

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: May 5, 2025 – May 18, 2025

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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	<ul style="list-style-type: none"> There are 22 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> FIX IN PROGRESS: PRB0051596 - Starting at 10:48 AM on May 16, 2025, Kern County users at the 7050 Lake Isabella Boulevard site are unable to access CalSAWS and associated systems due to a local internet outage. Kern County users at the Lake Isabella site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team is actively monitoring updates from the local internet provider. An update will be provided when the issue is resolved. RESOLVED: PRB0051567 - Starting at 2:00 PM on May 12, 2025, Users are experiencing intermittent slowness when: Running ETL jobs against EDR, Executing queries in Apex workshop, Running and/or downloading Apex reports. As of 5:00 PM on May 13, 2025, this issue is resolved. The CalSAWS project team identified a few issues that may have contributed to the slowness and took action. Team observed normal performance throughout the day. Users are now experiencing normal performance with EDR/Apex. RESOLVED: PRB0051562 - Starting at 8:24 AM on May 12, 2025, Mono County users at the 107384 Highway 395, Walker site are unable to access CalSAWS and associated systems due to a power outage. The CalSAWS project team is actively monitoring updates from the utility provider and an update will be provided when the issue is resolved. As of 8:00 AM on May 13, 2025, the issue has been resolved. Power at the Walker site has been restored and users are now able to access CalSAWS and associated systems. RESOLVED: PRB0051561 - Starting at 7:17 AM on May 12, 2025, Kern County users are unable to access CalSAWS and associated systems due to county internet connectivity issue. CalSAWS project is actively engaged with Kern County to troubleshoot the issue. An update will be provided when additional information is available. As of 10:55 AM on May 12, 2025, the issue has been resolved by the Kern County IT team. Kern County users are now able to access CalSAWS and associated systems. RESOLVED: PRB0051551 - Starting at 1:42 PM on May 8, 2025, some users are experiencing a UEID error when running online EDBC on

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>some programs. Users may not be able to run online EDBC on some programs. Update: Users are recommended to attempt rerunning EDBC. As of 8:00 PM on May 8, 2025, this issue has been resolved. Users are no longer experiencing a UEID error when running online EDBC on some programs.</p> <ul style="list-style-type: none"> ▪ RESOLVED: PRB0051555 - Starting at 11:08 AM on May 9, 2025, some users are experiencing intermittent issues accessing CalSAWS Web Portal (SharePoint) and OneDrive. Microsoft reported issues affecting SharePoint and OneDrive access. The project team is actively monitoring updates from Microsoft. An update will be provided when the issue is resolved. As of 12:24 PM on May 9, 2025, the issue is resolved. Microsoft has restored access to the impacted services. Users are now able to access CalSAWS Web Portal (SharePoint) and OneDrive. ▪ RESOLVED: PRB0051526 - Starting at 9:00 AM on May 5, 2025, Users are unable to access On Request reports and dashboards. Update: The issue has been remediated. Users are now able to access On Request reports and dashboards. However, users may experience slower than normal response time during the initial load of reports and dashboards. Project team continues to monitor performance. As of 9:35 am on May 5, 2025, the issue has been resolved. The project team monitored performance throughout the day and confirmed users are experiencing normal response times accessing On Request reports and dashboards. ▪ RESOLVED: PRB0051523 - Starting at 12:30 PM on May 2, 2025, Glenn County users are unable to access CalSAWS and associated systems due to a county wide Comcast internet outage. Glenn County users will not be able to access CalSAWS and associated systems until the issue is resolved. Glenn County confirmed the issue is related to a Comcast outage affecting all sites in the county. As of 8:00 am on May 5, 2025, the issue has been resolved. Internet has been restored by Comcast. Users are now able to access CalSAWS and associated systems. ▪ FIX IN PROGRESS: PRB0051493 - Starting at 10:31 AM on April 29, 2025, some county users are experiencing issues resetting their CalSAWS password. Impacted users will not be able to reset their CalSAWS password until the issue is resolved. Users are receiving the following error message when attempting to reset their CalSAWS password: Reset Password – Error resetting your password – Invalid code. As of 12:08 PM, the CalSAWS project team confirmed county Delegated Admins are able to reset affected user's CalSAWS password in the ForgeRock Delegated Admin Portal as a workaround until the issue is resolved. Workaround: Users are advised to follow their county process to have their CalSAWS Delegated Admin reset their password manually in ForgeRock Delegated Admin Portal until the issue is resolved. This issue may be experienced by counties that use Barracuda – Email Link Protection software. County IT teams are advised to engage the Barracuda vendor to resolve the issue.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Maintenance/ Deployments	<ul style="list-style-type: none"> 5/18/25: Deployment – CalSAWS Release 25.05 (CHG0024229) 5/16/25: Deployment – Priority Release 25.05.16 (CHG0054357) 5/15/25: Deployment – Priority Release 25.05.15 (CHG0054289) 5/14/25: Deployment – Priority Release 25.05.14 (CHG0054288) 5/13/25: Deployment – Priority Release 25.05.13 (CHG0054284) 5/12/25: Deployment – Priority Release 25.05.12 & RWR 25.03.x2 (CHG0054260) 5/11/25: Deployment – Priority Release 25.05.11 (CHG0054248) 5/09/25: Deployment – Priority Release 25.05.09 (CHG0054241) 5/08/25: Deployment – Priority Release 25.05.08 (CHG0054191) 5/07/25: Deployment – Priority Release 25.05.07 (CHG0054190)
Milestones	Deployed CalSAWS Release 25.05 to production.

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-D13.02	Infrastructure Monthly Operations Report	FDEL Review Complete	5/21
I-D06.01	Infrastructure Work Plan	FDEL Review Complete	5/21
I-D08.03	Infrastructure Hardware and Software Inventory Monthly Update	FDEL Review Complete	5/21

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 0061-25 Scheduled Downtime Notification 06/01/2025	2	5/14/2025
	---		---
			5/08/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	CIT 0057-25 Updated CalSAWS Hardware Specification and Recommendations for Windows 11 --- CIT 0056-25 Scheduled Downtime Notification - 05/25/2025		--- 5/06/2025
Scheduled CalSAWS Maintenance	CalSAWS Maintenance from 6:00 AM to 1:00 PM, Sunday, May 18, 2025.	1	5/05/2025
Scheduled BenefitsCal Maintenance	None.	0	
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	CalSAWS 25.05 Release Deployment - Executive Summary	16	5/18/2025
	Update #3 - CalSAWS County Executive Communication – Kern County – Lake Isabella site - CalSAWS Access Issue		5/16/2025
	Update #2 - CalSAWS County Executive Communication – Kern County – Lake Isabella site - CalSAWS Access Issue		5/16/2025
	Update - CalSAWS County Executive Communication – Kern County – Lake Isabella site - CalSAWS Access Issue		5/16/2025
	New - CalSAWS County Executive Communication – Kern County – Lake Isabella site - CalSAWS Access Issue		5/16/2025
	New - CalSAWS County Executive Communication – Kern County – Lake Isabella site - CalSAWS Access Issue		5/13/2025
	Resolved - CalSAWS County Executive Communication – Mono County - Walker Site - Power Outage		5/13/2025
	Update - CalSAWS County Executive Communication – Mono County - Walker Site - Power Outage		5/12/2025
			5/12/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Resolved - CalSAWS County Executive Communication – Kern County - Multiple Sites - CalSAWS Access Issue		5/12/2025
	Update - CalSAWS County Executive Communication – Kern County - Multiple Sites - CalSAWS Access Issue		5/12/2025
	New - CalSAWS County Executive Communication – Mono County - Walker Site - Power Outage		5/12/2025
	New - CalSAWS County Executive Communication – Kern County - Multiple Sites - CalSAWS Access Issue		5/05/2025
	Resolved - CalSAWS Executive Communication – On Request Reports and Dashboard Access issue		5/05/2025
	Update - CalSAWS Executive Communication – On Request Reports and Dashboard Access issue		5/05/2025
	New - CalSAWS Executive Communication – On Request Reports and Dashboard Access issue		5/05/2025
	Resolved - CalSAWS County Executive Communication – Glenn County - Comcast Internet Outage		
Issue Notification	New - PRB0051596	15	5/16/2025
	---		---
	Resolved - PRB0051567		5/14/2025
	---		---
	Resolved - PRB0051562		5/13/2025
	---		---
	New - PRB0051561		5/12/2025
	New - PRB0051562		5/12/2025
	New - PRB0051561		5/12/2025
	---		---
	Resolved - PRB0051551		5/09/2025
	Resolved - PRB0051555		5/09/2025
	New - PRB0051555		5/09/2025
	Update - PRB0051551		5/09/2025
	---		---

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	New - PRB0051551 --- Resolved – PRB0051526 Update – PRB0051526 New – PRB0051526 Resolved – PRB0051523		5/08/2025 --- 5/05/2025 5/05/2025 5/05/2025 5/05/2025
Priority Release Requests for Approval	Priority Release 25.05.16 (CHG0054357) Priority Release 25.05.15 (CHG0054289) Priority Release 25.05.14 (CHG0054288) Priority Release 25.05.13 (CHG0054284) Priority Release 25.05.12& RWR 25.03.x2 (CHG0054260) Priority Release 25.05.11 (CHG0054248) Priority Release 25.05.09 (CHG0054241) CalSAWS Release 25.05 (CHG0024229) Priority Release 25.05.08 (CHG0054191) Priority Release 25.05.07 (CHG0054190)	10	5/16/2025 5/13/2025 5/13/2025 5/13/2025 5/12/2025 5/09/2025 5/09/2025 5/08/2025 5/08/2025 5/07/2025
Informational Alert	CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update - CalSAWS 25.05 Release	1	5/14/2025
CalSAWS	Daily Health Report	10	5/16/2025 5/15/2025 5/14/2025 5/13/2025 5/12/2025 5/09/2025 5/08/2025 5/07/2025 5/06/2025 5/05/2025

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	5/09/2025 10:00 PM to 5/10/2025 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 0047-25 4/21/2025	4/28/2025
CalSAWS	CalSAWS maintenance	5/11/2025 2:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0048-25 4/21/2025	4/28/2025
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	5/11/2025 12:00 PM to 4:00 PM	CalSAWS Adhoc Reporting will be unavailable during this time.	CIT 0048-25 4/21/2025	4/28/2025
CalSAWS	CalSAWS maintenance	5/18/2025 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0049-25 4/22/2025	5/05/2025

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
0061-25	Scheduled Downtime Notification – 6/1/2025	Informational	May 14, 2025	Communications.Infrastructure	Pete Quijada
0057-25	Updated CalSAWS Hardware Specification and Recommendations for Windows 11	Informational	May 8, 2025	Nonie Reyes Small	Tim Losser

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0056-25	Scheduled Downtime Notification – 5/25/2025	Informational	May 6, 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
25-013	Request for Windows 11 Testers – Managed Counties	May 8, 2025	New	May 22, 2025	Communication@CalSAWS.org

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	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Submitted
SCERFRA 25-916	AB 1324 - CalWORKs	Completed
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
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

