

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

### CalSAWS Infrastructure

Reporting Period: May 19, 2025 – June 1, 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"><li>There are 17 active Infrastructure Production defects.</li></ul>
Incidents	<ul style="list-style-type: none"><li><b>FIX IN PROGRESS: PRB0051680</b> - Starting at 8:30 AM on May 30, 2025, San Bernardino County users at the Yucca Valley site are unable to access CalSAWS and associated systems due to a local internet outage. San Bernardino County users at the Yucca Valley site will not be able to access CalSAWS and associated systems until the issue is resolved. The internet provider (Frontier) confirmed the outage is due to a local fire cut and is working to resolve the issue. As of 3:06 PM on May 30, 2025, the CalSAWS project team confirmed the primary network link is now up at the Yucca Valley site. Access to CalSAWS and associated systems is pending confirmation from a local county contact. An update will be provided when the issue is confirmed to be resolved.</li><li><b>RESOLVED: PRB0051682</b> - Starting at 10:30 AM on May 30, 2025, Kern County users at the 7050 Lake Isabella Blvd, Lake Isabella site are unable to access CalSAWS and associated systems due to a power outage. The CalSAWS project team observed network links at the Lake Isabella site were down for about 12 minutes between 10:30 am and 10:42 am. As of 10:42 AM on May 30, 2025, the issue has been resolved. Network links at the Lake Isabella site are up and connectivity has been restored. Users are now able to access CalSAWS and associated systems.</li><li><b>RESOLVED: PRB0051662</b> - Starting at 12:15 PM on May 29, 2025, users are experiencing issues while opening some eGain reports. Users may not be able to open impacted eGain reports until the issue is resolved. The CalSAWS project team has escalated to eGain and is actively investigating the issue. The eGain vendor identified the cause issue and is working on a permanent fix. In the interim, users should continue to log incidents if they encounter an error while generating eGain reports. The eGain vendor found a recent update on 5/26/25 may have caused the error on reports with a specific flag on the backend. The eGain team updated the flag on the affected reports. The two reporting counties confirmed the issue is resolved for their impacted reports.</li></ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<ul style="list-style-type: none"> <li>▪ <b>RESOLVED: PRB0051658</b> - Starting at 4:33 PM on May 28, 2025, San Bernardino County users at the E. Holt Blvd., Ontario site are unable to access CalSAWS and associated systems due to a possible local internet outage. San Bernardino County users at the Ontario site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team verified there are no issues with the CalSAWS Network. The project team is currently engaged with San Bernardino County. As of 7:00 AM on May 29, 2025, the issue has been resolved. Local internet connectivity at the Ontario site has been restored and users are now able to access CalSAWS and associated systems.</li> <li>▪ <b>RESOLVED: PRB0051639</b> - Starting at 8:30 AM on May 27, 2025, some users are experiencing intermittent issues while accessing Imaging. As a workaround: Users may clear browser cache, use incognito mode, or switch to a different browser to access Imaging. The CalSAWS project team actively worked with the Imaging vendor to troubleshoot and resolve the issue. The issue has been resolved as of 10:36 AM on May 27, 2025, by the Imaging vendor. The CalSAWS project team observed normal performance for the Imaging system. Users have been able to access Imaging without issue.</li> <li>▪ <b>RESOLVED: PRB0051644</b> - Starting at 11:24 AM on May 27, 2025, Kern County users at the 7050 Lake Isabella Blvd, Lake Isabella site are unable to access CalSAWS and associated systems due to a power outage. As of 4:00 PM on May 27, 2025, the issue has been resolved. Local Utility provider cleared maintenance window for the power outage. CalSAWS Project team monitored and verified stability throughout the day. Users at the Lake Isabella site continue to access CalSAWS and associated systems without issue.</li> <li>▪ <b>RESOLVED: PRB0051630</b> - Starting at 7:52 AM on May 23, 2025, Mono County users at the 37 Emigrant St, Bridgeport site are unable to access CalSAWS and associated systems due to a power outage caused by a fire in the area. As of 1:16 PM on May 23, 2025, the issue has been resolved. Power at the Bridgeport site has been restored and a local county contact confirmed users are able to access CalSAWS and associated systems.</li> <li>▪ <b>RESOLVED: PRB0051617</b> - Starting at 11:45 AM on May 21, 2025, users accessing Apex through AppStream are unable to download Apex reports to their local workstation. Users accessing Apex through AppStream may not be able to download or open Apex reports until the issue is resolved. As of 1:44 PM on May 21, 2025, the issue has been resolved. The project team determined that the issue occurred due to the download settings of the chrome browser within AppStream being reset to default. AppStream users are advised to update the browser's download folder setting so that reports are correctly downloaded to the home folder.</li> <li>▪ <b>RESOLVED: PRB0051596</b> - Starting at 10:48 AM on May 16, 2025, Kern County users at the 7050 Lake Isabella Boulevard site were unable to access CalSAWS and associated systems due to a local internet outage. As of 6:30 AM on May 17, 2025, the issue has been resolved. Internet connectivity has been restored by the service provider and</li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	a local county contact confirmed that users are now able to access CalSAWS and associated systems.
Maintenance/ Deployments	<ul style="list-style-type: none"> <li>6/01/25: Deployment – Priority Release 25.06.01 (CHG0054561)</li> <li>6/01/25: Maintenance – CalSAWS and CalSAWS Adhoc Reporting Database</li> <li>5/30/25: Maintenance – Identity and Access Management Solution (ForgeRock)</li> <li>5/30/25: Deployment – Priority Release 25.05.30 (CHG0054559)</li> <li>5/29/25: Deployment – Priority Release 25.05.29 (CHG0054480)</li> <li>5/28/25: Deployment – Priority Release 25.05.28 (CHG0054500)</li> <li>5/27/25: Deployment – Priority Release 25.05.27 (CHG0054479)</li> <li>5/26/25: Deployment – Priority Release 25.05.26 (CHG0054465)</li> <li>5/25/25: Maintenance - CalSAWS</li> <li>5/25/25: Deployment – Priority Release 25.05.25 (CHG0054455)</li> <li>5/25/25: Deployment – WDTIP Release 25.05.25 (CHG0054388)</li> <li>5/23/25: Deployment – Priority Release 25.05.23 (CHG0054452)</li> <li>5/23/25: Deployment – WDTIP Release 25.05.23 (CHG0054453)</li> <li>5/22/25: Deployment – Priority Release 25.05.22 (CHG0054413)</li> <li>5/20/25: Deployment – Priority Release 25.05.20 (CHG0054387)</li> <li>5/19/25: Deployment – Priority Release 25.05.19 (CHG0054379)</li> </ul>
Milestones	<ul style="list-style-type: none"> <li>13 Production Deployments during this reporting period</li> <li>Imaging workstream received a GO for transition and transitioned to Gainwell 05/31/2025</li> <li>Forgerock (Ping Identity) workstream reviewed in preparation of 06/02/25 Go / No – Go</li> </ul>

