module (GAM) (TLM-67)

- On September 20, 2024 Consortium agreed with the proposed option of continuing with current Spectrum version and Precisely will continue to support current version until CalSAWS plans on upgrading. This System Change Request (SCR) will now be on hold and will get updated to complete with scope and updated Estimated Time of Completion (ETC)

3.9.32 Upgrade ODM to version 8.12 (TLM-68)

- Deployed the code changes in Online Enhancement Environment.

- Technical Architecture /Technical Operations validation is in progress before confirmation with Application Development team for functional validation

3.9.33 Identity - Password Authentication (WIAM-18)

- CalSAWS ForgeRock team received information from BenefitsCal that the deployment of the development environment will be rescheduled to November 20, 2024
- CalSAWS ForgeRock received approval from Consortium to reschedule the Production deployment of the ForgeRock components to December 6, 2024

3.10 Infrastructure Transition

- Completed Work:
  - Attended Infrastructure Transition Kick-off Meeting on October 9, 2024
  - Attended pre-meet meetings to discuss scope services for Analytics, Contact Center, Imaging, ForgeRock, and Security/POA&M areas
- In Progress Work:
  - Formalize Transition Leads meeting cadence
  - Receive Transition Readiness Plan (TRP) from Gainwell and meet with Gainwell to review or clarify any gaps
  - Conduct Accenture Subject Matter Expert (SME) and Gainwell Primary KR (Knowledge Recipient) mapping in the Transition Readiness Plan
  - Continue to fulfill the existing Document Request List
  - Continue to estimate Transition Request #5 knowledge transfer (KT) Sessions
  - Meet with Gainwell to review updated schedule per Workstream
  - Meet with Gainwell to discuss roles and responsibilities for preparing and conducting the KT sessions, Job Shadowing, and Reverse Job Shadowing
  - Begin coordination on scheduling KT sessions
  - Develop Transition-out Change Order in preparation for the November JPA Board approval
  - Coordinate on Gainwell Infrastructure staff enablement (e.g., providing CalSAWS laptop and CalSAWS credential)
  - Continue discussion on ForgeRock services scope
  - Continue on-going review of In-Flight projects

3.11 Deviation from Plan/Adjustments

- None to note for the reporting period

4 APPLICATION DEVELOPMENT

4.1 Highlights from the Reporting Period

Table 4.1-1: Application Development Status Agenda Topic

STATUS REPORT SECTION	STATUS AGENDA TOPIC
4.4.1 Release Test Summary	▪ Continued test execution for the 24.11 baseline release. Week three of eight completed. Team is on schedule with a 61% pass rate against a target of 38%
4.6 Reports	▪ Met with Regional Managers on October 7, 2024, to discuss plan to retire Reports Risks 296 and 297 ▪ Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on October 10, 2024 ▪ Met with California Department of Social Services (CDSS) on October 11, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements ▪ Met with Quality Assurance (QA) and Consortium teams on October 17, 2024, to discuss Reports Survey ▪ Deployed Priority SCRs CA-276506 Stop Generating CA 237 KG and CA 237 KG-F reports and CA-282175 Update Main Payroll Foster Care Direct Deposit Reports Schedule for Alameda and Sacramento in Production on October 17, 2024
4.9 FCED/CARES	▪ 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
24.10.24	▪ ACIN (All County Information Notice) I-42-24 FFY 2025 Disaster CalFresh COLA (Cost of Living Adjustment) ▪ BRM (Business Reply Mail) Update Request for Office 53 ▪ Contra Costa – IVR (Interactive Voice Response) Response Timeout Issue for Hearing Impaired Customers ▪ Create Views for Common Database (DB) tables that contain data regarding GA/GR county funded programs ▪ Create connectivity for the new Mail Date file ▪ Create connectivity for the new SI Case Flag file ▪ Read Only EDBC (Eligibility determination and benefits calculation) Rule Exception for DCF (Disaster CalFResh) program