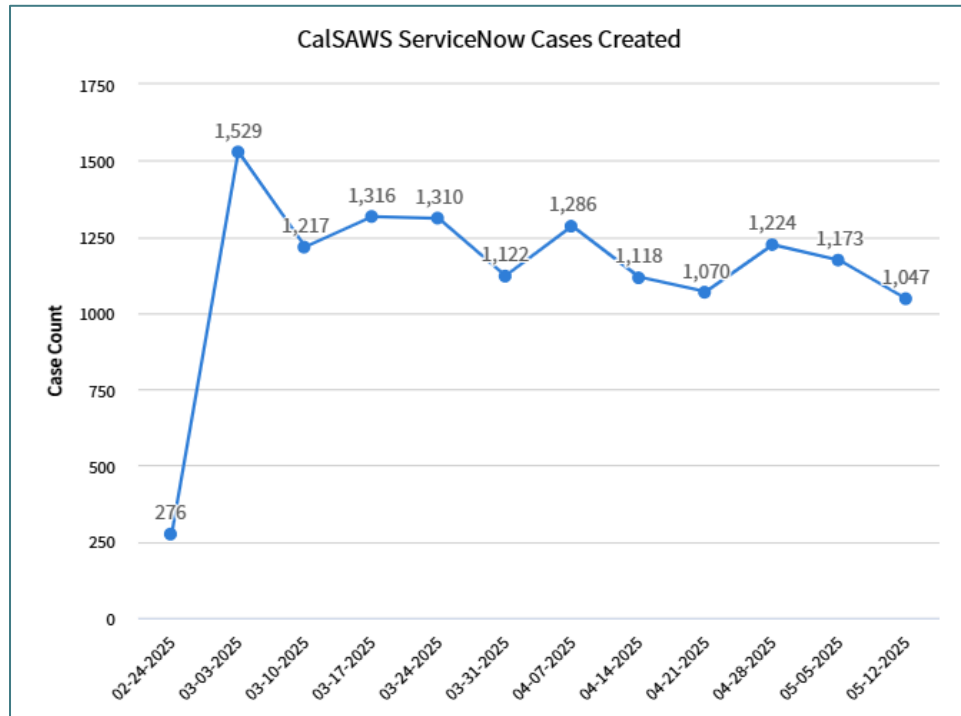


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

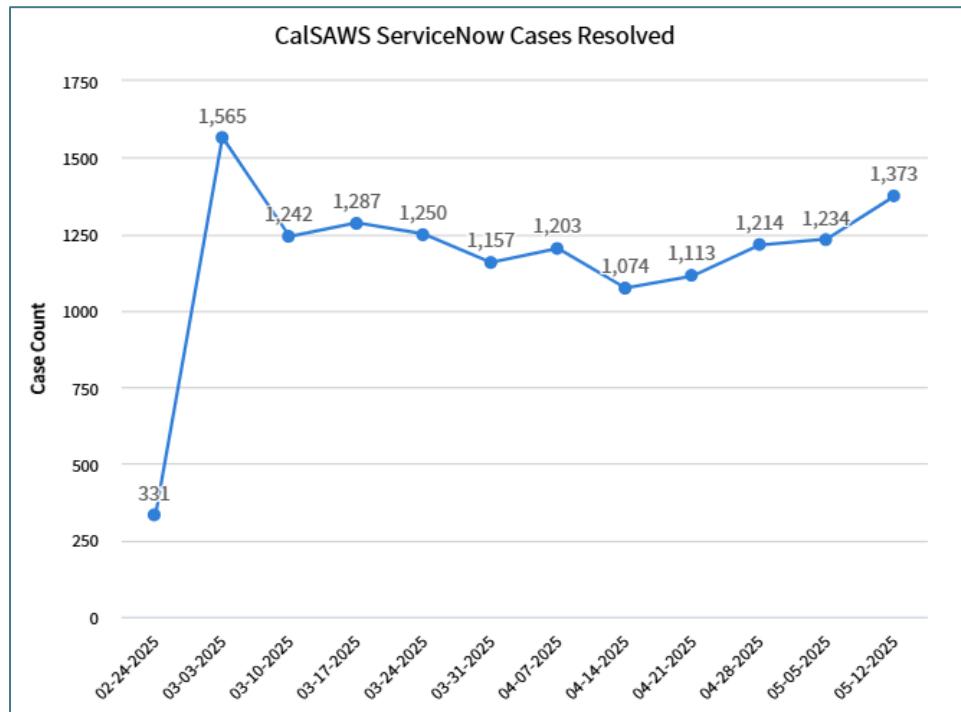


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

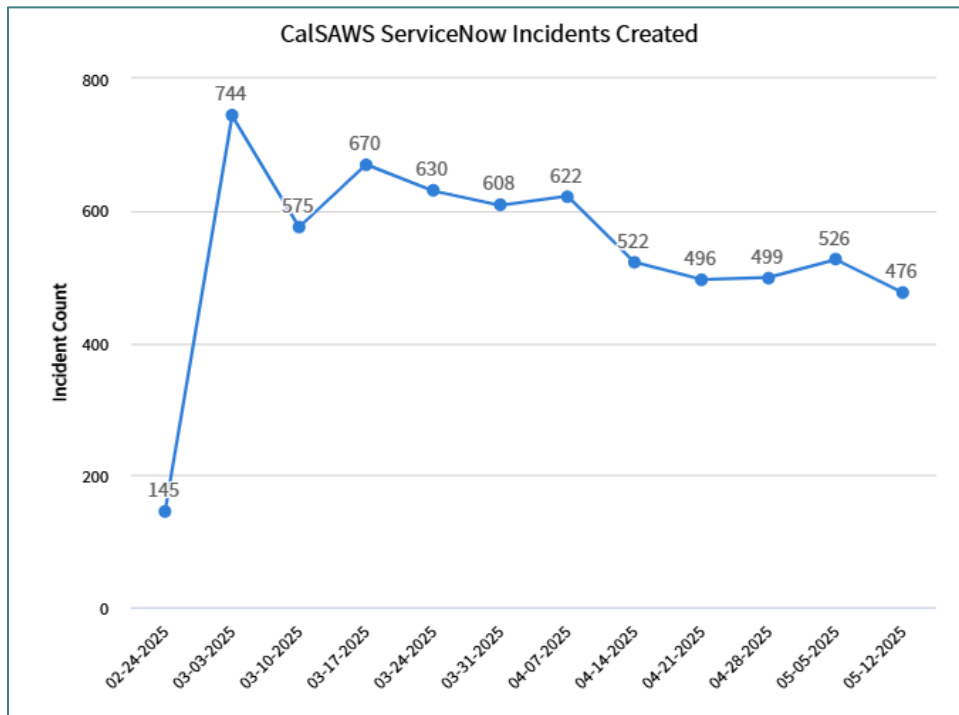


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

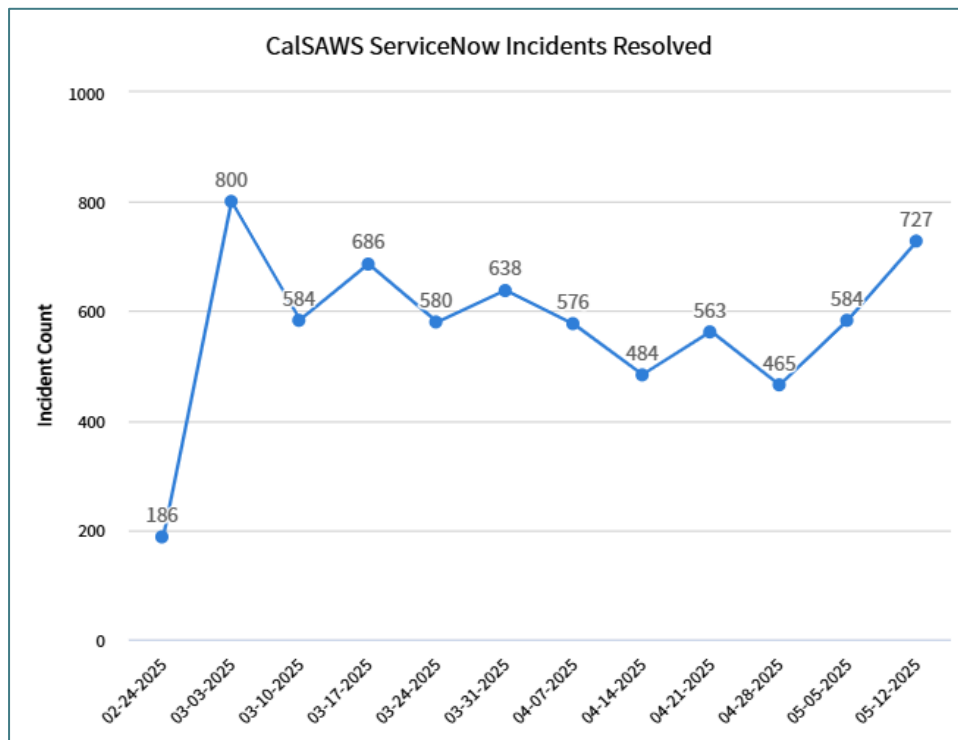


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

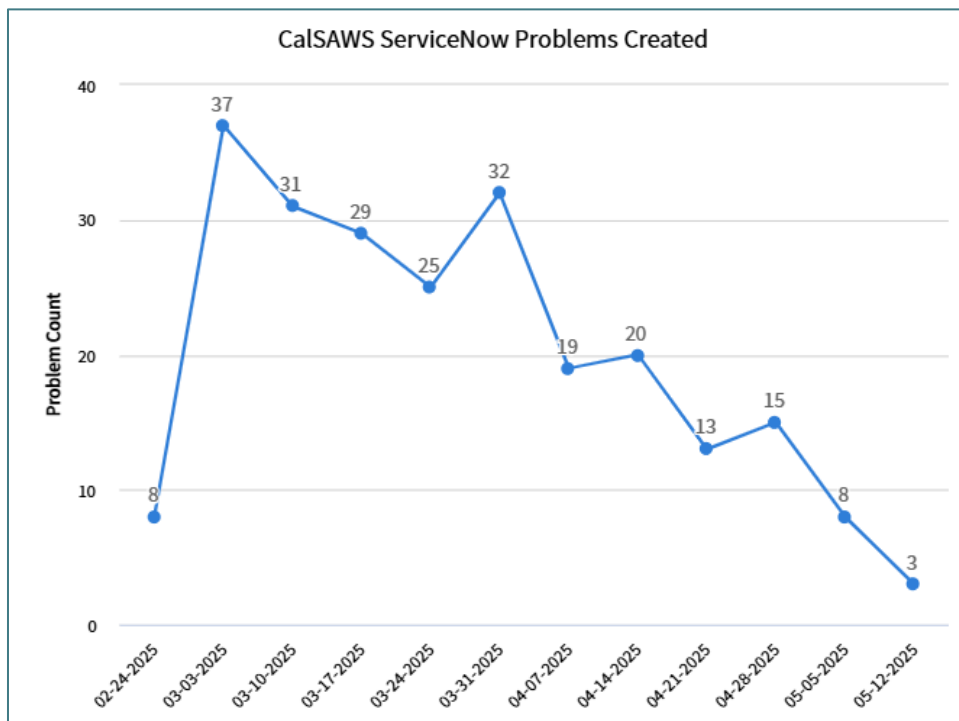


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

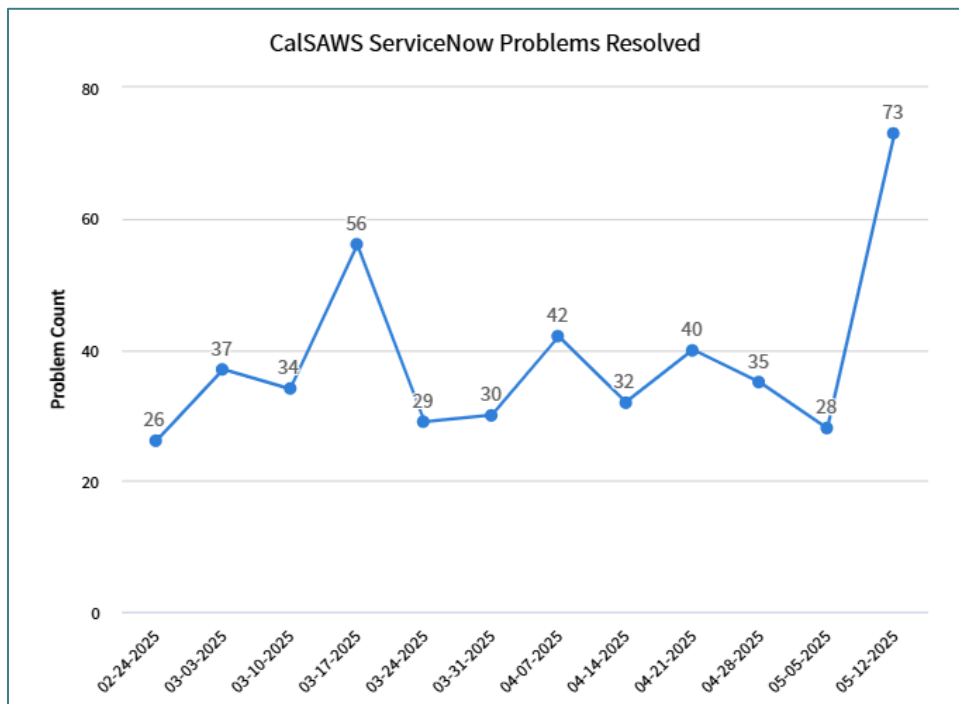


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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	0	53	3	3	4	6	3	2	74
