CalSAWS

California Statewide Automated Welfare System

THE POWER OF 58

Bi-Weekly Status Report
CalSAWS Infrastructure

Reporting Period: April 7, 2025 – April 20, 2025

TABLE OF TABLES

TABLE OF FIGURES

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 11 active Infrastructure Production defects.
Incidents	▪ **RESOLVED: PRB0051414** - Starting at 12:30 PM on April 15, 2025, Kern County users at the 7050 Lake Isabella Blvd site may experience slowness while navigating through and performing transactions in CalSAWS and associated systems. As of 1:06 PM on April 15, 2025, the issue has been resolved. Connectivity at the Lake Isabella has been restored by the carrier. Users are now able to navigate through CalSAWS and associated systems at normal speed. ▪ **RESOLVED: PRB0051394** - Starting at 7:00 AM on April 10, 2025, San Bernardino County users at the Needles site were unable to access CalSAWS and associated systems. The network provider (TPx) was engaged to investigate the connectivity issue. As of 10:08 AM on April 10, 2025, the issue has been resolved. Network connectivity at the Needles site has been restored and users are able to access CalSAWS and associated systems. ▪ **RESOLVED: PRB0051118** - Starting at 8:00 PM on March 4, 2025, IEVS applicant file will not be received until the end of May 2025. The IEVS applicant inbound file processing job will not be run in CalSAWS until the end of May 2025. As a result, IEVS applicant data from 3/4/2025 and onwards will not be available on the IEVS List page in CalSAWS. As of 1:00 AM on April 8, 2025, the issue is resolved. The A-IEVS System has been fully restored as of April 8, 2025. FTB, EDD, and SSA income information is now available. ▪ **RESOLVED: PRB0051381** - Starting at 2:41 PM on April 7, 2025, Contact Center and IVR callers were unable to authenticate using the authentication bot. As of 11:20 PM on April 7, 2025, the issue is resolved with the deployment of Defect CA-289605. Callers will be able to Authenticate using the authentication bot. ▪ **RESOLVED: PRB0051278** - Starting at 9:21 AM on March 28, 2025, EW40 Transactions are not being sent for Discontinued Medical program. MEDS will not be updated with EW40 transactions of the participant until the issue is resolved. Counties are able to submit online EW40 transactions. This issue is resolved with the deployment of Defect CA-289292 last night, April 3, 2025. EW40 transactions impacted during March 23, 2025, and April 3, 2025. As of 9:00 PM on

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	April 4, 2025, EW40 transactions impacted during March 23, 2025, and April 3, 2025, got retriggered automatically by the project on, April 4, 2025. ▪ **RESOLVED: PRB0051380** - Starting at 11:30 AM on April 7, 2025, some Lake County users experienced issues receiving One Time Passcode (OTP) email used for logging into CalSAWS and associated systems. The team actively investigated and created Defect CA-289579 to track this issue. As of 2:13 PM, April 7, 2025, this issue is resolved. Lake County users are now able to receive OTP emails and log into CalSAWS Services. Lake County worked with their email security service vendor to resolve the issue. ▪ **RESOLVED: PRB0051377** - Starting at 8:48 AM on April 7, 2025, filter values were not getting populated for On-Request reports (connecting to Oracle Database). The team actively investigated and created Defect CA-289579 to track this issue. As of 11:45 AM, April 7, 2025, this issue is resolved. On-Request Report Connecting to Oracle Database has been generated successfully. Filter values are being populated for On-Request reports (connecting to Oracle Database).
Maintenance/ Deployments	▪ 4/07/25: Deployment – Priority Release 25.04.07 (CHG0053791) ▪ 4/07/25: Deployment – Release When Ready 25.03.x1 (CHG0053791) ▪ 4/10/25: Deployment – Priority Release 25.04.10 (CHG0053842) ▪ 4/11/25: Deployment – Priority Release 25.04.11 (CHG0053851) ▪ 4/13/25: Deployment – Priority Release 25.04.13 (CHG0053852) ▪ 4/14/25: Deployment – Priority Release 25.04.14 (CHG0053893) ▪ 4/15/25: Deployment – Priority Release 25.04.15 (CHG0053899) ▪ 4/16/25: Deployment – Priority Release 25.04.16 (CHG0053910) ▪ 4/17/25: Deployment – Priority Release 25.04.17 (CHG0053911) ▪ 4/18/25: Deployment – Priority Release 25.04.18 (CHG0053944)
Milestones	▪ Conducted DR Dry Run 1 on April 17 – April 18

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 Complete	N/A
I-D02	Infrastructure Services Plan - Network Operations Plan	FDEL Complete	N/A
I-D02	Infrastructure Services Plan - CalSAWS System Operations Plan	FDEL Complete	N/A

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
I-D02	Infrastructure Services Plan - Configuration Management Plan	FDEL Complete	N/A
I-D13	Infrastructure Monthly Operations Report	FDEL Re-Submission Complete	4/25/2025

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 0044-25 Scheduled Downtime Notification – 4/27/2025	1	4/08/2025
Scheduled CalSAWS Maintenance	CalSAWS Maintenance from 2:00 PM, Sunday, April 20, 2025, to 6:30 PM, Sunday, April 20, 2025, and CalSAWS Adhoc Reporting Database Maintenance – from 12:00 PM, Sunday, April 20, 2025, to 4:00 PM, Sunday, April 20, 2025. CalSAWS and CalSAWS Adhoc Reporting Database Maintenance from 6:00 AM, Sunday, April 27, 2025, to 11:59 PM, Sunday, April 27, 2025.	2	4/07/2025 4/17/2025
Scheduled BenefitsCal Maintenance	The BenefitsCal application is scheduled for deployment of Priority Release 25.04.14 on Monday, April 14, 2025, from 8:00 PM to 9:30 PM.	1	4/10/2025
Scheduled EBT Maintenance	None.		
CalSAWS County Executive Communications	None.		

Category	Subject	Count	Distribution Date(s)
Issue Notification	Resolved - PRB0051414 New - PRB0051414 --- Resolved - PRB0051394 New - PRB0051394 --- Resolved - PRB0051278 Resolved - PRB0051118 --- New - PRB0051381 Resolved - PRB0051380 Update - PRB0051380 New - PRB0051380 Resolved - PRB0051377 Update - PRB0051377	12	4/15/2025 4/15/2025 --- 4/10/2025 4/10/2025 --- 4/08/2025 4/08/2025 --- 4/07/2025 4/07/2025 4/07/2025 4/07/2025 4/07/2025 4/07/2025
Priority Release Requests for Approval	Priority Release 25.04.07 (CHG0053791) Release When Ready 25.03.x1 (CHG0053791) Priority Release 25.04.10 (CHG0053842) Priority Release 25.04.11 (CHG0053851) Priority Release 25.04.13 (CHG0053852) Priority Release 25.04.14 (CHG0053893) Priority Release 25.04.15 (CHG0053899) Priority Release 25.04.16 (CHG0053910) Priority Release 25.04.17 (CHG0053911) Priority Release 25.04.18 (CHG0053944)	10	4/07/2025 4/07/2025 4/10/2025 4/11/2025 4/11/2025 4/14/2025 4/15/2025 4/16/2025 4/17/2025 4/18/2025
Informational Alert	ServiceNow Upgrade on April 12, 2025, from 5:15 AM to 9:15 AM PST. Google Chrome Download Pop-up	2	4/11/2025 4/16/2025
CalSAWS	Daily Health Report	10	4/18/2025 4/17/2025 4/16/2025 4/15/2025 4/14/2025 4/11/2025 4/10/2025 4/09/2025 4/08/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
			4/07/2025

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, BenefitsCal	Identity and Access Management Solution (ForgeRock) maintenance	~~4/11/2025 10:00 PM to 4/12/2025 2:00 AM~~ Cancelled due to deployment issues.	CalSAWS, Contact Center, BenefitsCal, OCAT, QLIK, Childcare Portal, Auditor, ServiceNow, LMS, AWS Console, Imaging, eCCP, and CCP will be unavailable during this time.	CIT 0039-25 3/25/2025	4/01/2025
BenefitsCal	BenefitsCal maintenance	4/14/2025 8:00 PM to 9:30 PM	The BenefitsCal application will be unavailable during this time.		4/10/2025
CalSAWS	CalSAWS maintenance	4/20/2025 2:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0040-25 3/31/2025	4/07/2025
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	4/20/2025 12:00 PM to 4:00 PM	CalSAWS Adhoc Reporting will be unavailable during this time.	CIT 0040-25 3/31/2025	4/07/2025
CalSAWS	CalSAWS maintenance	4/27/2025 6:00 AM to 11:59 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0044-25 4/08/2025	4/17/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CalSAWS BROADCAST DATE
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	4/27/2025 6:00 AM to 11:59 PM	CalSAWS Adhoc Reporting will be unavailable during this time.	CIT 0044-25 4/08/2025	4/17/2025

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
0044-25	Scheduled Downtime Notification – 4/27/2025	Informational	April 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
SIRFRA 1382	Medi-Cal Envelope	Completed
SIRFRA 1401	SIRFRA 1401-Updating Member Address NCOA	Completed
SIRFRA 1409	Print Postage Costs	Completed
SIRFRA 1410	Medi-Cal Telephonic Signature Receipt	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Submitted
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Submitted
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Submitted
SCERFRA 25-915	AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Submitted
SCERFRA 25-916	AB 1324 - CalWORKs	Submitted
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and Genger-based Violence Information	Submitted
SCERFRA 25-919	AB 1161 - Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SIRFRA 1430	SB 1289 Call Center Data	Discovery & Assessment