RELEASE	SUMMARY
	▪ Stanislaus County - Discontinue interface of the 1099 file
24.10.25	▪ ForgeRock Support for BenefitsCal MFA (Multi factor Authentication) Enhancements to Login MFA (Multi factor Authentication) Process ▪ Increase ForgeRock MaxSessionTimeOut limit to eight hours
24.10.27	▪ (TLM-03) Upgrade EMR (Elastic Map Reduce) Major version to EMR (Elastic Map Reduce) 7.1.0 ▪ (TLM-03) Upgrade Python in EMR (Elastic Map Reduce) Clusters, Applications and BIC Instances ▪ A special run to trigger the discharge notice (M44-353) for historical cases
24.10.31	▪ ACL (All County Letter) 18-75- Update CA 800 RIA to Add 5L aid code ▪ AWS (Amazon Web Services) POC (Proof of concept) Support SCR (System Change Request) for Contact Center Datalake ▪ CSAC-42, TLM 13, 14, 15 - Splunk Risk Based Alerts ▪ Compact of Free Association (COFA) citizens List of Impacted Cases ▪ Modify School Lunch Report ▪ Optimize DW_DELETE_TRK for Adhoc Reporting workloads ▪ Resume MC RE(Medical Redetermination) Process ▪ Voice bots statewide rollout: Tulare County: Welcome Bot Re-enablement
24.11	▪ Total System Change Requests (SCRs): 71 approved ▪ Release Webcast date: November 5, 2024
25.01	▪ Total System Change Requests (SCRs): 49 approved ▪ Release Webcast date: To be determined
25.02	▪ Total System Change Requests (SCRs): 6 approved ▪ Release Webcast date: To be determined

4.3 Application Development Status

▪ Continued design on:
- CA-202054 - ACL-18-07 Suspend/Discontinue/Reinstate for CAPI case
- CA-209344 - Apply SSP Only OPA for Specific Programs
- CA-209929 - MC Auto-Test Creates Extraneous Programs
- CA-229087 - Medi-Cal Add new NOAs for Reapplication and Rescind Functionality
- CA-229838 - Add new Foster Care Reasons to NOAs Phase Five
- CA-237792 - Alternate Formats Request Process for Visually Impaired Applicants and Beneficiaries

- CA-248714 - Exclude IHSS Income and SSI/SSP of Ineligible Parents or Spouse of CAPI Applicant/Participant
- CA-252984 - ACL 22-85 - CalFresh CF 296 and Expedited Service Redesign
- CA-253843 - Additional Section Codes for Humanitarian Parolees from Afghanistan
- CA-254391 - Update Postpartum NOA snippets in English and Threshold languages
- CA-257070 - 2025 Social Security Title II and Title XVI Cost of Living Adjustments (SSA COLA)
- CA-257071 - Batch EDBC to apply 2025 SSA Cost of Living Adjustments (COLA)
- CA-257730 - Batch EDBC for 2025 CalFresh SSI COLA
- CA-258479 - ACL 22-104 & ACL 18-07: Update ABCD 350 and CA 1037
- CA-260079 - ACL 23-35-Guidance to Counties Regarding Revision of ORR-6 Refuge Program Reporting
- CA-264983 - Add Date to CalWIN Interface File Names and Sending/Receiving notifications
- CA-265239 - Allow Receiving County to Update County for Incoming e-Applications
- CA-267120 - Add a new Status Reason to stop Collections on Recovery Accounts
- CA-268378 - Automate SOC 452A for CAPI
- CA-268843 - Make NOAs available for Manual generation with all available reason fragments applicable to each NOA
- CA-274189 - Workload Management Information Gathering
- CA-275534 - Update CalSAWS to Use Household Category Determination and Not Public Assistance Indicator
- CA-276523 - eHIT Disposition Processing
- CA-279547 - BREfS Initiative #7 - Carry Forward Enhancements
- CA-279549 - CalHEERS eHIT: Inclusion of Reasonable Explanation to CalHEERS
- CA-280582 - CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt. (HAM)
- CA-281889 - CalHEERS eHIT: Accelerated Enrollment Enhancements
- CA-282222 - Virtual Assistant Expansion- Release 25.1.16 (Release 26)
- CA-283798 - 2025 Updates to the Single Streamlined Application (SSApp)
- Continued build on:
  - Priority releases and Release 25.01 approved System Change Requests (SCRs)

4.4 Release Management

4.4.1 Release Test Summary

- Continued test execution for 24.11 System Change Requests (SCRs)

