CalSAWS

California Statewide Automated Welfare System

Bi-Weekly Status Report
CalSAWS Infrastructure

Reporting Period: February 24, 2025 – March 09, 2025

Internal

TABLE OF TABLES

Bi-Weekly Status – CalSAWS Infrastructure

1   EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 3.1-1: Status Dashboard

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	▪ The CalSAWS System did not experience any unplanned outages during this period.
Defects	▪ There are 7 active Infrastructure Production defects.
Incidents	▪ CALSAWS BROADCAST – UPDATE: PRB0051041 - Starting at 2:00 PM on March 4, 2025, eGain Historical Reports are showing incorrect data. eGain Historical Reports may have incorrect data from February 24, 2025, onwards. Note: eGain Real time reports and Real time dashboards are not impacted by this issue. In the interim, AWS Connect can be used to retrieve Historical Reports. The CalSAWS project team has escalated to eGain and is actively investigating the issue. eGain identified a fix for the issue and scheduled a deployment of the fix on Saturday, March 8, 2025. eGain estimates reprocessing of the historical data to complete by 5 pm on Tuesday, March 11, 2025. ▪ CALSAWS BROADCAST – RESOLVED: PRB0051108 - Starting at 9:49 PM on March 6, 2025, Kern County users at 7050 Lake Isabella Blvd, Lake Isabella site were unable to access CalSAWS and associated systems due to a power outage. The project team confirmed the power outage was not affecting the site and experienced a connectivity issue. As of 10:36 AM on March 6, 2025, the issue is resolved. Connectivity at the Lake Isabella site has been restored, power outage was not affecting the site. Note: Local county contact confirmed this issue did not affect county users, and they were able to access CalSAWS and associated systems. ▪ CALSAWS BROADCAST – RESOLVED: PRB0051104 - Starting at 3:20 PM on March 5, 2025, Merced Help Desk agents are unable to receive phone calls. Users will be unable to contact the Merced Help Desk until the issue is resolved. As of 7:30 AM on March 6, 2025, the issue is resolved. Merced County help Desk, and other departments, are now able to make and receive calls. Note: This issue was a local county issue and confirmed resolved by County IT. ▪ CALSAWS BROADCAST – RESOLVED: PRB0050637 - Starting at 1:11 PM on February 28, 2025, Notice of Actions (NOAs) were not being generated for some cases in the Training Production environment. Defect CA-285949 was created to track this issue. As of 11:40 AM on

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	March 5, 2025, the issue is resolved. NOAs are now being generated when users run EDBC in Training Production environment.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051096 - Starting at 7:36 AM on March 5, 2025, San Bernardino County users at the 2740 Little Mountain Drive site experienced intermittent connectivity issues while navigating through and performing transactions in CalSAWS and associated systems. As of 9:00 AM on March 5, 2025, the issue is resolved.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051088 - Starting at 11:56 AM on March 4, 2025, Mariposa County users at the 5362 Lemme Lane site may have experienced issues with accessing CalSAWS and associated systems. As of 11:45 PM on March 4, 2025, the issue is resolved. Verizon Wireless connectivity at the 5362 Lemme Lane site has been restored.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051089 - Starting at 11:59 AM on March 4, 2025, Placer County users at the 11295 B Ave. Auburn site may be unable to access CalSAWS and associated systems. As of 1:17 PM on March 4, 2025, the issue is resolved. Users were able to access CalSAWS associated systems. Note: Confirmed no impact to connectivity for this issue.
	▪ CALSAWS BROADCAST – UPDATE: PRB0051081 - Starting at 3:05 PM on March 3, 2025, users are experiencing intermittent errors when performing EBT transactions in CalSAWS, similar to what occurred this morning. Users may not be able to perform EBT related transactions in CalSAWS until the issue is resolved. The CalSAWS project team is investigating the issue with the EBT vendor. The fix implemented by the EBT vendor this morning temporarily resolved the issue, however, it has resurfaced. CalSAWS project continues to coordinate with the EBT vendor (FIS) to resolve the issue. FIS confirmed the new EBT EMV/Chip cards require more time to print compared to the magnetic stripe EBT cards.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051074 - Starting at 10:07 AM on March 3, 2025, users were experiencing intermittent errors when performing EBT transactions in CalSAWS. As of 1:30 PM on March 3, 2025, the issue is resolved by the EBT vendor. Users are now able to perform EBT related transactions, including EBT card print, without any issues.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051072 - Starting at 7:52 AM on March 3, 2025, multiple county managed workstations were displaying incorrect time (1 hour ahead of the current time). CalSAWS managed workstation users experienced incorrect appointment and reminder times until the issue is resolved. eCCP connectivity was also impacted for some users. As of 12:30 PM on March 3, 2025, the issue is resolved. CalSAWS managed workstations are now displaying the correct time, allowing affected users to view appointment times and reminders accurately. In addition, users are no longer experiencing connectivity issues with eCCP. If users continue to see the incorrect time, please restart your workstation.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ CALSAWS BROADCAST – NEW: PRB0051068 - Starting at 6:00 AM on February 28, 2025, some IFDS abstract records for 3rd quarter of 2024 were duplicated. Users may see duplicate IFDS abstract records for 3rd quarter of 2024 on the IEVS Abstracts Search Page. IFDS files for 3rd quarter of 2024 were initially processed in December 2024. Due to an operational error, these files were again processed on February 26, 2025. As a result, some IFDS abstracts were duplicated for the 3rd quarter of 2024. Defect CA-288339 has been created to remove duplicate IFDS Abstract records. An update will be provided when CA-288339 is scheduled for deployment. Note: Alameda, Riverside, Sacramento, San Bernardino, San Diego, Fresno and Los Angeles counties are not impacted by this issue.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051043 - Starting at 4:34 PM on February 25, 2025, Riverside County users at the 44199 Monroe Street site in Indio were unable to access CalSAWS and associated systems. As of 11:19 AM, on February 26, 2025, the issue is resolved. Connectivity at the Monroe Street site has been restored.
	▪ CALSAWS BROADCAST – NEW: PRB0051046 - Starting at 10:30 AM on February 26, 2025, some counties may experience issues with lobby kiosks not reading the magnetic stripe on the new EBT EMV/chip cards. Customers may experience issues checking into lobby kiosks when using their new EBT EMV/chip cards until the issue is resolved. Customers checking into a county office can manually type in their case number and date of birth, or swipe their BIC card at the lobby kiosk. Additionally, customers can also check-in directly with county staff. The CalSAWS project team is investigating the issue. An update will be provided when the issue is resolved.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051039 - Starting at 8:18 AM on February 25, 2025, San Bernardino County users at the 2740 Little Mountain Drive site and 1175 W Foothill Blvd Rialto site were unable to access CalSAWS and associated systems due to a power outage. As of 10:53 AM, on February 25, 2025, the issue is resolved. Power at the Little Mountain Drive and Rialto sites has been restored.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051040 - Starting at 9:40 AM on February 25, 2025, San Bernardino County users at the 295 E. Caroline St. Suite C site were unable to access CalSAWS and associated systems due to a power outage. As of 10:12 AM, on February 25, 2025, the issue is resolved. Power at the Caroline Street site has been restored.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051037 - Starting at 7:00 AM on February 25, 2025, the Semi Annual Reporting Admin (SAR) dashboard was delayed in production. The latest version of the Semi Annual Reporting Admin (SAR) dashboard were not available for users. As of 9:32 AM, on February 25, 2025, the issue is resolved. The Semi Annual Reporting Admin (SAR) dashboard is refreshed with the latest data.
	▪ CALSAWS BROADCAST – RESOLVED: PRB0051039 - Starting at 8:18 AM on February 25, 2025, San Bernardino County users at the 2740 Little Mountain Drive site and 1175 W Foothill Blvd Rialto site were

Topic	Highlights for the Reporting Period
	unable to access CalSAWS and associated systems due to a power outage. As of 10:53 AM, on February 25, 2025, the issue is resolved. Power at the Little Mountain Drive and Rialto sites has been restored. ▪ CALSAWS BROADCAST - RESOLVED: PRB0051033 - Starting at 11:20 AM on February 24, 2025, San Bernardino users were experiencing slowness and unable to access CalSAWS and associated systems in multiple sites, including 4th Street, Hesperia TAD, and Victorville TAD. Frontier Communication was experiencing a service disruption impacting connectivity across San Bernardino. As of 8:00 PM, on February 24, 2025, the issue is resolved. ▪ CALSAWS BROADCAST – RESOLVED: PRB0051031 - Starting at 11:20 AM on February 24, 2025, San Bernardino users at the 9655 9th Ave., Hesperia TAD site were experiencing slowness and unable to access CalSAWS and associated systems. Connectivity at this site was impacted due to Frontier Communications (internet provider) experiencing county-wide service disruptions. As of 8:00 PM, on February 24, 2025, the issue is resolved. ▪ CALSAWS BROADCAST - RESOLVED: PRB0051030 - Starting at 11:20 AM on February 24, 2025, San Bernardino users at the 265 East 4th St site were experiencing slowness and unable to access CalSAWS and associated systems. Connectivity at this site was impacted due to Frontier Communications (internet provider) experiencing county-wide service disruptions. As of 8:00 PM, on February 24, 2025, the issue is resolved. ▪ CALSAWS BROADCAST – RESOLVED: PRB0051026 - Starting at 9:00 AM on February 24, 2025, Some users are experiencing slowness while navigating through and performing transactions in CalSAWS and associated systems. The project team has identified the issue and has taken steps to remediate it. As of 9:30 AM, on February 24, 2025, the issue is resolved. ▪ CALSAWS BROADCAST – RESOLVED: PRB0051019 - Starting at 7:18 AM on February 24, 2025, San Bernardino County users at the 1811 W. Lugonia Ave, Redlands TAD site are unable to access CalSAWS and associated systems due to a power outage. As of 10:42 AM, on February 24, 2025, the issue is resolved. Power at the Redlands TAD site has been restored.
Maintenance/ Deployments	▪ 2/24/25: Deployment – Priority Release 25.02.24 (CHG0053248) ▪ 2/25/25: Deployment – Priority Release 25.02.25 (CHG0053271) ▪ 2/26/25: Deployment – Priority Release 25.02.26 (CHG0053279) ▪ 2/27/25: Deployment – Priority Release 25.02.27 (CHG0053281) ▪ 2/28/25: Deployment – Priority Release 25.02.28 (CHG0053335) ▪ 3/01/25: Deployment – Priority Release 25.03.01 COLA (CHG0053346) ▪ 3/03/25: Deployment – Priority Release 25.03.03 (CHG0053361) ▪ 3/05/25: Deployment – Priority Release 25.03.05 (CHG0053394) ▪ 3/06/25: Deployment – Priority Release 25.03.06 (CHG0053412) ▪ 3/07/25: Deployment – Priority Release 25.03.07 (CHG0053453)

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	▪ 3/09/25: CalSAWS Maintenance (CHG0053253, CHG0053199, CHG0053107, CHG0053184) ▪ 3/09/25: Deployment – Priority Release 25.03.09 (CHG0053454)
Milestones	▪ Completed implementation of Deloitte Code branch for Parallel coding

2   PROJECT MANAGEMENT

The following table presents deliverables in progress during the reporting period.