IN PROGRESS	6	106	31	13	25	44	32	5	262
ON HOLD	0	54	32	26	76	103	175	39	505
RESOLVED	0	177	266	285	257	236	113	19	1,353
CLOSED	13	4	2	40,898	88,604	16,474	11,288	3,412	160,695
PROBLEM IN DIAGNOSIS	0	1	0	0	1	0	0	0	2
TOTAL	19	395	336	41,225	88,967	16,864	11,623	3,477	162,906

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.

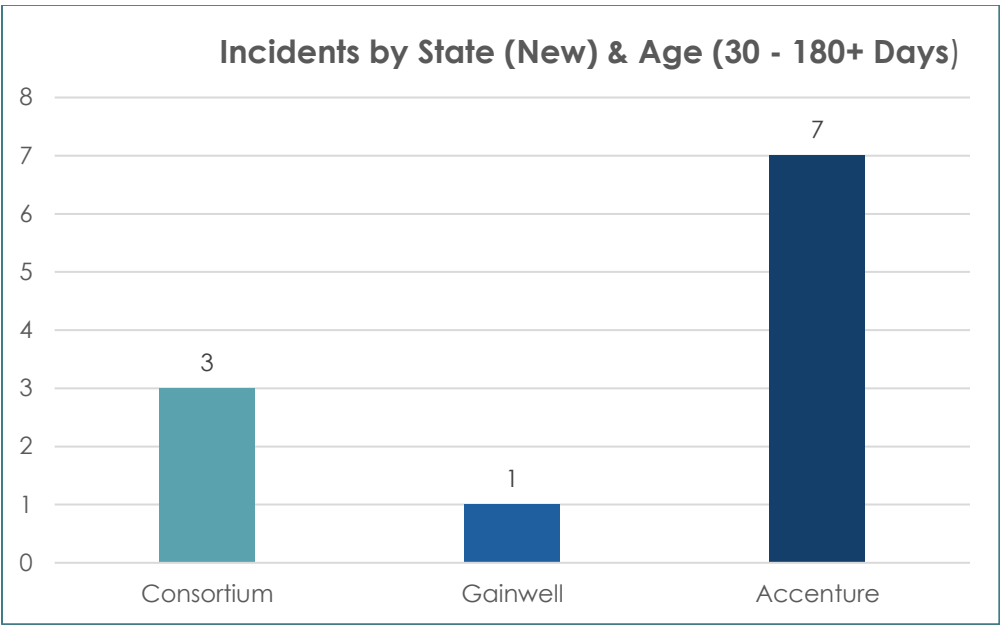


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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	0	0	1
Accenture	7	0	7
Total	11	0	11

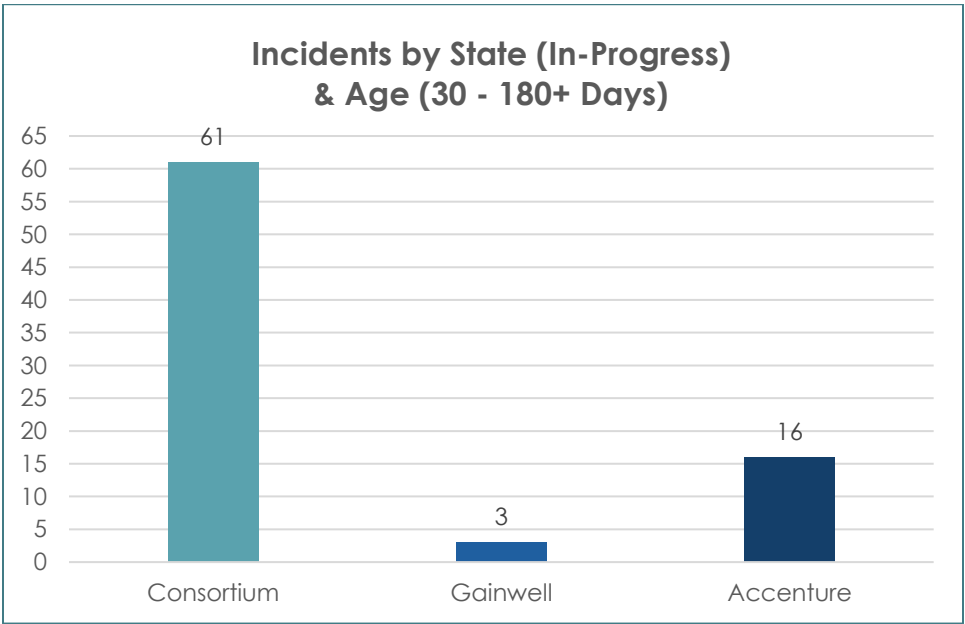


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	61	0	61
Gainwell	2	1	3
Accenture	14	2	16
Total	77	3	80