Table 4.4.1-1: CalSAWS System Change Request (SCR) Test Status – 24.11

Pass Rate Target as of October 18, 2024	38%
Pass Rate Actual as of October 18,2024	61%
System Test completed Date: November 20, 2024	
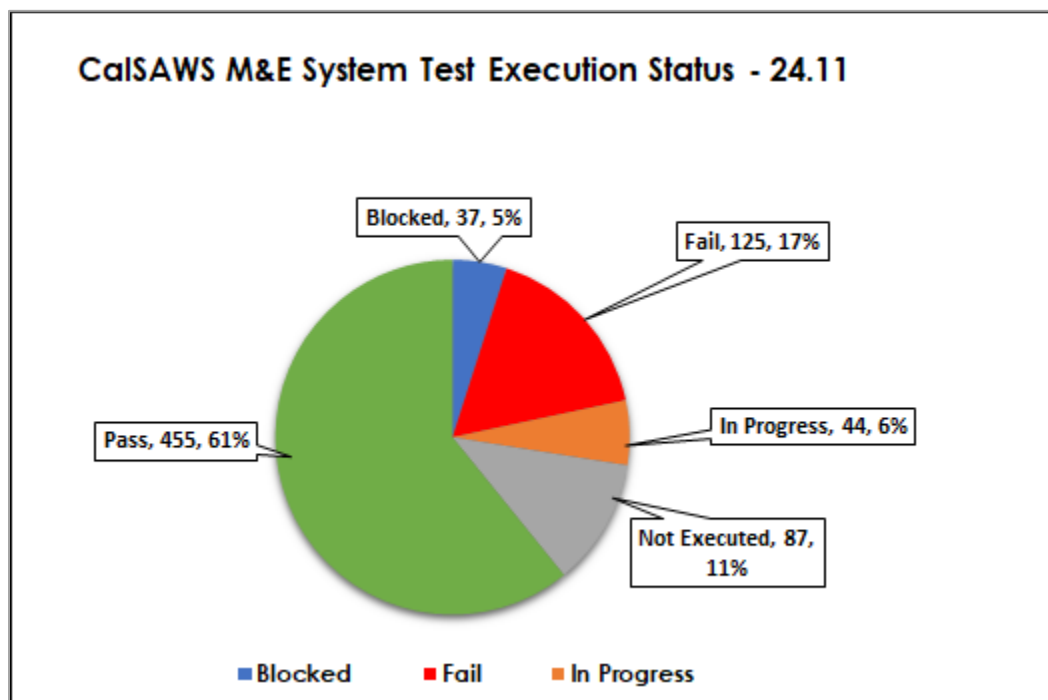
Figure 4.4.1-1

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	202,969,020	46.55%	15	100%
2	101	145,782,013	33.44%	101	100%
3	117	43,501,317	9.98%	114	97.60%
4	708	40,312,896	9.25%	595	92.21%
5	2808	3,448,639	0.79%	888	47.97%

Note: Transaction volume and coverage metrics are based on CalSAWS monthly Production performance data and Automated Regression Test (ART) coverage data as of September 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 1,331 end-to-end Automated Regression Test (ART) scripts:

- 1,074 targeting the core CalSAWS application
- 83 targeting the inbound BenefitsCal Application Programming Interface (API) service (Portal Service)
- 174 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 three transactions and those at the top of Tier four:
  - CA-281144: Automated Regression Test - Execution and Maintenance - 24.11 Release Cycle
  - CA-282811: Automated Regression Test - Execution and Maintenance - 25.01 Release Cycle

4.5 Virtual Assistant (VA)

- Worker-Facing Virtual Assistant (VA)
  - Release 25 – target to deploy on November 7, 2024
    - Completed Design
    - System Change Request (SCR) going through System Change Request Board / Change Control Board (SCRB/CCB) approvals
    - Testing is in progress
  - Release 26 – target to deploy on January 16, 2025
    - Design is in progress

4.6 Reports

- Met with Regional Managers on October 7, 2024, to discuss plan to retire Reports Risks 296 and 297
- Held CalSAWS State and Fiscal Reports Bi-Weekly meeting on October 10, 2024
- Met with California Department of Social Services (CDSS) on October 11, 2024, to discuss CA-252984 CalFresh CF 296 and Expedited Service Redesign Requirements
- Met with Quality Assurance (QA) and Consortium teams on October 17, 2024, to discuss Reports Survey
- Deployed Priority SCRs CA-276506 Stop Generating CA 237 KG and CA 237 KG-F reports and CA-282175 Update Main Payroll Foster Care Direct Deposit Reports Schedule for Alameda and Sacramento in Production on October 17, 2024

Table 4.6-1: Total Open Incidents by reporting period

REPORTING PERIOD END DATE	NUMBER OPEN TICKETS
August 23, 2024	15
September 06, 2024	9
September 20, 2024	14
October 04, 2024	14
October 18, 2024	9