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

CalSAWS ServiceNow Cases Created

Date	Case Count
01-27-2025	272
02-03-2025	1,590
02-10-2025	1,299
02-17-2025	1,239
02-24-2025	1,406
03-03-2025	1,529
03-10-2025	1,217
03-17-2025	1,316
03-24-2025	1,310
03-31-2025	1,122
04-07-2025	1,286
04-14-2025	1,116

Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

CalSAWS ServiceNow Cases Resolved

Date	Case Count
01-27-2025	323
02-03-2025	1,445
02-10-2025	1,248
02-17-2025	1,242
02-24-2025	1,382
03-03-2025	1,567
03-10-2025	1,242
03-17-2025	1,287
03-24-2025	1,250
03-31-2025	1,157
04-07-2025	1,207
04-14-2025	1,092

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.
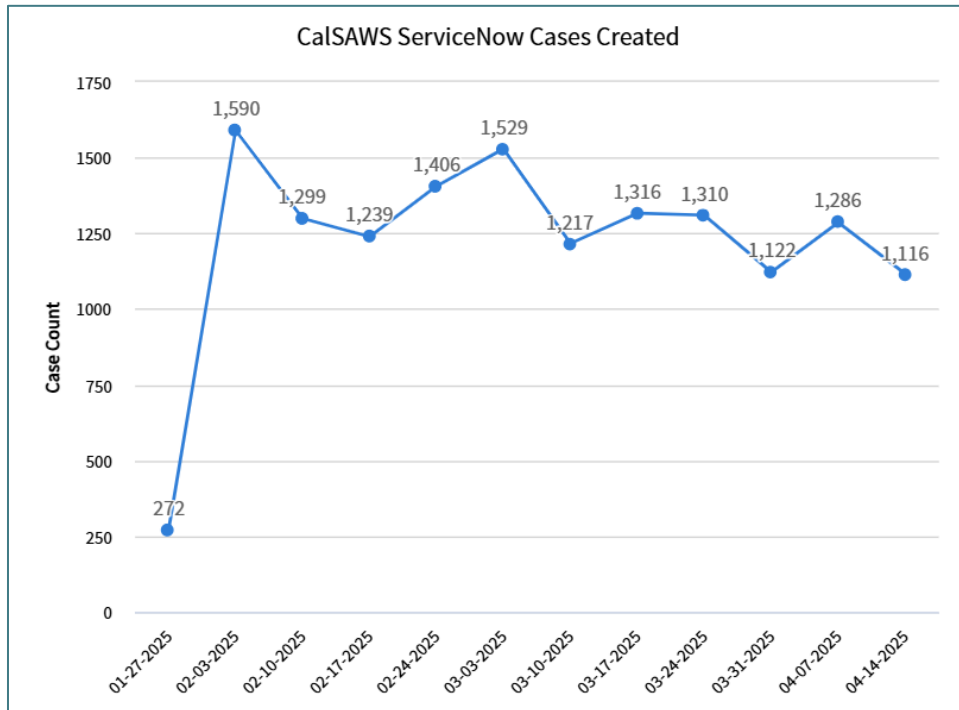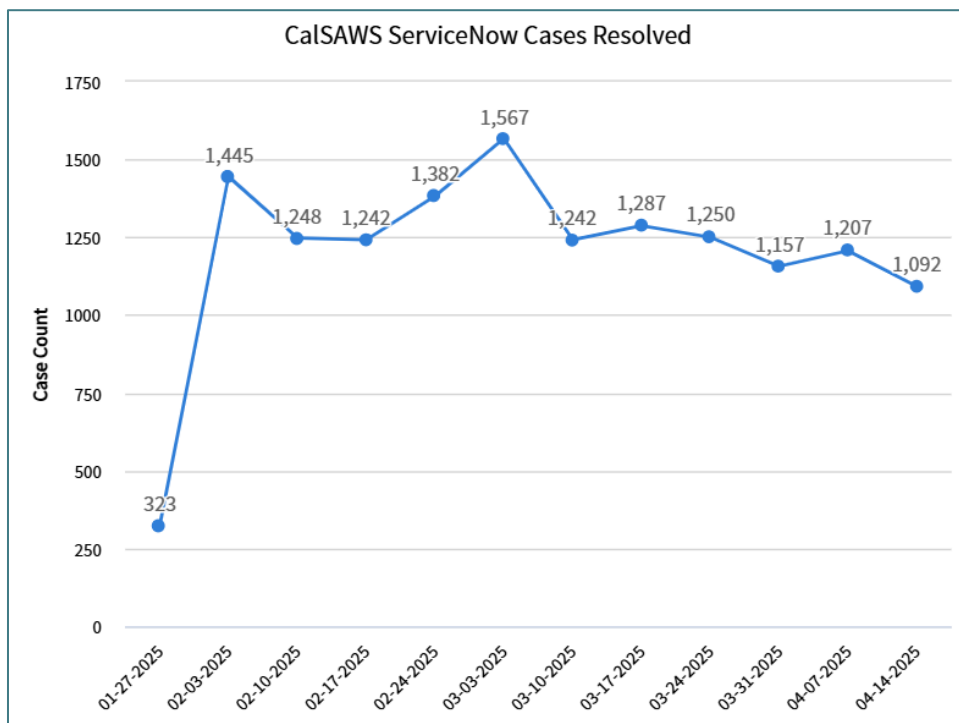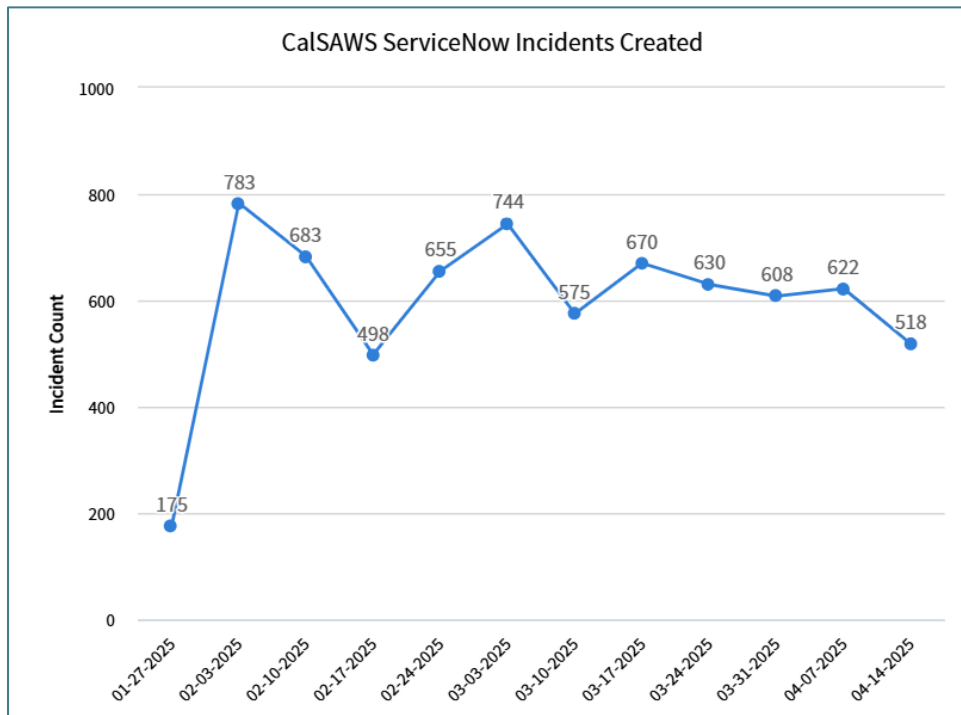

Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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
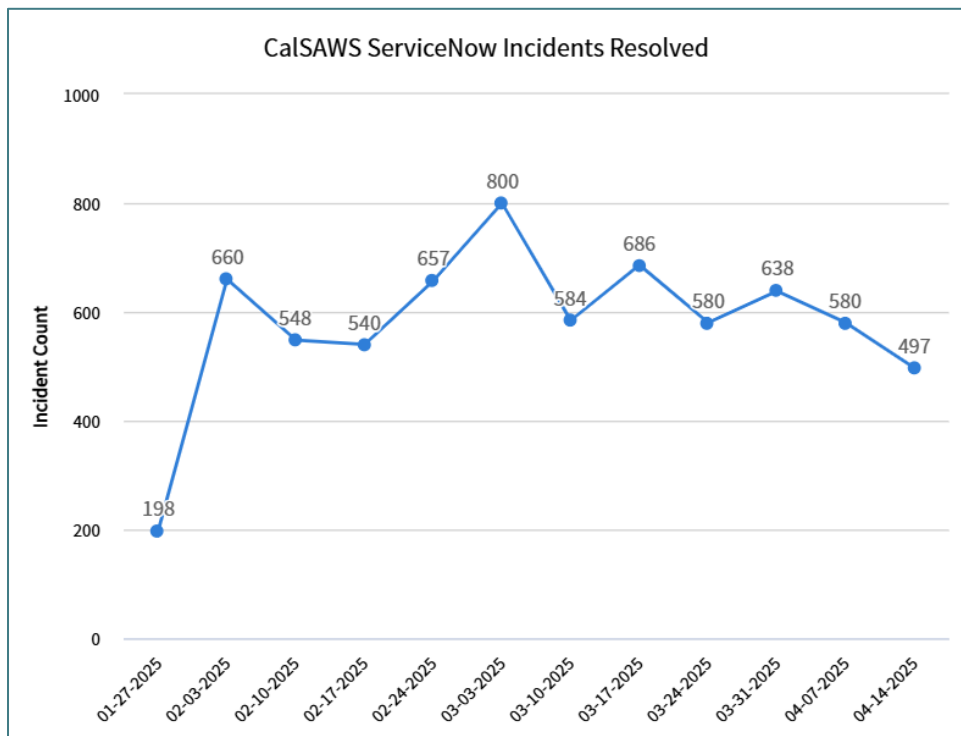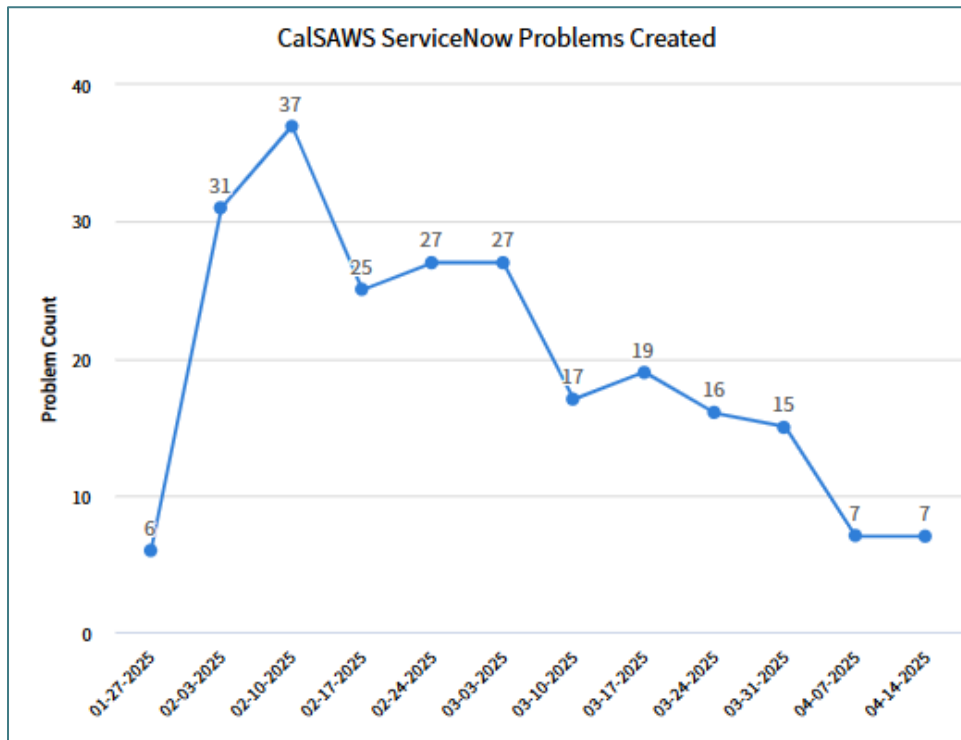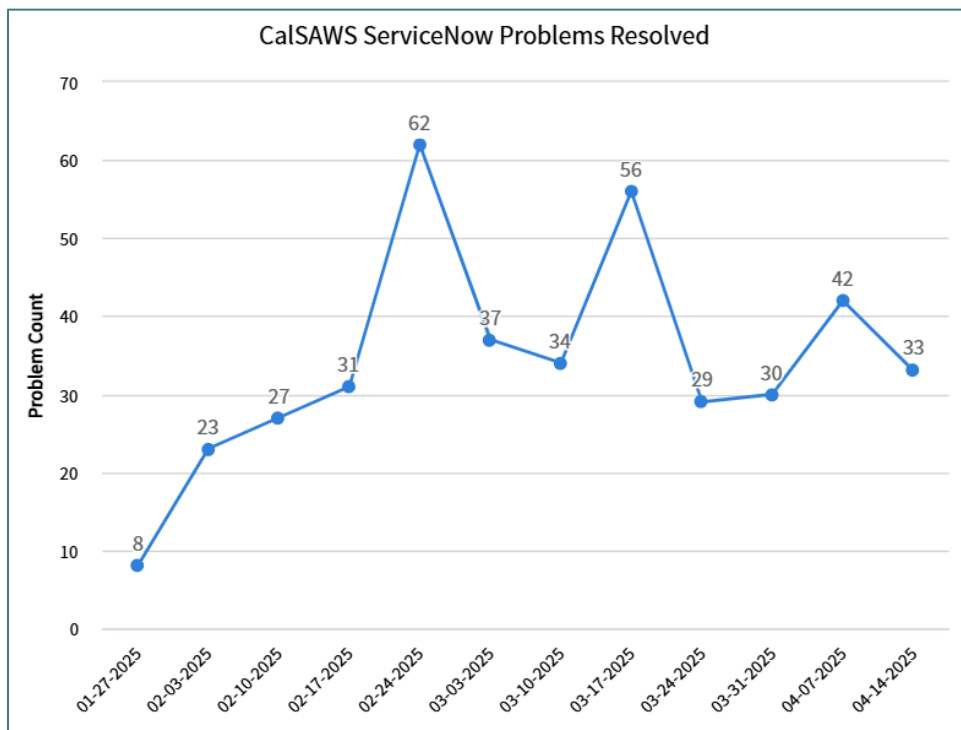
Table 4.1.1-1: CalSAWS ServiceNow Incidents by State and Age

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	4	85	6	3	9	4	2	2	**113**
IN PROGRESS	0	91	32	12	39	38	20	4	**236**
ON HOLD	0	70	74	82	166	169	195	47	**803**
RESOLVED	0	167	269	306	237	89	54	4	**1,126**
CLOSED	13	4	2	40,287	87,371	16,285	11,179	3,396	**158,537**
PROBLEM IN DIAGNOSIS	0	0	1	0	0	0	0	0	**1**
TOTAL	**17**	**417**	**383**	**40,691**	**87,822**	**16,596**	**11,450**	**3,453**	**160,829**

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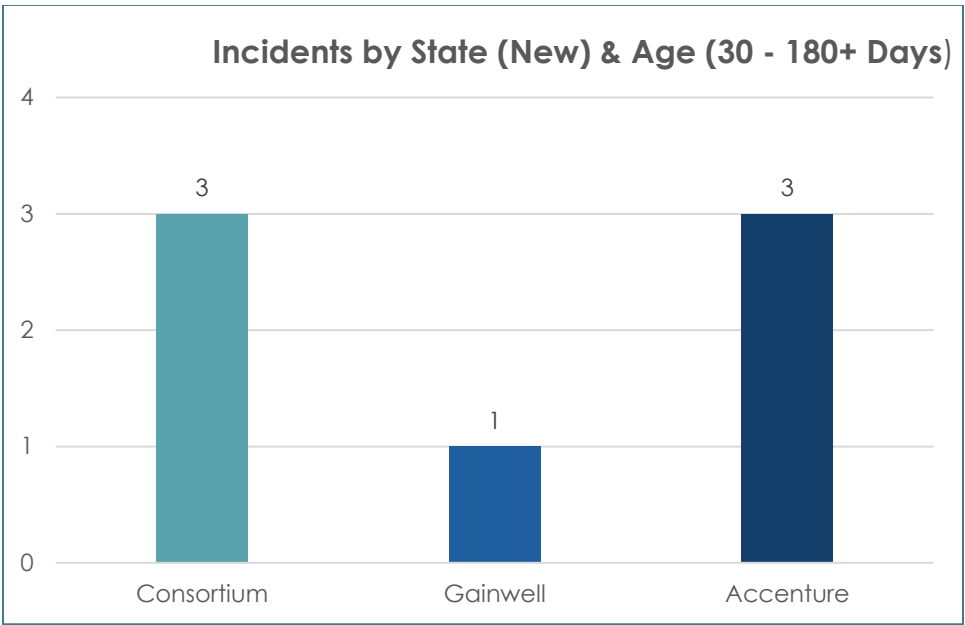
Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	3	0	**3**
Gainwell	1	0	**1**
Accenture	3	0	**3**
Total	**7**	**0**	**7**
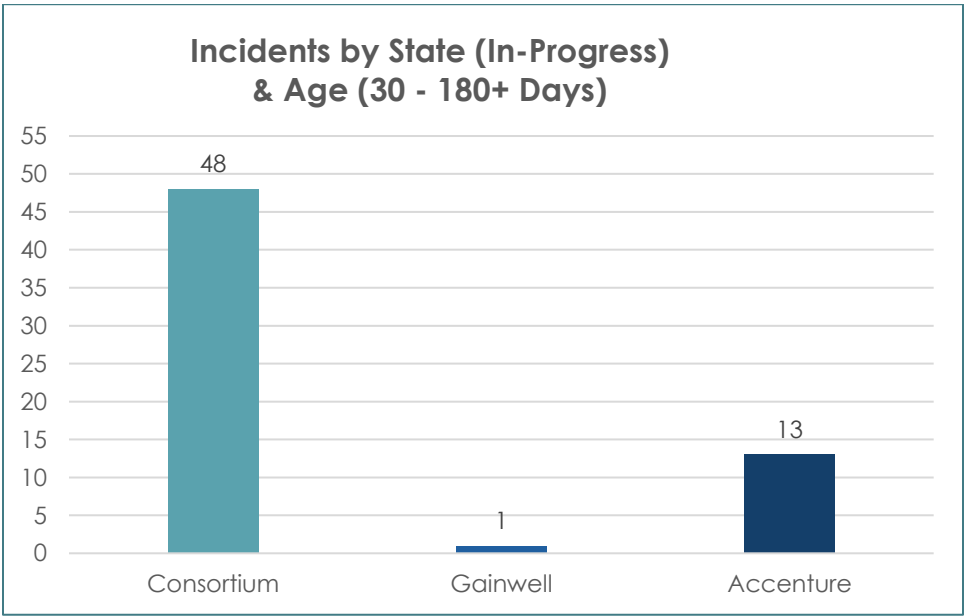
Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	48	0	**48**
Gainwell	0	1	**1**
Accenture	12	1	**13**
Total	**60**	**2**	**62**