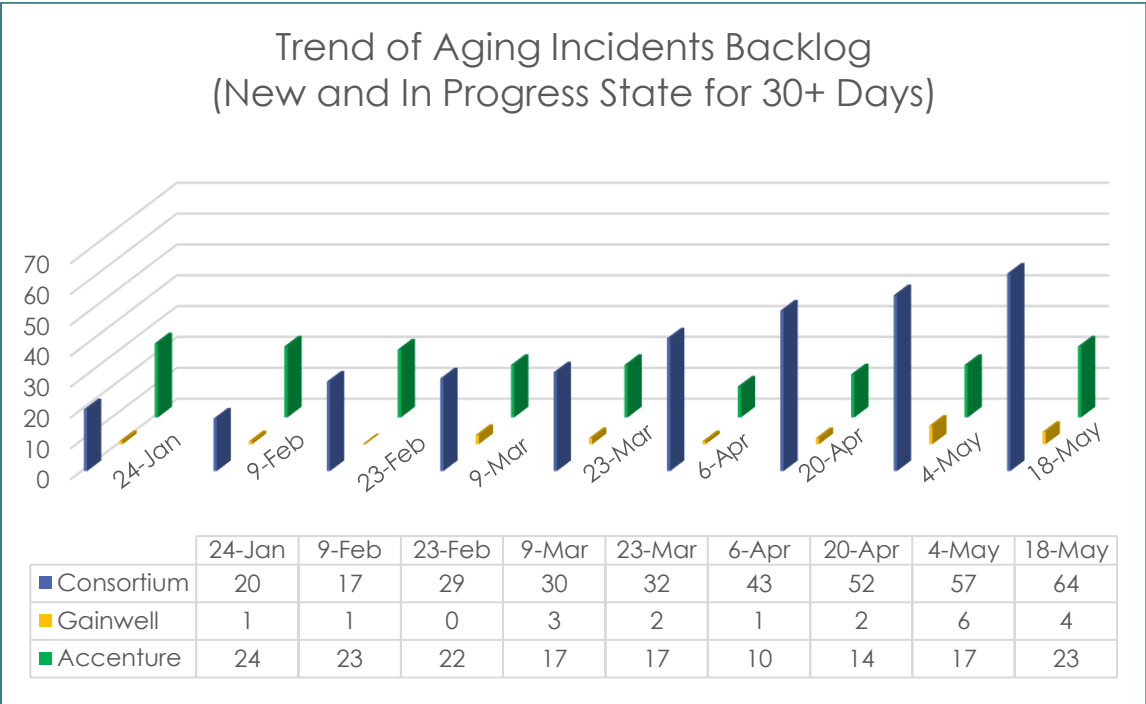


Figure 4.1.1-9:Aging Incident Backlog

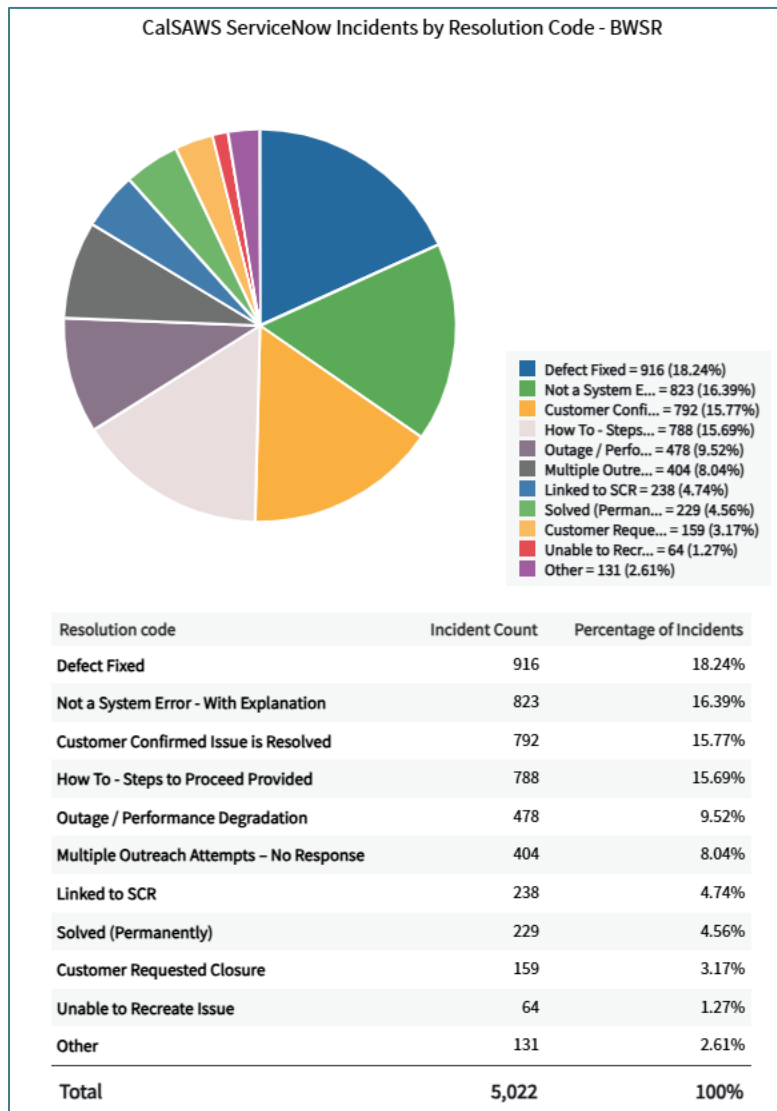


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

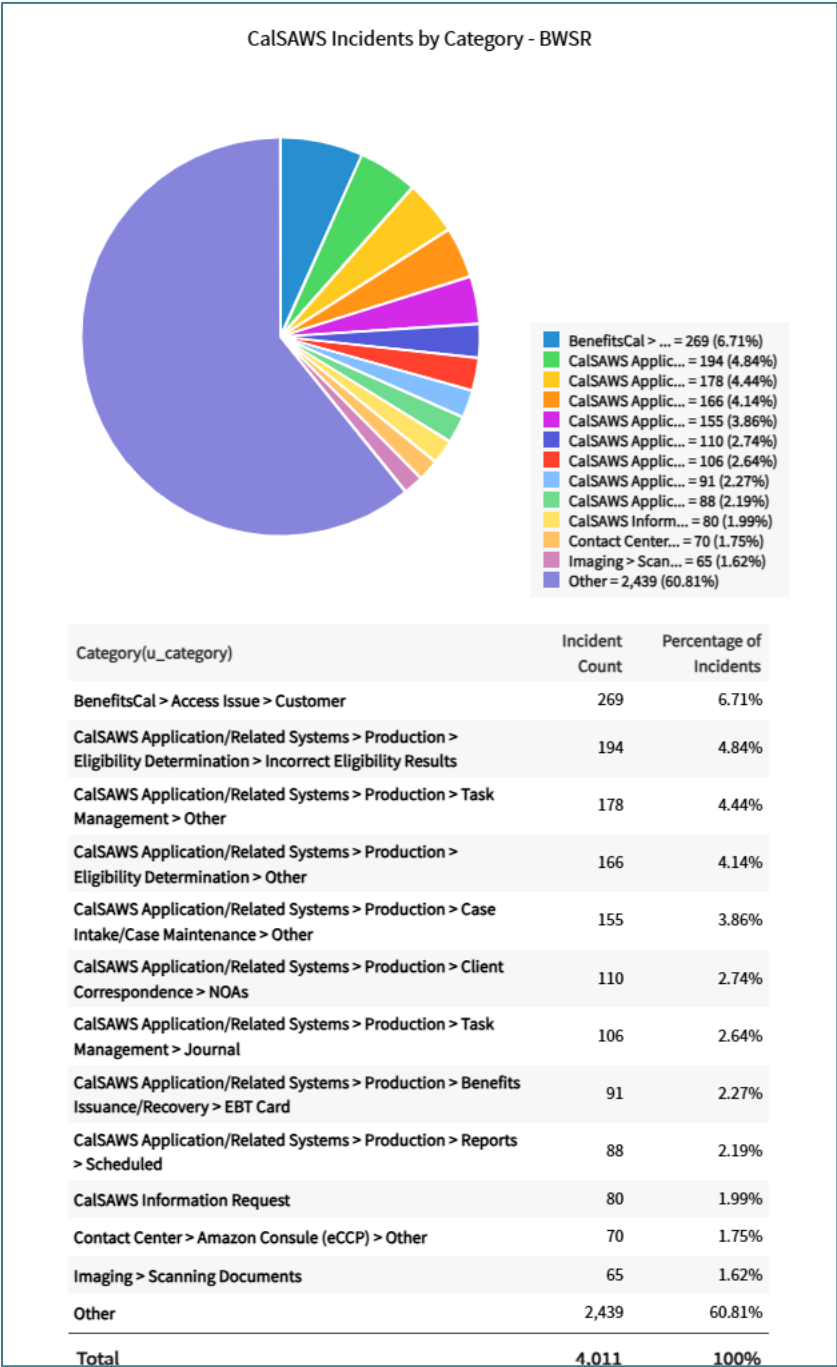


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,439 listed as Other are for selected categories that had less than 64 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,011 incidents.

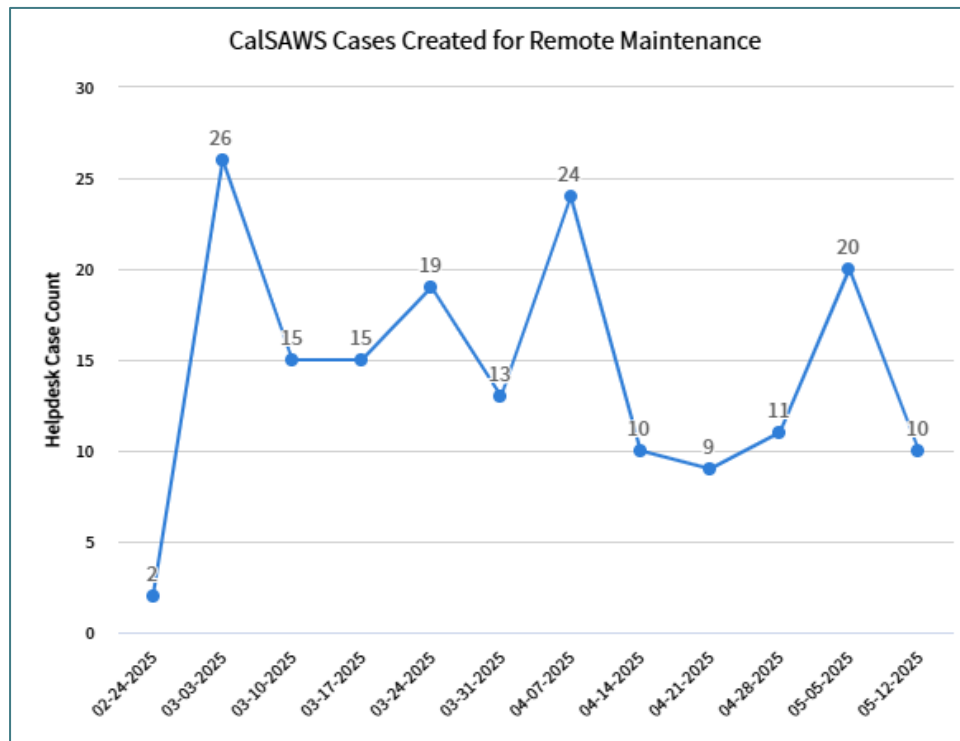


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 May Month to Date (MTD) is 99.88%

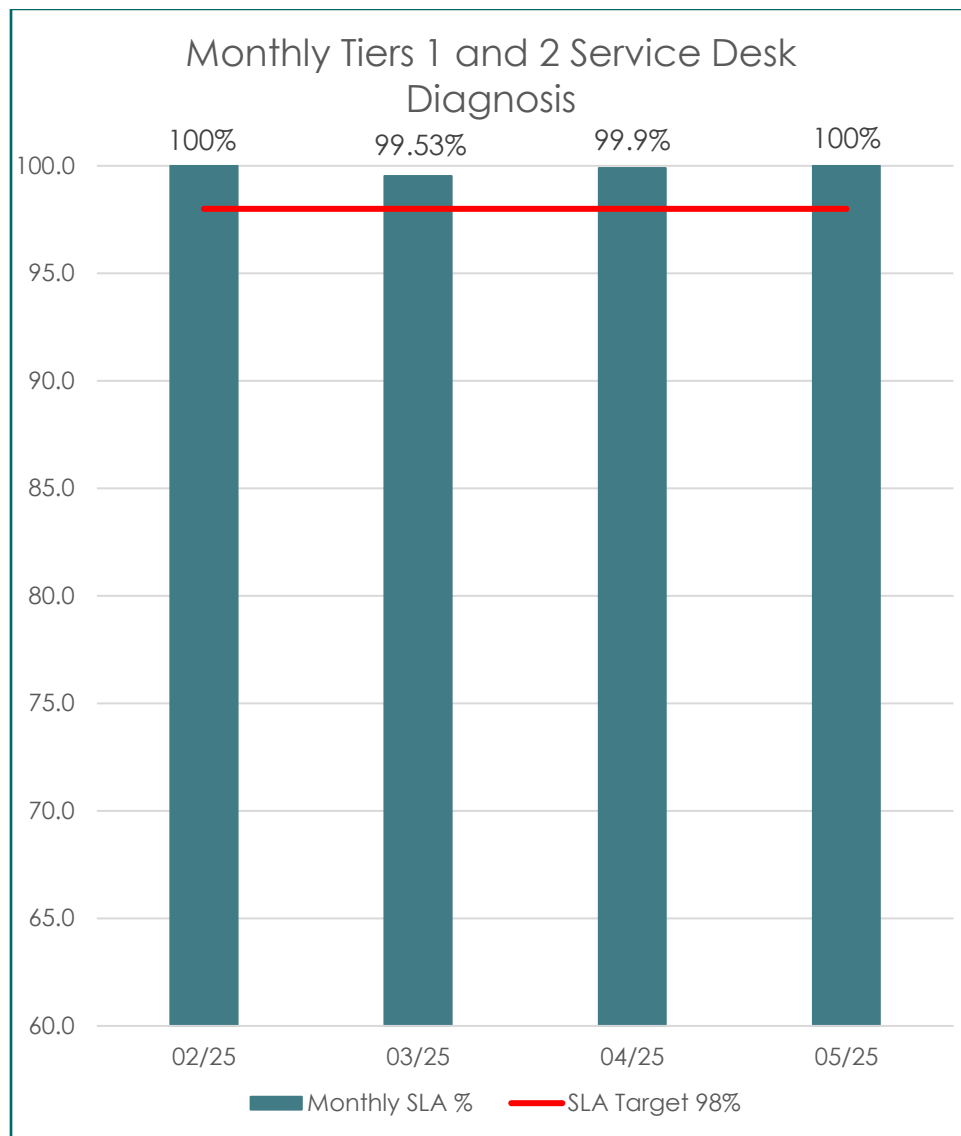


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 0 incidents missed the SLA in May MTD.