Table 3.1-1: Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
I-D02	Hardware and Software Support Plan	FDEL Re-submission	3/14/2025
I-D02	Infrastructure Services Plan - Network Operations Plan	FDEL Re-submission	3/14/2025
I-D02	Infrastructure Services Plan - CalSAWS System Operations Plan	FDEL Re-submission	3/14/2025
I-D02	Infrastructure Services Plan - Configuration Management Plan	FDEL Re-submission	3/14/2025
I-D05	Infrastructure Project Control Document	Approved	N/A
I-D13	Infrastructure Monthly Operations Report	DDEL Submitted	3/10/2025

3   COMMUNICATIONS MANAGEMENT

This section includes communications distributed and outage notifications.

3.1 Distributed Communications

CalSAWS Communications Management activities are included on the following table.

Table 3.1-1: Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CIT	CIT 0034-25 Scheduled Downtime Notification - 3/30/2025	5	3/07/2025 3/06/2025

Category	Subject	Count	Distribution Date(s)
	CIT 0033-25 Scheduled Downtime Notification - 3/28/2025		2/28/2025
	CIT 0027-25 Scheduled Downtime Notification - 3/23/2025		2/25/2025
	CIT 0026-25 Scheduled Downtime Notification – 4/5/2025		2/25/2025
	CIT 0025-25 Scheduled Downtime Notification – 3/9/2025		
Scheduled CalSAWS Maintenance	Planned Change Alert CalSAWS Maintenance - Sunday, March 9, 2025, from 6:00 AM to 2:00 PM.	2	3/07/2025
	CalSAWS Maintenance - Sunday, March 9, 2025, from 6:00 AM to 2:00 PM.		3/04/2025
Scheduled BenefitsCal Maintenance	None		
Scheduled EBT Maintenance	FIS EBT Maintenance - Saturday, March 8, 2025, 11:00 PM to Sunday, March 9, 2025, 4:00 AM.	1	3/07/2025
CalSAWS County Executive Communications	San Bernardino County - Little Mountain Drive Site (PRB0051096) + Resolved	7	3/05/2025
	Mariposa County - Lemme Lane Site (PRB0051088)		3/04/2025
	Resolved - San Bernardino County – 4th Street and Hesperia TAD sites (PRB0051019)		2/25/2025
	San Bernardino County – 4th Street and Hesperia TAD sites (PRB0051019) + (2) Updates		2/24/2025
Issue Notification	New - PRB0051118	42	3/07/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Update - PRB0050855		3/07/2025
	Resolved - PRB0051108		3/06/2025
	New - PRB0051108		3/06/2025
	Resolved - PRB0051104		3/06/2025
	New - PRB0051104		3/05/2025
	Resolved - PRB0051096		3/05/2025
	New - PRB0051096		3/05/2025
	Resolved - PRB0051089		3/04/2025
	New - PRB0051089		3/04/2025
	Update - PRB0051041		3/07/2025
	New - PRB0051041		3/04/2025
	Resolved - PRB0051088		3/05/2025
	Update - PRB0051088		3/04/2025
	New - PRB0051088		3/04/2025
	Update - PRB0051081		3/04/2025
	New - PRB0051081		3/03/2025
	Resolved - PRB0051074		3/03/2025
	New - PRB0051074		3/03/2025
	Resolved - PRB0051072		3/03/2025
	Update - PRB0051072		3/03/2025
	New - PRB0051072		3/03/2025
	New - PRB0050637		2/28/2025
	New - PRB0051068		2/28/2025
	Resolved - PRB0051043		2/26/2025
	New - PRB0051043		2/25/2025
	Update - PRB0051046		3/05/2025
	New - PRB0051046		2/26/2025
	Resolved - PRB0051039		2/25/2025
	New - PRB0051039		2/25/2025
	Resolved - PRB0051030		2/25/2025
	New - PRB0051030		2/24/2025
	Resolved - PRB0051031		2/25/2025
	New - PRB0051031		2/24/2025
	Resolved - PRB0051033		2/25/2025
	New - PRB0051033		2/24/2025
	Resolved - PRB0051040		2/25/2025
	Resolved - PRB0051037		2/25/2025
	New - PRB0051037		2/25/2025
	Resolved - PRB0051019		2/24/2025
	New - PRB0051019		2/24/2025

Category	Subject	Count	Distribution Date(s)
	New - PRB0051026		2/24/2025
Priority Release Requests for Approval	25.03.07, 25.03.09 - CHG0053453, CHG0053454 25.03.06 - CHG0053412 25.03.05 - CHG0053394 25.03.03 - CHG0053361 25.02.28, 25.03.01 (COLA) - CHG0053335, CHG0053346 25.02.27 - CHG0053281 25.02.26 - CHG0053279 25.02.25 - CHG0053271 25.02.24 - CHG0053248	9	3/07/2025 3/06/2025 3/05/2025 3/03/2025 2/28/2025 2/27/2025 2/26/2025 2/25/2025 2/24/2025
Informational Alert	None		
CalSAWS	Daily Health Report	10	3/07/2025 3/06/2025 3/05/2025 3/04/2025 3/03/2025 2/28/2025 2/27/2025 2/26/2025 2/25/2025 2/24/2025

Table 3.1-2: Enhanced Communications

Category	Subject	Count	Distribution Date(s)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS maintenance	3/09/2025 6:00 AM to 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0025-25 2/25/2025	3/04/2025 3/07/2025
CalSAWS	CalSAWS maintenance	3/23/2025, 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0027-25 2/28/2025	TBD
CalSAWS, BenefitsCal	Identity and Access Management Solution (ForgeRock) maintenance	3/28/2025 10:00 PM to 3/29/2025 2:00 AM	CalSAWS, Contact Center, BenefitsCal, OCAT, QLIK, Childcare Portal, Auditor, ServiceNow, LMS, AWS Console, Imaging, eCCP, and CCP will be unavailable during this time.	CIT 0033-25 3/06/2025	TBD
CalSAWS	CalSAWS maintenance	3/30/2025 2:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0034-25 3/07/2025	TBD
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	3/30/2025 12:00 PM to 4:00 PM	CalSAWS Adhoc Reporting will be unavailable during this time.	CIT 0034-25 3/07/2025	TBD
CalSAWS	CalSAWS maintenance	4/05/2025 3:00 PM to 4/06/2025 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0026-25 2/25/2025	TBD

3.3 CRFI/CIT Communication Status

The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period.

Table 3.3-1: CITs

Cit Id	Subject	Category	Distribution Date	Primary CalSAWS Contact	Backup CalSAWS Contact
0025-25	Scheduled Downtime Notification – 3/09/2025	Informational	February 25, 2025	Erika Castro	Pete Quijada
0026-25	Scheduled Downtime Notification – 4/05/2025	Informational	February 25, 2025	Erika Castro	Pete Quijada
0027-25	Scheduled Downtime Notification – 3/23/2025	Informational	February 28, 2025	Erika Castro	Pete Quijada
0033-25	Scheduled Downtime Notification – 3/28/2025	Informational	March 6, 2025	Anand Kulkarni	Pete Quijada
0034-25	Scheduled Downtime Notification – 3/30/2025	Informational	March 7, 2025	Erika Castro	Pete Quijada

The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period.

Table 3.3-2: CRFIs

CRFI Id	Subject	Distribution Date	Status	Response Due Date	CalSAWS Contact
None					

The following table outlines overdue CalSAWS Requests for Information (CRFIs) for the reporting period.

Table 3.3-3: Overdue CRFI

CRFI Id	Subject	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
None							

3.4 SIRFRA/SCERFRA Information.

The following table outlines current Statewide Automated Welfare System (SAWS) Cost Estimation Request for Research and Analysis (SCERFRA) and SAWS Information Request for Research and Analysis (SIRFRA).

Table 3.4-1: Details of SIRFRA/SCERFRA Data Received

ID	DESCRIPTION	STATUS
SCERFRA24-546	The Work Number	Completed
SCERFRA 25-919	AB 1161 - Public Social Services: State of Emergency or Health Emergency	New
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	New

4 INFRASTRUCTURE OPERATIONS

This section includes information related to service management, production defects, and technical infrastructure support.

4.1 Service Management

Infrastructure Service Management focuses on incident and problem management. The Service Desk metrics can be found in the following subsections.