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

	27-Dec	10-Jan	24-Jan	9-Feb	23-Feb	9-Mar	23-Mar	6-Apr	20-Apr
■ Consortium	27	22	20	17	29	30	32	43	52
■ Gainwell	1	2	1	1	0	3	2	1	2
■ Accenture	21	20	24	23	22	17	17	10	14

Figure 4.1.1-9:Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code - BWSR

Legend:
- Defect Fixed = 983 (19.24%)
- Customer Confi... = 870 (17.03%)
- Not a System E... = 805 (15.76%)
- How To - Steps... = 773 (15.13%)
- Outage / Perfo... = 499 (9.77%)
- Multiple Outre... = 432 (8.46%)
- Linked to SCR = 211 (4.13%)
- Solved (Perman... = 197 (3.86%)
- Customer Reque... = 157 (3.07%)
- Unable to Recr... = 75 (1.47%)
- Other = 107 (2.09%)

Resolution code	Incident Count	Percentage of Incidents
Defect Fixed	983	19.24%
Customer Confirmed Issue is Resolved	870	17.03%
Not a System Error - With Explanation	805	15.76%
How To - Steps to Proceed Provided	773	15.13%
Outage / Performance Degradation	499	9.77%
Multiple Outreach Attempts – No Response	432	8.46%
Linked to SCR	211	4.13%
Solved (Permanently)	197	3.86%
Customer Requested Closure	157	3.07%
Unable to Recreate Issue	75	1.47%
Other	107	2.09%
Total	**5,109**	**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

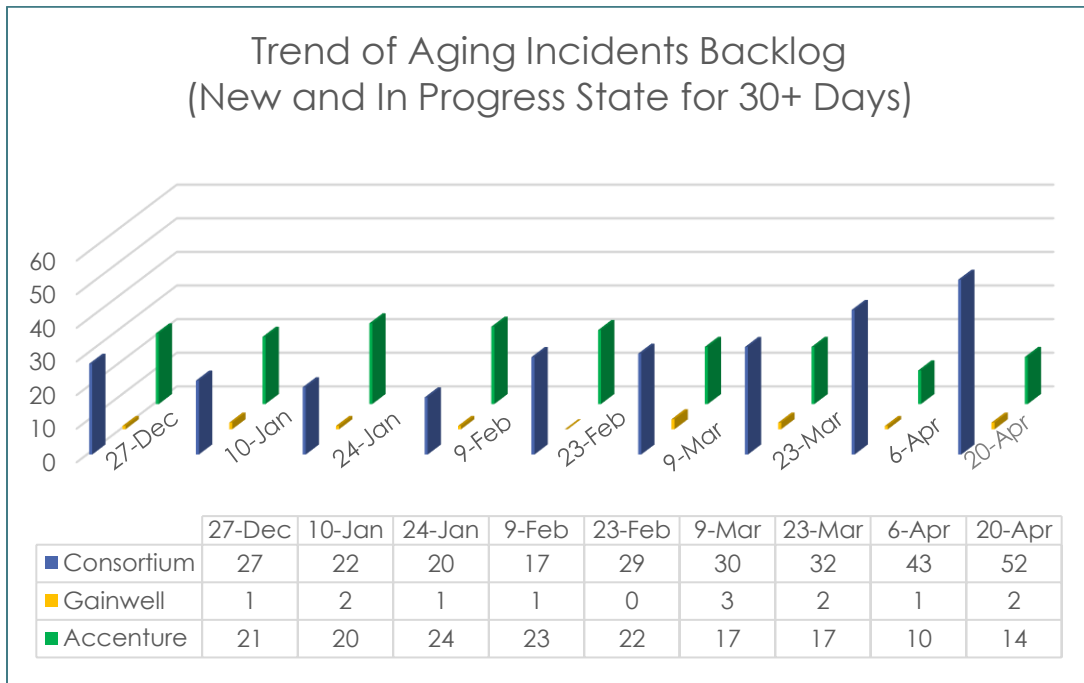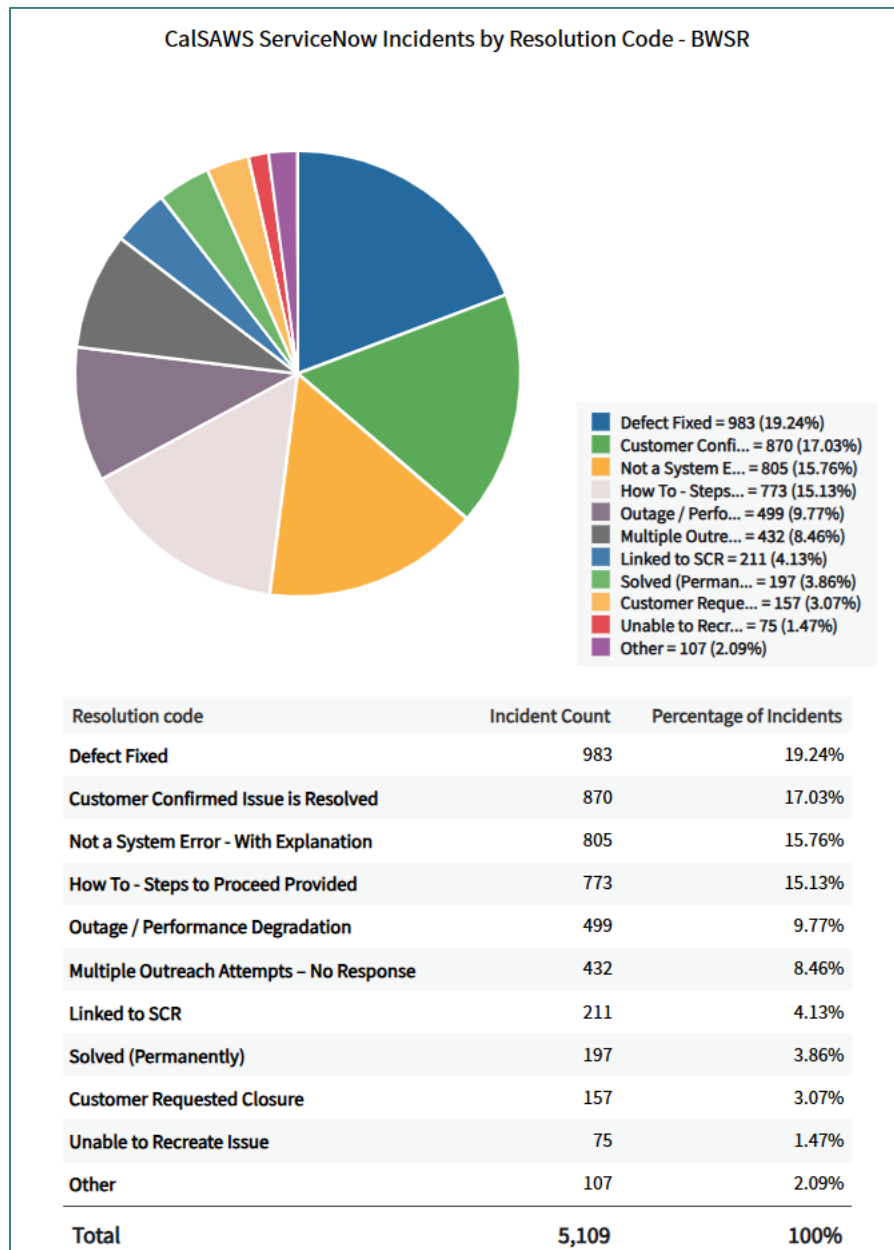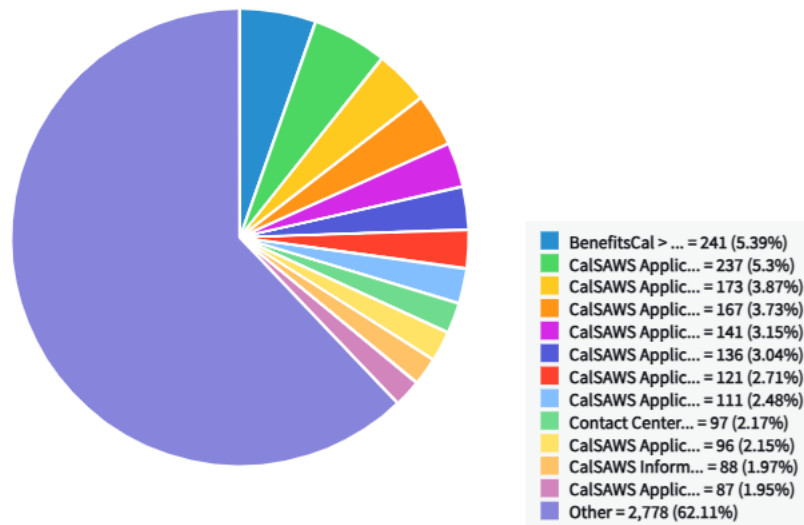## CalSAWS Incidents by Category - BWSR

Legend:
- BenefitsCal > ... = 241 (5.39%)
- CalSAWS Applic... = 237 (5.3%)
- CalSAWS Applic... = 173 (3.87%)
- CalSAWS Applic... = 167 (3.73%)
- CalSAWS Applic... = 141 (3.15%)
- CalSAWS Applic... = 136 (3.04%)
- CalSAWS Applic... = 121 (2.71%)
- CalSAWS Applic... = 111 (2.48%)
- Contact Center... = 97 (2.17%)
- CalSAWS Applic... = 96 (2.15%)
- CalSAWS Inform... = 88 (1.97%)
- CalSAWS Applic... = 87 (1.95%)
- Other = 2,778 (62.11%)