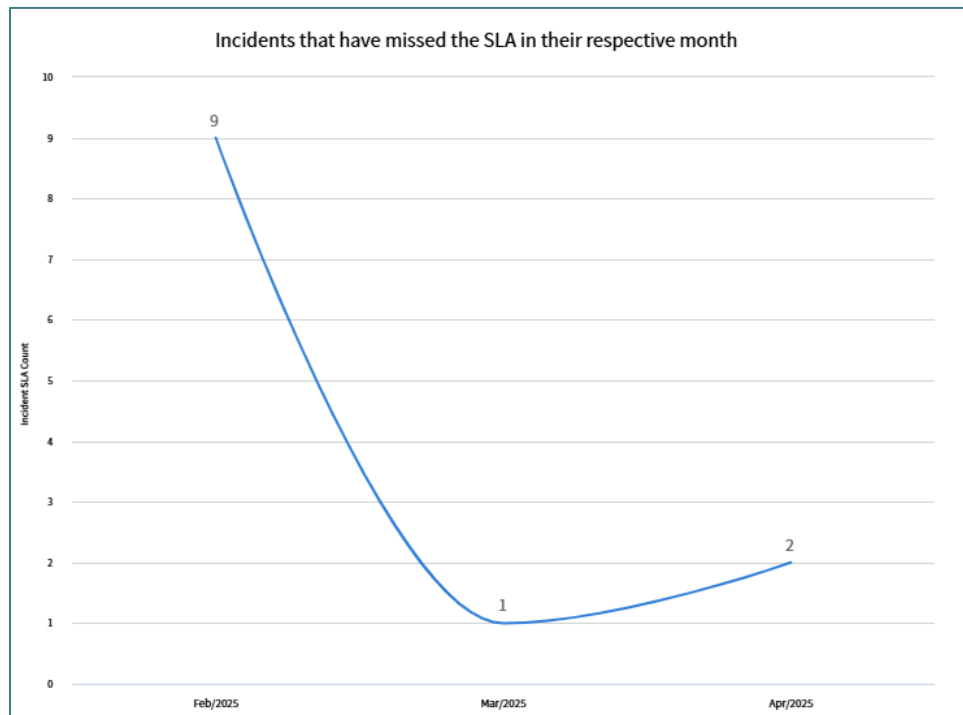


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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 May MTD.

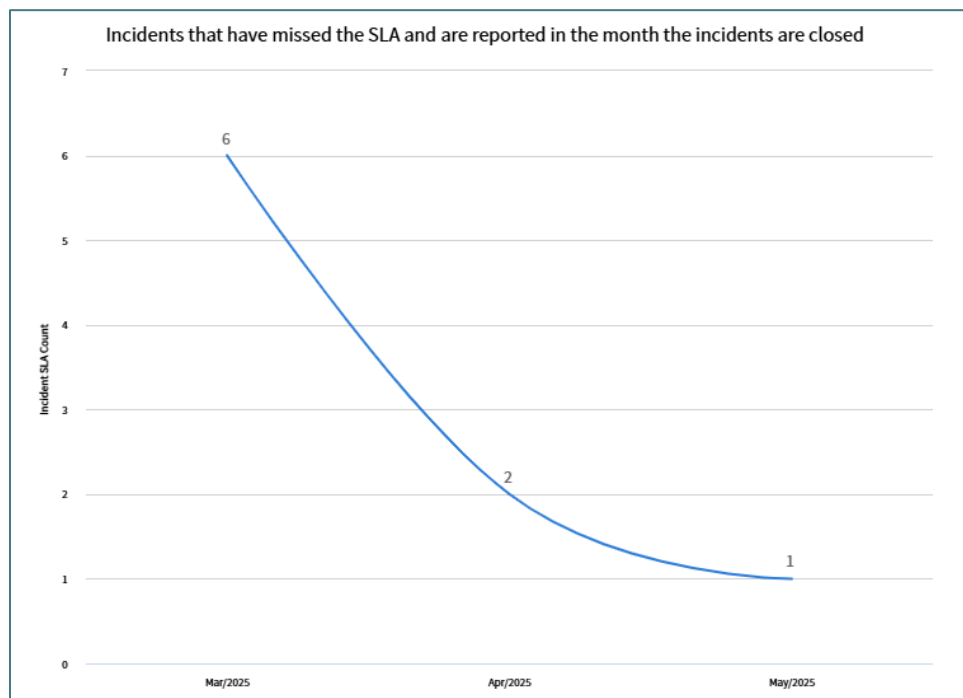


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

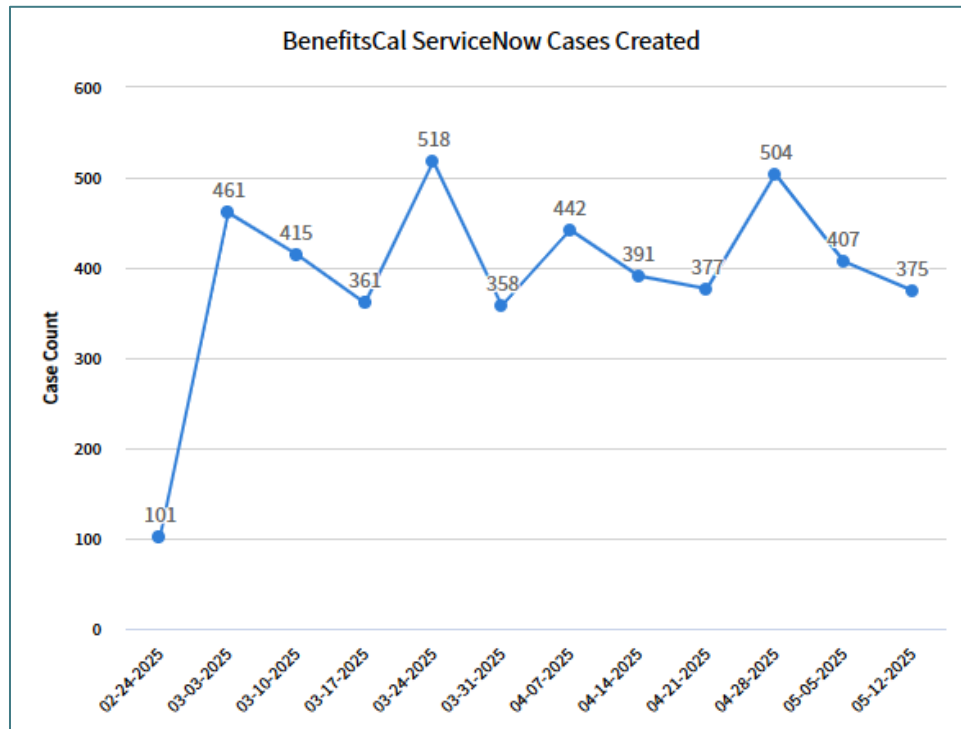


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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

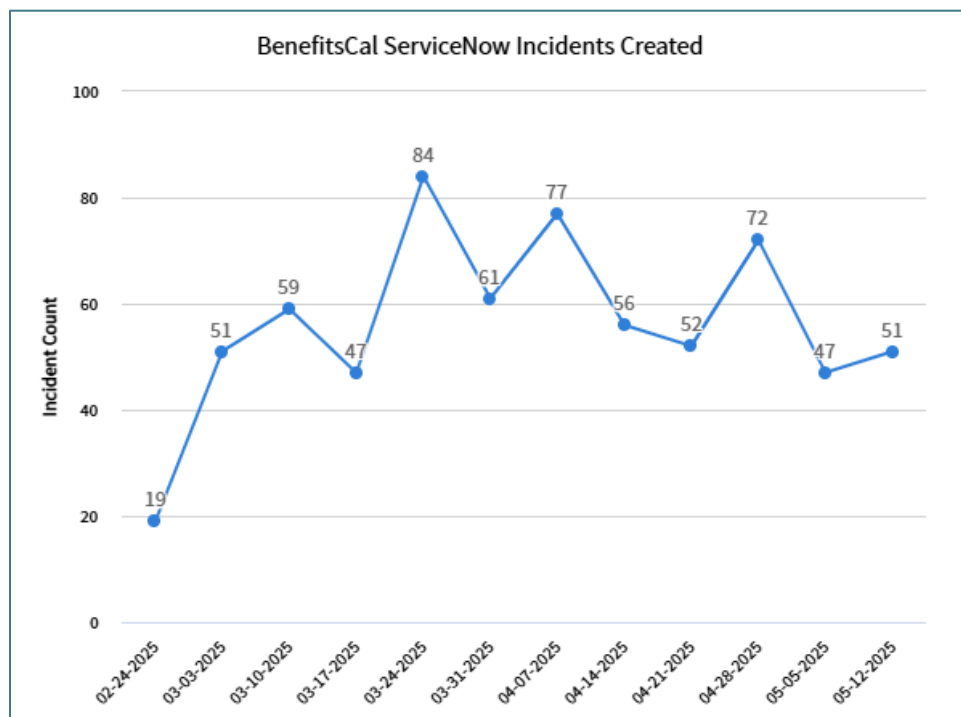


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

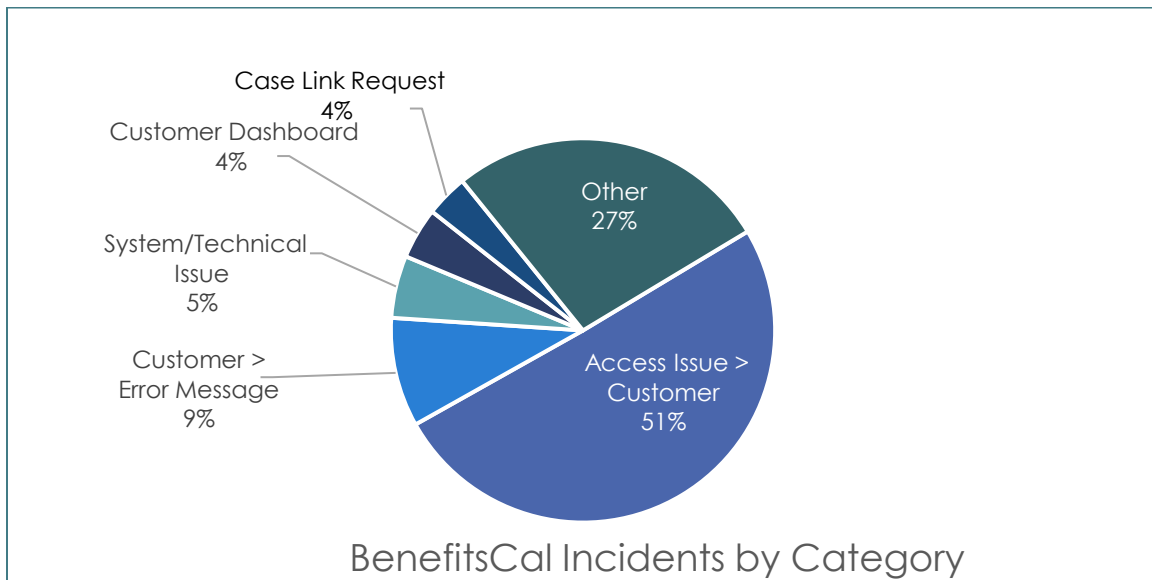


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 27% 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
369	CalSAWS Unavailable	3/17/2025	Infrastructure
378	CalSAWS VPN Issue	5/4/2025	Infrastructure
379	EDR / Apex Slowness	5/12/2025	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-816	3/7/2025	GA/GR	Orange- Manually generated Discontinuance NOA 034 B GR Disc - Excess Property shows up	Assigned

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			blank on Distributed Documents Search page	
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-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	Test Complete
CA-287723	2/11/2025	Cloud Ops	Start/Stop EC2 Scripts are failing in Production Batch.	System Test
CA-285370	12/3/2024	Tech Support	Scheduled Report Title drop down box does not populate any entries when using MS Edge	Assigned