Note: Total open incidents as of the current reporting period

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

OPEN DEFECTS STATUS	STATE REPORTS	FISCAL REPORTS	MANAGEMENT REPORTS	BUSINESS INTELLIGENCE	TOTAL
New	1	1	0	0	2
Reopened	0	0	0	0	0
Assigned	1	1	0	1	3
In Development	8	0	1	0	9
Development complete	0	0	0	0	0
In Assembly Test	0	0	0	0	0
System Test	0	2	0	0	2
Test Complete	3	1	1	1	6
Total Open Defects	13	5	3	2	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	3	1	0	0	4
3-Normal/Low	10	4	3	2	19
4-Cosmetic	0	0	0	0	0
Total Open Defects	13	5	3	2	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 24.09	24.11	25.01	25.03	25.05
ABCD 350	1	0	0	1	0	0	0
CA 1037	1	0	0	1	0	0	0
CA 237 CW	3	0	0	0	0	3	0
CA 237 CW Line 8	1	0	1	0	0	0	0
CA 237 FC	1	1	0	0	0	0	0
CA 237 HA	1	1	0	0	0	0	0
CA 253	1	0	0	0	0	1	0
CA 800 RIA	1	0	1	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	2	1	0	0	0	1	0
DHCS CMS Unwinding E&E	1	0	0	0	0	0	1
DHCS RMR	1	0	0	0	1	0	0
DSS 466	1	0	0	0	0	0	1
Disaster CalFresh Daily	2	2	0	0	0	0	0
FNS 209	1	1	0	0	0	0	0
FSP 14	1	0	0	0	0	0	1
GR 237	2	2	0	0	0	0	0
Integrated Claiming	3	0	1	0	1	0	1
STAT 45	1	1	0	0	0	0	0
STAT 47	1	0	1	0	0	0	0
TEMP 2035	1	1	0	0	0	0	0
TEMP 2313	1	1	0	0	0	0	0
WTW 25/25A	3	2	0	0	0	0	1

Note: This table provides information on total number of defects and total SCRs by Fix Version on State Reports, Fiscal Integrated and Fiscal Main Payroll Reports
1   This table may not reconcile with defect table as one defect can impact multiple reports
2   If SCR is impacting more than one report, it will be counted more than one against each report impacted
3   This table will list only those reports where we have open defects and open SCRs
4   Details can be found in CalSAWS Reports Bi-Weekly Enhanced Communication

4.7 General Assistance/ General Relief (GA/GR)

- General:
  - Discussed the General Assistance/General Relief (GA/GR) Correspondence web service design and web service clarifications on October 9, 2024, and October 16, 2024
  - System Change Requests (SCRs) in Design Phase
    - CA-213225 - Elimination of ABP 4038, 6-Month Reminder Notice Pending T and U Visa for General Relief Participants
    - CA-227572 - LA County - GR Timelimit
    - CA-249944 - LA County - Update GR Denial NOAs for CSC IV and V
    - CA-258931 - Add admin checks to additional locations where GA/GR can be failed due a CW sanction
    - CA-262706 - Interim updates for Ventura County to reduce workload associated to GA/GR Redetermination process
    - CA-264995 - Update GA/GR Administration to include an additional link for Consortia correspondence administration
    - CA-268676 - GAGR AS; SON - Denial NOA #125-0 (01/98) and Denial NOA #1122 (08/98)
    - CA-268679 - GAGR AS; SAC Change NOA CDS 232-0 (01/01)/Reason Code XAN339
    - CA-270997 - LA County - GR Program Name Change from GROW to START
    - CA-273349 - SF- Turn Off Auto Discontinuance Functionality for GA/GR Appointment No Shows
    - CA-273651 - GAGR System Triggered Correspondence Reason Codes Required
    - 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-277816 - LA County - Update ABP 4023-C NOAs to Reflect Verbiage Related to Telephonic Appointment Details
    - CA-280982 - Run batch EDBC during the night when county admin updates the grant amount and selects batch to run
    - CA-283604 - Update LA County GROW to Start Correspondence
  - System Change Requests (SCRs) in Development Phase
    - CA-58236 - Add Translations of Revised Forms to CalSAWS: ABP SSI 1, ABP SSI 3, and ABP SSI 4
    - CA-262963 - LA County - Updating GROW Orientation Attendance
    - CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally
    - CA-274856 - Remove automation logic for CDS 525 for all GA/GR programs
    - CA-276201 - LA County - Update START(GROW) Hearing Office Phone
    - CA-277330 - Update PB19E700 to require Money Management to be effective before Address change Effective date
  - System Change Requests (SCRs) in System Test Phase