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	241	5.39%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	237	5.3%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	173	3.87%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	167	3.73%
CalSAWS Application/Related Systems > Production > Task Management > Other	141	3.15%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	136	3.04%
CalSAWS Application/Related Systems > Production > Performance > Other	121	2.71%
CalSAWS Application/Related Systems > Production > Task Management > Journal	111	2.48%
Contact Center > Calabrio > Access Issue	97	2.17%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	96	2.15%
CalSAWS Information Request	88	1.97%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	87	1.95%
Other	2,778	62.11%
Total	**4,473**	**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 2,778 listed as Other are for selected categories that had less than 87 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,473 incidents.
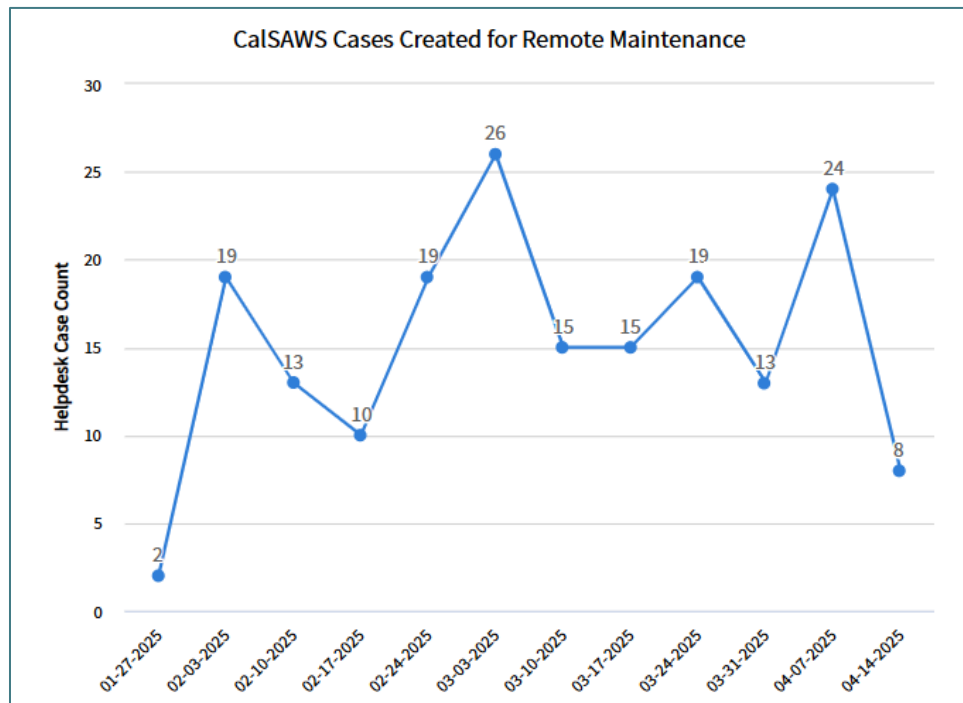
Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

The Monthly Tiers 1 and 2 Service Desk - Service Level Agreement (SLA) graph below represents the Service Desk compliance metric for closed incidents. The compliance for April Month to Date (MTD) is 99.9%.
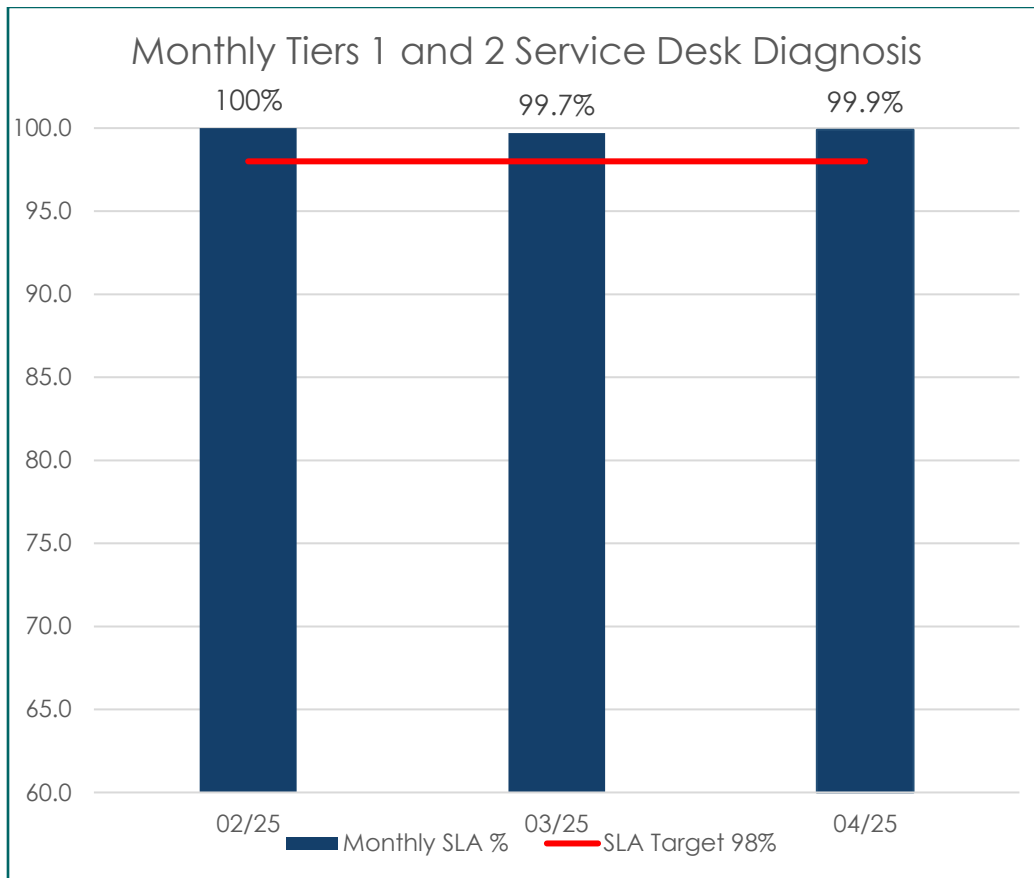
Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 1 incident missed the SLA in April MTD.
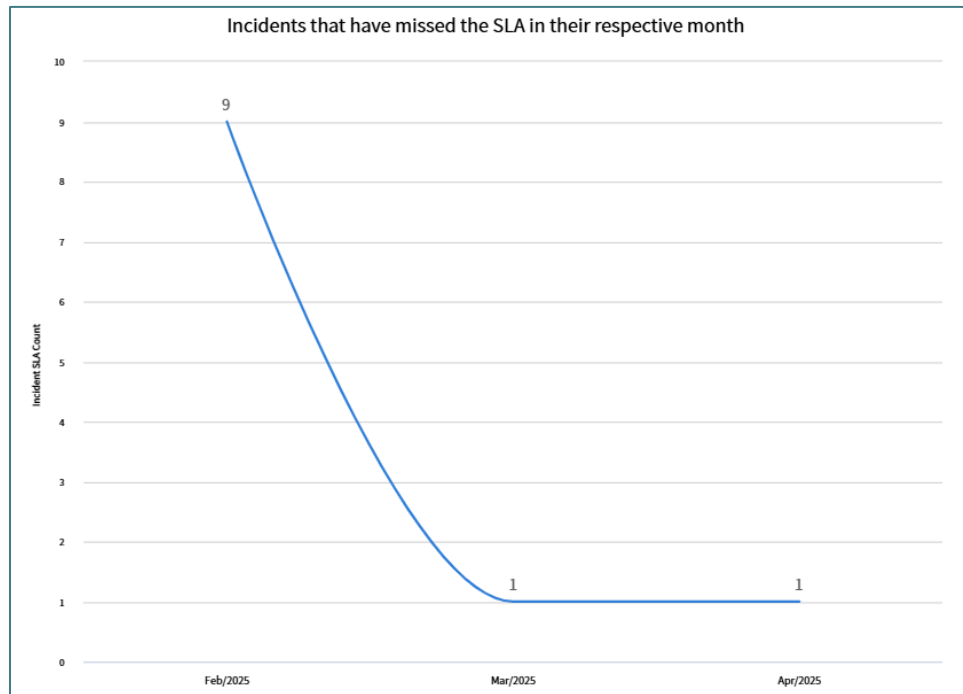
Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective month

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. 1 closed incident missed the SLA in April 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.
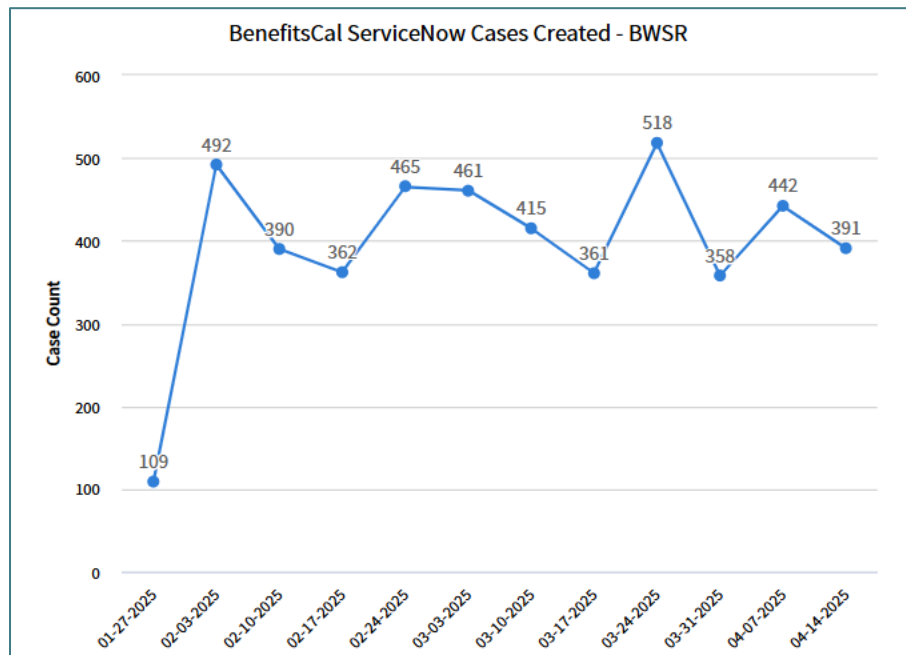
Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