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
5/5/25 6:30 PM	5/6/25 5:30 PM	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (May 5)
5/6/25 10:00 AM	5/6/25 12:00 PM	Retro: NodeJS downgrade of a single function for LA and San Bernardino counties
5/6/25 6:30 PM	5/6/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (May 6)
5/7/25 6:00 PM	5/9/25 6:00 PM	Allow GlobalProtect VPN subnets to connect to internal resources in the coreapp-staging
5/7/25 6:00 PM	5/12/25 8:00 PM	Update the API Gateway Custom Domain Name into Route53 for all contactcenter-nonproduction

DATE(s)		ACTIVITY DESCRIPTION
5/7/25 6:00 PM	5/14/25 5:00 PM	Allow port 7880 as Inbound Rule in AWSSEC001 Windows Firewall for Invicti IAST Scans .
5/7/25 6:00 PM	5/14/25 10:00 PM	Provision new RHEL8 Confluent servers for remaining envs in coreapp-development (#650244008899)
5/7/25 6:00 PM	5/9/25 8:00 PM	Allow GlobalProtect VPN subnets to connect to Jenkins URLs in the coreapp-sandbox account
5/7/25 6:00 PM	5/8/25 6:00 PM	ECR : Scale up and Scale down Aurora batperf2wdtip instance
5/7/25 6:00 PM	5/9/25 11:00 PM	Update retrofitting changes to the Security policy
5/7/25 6:00 PM	5/7/25 11:00 PM	Create A new Permission Set and Group RITM AWS access
5/7/25 6:00 PM	5/9/25 6:00 PM	Modify AWS Lambda Configuration for WDTIP services
5/7/25 6:00 PM	5/9/25 11:00 PM	Enable network connectivity for lms.calsaws.net
5/7/25 6:00 PM	5/9/25 8:00 PM	Create new IF and ME AWS roles - Phase 6
5/7/25 6:00 PM	5/8/25 8:00 PM	IAM user key rotation for OCAT - non-prod
5/7/25 6:00 PM	5/8/25 9:00 PM	Whitelist domain 'rhui.us-west-2.aws.ce.redhat.com' in the Network Firewall for RHEL repos for GA/GR - UAT/Perf
5/7/25 6:00 PM	5/7/25 11:00 PM	New group and permission set needed for utilizing the AWS CFAT
5/7/25 6:00 PM	5/9/25 11:00 PM	Allow GlobalProtect VPN subnets to connect to internal resources in the CoreApp-development.
5/7/25 6:00 PM	5/9/25 8:00 PM	Allow GlobalProtect VPN subnets to connect to internal resources in the coreapp-county account
5/7/25 6:00 PM	5/9/25 8:00 PM	Upgrade runtime of Node.js Lambda functions for Nodejs18 to Nodejs20 to comply with N-1 policy for GA/GR
5/7/25 6:00 PM	5/9/25 11:59 PM	Adding new whitelist group to allow access to network devices for offshore network team - workspaces-development-offshore
5/7/25 6:00 PM	5/14/25 11:59 PM	Provision CalSAWS-Service in CH2 environment
5/7/25 6:00 PM	5/9/25 8:00 PM	Allow GlobalProtect VPN subnets to connect to internal resources in the coreapp-training account
5/7/25 6:30 PM	5/7/25 10:30 PM	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (May 7)
5/7/25 7:00 PM	5/7/25 9:00 PM	CalSAWS Priority Release 25.05.07

DATE(s)		ACTIVITY DESCRIPTION
5/7/25 8:00 PM	5/8/25 9:00 PM	IAM user key rotation for OCAT - prod
5/7/25 8:00 PM	5/8/25 9:00 PM	NodeJS upgrade for CORS Lambda function - childcare portal
5/7/25 8:00 PM	5/9/25 11:59 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-development-650244008899 AWS account
5/7/25 8:00 PM	5/8/25 11:59 PM	Remove cPROD-Apache01C1 from Target group: cProd-AUX-Web-TG
5/7/25 8:00 PM	5/9/25 11:59 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-training-058264522586 AWS account
5/7/25 8:00 PM	5/9/25 11:59 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-staging-339650810458 AWS account
5/7/25 8:00 PM	5/9/25 11:59 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-county-730335359990 AWS account
5/7/25 8:00 PM	5/8/25 8:00 PM	Prod-security upgrade
5/7/25 10:00 PM	5/8/25 10:00 PM	Update Authorizer Lambda Axios Version for Coreapp-Training Environments
5/7/25 10:00 PM	5/8/25 10:00 PM	Update Authorizer Lambda Axios Version for Coreapp-Staging Environments
5/7/25 10:00 PM	5/8/25 10:00 PM	Update Authorizer Lambda Axios Version for Coreapp-County Environments
5/8/25 8:00 AM	5/12/25 5:00 PM	Turn off NewsStand in NPrinting and remove old reports
5/8/25 11:00 AM	5/8/25 12:00 PM	Retro change for enabling ccrc partner ftp connectivity
5/8/25 5:00 PM	5/9/25 10:00 AM	Upgrade of GAGR Test Exstream server from RHEL 7.9 to 8.10
5/8/25 6:00 PM	5/9/25 11:00 PM	Creation of dbbuild_user secrets and IAM role to access them for jenkins to oracle and rds databases taking builds - coreapp-development
5/8/25 6:30 PM	5/8/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (May 8)
5/8/25 7:00 PM	5/8/25 9:00 PM	CalSAWS Priority Release 25.05.08
5/8/25 8:00 PM	5/9/25 10:00 PM	PROD: Update Startup Script on Spectrum Servers
5/8/25 8:00 PM	5/9/25 11:00 PM	Update firewall policy in FMC to allow SB(san bernardino county) access (TCP 445) to re-IP'd server 10.165.14.6 replacing old IP 172.25.30.7
5/8/25 8:00 PM	5/8/25 9:00 PM	Set "PatchingStartStopInstance" tag to ENABLED on remaining AWS Linux servers
5/8/25 8:00 PM	5/8/25 11:00 PM	Retro- County Access to AT1 Environment for Rush Warrant Testing-Yolo County

DATE(s)		ACTIVITY DESCRIPTION
5/8/25 8:00 PM	5/9/25 11:00 PM	Enable LDAP traffic to resolve user access issues with Merced County shared drives.
5/8/25 8:00 PM	5/8/25 11:59 PM	Consortium Security is needing to run the assessment tool in preparation for upgrades
5/9/25 5:00 PM	5/10/25 10:00 AM	Upgrade of GAGR PERF Exstream server from RHEL 7.9 to 8.10
5/9/25 6:30 PM	5/9/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (May 9)
5/9/25 7:00 PM	5/9/25 9:00 PM	CalSAWS Priority Release 25.05.09
5/9/25 8:00 PM	5/9/25 11:30 PM	Monthly Equinix SV-1 OS patching - May (5/9)
5/9/25 8:00 PM	5/10/25 8:00 PM	April 2025 Oracle DB RU 19.27.0.0 .0 patching on Development, and Assembly Test databases
5/10/25 1:30 PM	5/11/25 8:00 PM	Monthly Production Database Linux OS Patching - May
5/10/25 1:30 PM	5/10/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (May 10)
5/11/25 9:00 AM	5/11/25 6:00 PM	AUDIT data recovery -coreapp-prod
5/11/25 1:45 PM	5/11/25 6:00 PM	Cloudfront distribution mapping for coreapp-prod
5/11/25 2:00 PM	5/11/25 6:00 PM	Upgrade/patch Microsoft Visual C++ Redistributable (x86) and (x64)
5/11/25 2:00 PM	5/11/25 6:00 PM	Complete monthly web service transaction rename maintenance activity - May 2025
5/11/25 2:30 PM	5/11/25 6:30 PM	Perform version upgrade of Amazon mq broker in coreapp-prod and DR
5/11/25 2:30 PM	5/11/25 6:00 PM	Monthly Equinix LA-3 OS patching - May (5/11)
5/11/25 2:30 PM	5/11/25 6:00 PM	Monthly Instance refresh for AutoScale SMTP - May (5/11)
5/11/25 2:30 PM	5/11/25 6:00 PM	Monthly Patching - cPROD-Confluent - May (5/11)
5/11/25 7:00 PM	5/11/25 9:00 PM	CalSAWS Priority Release 25.05.11
5/12/25 8:00 AM	5/13/25 5:30 PM	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (May 12)
5/12/25 10:00 AM	5/12/25 4:00 PM	San Benito Site'1111 San Felipe Rd, Suite 103. Hollister, CA 95023 (Site Code: 35001) has been requested for decommissioning.
5/12/25 7:00 PM	5/12/25 9:00 PM	CalSAWS Priority Release 25.05.12 & RWR 25.03.x2
5/12/25 8:00 PM	5/12/25 10:00 PM	ECR: PROD OAuth2Client Update for SCATL Integration (Primary Region + EAST DR Region)
5/13/25 6:30 PM	5/13/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (May 13)
5/13/25 7:00 PM	5/13/25 9:00 PM	CalSAWS Priority Release 25.05.13

DATE(s)		ACTIVITY DESCRIPTION
5/13/25 8:00 PM	5/13/25 11:59 PM	IOS Upgrade for AWSWLC001 - Upgrade from 17.12.3 to 17.12.4
5/13/25 8:00 PM	5/14/25 10:00 AM	Upgrade of GAGR UAT/TRN Exstream servers from RHEL 7.9 to 8.10
5/14/25 6:00 PM	5/16/25 11:00 PM	Need to migrate the WAF classic to WAFV2 in all DEV environments - phase 3
5/14/25 6:00 PM	5/15/25 8:00 PM	Modify permission sets for Fresno and Santa Clara County S3 users for Analytics PBDS project
5/14/25 6:00 PM	5/16/25 11:59 PM	Remove eCCP functionality in contactcenter-nonproduction-ladcfs
5/14/25 6:00 PM	5/15/25 8:00 PM	Need to allow the Global protect VPN public ips to allow on the WAF - application-development
5/14/25 6:00 PM	5/16/25 11:00 PM	Update the Global VPN IPs in non-prod WAF to access non-prod environments
5/14/25 6:00 PM	5/16/25 11:59 PM	Allow GlobalProtect VPN subnets to connect to internal resources in the CoreApp-development.
5/14/25 6:30 PM	5/14/25 10:30 PM	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (May 14)
5/14/25 6:30 PM	5/14/25 11:59 PM	Upgrade DynaTrace Agent Version on Non-prod Static Servers
5/14/25 7:00 PM	5/14/25 8:00 PM	CalSAWS (WordPress) Lower Environment (Staging/Dev) Website Multiple Plugin Updates
5/14/25 7:00 PM	5/14/25 9:00 PM	CalSAWS Priority Release 25.05.14
5/14/25 8:00 PM	5/14/25 11:30 PM	ECR: Enable the connectivity from Global protect VPN to Confluent SAAS
5/14/25 8:00 PM	5/15/25 11:59 PM	atop Log rotation - coreapp-prod
5/14/25 8:00 PM	5/14/25 9:00 PM	Whitelist Client ID for Santa Clara county to FDS API's in CT Env (Coreapp-County #730335359990)
5/14/25 8:00 PM	5/15/25 2:00 AM	Remove Analytics: (Non-Prod)
5/14/25 10:00 PM	5/15/25 12:00 AM	Remove Analytics: (Training)
5/15/25 12:00 AM	5/15/25 4:00 AM	Remove Analytics: (Production)
5/15/25 9:00 AM	5/15/25 6:00 PM	Upgrade Invicti software from 25.2.0 to 25.4.0
5/15/25 6:00 PM	5/15/25 9:00 PM	Decommissioning of SV1WLC001 wireless controller
5/15/25 6:00 PM	5/16/25 12:00 PM	Instantiate analytics 800 series servers that were replaced with 100 series for DR drill
5/15/25 6:00 PM	5/15/25 8:00 PM	Decommission - contactcenter-production Account 707168858567
5/15/25 6:00 PM	5/17/25 10:00 PM	Modify AWS Lambda and api Configuration for WDTIP services - Lower Environemnts