- CA-262963 - LA County - Updating GROW Orientation Attendance
- CA-267005 - Add GA/GR In-Kind Chart Amounts for Requesting Counties
- CA-272432 - CSF 45 should only be available to print locally. Currently it is available to print both locally and centrally
- CA-274396 - Configure Client Correspondence to allow the option to display Worker Names - NOA for GAGR Program
- CA-276128 - Update the Property Limits for the Automated Solution Counties
- CA-278309 - San Diego - GAGR Grant Amounts for Shared Housing
  - Priority System Change Requests (SCRs) deployed to Production
    - CA-280400 - San Diego - GR COLA October 2024 - Batch EDBC
  - Defects released to Production
    - GAGR-672 - Fix YOL CC Master Database Report (part 1)
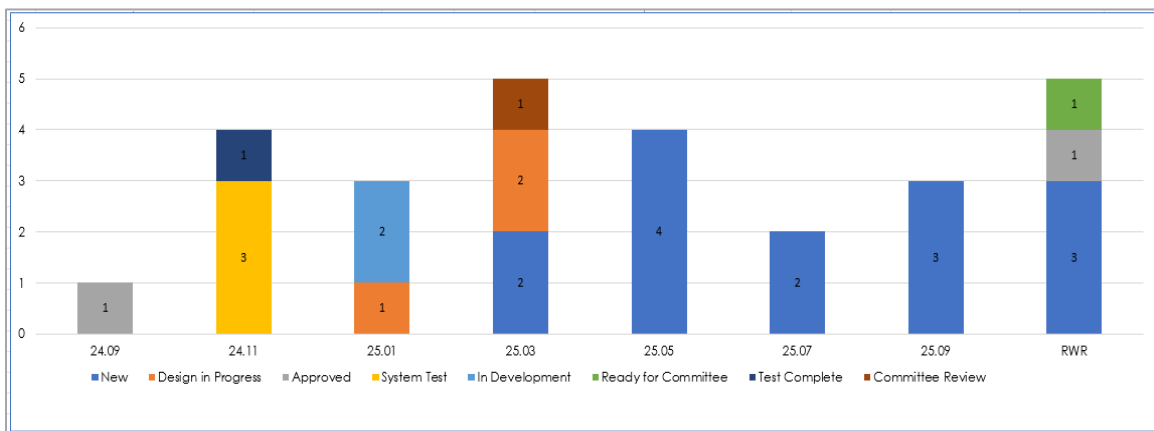

Figure 4.7-1: General Assistance/General Relief (GA/GR) System Change Requests (SCRs)

4.8 Training Materials Update

- 24.11 Online Help (OLH) System Change Requests (SCRs):
  - System Test
    - CA-280309 - Online Help: Update the JAs Security Access Profiles - Manage and System - Navigation CA-232192
    - CA-282769 - Online Help: Update the Special Circumstances Detail OLH page CA-271355
    - CA-280715 - Online Help: Create a New Job Aid for the No Touch SAR 7 Automated Process
    - CA-280650 - Online Help: Update JA Disaster CalFresh CA-275335
    - CA-280338 - Online Help: Update JA WINS from CA-245051
    - CA-279418 - Online Help: Update JA Lobby Management - Reception Log and Message Center CA-269150
    - CA-279024 - Online Help: Update the Security Assignment OLH page CA-232192
    - CA-278695 - Online Help: Update JA-Overriding Program Configuration CA-233160

- CA-278313 - Online Help: Update JA Self-Service Portal (SSP) - e-Applications due to CA-202347
- CA-274037 - Online Help: Update JA - Medi-Cal Long Term Care (LTC)
- CA-260887 - Online Help: Update JA Money Management B&C to add the GAGR Automated Solution page steps
  - Test Complete
    - CA-280293 - Online Help: Remove JA Password Information - System Maintained due to CA-232192
    - CA-260893 - Online Help: Create Job Aid for GAGR Automated Solution specific Data Collection pages
    - CA-282915 - Online Help: Update the Forms Overview for the 24.11 Baseline Release
    - CA-282777 - Online Help - Update the WTW Status Detail OLH page CA-235922
    - CA-281643 - Online Help: Create Warrant Location List and Detail OLH pages
    - CA-280688 - Online Help Update JA Semi-Annual Report (SAR 7)
    - CA-280084 - Online Help: Update JA - Replacement Cash EBT Benefits and JA Issuance - Replace CalFresh Benefits with Changes from CA-275549
    - CA-280010 - Online Help: Update JA View Images, CA-273205
    - CA-275497 - Online Help: Update JA Office - Manage CA-272875
    - CA-274735 - Online Help: Update the Reports Overview for the 24.11 Baseline Release
    - CA-274675 - Online Help: Create Job Aid to Display Important County Dates CA-237401
    - CA-274444 - Online Help: Update the JA Staff - Manage SCR CA-274396
    - CA-272087 - Online Help: Update eICT Job Aid to remove external references to eICT interface processes.
    - CA-259012 - Online Help: JA Medi-Cal CalHEERS Management of Sensitive Population for SCR CA 232577 Send "Hide Contact Info' to CalHEERS for Individuals in a CWS Program
- 25.01 Online Help (OLH) System Change Requests (SCRs):
  - New
    - CA-282844 - Online Help: Create the new Dashboard Overview for the 25.01 Baseline Release
    - CA-282764 - Online Help: Update JA Self Service Portal (SSP) - e-Applications CA-270693
    - CA-282680 - Online Help: Create JA - Family Reunification (FR)
    - CA-282009 - Online Help: Update JA Imaging Drawers and Document Properties, Imaging Single Case Capture and Virtual Printing, and Imaging Workflow Queues and Exceptions per CA-275751
    - CA-281873 - Online Help: Update JA for CW/CF RE and SAR7 for Late Reports- CA-264217
    - CA-274737 - Online Help: Update the Reports Overview for the 25.01 Baseline Release
    - CA-274533 - Online Help: Create new Job Aid Automated Renewal Process CA-217940