4.1.1 CalSAWS Service Desk Metrics
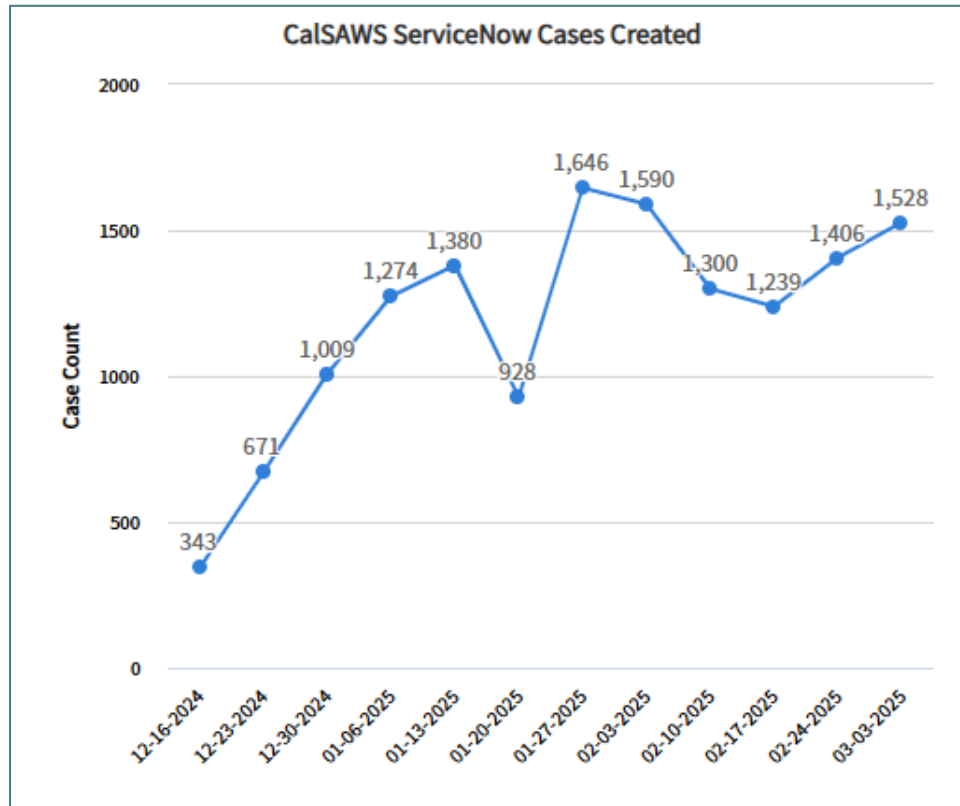
Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created
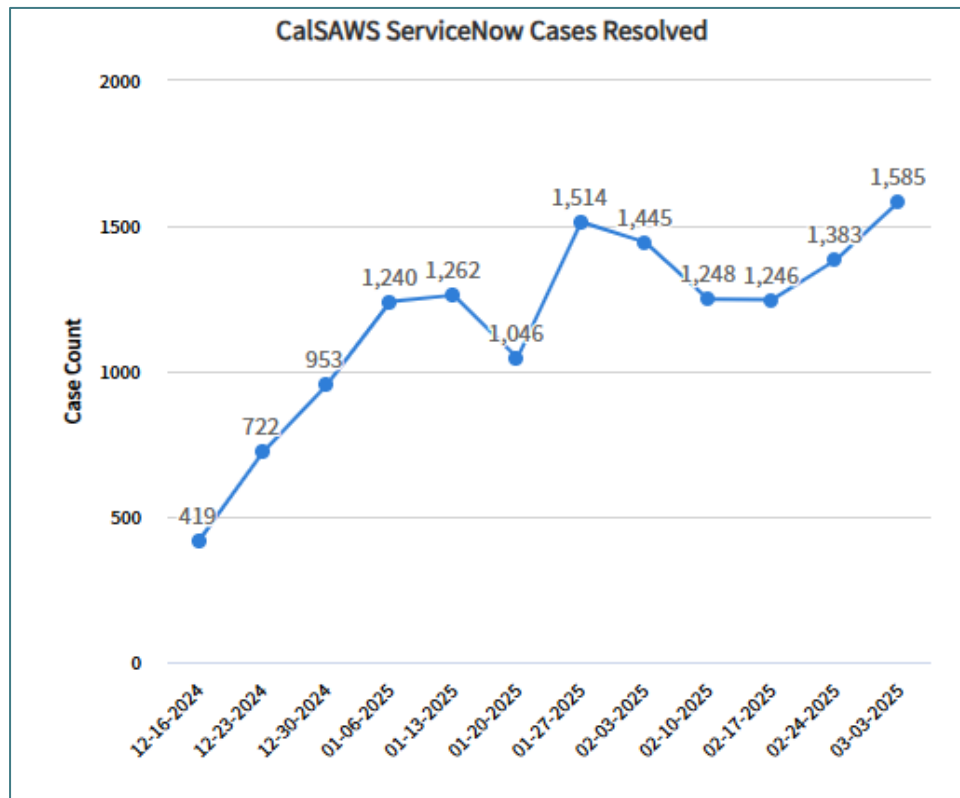
Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.
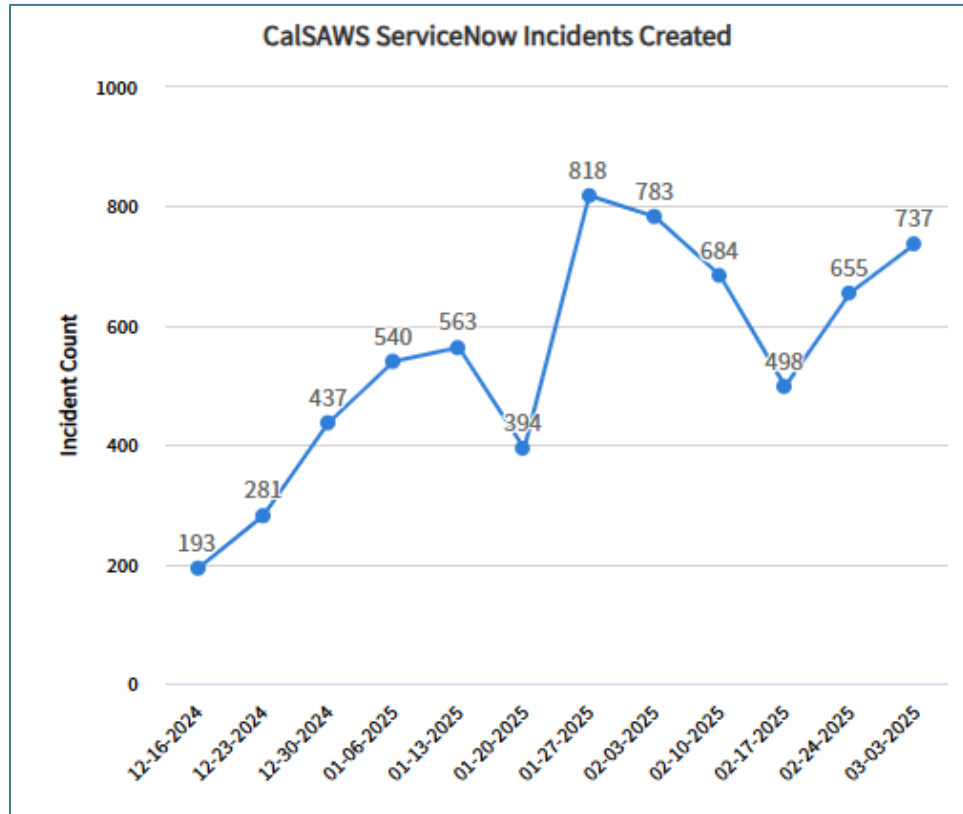
Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created
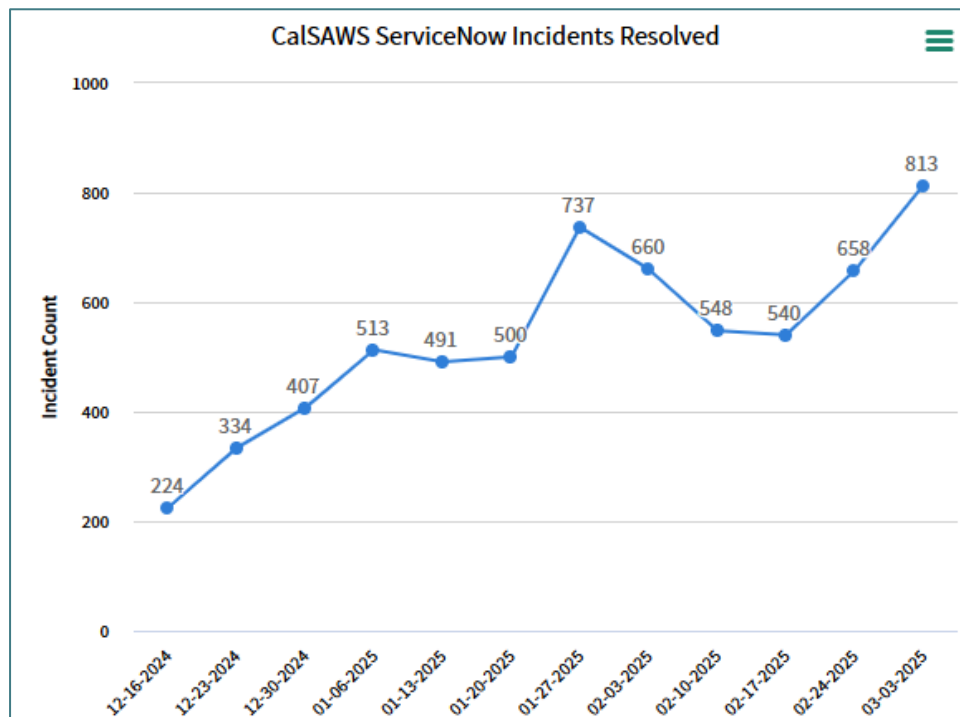
Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.
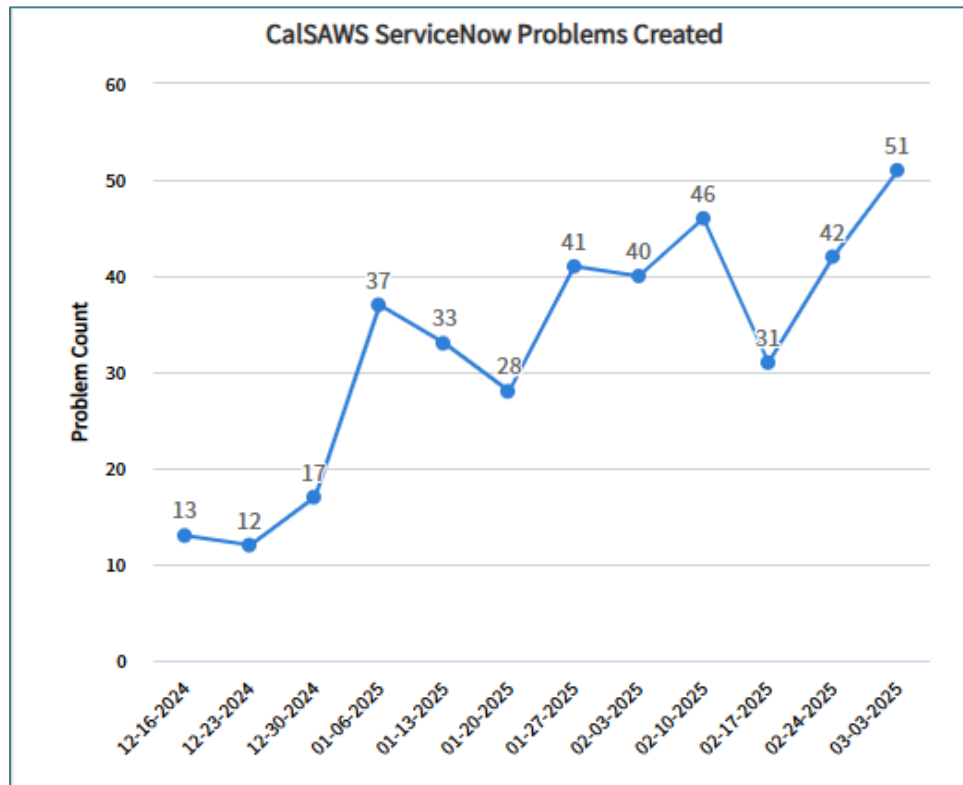
Figure 4.1.1-5: CalSAWS ServiceNow Problems Created
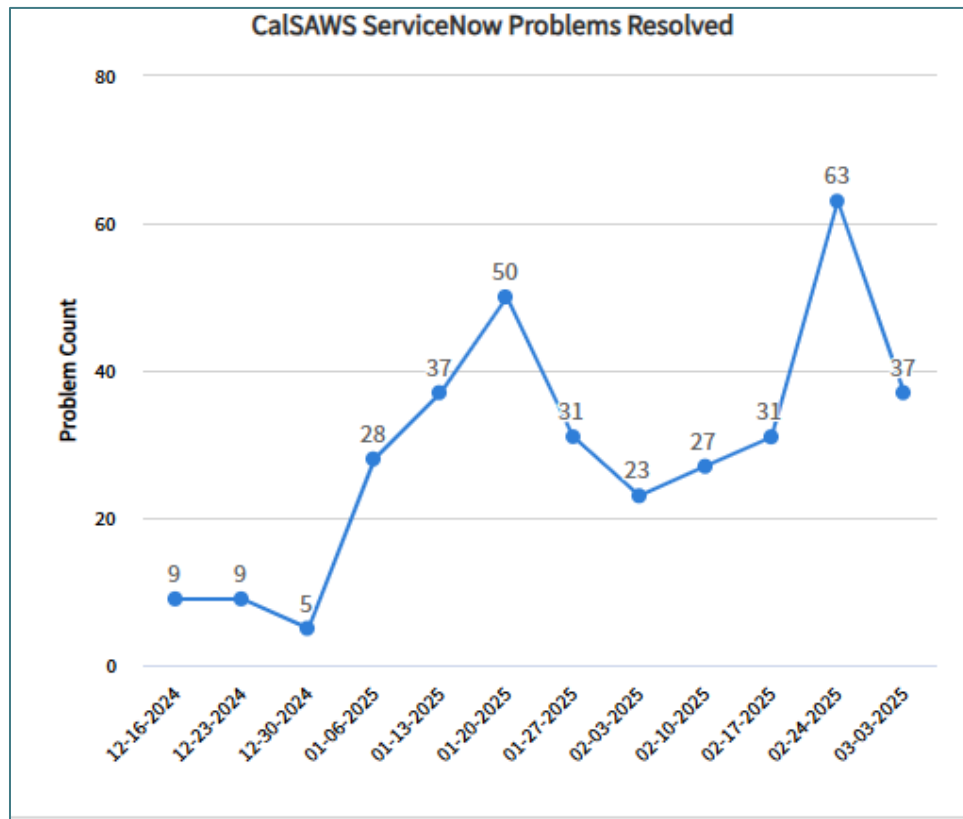
Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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 4.1.1-1: 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	2	105	8	2	11	4	2	2	**136**
IN PROGRESS	2	114	17	19	25	29	13	3	**222**
ON HOLD	0	114	53	42	152	179	177	41	**758**
RESOLVED	0	268	346	397	327	145	44	16	**1,543**
CLOSED	14	4	4	39,269	85,540	16,064	11,128	3,406	**155,429**
PROBLEM IN DIAGNOSIS	0	1	0	0	0	2	0	0	**3**
TOTAL	**18**	**607**	**428**	**39,732**	**86,059**	**16,423**	**11,364**	**3,468**	**158,099**