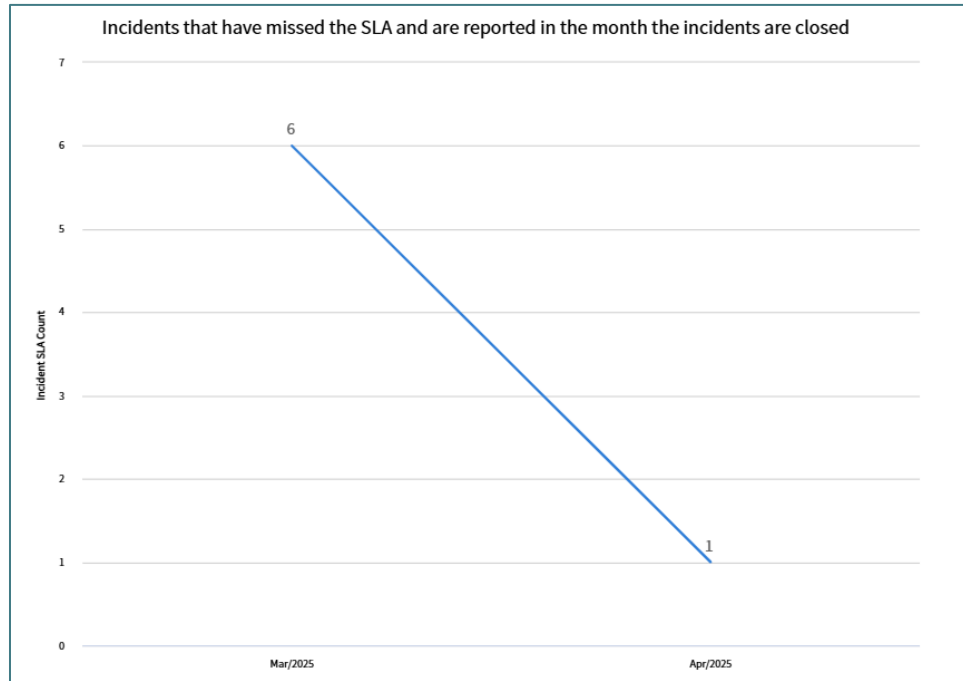**Note:** The graphs represent the ServiceNow cases associated to all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of the entire week
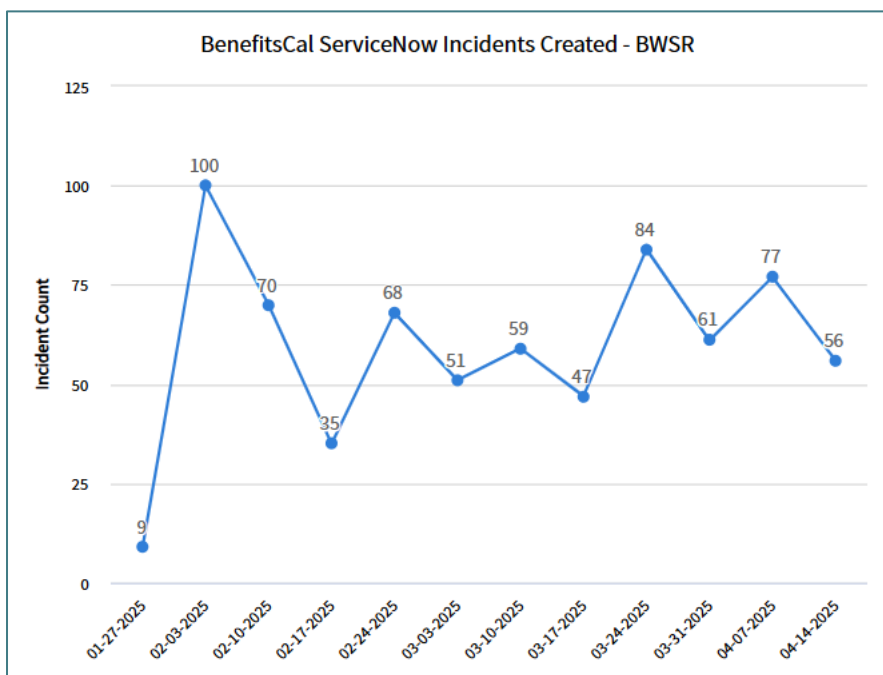
Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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 34% listed as Other

are for selected categories that had less than 4 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

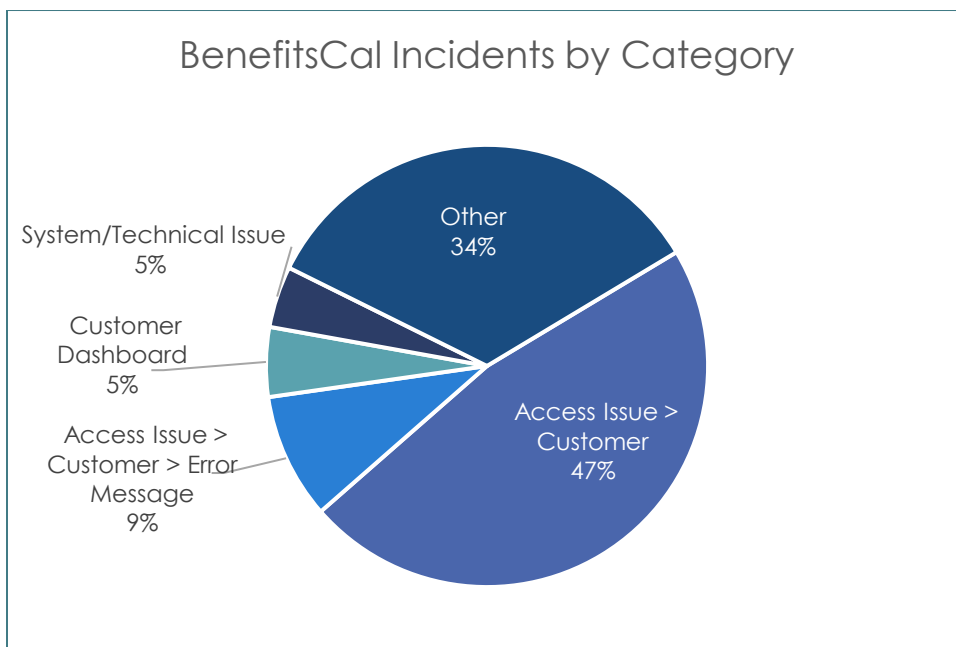| RCA #	DESCRIPTION	INCIDENT DATE	TEAM
366	OCAT Referrals In Pending Status	2/12/2025	M&E
368	San Diego inability to Issue Child Care Payments	2/24/2025	M&E
370	Telephonic Signatures Incorrectly Shown as 'Incorrect Response'	3/18/2025	M&E
373	Kern County Lake Isabella Site Slowness	4/15/2025	Infrastructure

4.2 @Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2.1-: Infrastructure Production Defects

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-780	2/20/2025	GA/GR	GA Denial 131-A Time/Date Incorrect	Test Complete
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-698	8/26/2024	GA/GR	Fix YOL CC Master Database Report (part 2)	System Test
CA-289665	4/08/2025	Imaging	External Agency - Documents with Ignore Barcode set and Split Override = False sent to BV queue	System Test
CA-289280	3/28/2025	Imaging	External Agency - Update DLL from 12/30 incident	System Test
CA-289119	3/24/2025	Support Tools	AlertOps Site is blocked	New
CA-287906	2/17/2025	Cloud Ops	Upgrade Axios and follow-redirects versions for Authorizer Lambda	Development Complete
CA-287723	2/11/2025	Cloud Ops	Start/Stop EC2 Scripts are failing in Production Batch.	System Test
CA-285370	12/3/2024	Analytics	Scheduled Report Title drop down box does not populate any entries when using MS Edge	Assigned

Jira ID	Created	Infra Team	Description	Status
CA-284029	10/22/2024	Imaging	External Agency - FCC and DocFilters upgrade	Test Complete

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
4/7/25	4/7/25	RETRO Change: update DNS record for sftp production URL
4/7/25	4/8/25	ECR: Create MEDocRepoUserProd for New Coreapp-Prod for S3 Access and KMS Access [Consortium - PROD]
4/7/25	4/8/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Apr. 7, 2025)
4/7/25	4/7/25	CalSAWS Priority Release 25.04.07 and RWR 25.03.x1
4/8/25	4/8/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Apr. 8, 2025)
4/8/25	4/9/25	ECR: Update the Spectrum configuration to talk to coreapp-prod MAP servers
4/8/25	4/9/25	ECR: IAM permission fix for production batch servers start/stop automation and RPA server access from production ftp
4/9/25	4/18/25	Instantiate Analytics servers in DR region in preparation for DR dry run on 4/17
4/9/25	4/9/25	Create permission set for Santa Clara County S3 users for Analytics PBDS project
4/9/25	4/11/25	Update Authorizer Lambda Axios Version for AT Environments
4/9/25	4/10/25	Add "USGeoResetrictionBlockNonUs" WAF Rule with Priority 0 for environments in coreapp-staging.
4/9/25	4/15/25	Create new IF and ME AWS roles - Phase 3
4/9/25	4/15/25	Add Tag to all PRT/CT Springboot Servers in coreapp-county (#730335359990)
4/9/25	4/11/25	Perform version upgrade of Amazon mq broker in coreapp-County