- CA-267494 - Online Help: Update JA Customer Schedule Maintain CA-246603 Add Flexible Appointments
        - CA-264782 - Online Help: Update JA Direct Deposit
        - CA-260889 - Online Help- Create Job Aid for GAGR Automated Solution Timelimit
        - CA-256258 - Online Help: Create New JA MEDS - Task Admin CA-216162
    - Design In Progress
        - CA-274100 - Online Help: Update JA - Medi-Cal MAGI Soft Pause
    - Pending Approval
        - CA-282847 - Online Help: Update the eApplication Summary and Create Select New Office OLH page CA-265239
        - 24.10.17 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
        - Test Complete
            - CA-278489 - Training: Update Child Care Admin Portal CFP CA-273214
- 24.11.22 Priority Release Web Based Training (WBT) and CalSAWS Functional Presentation (CFP) SCRs:
    - Approved
        - CA-282167 - Training: Update CAPI WBTs for 24.11 App Dev Changes
        - CA-282161 - Training: Update General Relief WBTs for 24.11 App Dev Changes
        - CA-282160 - Training: Update Eligibility CalWORKs WBTs for 24.07 App Dev Changes
        - CA-282122 - Training: Update Eligibility CalFresh WBTs for 24.11 App Dev Changes
        - CA-282118 - Training: Update Eligibility General WBTs for 24.11 App Dev Changes
        - CA-279031- Training: Update 021 - Security Administrative Support WBTs for 24.09-24.11 App Dev Changes
    - In Development
        - CA-281644 - Training: Update Fiscal WBTs for 24.11 App Dev Changes
        - CA-279852 - Training: Create WBT for Inter-County Transfers
        - CA-277215 - Training: Update 007 - Eligibility CalWORKs WBTs for Sunset Worklist pages CA-257327
        - CA-282117 - Training: Update Orientation WBTs for 24.09 App Dev Changes
        - CA-277214 - Training: Update 006 - Eligibility CalFresh WBTs for Sunset Worklist pages CA-257327
    - System Test
        - CA-282898 - Training: Update Eligibility Medi-Cal WBTs for the 24.09 App Dev Changes
        - CA-277949 - Training: Update 017 - Fiscal WBTs for Sunset Worklist pages CA-257327
        - CA-277213 - Training: Update 004 - Clerical Support WBTs for Sunset Worklist pages CA-257327
    - 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		

4.9 Upcoming Performance Tests

- Planned upcoming Performance tests for Core Online

Table 4.9-1: Core Online Upcoming Performance Cycle

PERFORMANCE CYCLE	START DATE	END DATE	STATUS
CalSAWS 24.11 Release Performance Testing	October 28, 2024	November 15, 2024	▪ Planned

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

- Completed Tasks
  - Completed the Integration Testing of "Extended Foster Care API"
  - Completed the System Testing of "Income Assets API"
- In Progress Tasks
  - Perform Integration Testing for "Home Removal API", "Court Information API", "Incidental Payment API" and "Case Transfer API"
  - Perform System Testing for "Placement Authority API", "Court Information API" and "Extended Foster Care API"
  - Began development of the second iterations for the following APIs: "Home Removal", "Court Information", "Incidental Payment" and "Placement Authority"
  - Finalize the development for the 2nd iterations of "Determination Results", "Determination Details" and "Case link"
  - Began development for "CalSAWs Tasks Design"
  - Continue the design for "CalSAWs Case Creation Automation Design"
- Upcoming Tasks
  - Develop the second iterations for "Case Transfer API" and "Placement API"
  - Develop "CalSAWs Case Creation Automation Design"
  - Perform System Testing for "Home Removal API" and "Incidental Payment API"
- Interface Partner Integration
  - Continue coordination with California Automated Response and Engagement System (CARES) team for schedule alignment and interface element alignment