Note: For BenefitsCal Deloitte aging ticket statistics, please see the BenefitsCal Bi-Weekly Status Report.

- 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 one)
- 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
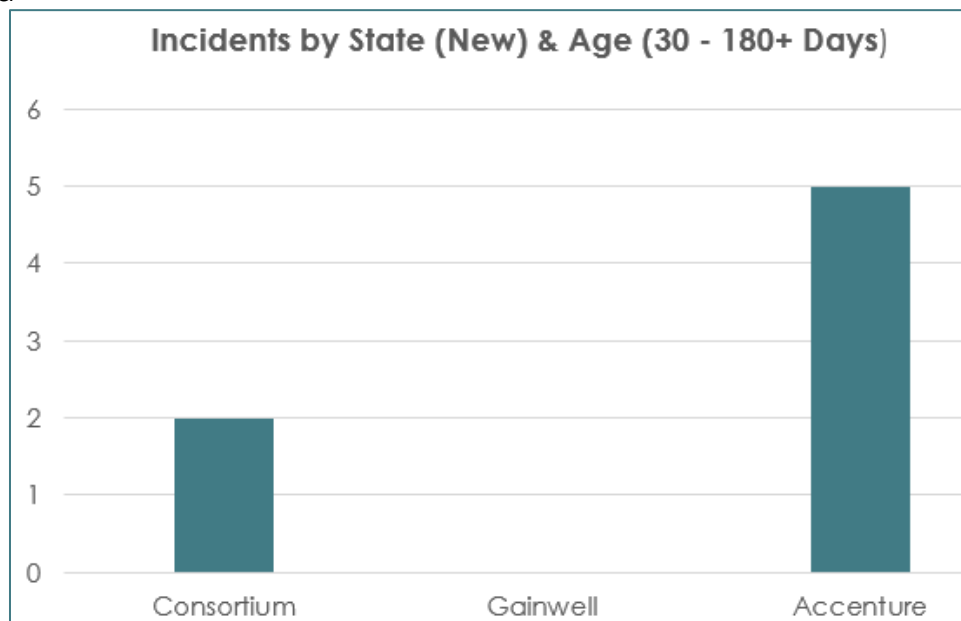
Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

Table 4.1.1-2: CalSAWS ServiceNow Incidents by State (New) and Category

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	2	0	**2**
Gainwell	0	0	**0**

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Accenture	5	0	**5**
Total	7	**0**	**7**
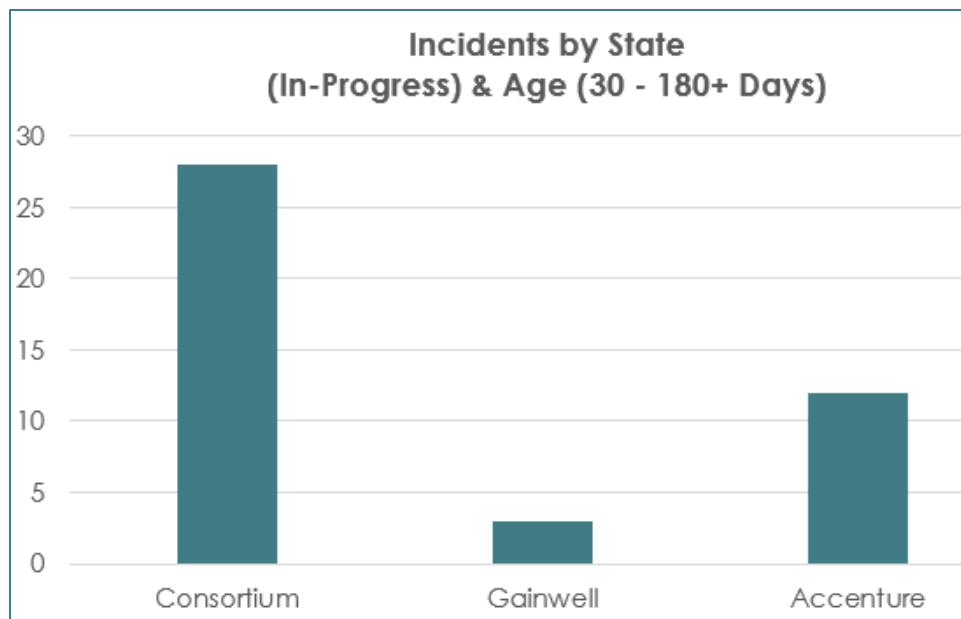
Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

Table 4.1.1-3: CalSAWS ServiceNow Incidents by State (In Progress) and Category

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	28	0	**28**
Gainwell	2	1	**3**
Accenture	12	0	**12**
Total	**42**	1	**43**

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

	2-Dec	15-Dec	27-Dec	10-Jan	24-Jan	9-Feb	23-Feb	9-Mar
Consortium	33	30	27	22	20	17	29	30
Gainwell	2	2	1	2	1	1	0	3
Accenture	18	14	21	20	24	23	22	17

■ Consortium   ■ Gainwell   ■ Accenture

Figure 4.1.1-9:Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code - BWSR

Legend:
- Not a System E... = 970 (18.91%)
- Customer Confi... = 875 (17.06%)
- Defect Fixed = 857 (16.71%)
- How To - Steps... = 788 (15.36%)
- Outage / Perfo... = 476 (9.28%)
- Multiple Outre... = 428 (8.34%)
- Linked to SCR = 242 (4.72%)
- Customer Reques... = 188 (3.66%)
- Unable to Recr... = 94 (1.83%)
- Solved (Perman... = 80 (1.56%)
- Duplicates = 57 (1.11%)
- Additional Inf... = 46 (0.9%)
- Service Reques... = 13 (0.25%)
- Password Reset = 7 (0.14%)
- OCAT Issue Ide... = 4 (0.08%)
- CalHEERS Issue... = 3 (0.06%)
- Other = 2 (0.04%)

Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	970	18.91%
Customer Confirmed Issue is Resolved	875	17.06%
Defect Fixed	857	16.71%
How To - Steps to Proceed Provided	788	15.36%
Outage / Performance Degradation	476	9.28%
Multiple Outreach Attempts – No Response	428	8.34%
Linked to SCR	242	4.72%
Customer Requested Closure	188	3.66%
Unable to Recreate Issue	94	1.83%
Solved (Permanently)	80	1.56%
Duplicates	57	1.11%
Additional Information Needed	46	0.9%
Service Request Created - With Request Number	13	0.25%
Password Reset	7	0.14%
OCAT Issue Identified	4	0.08%
CalHEERS Issue Resolved	3	0.06%
Other	2	0.04%
Total	**5,130**	**100%**

Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

CalSAWS Incidents by Category - BWSR

	BenefitsCal > ... = 243 (5.57%)
	CalSAWS Applic... = 193 (4.42%)
	CalSAWS Applic... = 180 (4.13%)
	CalSAWS Applic... = 151 (3.46%)
	CalSAWS Applic... = 128 (2.93%)
	CalSAWS Applic... = 118 (2.7%)
	CalSAWS Inform... = 91 (2.09%)
	CalSAWS Applic... = 81 (1.86%)
	CalSAWS Applic... = 79 (1.81%)
	Lobby Device S... = 78 (1.79%)
	Imaging > Scan... = 76 (1.74%)
	Contact Center... = 75 (1.72%)
	Imaging > Unab... = 72 (1.65%)
	Contact Center... = 70 (1.6%)
	Imaging > Othe... = 70 (1.6%)
	CalSAWS Applic... = 63 (1.44%)
	CalSAWS Applic... = 62 (1.42%)
	CalSAWS Applic... = 60 (1.38%)
	CalSAWS Applic... = 59 (1.35%)
	CalSAWS Applic... = 57 (1.31%)
	Other = 2,357 (54.02%)