Date(s)		Activity Description
4/9/25	4/11/25	Perform version upgrade of Amazon mq broker in coreapp-staging
4/9/25	4/18/25	Need to migrate the WAF classic to WAFV2 to accenture accounts - sandbox
4/9/25	4/18/25	Add "USGeoResetrictionBlockNonUs" WAF Rule with Priority 0 for environments in coreapp-training
4/9/25	4/14/25	Jan 2025 patching on coreapp-development OEM and agents
4/9/25	4/16/25	Add Tag to all PTRAIN Springboot Servers in coreapp-training (#058264522586)
4/9/25	4/18/25	Add "USGeoResetrictionBlockNonUs" WAF Rule with Priority 0 for environments in coreapp-county.
4/9/25	4/9/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Apr. 9, 2025)
4/9/25	4/11/25	Update WAF IP Set for County Internet Users coreapp-production-tools (271562797580)
4/10/25	4/10/25	Upgrade Delphix masking engine to version 2025.2.0.0 in coreapp-staging
4/10/25	4/11/25	Decommission Unused Lambdas in multiple contact center nonproduction accounts
4/10/25	4/10/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Apr. 10, 2025)
4/10/25	4/10/25	CalSAWS Priority Release 25.04.10
4/10/25	4/11/25	Add tag for BatchAccess=True to batch servers in coreapp-prod 851725240334
4/10/25	4/11/25	ECR: Update Email service API Mapping and enable connectivity to San Joaquin County on port 28
4/10/25	4/11/25	CA-277473 - County Domain Update Request - Shasta County
4/10/25	4/11/25	Decommission Unused Lambdas in multiple contact center production accounts
4/10/25	4/11/25	Grant network access for DCSS Source IP 158.96.118.172/32 to designated URLs over port 443 (HTTPS) to ensure secure connection
4/11/25	4/11/25	Retro: Permission issues fix for the role Custom_EC2-OPS-Terraform.
4/11/25	4/11/25	Rotate application credentials - PRT, CT and Training environments - coreapp-county, coreapp-training and coreapp-production-tools - April 2025
4/11/25	4/11/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Apr. 11, 2025)
4/11/25	4/11/25	CalSAWS Priority Release 25.04.11 - GAGR PUB Push

Date(s)		Activity Description
4/11/25	4/11/25	ECR: Enable communication from SNOW MID server to SolarWinds for data queries
4/11/25	4/12/25	BCAL - Partitioning of cp_case_documents, cp_docs_uploads, cp_docs_uploads_audit table - Prod
4/12/25	4/12/25	ServiceNow [CSM-PROD] Family EOL Upgrade: Install Xanadu Patch 6 on SNC Instance - calsawsprod
4/12/25	4/12/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Apr. 12, 2025)
4/13/25	4/13/25	Upgrade Delphix virtualization engines to version 2025.2.0.0
4/13/25	4/13/25	Manual failover process requires changes on both LA3/SV1 sides
4/13/25	4/13/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP)
4/13/25	4/13/25	CalSAWS Priority Release 25.04.13
4/14/25	4/15/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Apr. 14, 2025)
4/14/25	4/14/25	CalSAWS Priority Release 25.04.14
4/14/25	4/14/25	Whitelist confluent.cloud on GlobalProtect VPN firewall to enable access to the Confluent SaaS environment for users.
4/15/25	4/15/25	ECR: Prod Analytics QLIK RDS Restart in Production
4/15/25	4/15/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Apr. 15, 2025)
4/15/25	4/15/25	CalSAWS Priority Release 25.04.15
4/16/25	4/16/25	enable dev oem to at7 database connectivity
4/16/25	4/16/25	WDTIP infrastructure - Update Lambda Timeout for Search Functionality - coreapp-development
4/16/25	4/18/25	Perform version upgrade of Amazon mq broker in coreapp-training
4/16/25	4/16/25	Enable live captions in Teams Meetings
4/16/25	4/16/25	Non-PROD: Update Startup Script on Spectrum Servers
4/16/25	4/16/25	WDTIP infrastructure - Remove Unused S3 Bucket - coreapp-staging
4/16/25	4/16/25	WDTIP infrastructure - Update Lambda Timeout for Search Functionality - coreapp-staging
4/16/25	4/18/25	EC2 instance type change for prt imaging and CT batch servers
4/16/25	4/17/25	Modify permission sets for Fresno and Santa Clara County S3 users for Analytics PBDS project
4/16/25	4/17/25	NodeJS upgrade for authorizer Lambda function - coreapp-dev

Date(s)		Activity Description
4/16/25	4/16/25	WDTIP infrastructure - Remove Unused S3 Bucket - coreapp-development
4/16/25	4/16/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Apr. 16, 2025)
4/16/25	4/16/25	CalSAWS Priority Release 25.04.16
4/16/25	4/16/25	Enable CloudWatch monitoring for production databases
4/16/25	4/16/25	Upgrade F5 Software on SV1F5001/SV1F5002 from Version 15.1.10.3 to 16.1.5
4/16/25	4/20/25	Update Policy for Jenkins role in coreapp-prod (#851725240334)
4/16/25	4/18/25	Allow GlobalProtect VPN subnets to connect to internal resources in the CoreApp-prod account.
4/16/25	4/18/25	Add Riverside County SFTP IP address coreapp-production-network (839113706656)
4/16/25	4/17/25	Update AWS Config aggregator used for master inventory with additional AWS accounts
4/16/25	4/17/25	Allow GlobalProtect VPN subnets to connect to internal resources in the coreapp-production-tools account
4/16/25	4/17/25	Enable the listener rule for lobby services to redirect to homepage
4/16/25	4/17/25	Python upgrade for Lambda functions - log-archive
4/16/25	4/16/25	Disable confluent cloud connectivity in old production account
4/16/25	4/17/25	DR Coreapp-Prod configuration update
4/16/25	4/16/25	Prod SMS shortcode migration
4/17/25	4/17/25	Disaster Recovery (DR) first dry run 04/17/2025
4/17/25	4/17/25	Apple Business Manager link to Intune Tenant
4/17/25	4/18/25	Deploy the Security Group to Contact Center Shasta Training Account 291891169668
4/17/25	4/17/25	Retro: Create new API Key for Schema Registry in Confluent Cloud
4/17/25	4/17/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Apr. 17, 2025)
4/17/25	4/17/25	CalSAWS Priority Release 25.04.17
4/17/25	4/17/25	RITM0083425 - Update of Assignment Rule "Roll Off Task	Disable AD Account"
4/17/25	4/17/25	Update Imperial County Access switch ports vlan information
4/17/25	4/17/25	Delete PatchGroup tag of stopped EC2 instances in coreapp-production

Date(s)		Activity Description
4/17/25	4/18/25	Allow new subnets for Impairer County Users
4/18/25	4/18/25	Retro- Merced County - Site (24008) 3376 N Highway 59 Ste C, Merced, CA 95348 Decommission
4/18/25	4/18/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Apr. 18, 2025)
4/18/25	4/18/25	CalSAWS Priority Release 25.04.18
4/18/25	4/18/25	Monthly Equinix SV-1 OS patching - April (4/18)
4/18/25	4/18/25	Delete PatchGroup tag of stopped EC2 instances in coreapp-production DR
4/19/25	4/19/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Apr. 19, 2025)
4/19/25	4/20/25	Monthly Production Database Linux OS Patching - April
4/20/25	4/20/25	Windows Server Updates - April 2025
4/20/25	4/20/25	Rotate application credentials - Production environments - coreapp-production - April 2025
4/20/25	4/20/25	Rotate application credentials - Production environments - coreapp-prod- April 2025
4/20/25	4/20/25	Update Dynatrace ActiveGate agent on Dynatrace-ActiveGate-PROD-2-RHEL8 to current version.
4/20/25	4/20/25	Complete monthly web service transaction rename maintenance activity - April 2025
4/20/25	4/20/25	Monthly Patching - cPROD-Confluent - April (4/20)
4/20/25	4/20/25	Monthly Equinix LA-3 OS patching - April (4/20)
4/20/25	4/20/25	Monthly Instance refresh for AutoScale SMTP - April (4/20)
4/20/25	4/20/25	Complete monthly web service transaction rename maintenance activity - Apr 2025

Table 4.3.1-2: CalSAWS Upcoming Maintenance

Scheduled Date(s)		Activity Description
4/21/25	4/22/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Apr. 21, 2025)
4/22/25	4/22/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Apr. 22, 2025)
4/23/25	4/23/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-training-058264522586 AWS account
4/23/25	4/23/25	Enable internal tools application access from global protect vpn