DATE(S)		ACTIVITY DESCRIPTION
5/15/25 6:00 PM	5/16/25 11:00 PM	Whitelist API Custom Domain for Offshore - AWS Workspace
5/15/25 6:00 PM	5/15/25 11:59 PM	Update ENA driver from v2.6 to v2.9 on non-production servers: AWSRPA401 (Orchestrator) and AWSRP410 (Robot).
5/15/25 7:00 PM	5/15/25 9:00 PM	CalSAWS Priority Release 25.05.15
5/15/25 7:00 PM	5/15/25 8:00 PM	CalSAWS (WordPress) Production Website Multiple Plugin Updates
5/15/25 8:00 PM	5/18/25 11:00 PM	Grant RDS reboot permissions to database admins
5/15/25 8:00 PM	5/17/25 10:00 PM	Modify AWS Lambda, Secrets and API Configuration for WDTIP services - PROD and DR
5/15/25 8:00 PM	5/15/25 9:00 PM	Restore Analytics: (Production: Solano County)
5/15/25 8:00 PM	5/16/25 10:00 PM	Removal of stale IP addresses and addition of new IP in the Prod_ENV-to-FIS-EBT policy on Panorama.
5/15/25 8:00 PM	5/15/25 11:00 PM	Upgrading uplink port of Gold River Project Office Wireless Controller
5/15/25 8:30 PM	5/15/25 11:00 PM	Extend LVM volume on Batch servers
5/16/25 6:00 PM	5/16/25 11:00 PM	PTrain: Upgrade Java (Online + Batch) and April 2025 WLS Patches(Online) in coreapp-training (#058264522586)
5/16/25 6:00 PM	5/16/25 11:00 PM	NON-PROD: Upgrade Java (Online + Batch) and April 2025 WLS Patches (Online) in coreapp-training (#058264522586)
5/16/25 7:00 PM	5/16/25 9:00 PM	CalSAWS Priority Release 25.05.16
5/16/25 8:00 PM	5/17/25 8:00 PM	April 2025 Oracle DB RU 19.27.0.0 .0 patching on System Test and Performance Test databases
5/18/25 6:00 AM	5/18/25 10:00 AM	IAC/terraform code fix for coreapp-prod rds endpoints and cloudfront distribution
5/18/25 6:00 AM	5/18/25 1:00 PM	CalSAWS Release 25.05
5/18/25 4:00 PM	5/18/25 11:00 PM	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for San Bernardino County
5/18/25 8:00 PM	5/18/25 10:00 PM	Update Authorizer Lambda Axios Version for Coreapp-Prod Environment

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
5/19/25 8:00 AM	5/21/25 4:00 AM	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4

DATE(S)		ACTIVITY DESCRIPTION
5/19/25 8:00 AM	5/20/25 5:30 PM	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (May 19)
5/19/25 8:00 AM	5/21/25 4:00 AM	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/19/25 6:00 PM	5/28/25 11:00 PM	ECR: Enable the connectivity from AT7 to AT1 DB, provision the springboots
5/19/25 8:00 PM	5/19/25 11:00 PM	Decommissioning of LA3WLC001 and LA3WLC002 wireless controllers
5/19/25 8:00 PM	5/21/25 11:59 PM	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/20/25 8:00 AM	5/22/25 4:00 AM	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/20/25 8:00 AM	5/22/25 4:00 AM	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/20/25 6:30 PM	5/20/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (May 20)
5/21/25 8:00 AM	5/23/25 4:00 AM	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/21/25 8:00 AM	5/23/25 4:00 AM	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/21/25 6:00 PM	5/28/25 10:00 PM	Provision Springboot Servers and APIs for AT6 in coreapp-development (#650244008899)
5/21/25 6:00 PM	5/22/25 8:00 PM	Create new IF and ME AWS roles - Phase 8
5/21/25 6:00 PM	5/23/25 11:00 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-staging-339650810458 AWS account
5/21/25 6:00 PM	5/23/25 11:00 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-development-650244008899 AWS account
5/21/25 6:00 PM	5/23/25 11:00 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-training-058264522586 AWS account
5/21/25 6:00 PM	5/23/25 11:00 PM	Need to migrate the WAF classic to WAFV2 in all staging and training environments - phase 4
5/21/25 6:00 PM	5/23/25 11:00 PM	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-county-730335359990 AWS account
5/21/25 6:00 PM	5/23/25 8:00 PM	Update the API Gateway Custom Domain Name into Route53 for all contactcenter-training

DATE(S)		ACTIVITY DESCRIPTION
5/21/25 6:00 PM	5/23/25 8:00 PM	Allow GlobalProtect VPN subnets to connect to internal resources in the CoreApp-development.
5/21/25 6:00 PM	5/21/25 11:00 PM	Non-Prod: Update Application Loqate Dataset in Spectrum Servers
5/21/25 6:30 PM	5/21/25 10:30 PM	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (May 21)
5/21/25 8:00 PM	5/21/25 9:00 PM	Grant network access for https://hsnet.hs.sbcounty.gov/perc-psrecard on ports 80 and 443 for all San Bernardino County CalSAWS locations.
5/21/25 8:00 PM	5/22/25 10:00 PM	Lobby Modernization Infrastructure provisioning - PTRAIN (Training)
5/21/25 8:00 PM	5/21/25 11:00 PM	Disable management interface swap on Palo Alto firewall and perform reboot to resolve HA-related commit issue.
5/21/25 8:00 PM	5/23/25 10:00 PM	Need to enable the OTSI (CARES) system to connect to CalSAWS production ftp server.
5/21/25 8:00 PM	5/22/25 11:00 PM	Decommission all unused resources in coreapp-production (#774917615573)
5/21/25 8:00 PM	5/23/25 11:59 PM	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/21/25 8:00 PM	5/21/25 11:00 PM	Down Scale Base AMI servers - tools-production
5/21/25 8:00 PM	5/22/25 10:00 PM	Lobby Modernization Infrastructure provisioning - PRT
5/21/25 8:00 PM	5/22/25 12:00 AM	Update ENA driver from v2.6 to v2.9 on production servers: AWSRPA101 (Orchestrator) and AWSRP110 (Robot).
5/22/25 9:00 AM	5/22/25 5:00 PM	Integrate DIGICert site with our Azure Tenant so we can login with our CalACES.org account.
5/22/25 9:00 AM	5/22/25 5:00 PM	Change is to clean up old VPC and Lambda which is not in use anymore.
5/22/25 9:00 AM	5/22/25 6:00 PM	Apply Patch 25.1 to LoadRunner Load Generators on Performance Test servers
5/22/25 5:30 PM	5/22/25 11:00 PM	Modify switch buffers to resolve output drops at Merced County site 24001
5/22/25 6:00 PM	5/24/25 6:00 PM	Rotate application credentials - assembly test - coreapp-development - May 2025
5/22/25 6:00 PM	5/23/25 9:00 PM	Modifying site 36096 (San Bernardino county) copper network connection to Fiber
5/22/25 6:30 PM	5/22/25 9:00 PM	Update Splunk Universal Forwarder - coreapp-sandbox, analytics-development, application-development
5/22/25 6:30 PM	5/22/25 8:30 PM	STANDARD - Weekly Linux Environment Patching - Thursday 18:30 -20:30 (May 22)

DATE(S)		ACTIVITY DESCRIPTION
5/22/25 8:00 PM	5/24/25 10:00 PM	Update the API Gateway Custom Domain Name into Route53 for all contactcenter-production
5/22/25 8:00 PM	5/22/25 11:00 PM	Replacing core switch Ethernet cable and port to county firewall, and failover primary switch to standby for Merced County.
5/22/25 8:00 PM	5/22/25 11:00 PM	Decommission AL2 and Provision AL2023 BASE EC2 instances for AML use.
5/22/25 8:00 PM	5/22/25 10:00 PM	ServiceNow Release 2025.05.22 - Gainwell
5/22/25 8:00 PM	5/26/25 5:00 PM	Network LAB Setup - Deploy a wired network at the Gold River site, Replicating the Roseville LAB devices with new Subnet Connectivity.
5/23/25 6:30 PM	5/23/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (May 23)
5/23/25 6:30 PM	5/23/25 9:30 PM	Update Splunk Universal Forwarder - coreapp-development part 1
5/23/25 8:00 PM	5/23/25 11:00 PM	Adjust Amazon MQ maintenance window for Prod and DR (Coreapp-Prod #851725240334)
5/23/25 8:00 PM	5/25/25 8:00 PM	Need to allow the Global protect VPN public ips to allow on the WAF - coreapp-production
5/24/25 8:00 AM	5/26/25 10:00 PM	Establish redundancy for Gold River Office - Modifying daisy-chain topology at office site to star design for improved network redundancy and availability
5/24/25 9:00 AM	5/25/25 11:00 PM	CT, PRT: Upgrade Java (Online + Batch) and April 2025 WLS Patches(Online) in coreapp-county (#730335359990)
5/24/25 6:30 PM	5/24/25 9:30 PM	Update Splunk Universal Forwarder - coreapp-development part 2
5/24/25 11:15 PM	5/25/25 3:15 AM	ServiceNow [CSM-TRAINING] Security Patch
5/24/25 11:15 PM	5/25/25 3:15 AM	ServiceNow [CSM-DEV] Security Patch
5/24/25 11:15 PM	5/25/25 3:15 AM	ServiceNow [CSM-TEST] Security Patch
5/25/25 8:00 AM	5/25/25 8:00 PM	April 2025 Oracle DB RU 19.27.0.0 .0 patching on Coreapp Staging and Batch Performance databases
5/25/25 8:00 AM	5/27/25 4:00 AM	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/25/25 8:00 AM	5/27/25 4:00 AM	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/25/25 9:00 AM	5/26/25 5:00 PM	Upgrade of GAGR PRD and DR Exstream servers from RHEL 7.9 to 8.10
5/25/25 6:00 PM	5/26/25 6:00 PM	contact center outbound prod deployment job validation
5/26/25 7:00 AM	5/26/25 12:00 PM	Turn off NewsStand in NPrinting and remove old reports - Production