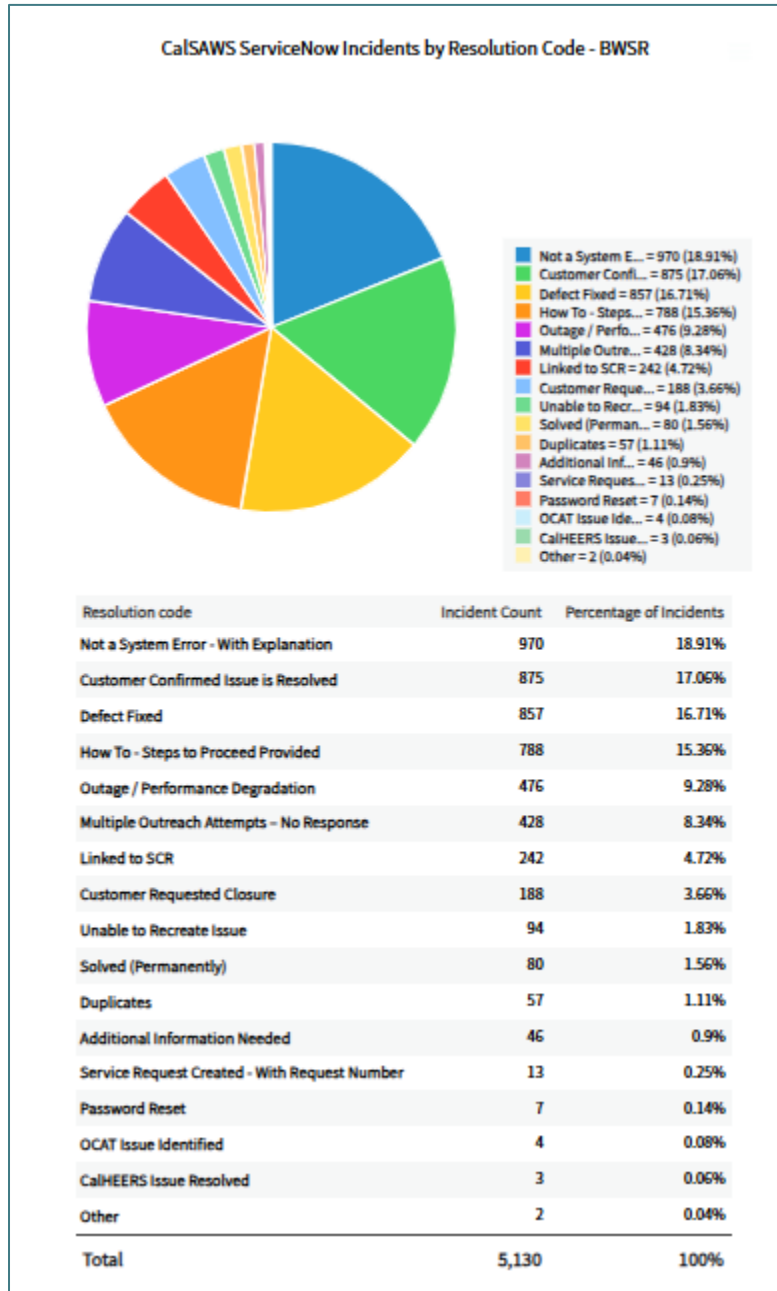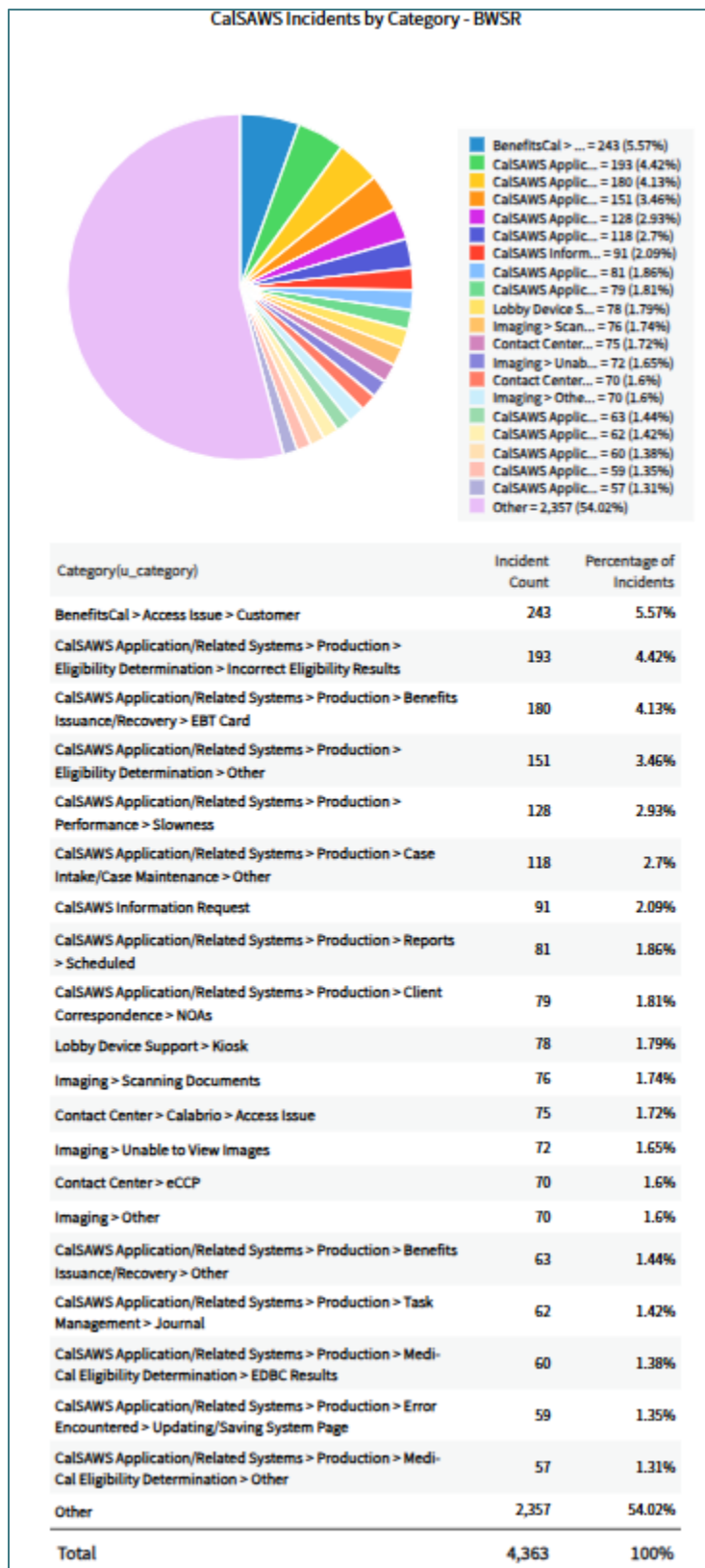| Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	243	5.57%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	193	4.42%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	180	4.13%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	151	3.46%
CalSAWS Application/Related Systems > Production > Performance > Slowness	128	2.93%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	118	2.7%
CalSAWS Information Request	91	2.09%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	81	1.86%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	79	1.81%
Lobby Device Support > Kiosk	78	1.79%
Imaging > Scanning Documents	76	1.74%
Contact Center > Calabrio > Access Issue	75	1.72%
Imaging > Unable to View Images	72	1.65%
Contact Center > eCCP	70	1.6%
Imaging > Other	70	1.6%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > Other	63	1.44%
CalSAWS Application/Related Systems > Production > Task Management > Journal	62	1.42%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > EDBC Results	60	1.38%
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	59	1.35%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	57	1.31%
Other	2,357	54.02%
Total	**4,363**	**100%**

Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,178 listed as

Other are for selected categories that had less than 52 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,052 incidents.
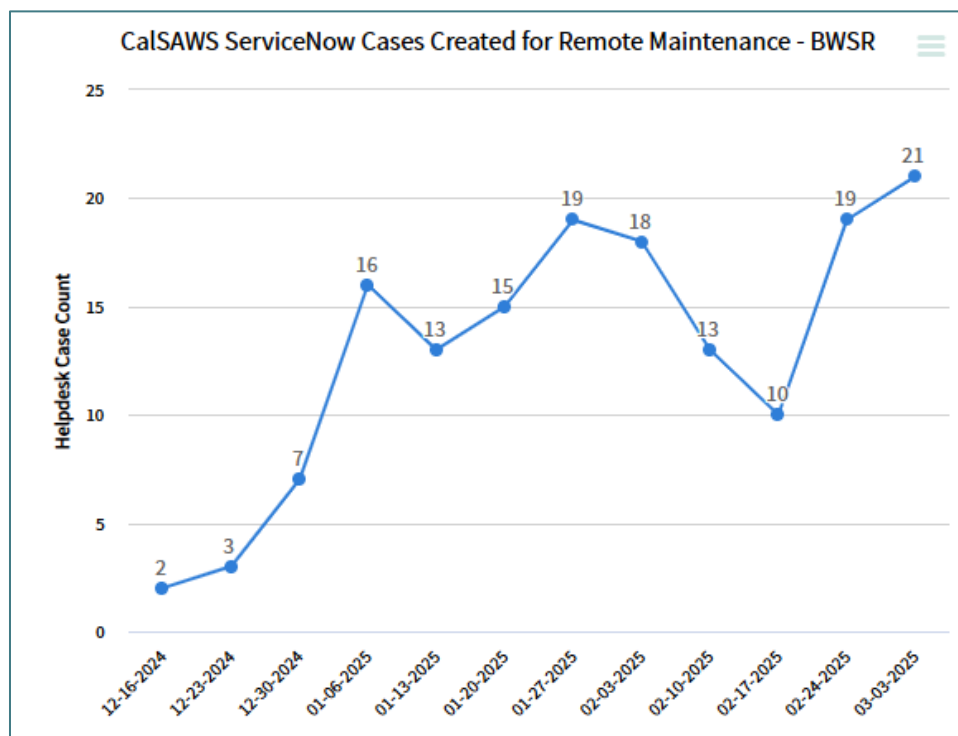

Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

The Monthly Level 3 Service Desk - Service Level Agreement (SLA) graph below represents the Service Desk compliance metric for closed incidents. The compliance for February Month to Date (MTD) is 98.0%.
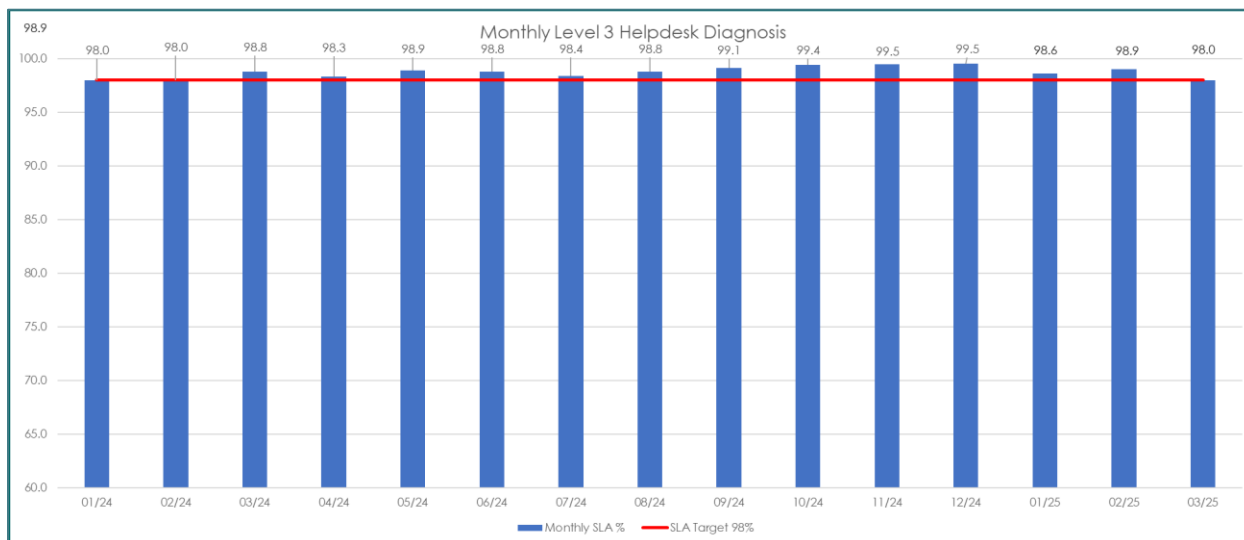

Figure 4.1.1-13: CalSAWS Monthly Level Three Helpdesk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. Thirty incidents missed the SLA in February MTD.
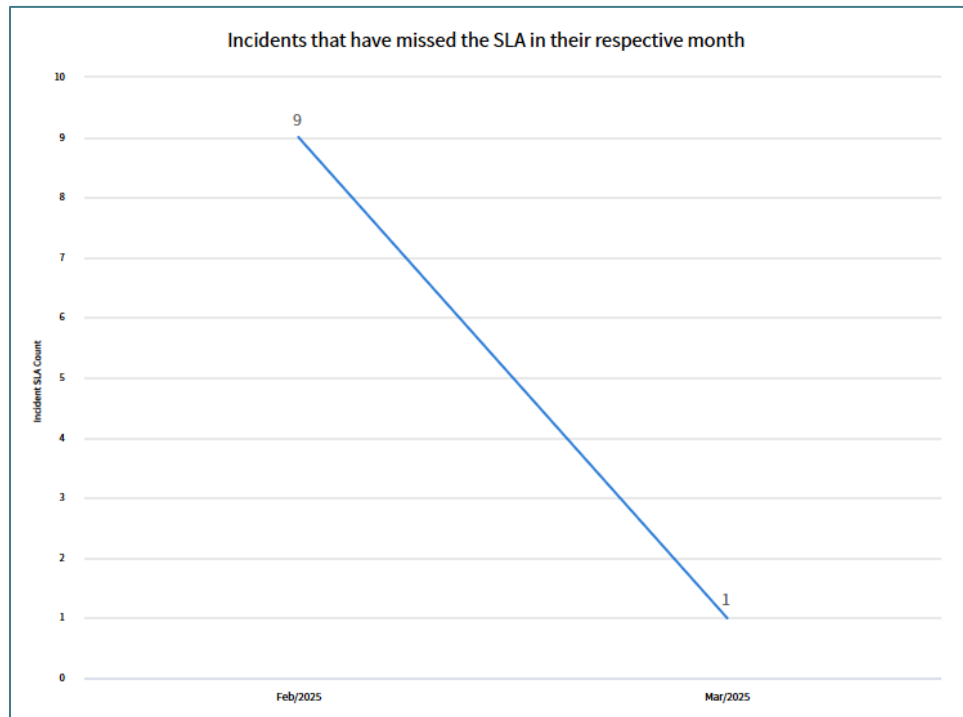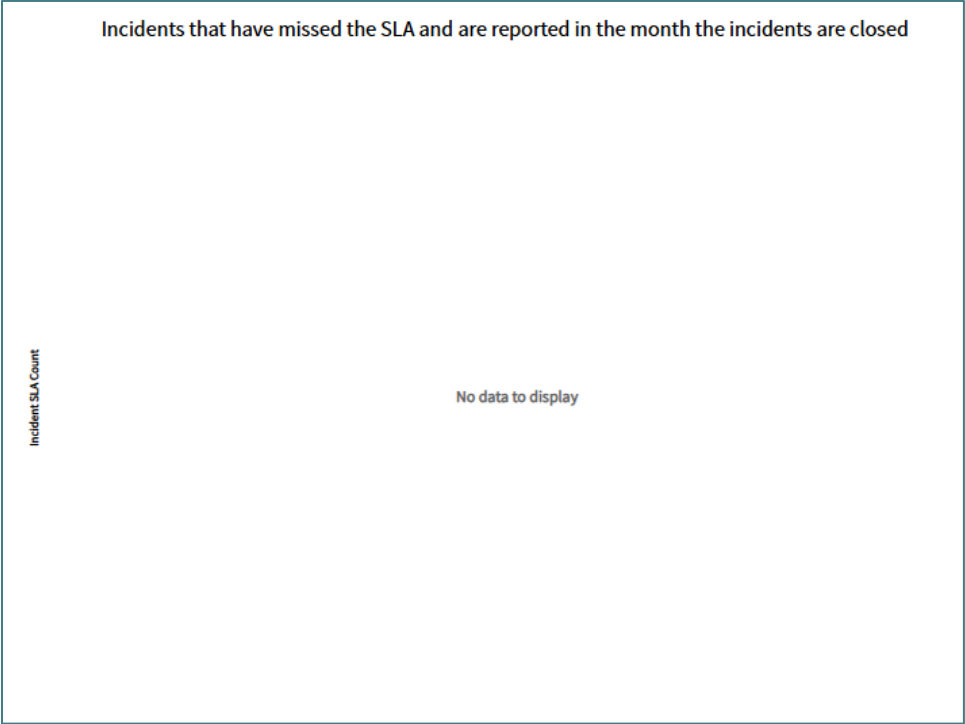
Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

The figure 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 automatically closes, and the SLA is completed. One closed incident missed the SLA in March MTD.

Note: No Incidents missed SLA and reported in the month the incidents are closed for March MTD.

Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed

4.1.2 BenefitsCal Technical Service Desk Metrics

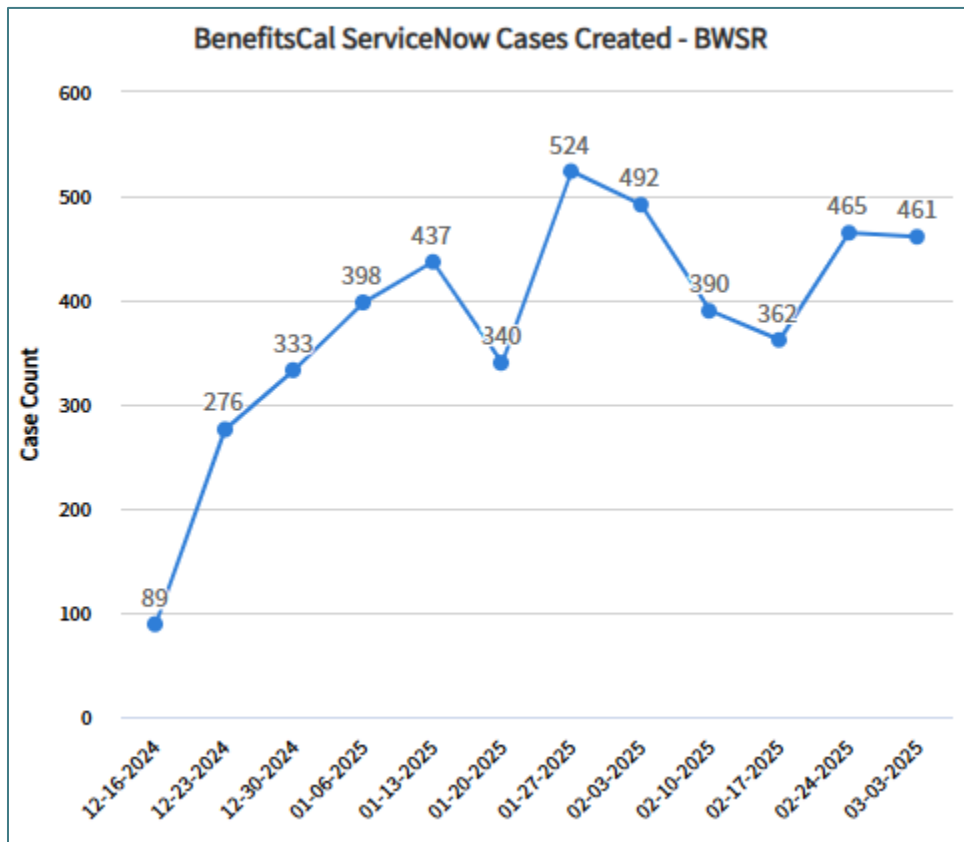Information related to the BenefitsCal Technical Service Desk follows.

Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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
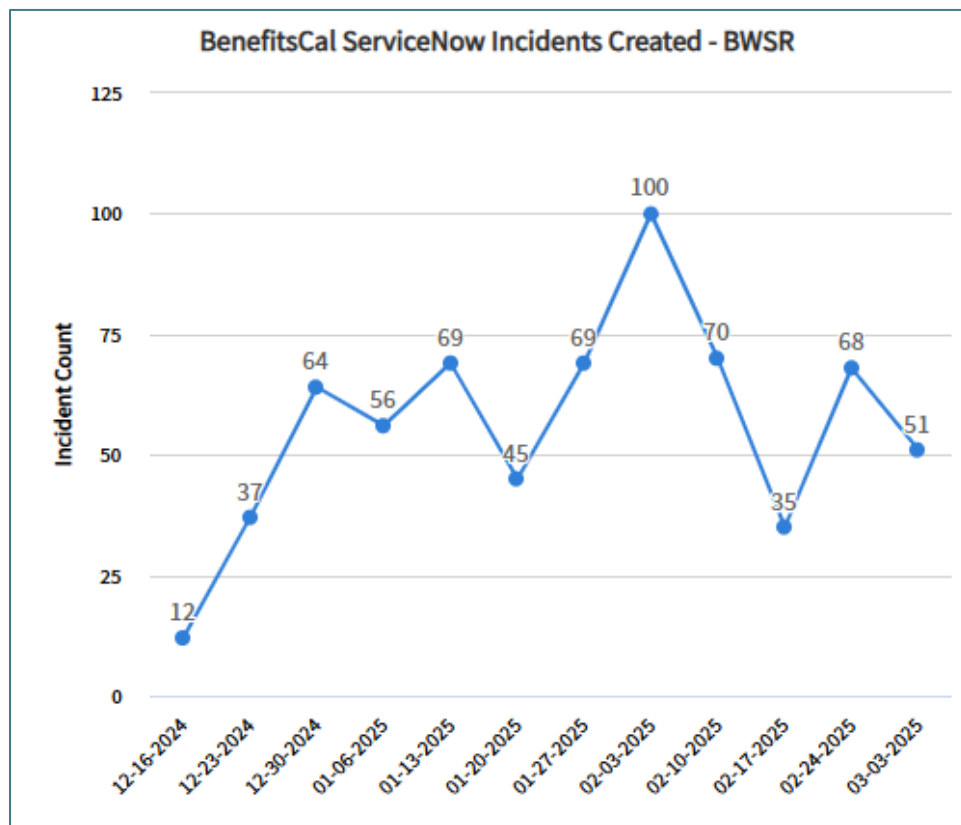
Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