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

INTERFACE TYPE	TOTAL	NEW	DESIGN	BUILD	INTEGRATION TEST	SYSTEM TEST
CalSAWS hosted	14	0	0	6	1	7
CARES hosted	14	0	0	7	2	5

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

- Completed Tasks
  - Update Welfare to Work (WTW) and Refugee Employment Program (REP) Caseload Activity Report
  - Update CalWORKs/Root Cause Analysis (RCA) Adults 16 Years and Over Report
  - Create Program Detail component in Statewide Cash Aid Time Limits (SCATL) React - Phase 1
  - Tracking Recipients Across California (TRAC) Diversion Update Page (UDIV) Mapping
  - TRAC Update Program Participation (UPRG) Page Mapping
  - TRAC County Summary (KSUM) Page Mapping
  - Convert into TIME_LIMIT_DIVERSN
  - Convert into TIME_LIMIT_DIVERSN_HST from CalSAWS.TIME_LIMIT_DIVERSN_HST and WDTIP.SIS_PGM_DIV
  - SCATL Application Log Out Implementation
  - Initiate Build - Serverless Architecture Â frameworks/Utilities
  - Integrate ADD_INDV with CalSAWS New Person Search - Phase 2
  - Integrate ADD_INDV with CalSAWS New Person Search - Phase 3
  - (ICT) Lambda Phase II - Create lambda for ICT Count
- In Progress Tasks
  - Update Potential Child Care Stage 1 to Stage 2 Case Transfers Report
  - CW 2189B - Notice Of Your CalWORKs Time Limit - 57th Month on Aid - Changes with PostgreSQL
  - CW 2189A - Notice Of Your CalWORKs Time Limit - 54th Month on Aid - Changes with PostgreSQL
  - Enhance updateTimeLimit Method for Correspondence Batch: Time Limit Table Modifications with PostgreSQL Integration
  - Implement the case persons dropdown list on the CIN summary in SCATL React
  - System Testing of UI in React related stories
  - Add additional SCATL links in CalSAWS
  - TRAC Time Clock Exception/Extension Detail (EDET) Page Mockup
  - TRAC Non-California Participation Update Page (UNCP) Mapping
  - TRAC Welfare to Work Summary (WSUM) Page Mapping
  - TRAC Time Clock Summary (TSUM) Page Mapping
  - Convert into TIME_LIMIT_NON_CAL
  - Copy TIME_TRACK_PERS from WDTIP schema in Oracle Database (DB) to TIME_TRACK_PERS in WDTIP of Postgres Database (DB)

- Convert into TIME_LIMIT_NON_CAL_HST from CalSAWS.TIME_LIMIT_NON_CAL_HST and WDTIP.SIS_NONCAPT
- Batch job to copy data for TL_EXCEPT_RULES and TL_PGM_PARTICPTN_RULES from Oracle Database to Aurora PostGres database
- BATPERF2 Configuration Properties
- Update Batch Job PBXXE301 Module #3 – Time Limit Extension
- Update Batch Jobs PB00F500-699 - Load Balancer + Job Threads – Time Limit Aid Thread Balancer Batch
- Update Batch Job PBXXE305 – Time Limit Monthly
- Task Time Limit Task Sweep
- Test Batch Modules #1, 2 and 3 for Batch Job PBXXE301 – Time Limit Daily
- Analyze and Enable CSRF Protection for SCATL
- Create Method for SCATL to call Adobe API to generate forms
- Configure AT 6 to connect to Phonetic Search
- Analysis on optimistic locking in SCATL

- Upcoming Tasks

  - Analyze and Load SCATL TIME_LIMIT_PGM_PARTICPTN that doesn't match between 2 systems
  - Update CalWORKs/RCA Adults by Welfare-to-Work Category Dashboard (Global Report)
  - Create Staff API endpoint that retrieves staff worker information by staff id
  - Create a Program Detail lambda for SCATL
  - Task TimeLimitTaskSweepCW
  - Update Interfaces to Access SCATL Database
  - Helper Class Update - NonfinancialDataHelper.getTimeLimitDataBean Method - Changes with PostgreSQL
  - Copy TIME_LIMIT_CASH_AID from WDTIP schema in Oracle DB to TIME_LIMIT_CASH_AID in WDTIP of Postgres DB
  - Convert into TIME_LIMIT_EXCEPT
  - Convert into TIME_LIMIT_NON_CAL_EXCEPT
  - Enhance and Refactor SQLs in TimeLimitNoaDaoImpl for EDBC EligibilityHelper: Time Limit Table Modifications with PostgreSQL Integration
  - Enhance getTimeLimitDataBean Method for EDBC: Time Limit Table Modifications with PostgreSQL Integration
  - Enhance CompositePersBean and TimeLimitHelperDao references for Time Limit Changes
  - TRAC Supportive Services Only Update Page Mapping
  - TRAC Alternate Identity (ALID) Page Mapping
  - Analysis on De-duplication page in SCATL react
  - Create a security matrix for the security roles and rights in SCATL
  - Analysis for Transaction History in SCATL
  - SCATL Exception Summary - refactor display after milestone two discussion

- Interface Partner Integration

  - Continue coordination with Employment Development Department (EDD) team for schedule alignment and interface element alignment