Scheduled Date(s)		Activity Description
4/23/25	4/23/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-staging-339650810458 AWS account
4/23/25	4/24/25	Add Resource to Inline Policy for AccentureCoreAppDeveloperOnshore Role in coreapp-development (#650244008899)
4/23/25	4/23/25	Create scheduler secrets for Batperf2/STG in coreapp-staging (#339650810458)
4/23/25	4/23/25	Create scheduler secrets for AT/BR1/SYS/STG in coreapp-development (#650244008899)
4/23/25	4/23/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-county-730335359990 AWS account
4/23/25	4/23/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-development-650244008899 AWS account
4/23/25	4/24/25	IAM Users Key Rotation - Dev/Test
4/23/25	4/23/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Apr. 23, 2025)
4/23/25	4/23/25	CalSAWS (WordPress) Lower Environment (Staging/Dev) Website Multiple Plugin Updates
4/23/25	4/23/25	Create scheduler secrets for PROD/DR in coreapp-prod (#851725240334)
4/23/25	4/23/25	Enable IAM permission for deployment to contactcenter-outbound
4/23/25	4/24/25	Enable communication from SNOW MID server to SolarWinds for data queries
4/23/25	4/24/25	NodeJS upgrade for Lambda functions - childcare portal prod
4/23/25	4/25/25	Need to migrate the WAF classic to WAFV2 in all Sandbox environments - phase 2
4/23/25	4/24/25	Enable network connectivity for serverless.com subdomains.
4/23/25	4/23/25	Add CNAME entries in coreapp-production-shared-services for DNS validation (567729715457)
4/24/25	4/24/25	Disaster Recovery (DR) second dry run 04/24/2025
4/24/25	4/24/25	Configure the Crestron Room Scheduling EWS App
4/24/25	4/24/25	Decommissioning San Bernardino site 36093
4/24/25	4/25/25	Upgrade of Exstream server from RHEL 7.9 to 8.10
4/24/25	4/24/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Apr. 24, 2025)
4/24/25	4/24/25	CalSAWS (WordPress) Production Website Multiple Plugin Updates

Scheduled Date(s)		Activity Description
4/24/25	4/24/25	Upgrade DynaTrace agent version - AWSLOG001
4/25/25	4/25/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Apr. 25, 2025)
4/27/25	4/27/25	Disaster Recovery (DR) test on 4/27/2025

4.3.2 Deployments

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

Table 4.3.2-: CalSAWS Deployments Completed

Release Number	Deployment Date
Priority Release 25.04.07	4/07/2025
Release When Ready 25.03.x1	4/07/2025
Priority Release 25.04.10	4/10/2025
Priority Release 25.04.11	4/11/2025
Priority Release 25.04.13	4/13/2025
Priority Release 25.04.14	4/14/2025
Priority Release 25.04.15	4/15/2025
Priority Release 25.04.16	4/16/2025
Priority Release 25.04.17	4/17/2025
Priority Release 25.04.18	4/18/2025

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

Figure 4.3.4-: 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: Lobby Management Updates

COUNTY	UPDATES
Merced	Awaiting approvals from Merced IT to test kiosk on county network to test ports.
Placer	Completed tablet set up with Placer County via a scheduled troubleshooting session.
San Bernardino	Kiosk refresh effort has been completed
Madera	Kiosk refresh effort is on pause: The Printer brackets included with the CPO are not the correct size and do not fit the existing Kiosk Casing.
@LA, San Bernardino	Continuing troubleshooting with the text to speech vendor in progress.
Siskiyou	Verifying information from County Network prior to moving forward with the Intune deployment.

COUNTY	UPDATES
Nevada	Intune deployment proposed dates of 4/23-4/25.
Mariposa	Meetings in progress for possible addition of a kiosk – explored managed and non-managed options.
Fresno	Awaiting county response to confirm County Network is configured for Intune deployment prior to dispatching.

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

6 GA/GR CORRESPONDENCE

The following are highlights for GA/GR Correspondence:

- San Bernardino County GAGR Automated Solution Opt-in (GAGR-443) – QA System Test and County Testing of the new San Bernardino NOAs and Forms in progress. On track for delivery with CalSAWS Release 25.05.
- Production Release of GAGR Correspondence changes completed on 4/13/2025, which included the following:
    - GAGR-752 (CCS) - Created a new correspondence GA 341 Form
    - GAGR-761 (SAC) - A text component was updated for CDS 197, GA Denial Sanction 12 Month Investigations
    - GAGR-779 (SAC) - Update form GA 1098_34F, SSA Early Retirement Benefits, SCDC 609655, Master ID 611317, Reason Code MF0001
    - GAGR-782 (SFO) - Created a new correspondence 2124S Form, CTP Office Appointment
    - GAGR-781 (ORG) - Update Verbiage on Orange GR Termination NOA – 061 B – Failed to apply for SSI
    - GAGR-787 (SAC) - Update OCC, CDS 716-1
    - GAGR-788 (SAC) - Updating GA NOA CDS 013-1 3024_34N, DISCONTINUANCE-Various Reasons
    - GAGR-793 (ORG) - CalSAWS 1 and 1B Approval NOA "Ongoing Monthly Benefits You Will Get" variable <GA_GR_budgets_needs> NOT populating

7 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.

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

- IT Operations Management (ITOM)
  - Team is currently working on creating an ITOM OWD.
  - ITOM development is underway.
- Hardware Asset Management (HAM)
  - OWD for HAM is in progress. Defining HAM activities in Work Plan.
- Software Asset Management (SAM)
  - SAM OWD in progress.
  - Defining schedule activities related to SAM.

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

- Work for this System Change Request (SCR) CA-274989 will be on hold until CA-247010 is completed and has been approved by Consortium.
- Will return as to bi-weekly report when dependency has been met.

7.3 Log of Open SCRs

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

Table 7.3-1: Other Open SCRs

Jira ID	Created	Infra Team	Description	Status
CA-266068	2/24/2025	Cloud Ops	Update Tumbleweed Certificate for WIS Interface Files - August 2025	New
CA-268153	9/21/2023	Imaging	Imaging to allow users to remove entire batch in QA	System Test
CA-272703	4/2/2025	Voice Bots / RPA	Statewide Authentication Bot Enhancements	New
CA-280263	4/2/2025	Contact Center	All County - Courtesy Call Back (CCB) Offered More than Once	New
CA-283759	4/2/2025	Contact Center	Create Static BenefitsCal Informational Message in All County IVRs (Non-CSC and CSC)	New
CA-285088	2/24/2025	Cloud Ops	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-285780	2/25/2025	DBA	Quarterly Oracle Security Patch Software Installs	Approved
CA-287321	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow Software Asset Mgmt (SAM) Gainwell Implementation	Design in Progress
CA-287322	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow ITOM Discovery Gainwell Implementation	Design in Progress

Jira ID	Created	Infra Team	Description	Status
CA-287323	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	Design in Progress
CA-287325	1/31/2025	ServiceNow	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Design in Progress
CA-287326	2/24/2025	DevOps	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287923	2/17/2025	Support Tools	Confluent Upgrade to 7.8.x	System Test
CA-288211	2/25/2025	Cloud Ops	Create new environment for Deloitte M&E Transition efforts	Approved
CA-288855	3/14/2025	Imaging	Update location for Person Selection field in the Custom properties	System Test
CA-289486	4/3/2025	Contact Center	LA - External Party Access (EPA) Queues Require Call Routing Update	New
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
GAGR-443	9/21/2023	GA/GR	San Bernardino County Opting-In to the GAGR Automated Solution	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-638	6/5/2024	GA/GR	NOA Back Section - Change mandatory variable section to Not mandatory	Test Complete
GAGR-694	8/23/2024	GA/GR	GA 043 New Trigger & Reason Code Requested - Santa Clara	Design in Progress
GAGR-740	10/30/2024	GA/GR	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 1 Approval	Test Complete
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-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	System Test
GAGR-784	3/20/2025	GA/GR	Update form GA 1028_34F, General Assistance Program	System Test
GAGR-790	3/31/2025	GA/GR	CalSAWS Central Print - Alternate Formats request PDFs Accessibility Tags for Audio	New
GAGR-791	4/1/2025	GA/GR	GAGR- Regression Testing Release 25.05	System Test
GAGR-792	4/1/2025	GA/GR	GAGR System Testing for Release 25.05	System Test

Jira ID	Created	Infra Team	Description	Status
GAGR-802	4/16/2025	GA/GR	Remove Auto Generation for Orange County NOA 270-D	Design in Progress
OCAT-11	3/28/2025	OCAT	Standardize OCAT Scanning - Qualsys	New
OCAT-9	11/18/2024	OCAT	Disposition OCAT Special Characters Change	New

8 TRANSITION SUPPORT

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

8.1 Infrastructure Transition

Following are the highlights from Infrastructure transitions efforts.

- Imaging
  - Knowledge Transfer is complete (13 sessions completed).
  - Shadowing is complete (13 sessions completed).
  - Reverse Shadowing is nearing completion (12 sessions completed, daily ticket disposition stand up meetings being held, 1 session to be scheduled).
- Contact Center
  - Knowledge Transfer is complete (52 sessions completed).
  - Shadowing is nearing completion (18 sessions completed this period, 27 sessions completed overall, 9 sessions scheduled for next period thus far).
  - Reverse Shadowing has begun (1 session completed this period).
- Call Summary
  - Knowledge Transfer has begun (2 sessions completed this period, 4 sessions completed overall, 6 additional sessions scheduled for next period thus far).
  - Shadowing has begun (12 sessions completed this period, 5 sessions scheduled for next period thus far).
- ForgeRock
  - Knowledge Transfer is complete (10 sessions completed).
  - Shadowing is nearing completion (7 sessions completed this period, 16 sessions completed overall, 1 session to be scheduled for next period thus far).
  - Reverse Shadowing will begin next period (13 sessions scheduled thus far).

8.2 M&E Transition

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

- Continued Sys06 Stanislaus environment access provisioning for Deloitte
- Participated in Joint Access meetings for Environment transition timings
- Continued deployment of software to defined RBAC roles with Deloitte teams.

- Continued coordination on RBAC access and timing with Deloitte

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