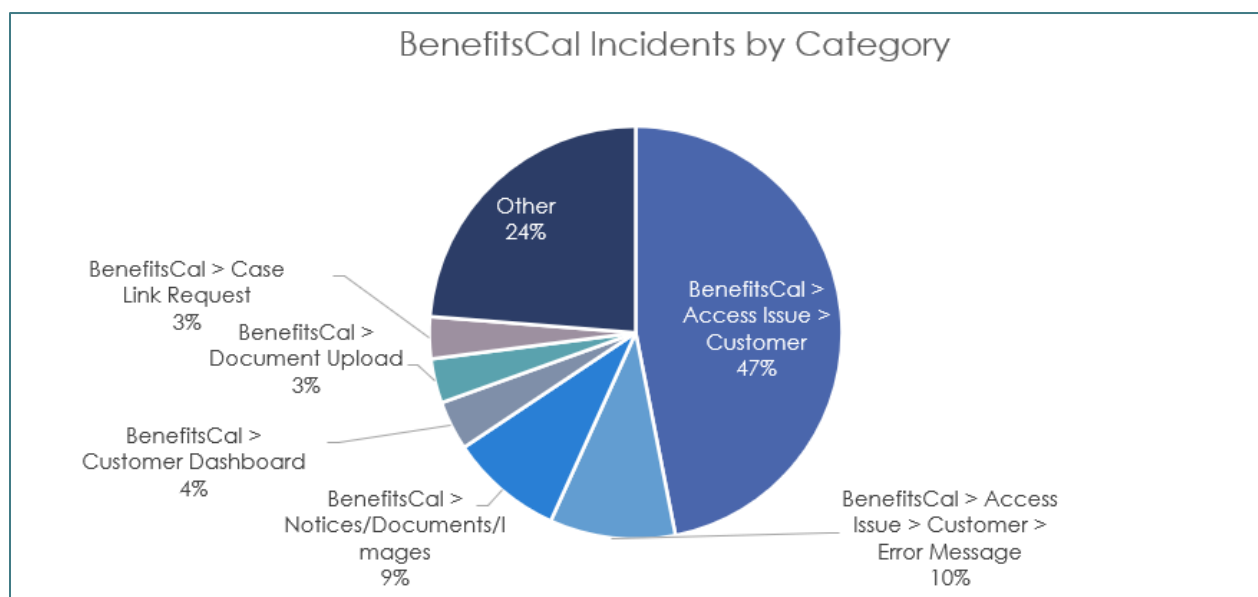Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 24% listed as Other

are for selected categories that had less than 5 percent of the total incidents.

4.1.3 Root Cause Analysis (RCA)

The following table lists the open RCAs.

Table 4.1.3-1: In Progress RCAs

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
361	County Managed Workstations Displaying Incorrect Time	1/27/2025	Infra
365	Unable To View Notices In BenefitsCal	2/4/2025	M&E
366	OCAT Referrals In Pending Status	2/12/2025	M&E

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.1.3-1: Infrastructure Production Defects

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-746	11/19/2024	GA/GR	Fix SCL CC Master Database Report (part 1)	In Development
GAGR-743	11/13/2024	GA/GR	Resolve GAGR Gateway timeout error when trying to call GAGR CC0027F	System Test
GAGR-733	10/16/2024	GA/GR	Fix SFO CC Master Database Report (part 1)	System Test
GAGR-698	8/26/2024	GA/GR	Fix YOL CC Master Database Report (part 2)	System Test
CA-287821	2/13/2025	Analytics	[ODAG] Archival Qlik Reports need to be deployed	Test Complete
CA-287723	2/11/2025	Cloud Ops	Start/Stop EC2 Scripts are failing in Production Batch.	System Test
CA-285370	3/07/2025	Analytics	Scheduled Report Title drop down box does not populate any entries when using MS Edge	New

4.3 Technical Infrastructure Support

This section includes information related to Infrastructure maintenance and deployments performed by the Infrastructure team along with the planned outage calendar.

4.3.1 Maintenance

The following tables list the completed maintenance and planned upcoming maintenance.

Table 4.3.1-1: CalSAWS Completed Maintenance

DATE(S)		ACTIVITY DESCRIPTION
2/24/25	2/24/25	Upgrade Qlik Sense Prod and AdHoc to May 2024 Patch 12 Release
2/24/25	2/24/25	Allow Outbound access from Prod-Batch Servers to coreapp-development DBs for Test Data Slicer coreapp-prod #851725240334
2/24/25	2/26/25	Addition of NAT IP address LA3 Firewall.
2/24/25	2/24/25	Update httpd.conf to resolve security defects in coreapp-production account (#774917615573)
2/24/25	2/24/25	CalSAWS Priority Release 25.02.23
2/24/25	2/25/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Feb. 24, 2025)
2/24/25	2/24/25	CalSAWS Priority Release 25.02.24
2/25/25	2/25/25	Windows Server Updates - February 2025
2/25/25	2/25/25	CalSAWS Priority Release 25.02.25
2/26/25	2/26/25	RDS Restart in Production
2/26/25	2/26/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Feb. 26, 2025)
2/26/25	2/28/25	Create permission sets for Fresno and Santa Clara counties' database users for PBDS project
2/26/25	2/26/25	CalSAWS Priority Release 25.02.26
2/26/25	2/27/25	Analytics Qlik connectivity to prarchive databases for archive reports
2/26/25	2/26/25	Whitelist domains ".oraclecloud.com", ".oracle.com.akadns.net" and ".oracle.com" to allow OEL7 servers to connect to ULN
2/26/25	2/27/25	Deploy Kinesis Firehose infrastructure to enable Lambda payload logging for CARES and WDTIP
2/27/25	3/3/25	Update WAF IP Set for County Internet Users coreapp-production-tools (271562797580)
2/27/25	2/27/25	CalSAWS (WordPress) Production Website Multiple Plugin Updates
2/27/25	2/27/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Feb. 27, 2025)
2/27/25	2/27/25	CalSAWS Priority Release 25.02.27
2/27/25	2/28/25	ECR: Enable TGW Connectivity from CC Shared Functions to Prod Shared Services

DATE(S)		ACTIVITY DESCRIPTION
2/27/25	2/27/25	ServiceNow Release 25.02.27
2/28/25	2/28/25	ECR: Delete unattached EBS volumes for cost savings purpose
2/28/25	2/28/25	CalSAWS Priority Release 25.02.28
2/28/25	3/1/25	BCAL - Partitioning of cp_app_transfer_events, cp_app_transfer_events_audit table - Prod
3/1/25	3/1/25	CalSAWS Priority Release 25.03.01
3/3/25	3/3/25	CA-284514 - AUDIT data recovery -coreapp-production
3/3/25	3/4/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Mar. 3, 2025)
3/3/25	3/3/25	CalSAWS Priority Release 25.03.03
3/4/25	3/4/25	ServiceNow Release 2025-03-05 - Gainwell
3/5/25	3/5/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Mar. 5, 2025)
3/5/25	3/5/25	CalSAWS Priority Release 25.03.05
3/5/25	3/5/25	ECR: Whitelist internal API domain on CC Shared Functions Firewall
3/6/25	3/6/25	CalSAWS (WordPress) Production Website Multiple Plugin Updates
3/6/25	3/6/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Mar. 6, 2025)
3/6/25	3/6/25	CalSAWS Priority Release 25.03.06

Table 4.3.1-2: CalSAWS Upcoming Maintenance

SCHEDULED DATE(S)		ACTIVITY DESCRIPTION
3/10/25	3/10/25	Turning on the pruning for the Qualys console.
3/10/25	3/11/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Mar. 10, 2025)
3/12/25	3/14/25	Create new IF and ME AWS roles - Phase 1
3/12/25	3/12/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Mar. 12, 2025)
3/12/25	3/12/25	Add Snyk to list of configuration items in ServiceNow
3/12/25	3/13/25	RPA Production: Update security group for Robot EC2
3/13/25	3/13/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Mar. 13, 2025)
3/13/25	3/14/25	Update Cloudfront domain Response Headers Policy to resolve security defect in childcare-production-frontend account (381067379246)

SCHEDULED DATE(S)		ACTIVITY DESCRIPTION
3/13/25	3/14/25	Update Cloudfront domain Security Policy to resolve security defect in childcare-production-frontend (381067379246)
3/13/25	3/13/25	Create a Dynamo DB table to specified Contact Center Production Account
3/13/25	3/13/25	Create DynamoDB table to all Production Contact Center County Account
3/14/25	3/14/25	Replace TPX SD-WAN Circuit at LA3 (Backup Circuit)
3/15/25	3/15/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Mar. 15, 2025)

4.3.2 Deployments

The CalSAWS Infrastructure team successfully deployed the following releases since the last reporting period:

Table 4.3.2-2: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
25.03.09	3/09/2025
25.03.07	3/07/2025
25.03.06	3/06/2025
25.03.05	3/05/2025
25.03.03	3/03/2025
25.03.01 (COLA)	3/01/2025
25.02.28	2/28/2025
25.02.27	2/27/2025
25.02.26	2/26/2025
25.02.25	2/25/2025
25.02.24	2/24/2025

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

The Service Level Agreements (SLAs) were met within the reporting period.