DATE(S)		ACTIVITY DESCRIPTION
5/26/25 8:00 AM	5/27/25 5:30 PM	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (May 26)
5/26/25 8:00 AM	5/28/25 4:00 AM	Merced County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/26/25 8:00 AM	5/28/25 4:00 AM	Merced County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/26/25 8:00 PM	5/27/25 11:59 PM	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/27/25 8:00 AM	5/29/25 4:00 AM	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/27/25 8:00 AM	5/29/25 4:00 AM	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/27/25 6:30 PM	5/27/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (May 27)
5/27/25 8:00 PM	5/28/25 11:59 PM	Merced County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/27/25 8:00 PM	5/27/25 11:00 PM	Lobby Modernization Infrastructure provisioning - PROD and DR
5/28/25 8:00 AM	5/30/25 4:00 AM	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/28/25 8:00 AM	5/30/25 4:00 AM	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/28/25 6:00 PM	5/29/25 10:00 PM	Decommission old Confluent servers in coreapp-development (#650244008899)
5/28/25 6:00 PM	5/29/25 10:00 PM	Decommission old Confluent servers for STG1/STG2/PAT in coreapp-staging (#339650810458)
5/28/25 6:00 PM	5/29/25 10:00 PM	Decommission agitarOne server in coreapp- development (#650244008899)
5/28/25 6:00 PM	5/29/25 10:00 PM	Add inbound rule for VPN to application security groups
5/28/25 6:00 PM	5/29/25 10:00 PM	Add inbound rule for VPN to application security groups
5/28/25 6:00 PM	5/29/25 10:00 PM	Add inbound rule for VPN to application security groups
5/28/25 6:00 PM	5/30/25 11:59 PM	Offshore Workspaces Firewall rule group deployment
5/28/25 6:00 PM	5/29/25 10:00 PM	Add inbound rule for VPN to application security groups

DATE(S)		ACTIVITY DESCRIPTION
5/28/25 6:30 PM	5/28/25 11:59 PM	Downsize Swap Volumes of Oracle DB Servers, for Cost Savings (Wed. Patch group)
5/28/25 6:30 PM	5/28/25 10:30 PM	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (May 28)
5/28/25 8:00 PM	5/29/25 11:00 PM	NTP servers ami refresh in shared services
5/28/25 8:00 PM	5/29/25 11:59 PM	Delete the PatchGroup tags from Confluent Servers (851725240334)
5/28/25 8:00 PM	5/29/25 10:00 PM	Add inbound rule for VPN to application security groups
5/28/25 8:00 PM	5/28/25 11:59 PM	Whitelist domain ".download.postgresql.org" to allow the Msk-DB1 server to access the PostgreSQL repository for updates
5/28/25 8:00 PM	5/28/25 11:00 PM	PROD: Update Application Loqate Dataset in Spectrum Servers
5/28/25 8:00 PM	5/28/25 11:00 PM	Coreapp-prod nacl cleanup
5/29/25 10:00 AM	5/29/25 5:00 PM	Decommissioning Yuba County access switches
5/29/25 6:00 PM	5/29/25 8:00 PM	Decommission Jenkins pipeline for coreapp-production account
5/29/25 6:30 PM	5/29/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (May 29)
5/30/25 6:00 PM	6/1/25 6:00 PM	Rotate application credentials - assembly test and system test environments - coreapp-development - May 2025 Group 1
5/30/25 6:30 PM	5/30/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (May 30)
5/31/25 1:30 PM	5/31/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (May 31)
5/31/25 11:15 PM	6/1/25 3:15 AM	ServiceNow [CSM-PROD] Security Patch
6/1/25 7:00 AM	6/1/25 4:00 PM	Windows Server Updates - May 2025
6/1/25 12:00 PM	6/1/25 8:00 PM	Windows Server Updates - May 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
CalSAWS Release 25.05	5/18/2025
Priority Release 25.05.16	5/16/2025
Priority Release 25.05.15	5/15/2025
Priority Release 25.05.14	5/14/2025

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 25.05.13	5/13/2025
Priority Release 25.05.12 & RWR 25.03.x2	5/12/2025
Priority Release 25.05.11	5/11/2025
Priority Release 25.05.09	5/09/2025
Priority Release 25.05.08	5/08/2025
Priority Release 25.05.07	5/07/2025

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

Legend																
Unavailable																
Reduced Availability																
Available																
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
ForgeRock Maintenance	05/09/25	10:00 PM	05/10/25	2:00 AM											CIT 0047-25	4/21/2025
Adhoc Reporting Database Maintenance	05/11/25	12:00 PM	05/11/25	4:00 PM											Broadcast Email	4/28/2025
														CIT 0048-25	4/21/2025	
Production Maintenance	05/11/25	2:00 PM	05/11/25	6:30 PM											Broadcast Email	4/28/2025
														CIT 0049-25	4/22/2025	
CalSAWS Release 25.05	05/18/25	6:00 AM	05/18/25	1:00 PM											Broadcast Email	5/5/2025
Production Maintenance	05/25/25	6:00 AM	05/25/25	10:00 PM											CIT 0056-25	5/6/2025
														Broadcast Email	5/12/2025	
BenefitsCal Release 25.05.29	05/29/25	8:00 PM	05/29/25	9:30 PM											Broadcast Email	TBD
Adhoc Reporting Database Maintenance	06/01/25	2:00 PM	06/01/25	6:00 PM											CIT 0061-25	5/14/2025
														Broadcast Email	TBD	
Production Maintenance	06/01/25	8:00 AM	06/01/25	2:00 PM											CIT 00XX-25	TBD
														Broadcast Email	TBD	
Production Maintenance	06/15/25	6:00 AM	06/15/25	10:00 AM											CIT 00XX-25	TBD
														Broadcast Email	TBD	

Figure 4.3.4-: CalSAWS Production Planned Outages Calendar

Notes:

- The above table contains the known planned dates, and timing is subject to change
- 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	Additional troubleshooting was conducted by the Project Network team along with Cisco. An update/command will be pushed to the Switch at the Wardrobe site at the end of May.
Kings	Kiosk PCs were successfully added to Intune. One of the Kiosk PCs was swapped with a spare break fix due to incompatibility.
Orange County	Orange is experiencing intermittent Audio issues at the ARC site. They will be providing logs to be shared with the text to speech vendor.
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	There currently is no update from CloudFlare. Request to review the impacted IPs is still under investigation.
Siskiyou	The Kiosk has been added to Intune.
Nevada	Awaiting response from Nevada County. Network ports are not configured to accept Microsoft Intune Autopilot services.
San Francisco	Confirmed Dispatch schedule with San Francisco for deployment first week of June
Fresno	Awaiting county response to confirm County Network is configured for Intune deployment prior to dispatching.
Santa Clara	A break in at a Santa Clara County office resulted in damage to the Kiosk. A ticket was opened with Meridian to assist in obtaining a replacement lock for the Kiosk fixture.
San Mateo	Network requirements email was sent to San Mateo. The County will need to review the network requirement in prep for Intune Deployment.
Ventura	A dispatch request has been sent to the service desk to assist Ventura County with pairing the Zebra Printer with the Lobby Tablet that is currently on Loan with Ventura County

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Glenn, Humboldt, Imperial, Inyo, Kern, Lake, Lassen, Marin, Mendocino, Modoc, Mono, Napa, Plumas, Sacramento, San Benito, San Diego, San Joaquin, San Luis Obispo, Santa Barbara, Santa Cruz, Sierra, Sonoma, Solano, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, 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 nearing completion. On track for delivery with CalSAWS Release 25.05.

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 has completed the ITOM OWD DDEL development and will be submitting for review.
 - ITOM development has concluded and will be implemented following the approval of the ITOM OWD.
- Hardware Asset Management (HAM)
 - HAM development has begun.
- Software Asset Management (SAM)
 - SAM OWD in progress.
 - Defining schedule activities related to SAM.

7.2 Log of Open SCRs

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

Table 7.2-1: 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-285088	2/24/2025	Cloud Ops	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-285780	2/25/2025	DBA	Quarterly 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	Test Complete
CA-287323	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-287325	1/31/2025	ServiceNow	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
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-288948	3/18/2025	Support Tools	Install Spring Tools version 4.22.1 and Snyk Eclipse plug-in 3.0.0	Design in Progress
CA-290856	5/12/2025	ServiceNow	ServiceNow SAML Entity Upgrades – Implementation	New
CA-290959	5/14/2025	Cloud Ops	AT7 Environment Upgrade to support Deloitte M&E Transition 25.09 SCR and Defect Reverse Shadow Efforts	New
CA-288211	2/25/2025	Cloud Ops	Create new environment for Deloitte M&E Transition efforts	In Production
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	Test Complete
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-694	8/23/2024	GA/GR	GA 043 New Trigger & Reason Code Requested - Santa Clara	Design in Progress
GAGR-737	10/30/2024	GA/GR	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 4 Discontinuance	New
GAGR-738	10/30/2024	GA/GR	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 3 Denial	New
GAGR-740	10/30/2024	GA/GR	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 1 Approval	Test Complete
GAGR-744	11/14/2024	GA/GR	Develop synching process between multiple CalSAWS environments and GAGR Correspondence Service	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
GAGR-792	4/1/2025	GA/GR	GAGR System Testing for Release 25.05	Test Complete
GAGR-802	4/16/2025	GA/GR	Remove Auto Generation for Orange County NOA 270-D	System Test
GAGR-824	5/08/2025	GA/GR	San Joaquin, Santa Clara and Tulare counties Return Mail Processing and Return Mail Imaging	New
GAGR-836	5/14/2025	GA/GR	Update form, SC 300G, General Assistance Referral,	Design in Progress
OCAT-12	4/16/2025	OCAT	OCAT - Add an auth step to all ALB actions	Pending Rejection
OCAT-11	3/28/2025	OCAT	Standardize OCAT Scanning - Quallsys	New

7.3 Windows 11 Update

Microsoft will officially end support for Windows 10 on October 14, 2025. All CalSAWS managed devices will need to be upgraded to Windows 11 compatible hardware or enrolled in Windows' Extended Security Updates.

- Completed tasks:
 - Presented Windows 11 high-level overview at the April Monthly Connect.
 - Distributed updated CalSAWS Hardware Specification and Recommendations for Windows 11 (CIT 0057-25).
 - Issued Request for Windows 11 Testers – Managed Counties (CRFI 25-013).
 - Held a meeting with managed county Regional Managers to review project plan and gather feedback.
 - Held a meeting with the Consortium to review project plan and gather feedback.
- In progress tasks:
 - Distributing Windows 11 compatibility counts to each managed county.
 - Gathering CRFI responses and initiating testing coordination with managed counties.
- Upcoming tasks:
 - Schedule Windows 11 Tester Kickoff Meeting.
 - Tech Support and Remote Maintenance teams to prep alpha tester machines.

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 complete (4 sessions completed this period, 42 sessions completed overall).
 - Reverse Shadowing has begun (0 session completed this period, 2 sessions completed overall, sessions for next period will be coordinated ad hoc).
- Call Summary
 - Knowledge Transfer is complete (10 sessions completed).
 - Shadowing is nearing completion (17 sessions completed overall, 3 sessions scheduled for next period).
 - Reverse Shadowing is underway (1 session completed this period, 3 sessions scheduled for next period).
- Robotic Process Automation (RPA)
 - Knowledge Transfer is nearing completion (8 sessions completed this period, 2 sessions scheduled for next period).
- ForgeRock
 - Knowledge Transfer is complete (10 sessions completed).
 - Shadowing is completed (3 sessions completed this period, 20 sessions completed overall).
 - Reverse Shadowing is nearing completion (8 sessions completed this period, 22 sessions completed overall, 5 sessions scheduled for next period).

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
- Continued Participation in Joint Access meetings for Environment transition timings
- Continued deployment of software to define RBAC roles with Deloitte teams.

- Continued coordination on RBAC access and timing with Deloitte
- Provided Read Only access to Analytics report code in Bitbucket
- Worked through additional requirements for AT6 and AT7 extension. Additional services and infrastructure required and progressing through approvals.

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**