4.12 Additional Projects

4.12.1 Data Growth – Archive Phase One and Phase Two

- In Progress
  - Partner with Consortium AdHoc reports team for AdHoc Database (DB) solution
  - Contact Center lower environment deployment, testing, and defect center for Archive Phase Two
- Upcoming Tasks
  - Continue to partner with the Consortium AdHoc reports team for the AdHoc DB solution
  - Contact Center lower environment deployment and testing for Archive Phase Two and Production deployment planning

4.12.2 Data Growth – Test Data Slicer (TDS)

- In Progress Tasks
  - Performance tuning implementations for future runs
  - Perform Delphix masking in the TDS-produced data
  - Plan for the next TDS activity in the BatchPerf environment
- Upcoming Tasks
  - Document test data slicer on CalSAWS wiki

4.12.3 Premise Items

Table 4.12.3-1: Premise Items

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
California Automated Response and Engagement System (CARES)	On Time	Development	▪ Please refer to section 4.10 for detailed updates on FCED / CARES
Welfare Data Tracking Implementation Project (WDTIP) Upgrades	On Time	Development	▪ Please refer to section 4.11 for detailed updates on WDTIP
CalFresh Discontinuance of Gambling Wins	On Time	Design	▪ CA-234917 planned for 25.01 ▪ CA-264553 - Pending State translations
Work Registration CalFresh Disqualification Notice Update	On Time	Not yet started	▪ CA-240701 - Pending State translations
CalFresh Reinstatement Approval & Denial Notice Revisions	On Time	Not yet started	▪ CA-265360 planned for 25.03 ▪ Pending State translations

PREMISE NAME	STATUS	PHASE	PROGRESS/UPDATES
MULTIPLE SFY			
CalFresh Simplification	On Time	Not yet started	▪ SFY24-25 Pending State translations
Homeless Assistance Program (HAP) Eviction (SB 1083)	On Time	Development	▪ CA-277308, CA-277307 – Production ▪ CA-273505 planned for 24.09.x3 ▪ CA-273286 planned for 25.03 ▪ Other System Change Requests (SCRs) pending for State translations
Family Reunification AB 135	On Time	Development	▪ CA-233160 development activities started for 24.11 release
CW Work Requirements (AB 2300)	On Time	Development	▪ CA-271130 planned for 24.11 ▪ CA-268498 planned for 25.03 ▪ CA-241897 planned for 24.12.xx ▪ CA-279598 planned for 25.01.xx
Telephone Consumer Protection Act - Text Messaging Consent	On Time	Development	Planned to be implemented in phases as below ▪ CA-279688 planned for 24.11 release – System Test ▪ CA-279707 planned for 25.01 release – Development in Progress ▪ CA-260623 planned for 25.03 release – Design in Progress
Add Threshold Language versions of the CF 377.11E	On Time	Design	▪ CA-273087 – Design In Progress
ACL 24-07 - Update CW 2186A and CW 2184 to include PFL and WTW pregnancy exemptions	On Time	Development	▪ CA-271130 planned for 24.11 ▪ CA-241897 planned for 24.12,xx ▪ CA-279598 planned for 25.03.xx
Resume Pre-Pandemic Medi-Cal Operations	On Time	Design	▪ CA-268774 is planned for 25.01 ▪ CA-270511 is planned for 25.03

Premise Name	Status	Phase	Progress/Updates
	On Time		▪ CA-270512 is planned for 25.05
Re-Design CalSAWS Case Purge Components	On Time	Design	▪ CA- 275163 is planned for 25.01 and on track ▪ Design is complete and sent for approval. Build will start from October 21, 2024
Restoration Notices Updates	On Time	Not yet started	▪ CA-272109 and CA-245049 is aligned with 25.03
CalFresh and CalWORKs Implementation of New Forms and CDSS Rights Contact Information Update	On Time	Development	▪ CA-275317 – In Production ▪ CA-258654 is planned for 25.03
CalFresh Restaurant Meals Program Notice Eligibility Clarification	On Time	Not yet started	▪ CA-219304 is planned for 25.03
CalFresh Eligibility Disqualifications for Certain Convicted Felons	On Time	Not yet started	▪ CA-230959 is planned for 25.05

Note: the "Multiple SFY" row spans the full width as a section header.

4.13 Deviation from Plan/Adjustments

■ None for the reporting period

Appendices:

Appendix A - Appendix A - M&E Requests and SCR Status

Appendix B - Appendix B - County Purchases Status Report

Appendix C - Appendix C - CalSAWS System IVR Report

Appendix D - Appendix D – CalSAWS Project Risks and Issues Report

Appendix E - Appendix E – CalSAWS Project Gantt Chart