4.3.4 CalSAWS Production Planned Outages Calendar

The CalSAWS Production Planned Outages Calendar, provided in the following figure below, notifies Counties of upcoming scheduled downtimes for CalSAWS Production 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\2025 folder

Activity Description	Start Date	Start Time	End Date	End Time	Communication Method	Communication Sent Date
Production Maintenance	03/09/25	6:00 AM	03/09/25	2:00 PM	CIT 0025-25 / Broadcast Email	2/25/2025 / 3/4/2025
Adhoc Reporting Database Maintenance	03/09/25	2:00 PM	03/09/25	6:00 PM	CIT 0025-25 / Broadcast Email	2/25/2025 / 3/4/2025
CalSAWS Release 25.03	03/23/25	6:00 AM	03/23/25	1:00 PM	CIT 0027-25 / Broadcast Email	2/28/2025 / TBD
BenefitsCal Release 25.03.27	03/27/25	8:00 PM	03/27/25	9:30 PM	Broadcast Email	TBD
ForgeRock Maintenance	03/28/25	10:00 PM	03/29/25	2:00 AM	CIT 0033-25 / Broadcast Email	3/6/2025 / TBD
Production Maintenance	03/30/25	2:00 PM	03/30/25	6:30 PM	CIT 00XX-XX / Broadcast Email	TBD / TBD
Adhoc Reporting Database Maintenance	03/30/25	12:00 PM	03/30/25	4:00 PM	CIT 00XX-XX / Broadcast Email	TBD / TBD
Production Maintenance	04/05/25	3:00 PM	04/06/25	2:00 PM	CIT 0026-25 / Broadcast Email	2/25/2025 / TBD
Adhoc Reporting Database Maintenance	04/05/25	3:00 PM	04/06/25	2:00 PM	CIT 0026-25 / Broadcast Email	2/25/2025 / TBD

Legend: Unavailable, Reduced Availability, Available. System columns: CalSAWS Core, BenefitsCal, Imaging, Contact Center, ADHOC / APEX, ForgeRock, CalHeers, OCAT, Central Print, Training Production.

Figure 4.3.4-1: 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

5   LOBBY MANAGEMENT

The following table provides updates by County related to lobby management.

Table 4.3.4-1: CalSAWS Upcoming Maintenance

COUNTY	UPDATES
Merced	Packet Captures obtained for Wardrobe and Castle Sites. Next steps involve sending a network team member to the wardrobe site.
Solano	Printer ticket review was completed and shared with Consortium Lobby
Orange	Reporting MagTek card reader issues. Currently under review by the Online team. Additional logs and sample cases were provided to online team for review.
San Joaquin	Intune Deployment complete. San Joaquin requested the spare pc be imaged as well.
San Bernardino	A meeting is scheduled for next week to coordinate Boca Printer Refresh.

County	Updates
Madera	Kiosk refresh underway. Meridian supplied equipment arrived at the warehouse this month.
LA, Orange, San Francisco	Counties reported audio issues with the Lobby monitors. Users reported no Audio is heard from the system when calling out the next person in line. Bridge calls were initiated with the respective counties. Issue reported appears to be isolated to specific sites and may stem from the A/V setup or network setup at those sites. Counties will continue to monitor and provide updates.
Riverside and San Bernardino	SCR was created for the following: New EBTcards are not read by the Magtek readers. CA-288304.
Siskiyou	Outreach to configure and prep network for intune deployment has been initiated.

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Los Angeles, Marin, Mariposa, Mendocino, Modoc, Mono, Napa, Nevada, Placer, Plumas, Sacramento, San Benito, San Diego, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Ventura, Yolo, Yuba

6 GA/GR CORRESPONDENCE

- Release 25.03 - System Test of the CalSAWS-1 Common Approval NOA (GAGR-740/CA-284296) and CalSAWS-2 Common Change NOA (CA-284297) is complete. System Test Defect CA- 287841 resolved. Scripts 100% pass. Testing included validation of the NOAs in all 18 of the automated GAGR counties and all threshold languages. On track for delivery with CalSAWS Release 25.03.
- Release 25.05 - Development phase in progress for the San Bernardino County GAGR Opt-in project (GAGR-443). Exstream Development for the county forms and NOAs nearly complete. On track for delivery with CalSAWS Release 25.05.
- Shasta County GAGR Opt-In Exstream Development and Exstream Licenses County Purchase Agreements (GAGR-753) revised and delivered to the county for review and approval.

7 OCAT UPDATES

The table below provides OCAT production usage statistics. OCAT user logins and initiated interviews for last two week's reporting period shown below.

Table 4.3-1: OCAT Usage

Activity	Total
User Logins	6,233
Activity	**Total (0.48%)**
Interviews Completed (SAWS Initiated)	6,193
Interviews Completed (OCAT Initiated)	30

Total	**6,223**	

8   ADDITIONAL PROJECTS

The following subsections provide information on larger projects managed by the Infrastructure team. The Infrastructure team may also be participating in M&E led projects reported upon in the M&E status report.

8.1 ServiceNow IT Operations Management Discovery / Hardware Asset Management / Software Asset Management (TLM-13, TLM-14, TLM-15)

- IT Operations Management (ITOM)
  - CalSAWS M&O deliverables and their associated OWDs reflect processes and procedures that existed before ITOM updates were made. Consortium requests that the Gainwell team respond to and address comments submitted in the DDEL/FDEL process for the updates made under SCR CA-283366.
  - Team is currently working on addressing OWDs and Deliverables for Configuration Management and System Operations Management Plans
- Hardware Asset Management (HAM)
  - The final decision has been made that Gainwell will lead the Production implementation post February 01, 2025
  - Currently creating OWDs for HAM. The expected start for HAM activities is May.
- Software Asset Management (SAM)
  - The final decision has been made that Gainwell will lead the Production implementation post February 01, 2025
  - Gainwell received ITOM/HAM/SAM design documentation and the corresponding materials, such as Plugin/Change Requests, HiWave cases, Mid-server details, and Knowledge articles related to these projects. Gainwell has started reviewing these documents.
  - Gainwell has not received the ITOM OWD prepared by Accenture. Gainwell checked with the Consortium to see if they can share the latest version submitted by Accenture. Additionally, Gainwell is working on the HAM and SAM OWDs.
  - Currently creating SAM OWDs. The expected start for SAM activities is May.

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

- Work for this System Change Request (SCR) CA-274989 cannot begin until compatible WebLogic version and ODM version is available to support JDK 17 upgrade as part of System Change Request (SCR) CA-247010 (Upgrade CalSAWS application from JDK 11 to latest JDK version). Compatible WebLogic version was released on December 31, 2024, and CA-247010 has started.
- CA-274989 will be on hold until CA-247010 is completed and has been approved by Consortium.
- Transition completed for knowledge exchange with Gainwell.

8.3 Log of Open SCRs

The following table lists other open SCRs assigned to the Infrastructure team.

Table 8.3-1: Other Open SCRs

Jira ID	Created	Infra Team	Description	Status
OCAT-9	11/18/2024	OCAT	Disposition OCAT Special Characters Change	New
GAGR-778	2/28/2025	GA/GR	GAGR AS Counties Consortium QR7 Barcode	System Test
GAGR-773	2/12/2025	GA/GR	Update to SF County Form 2124 WDD Office Appointment	System Test
GAGR-771	1/30/2025	GA/GR	System Testing for Release 25.03	System Test
GAGR-770	1/30/2025	GA/GR	GAGR- Regression Testing Release 25.03	System Test
GAGR-768	1/27/2025	GA/GR	Manual Variable requested for the automated variable <GA_GR_budgets_needs> used in the GA-GR Top-Down2 budget line	Design in Progress
GAGR-767	1/27/2025	GA/GR	Santa Clara County requests maintenance assistance for their GA 005, GA 007, GA 021, and GA 120	Design in Progress
GAGR-764	1/22/2025	GA/GR	ORG 120 B -GR Denial - Excess Income update budget variable from <GA_GR_budgets_needs> to <Ongoing_Monthly_Benefit_You_Will_Get> .	Design in Progress
GAGR-752	11/26/2024	GA/GR	Move Form GA 341 into SYS6 for testing	Design in Progress
GAGR-745	11/18/2024	GA/GR	New NOA Components Requested - Header and Reason Codes	Test Complete
GAGR-740	10/30/2024	GA/GR	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 1 Approval	System Test
GAGR-707	9/11/2024	GA/GR	Fresno IP Plan for CalSAWS 2 Variable Change	System Test
GAGR-694	8/23/2024	GA/GR	GA 043 New Trigger & Reason Code Requested - Santa Clara	Design in Progress
GAGR-638	6/5/2024	GA/GR	NOA Back Section - Change mandatory variable section to Not mandatory	System Test
GAGR-586	4/18/2024	GA/GR	Auth Rep name not present in drop down when MANUALLY generating corresp from GAGR Service.	Design in Progress
GAGR-463	10/24/2023	GA/GR	Test on Deferred test cases from all previous releases from 21.11 to 23.09	System Test
GAGR-443	9/21/2023	GA/GR	San Bernardino County Opting into the GAGR Automated Solution	Design in Progress

Jira ID	Created	Infra Team	Description	Status
GAGR-439	9/12/2023	GA/GR	GAGR AS - Exstream - CSN 05 Approval of Benefit Replacement NOA - auto populate amount and date issued	Design in Progress
CA-288211	2/25/2025	Cloud Ops	Create new environment for Deloitte M&E Transition efforts	New
CA-287923	2/17/2025	Support Tools	Confluent Upgrade to 7.8.x	Pending Approval
CA-287326	1/31/2025	DevOps	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	1/31/2025	ServiceNow	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	New
CA-287323	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	New
CA-287322	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow ITOM Discovery Gainwell Implementation	New
CA-287321	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow Software Asset Mgmt (SAM) Gainwell Implementation	New
CA-285780	12/12/2024	DBA	Quarterly Oracle Security Patch Software Installs	Approved
CA-285088	11/21/2024	Tech Support	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-266068	8/9/2023	Middleware	Update Tumbleweed Certificate for WIS Interface Files - August 2025	New

9   TRANSITION SUPPORT

This section includes highlights from the remaining Infrastructure transition workstreams and support of the M&E transition.

9.1   Infrastructure Transition

Following are the highlights from the Imaging and Contact Center transitions.

- Imaging
  - Knowledge Transfer is complete (13 sessions).
  - Shadowing is nearing completion (12 sessions completed, 1 session scheduled for next period).
  - Reverse Shadowing has begun (5 sessions completed, daily ticket disposition stand up meetings being held, 5 sessions scheduled for next period, 1 session to be scheduled).
- Contact Center

- Knowledge Transfer is nearing completion (26 sessions completed this period, 47 sessions completed overall, 4 sessions have been scheduled for next period).
- Shadowing session planning has begun and first sessions will be conducted next period.

9.2 M&E Transition

The following activities were completed in support of the M&E transition.

- Completed setup of Deloitte code branch for exploratory and parallel coding
- Continued to work with Deloitte on a request for an additional environment, Phase 2. Working on estimates and TBCR material
- Provided KT for M&E OCAT with Deloitte
- Completed phase 1 access, Jira and SharePoint.
- Received onboarding to Deloitte KT process.

Appendices

Appendix A - Appendix A - County Purchases Status Report

Appendix B - Appendix B - County Purchase Aging Report

Appendix C - Appendix C - County Purchase Hardware Report