## 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 Submission	6/06
I-D06.01	Infrastructure Work Plan	FDEL Submission	6/06
I-D08.03	Infrastructure Hardware and Software Inventory Monthly Update	FDEL Submission	6/06



### 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 0067-25 Scheduled Downtime Notification 06/15/2025	1	5/28/2025
Scheduled CalSAWS Maintenance	CalSAWS Learning Management System (LMS) Maintenance is scheduled for Friday, May 30, 2025. from 7:00 PM to 11:00 PM.	3	5/29/2025
	CalSAWS Identity and Access Management Solution (ForgeRock) Maintenance is scheduled for Friday, May 30, 2025, from 10:00 PM until 2:00 AM on Saturday, May 31, 2025.		5/27/2025
	CalSAWS Maintenance is scheduled for Sunday, June 1, 2025, from 8:00 AM to 2:00 PM. CalSAWS Adhoc Reporting Database Maintenance is scheduled for Sunday, June 1, 2025, from 2:00 PM to 6:00 PM.		5/21/2025
Scheduled BenefitsCal Maintenance	BenefitsCal application is scheduled for maintenance on Thursday, May 29, 2025, from 8:00 PM to 9:30 PM.	1	5/28/2025
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	Update #2 - CalSAWS County Executive Communication – San Bernardino County - Yucca Valley site - Internet Outage	13	5/30/2025
	Update - CalSAWS County Executive Communication – San Bernardino County - Yucca Valley site - Internet Outage		5/30/2025
	Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - CalSAWS Access Issue		5/30/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	New - CalSAWS County Executive Communication – San Bernardino County - Internet Outage		5/30/2025
	Resolved - CalSAWS County Executive Communication – San Bernardino County – Ontario Site – CalSAWS Access Issue		5/29/2025
	New - CalSAWS County Executive Communication – San Bernardino County – Ontario Site – CalSAWS Access Issue		5/28/2025
	Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		5/27/2025
	Update - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		5/27/2025
	New - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		5/27/2025
	Resolved - CalSAWS County Executive Communication – Mono County - Bridgeport Site - Power Outage		5/23/2025
	Update - CalSAWS County Executive Communication – Mono County - Bridgeport Site - Power Outage		5/23/2025
	New - CalSAWS County Executive Communication – Mono County - Bridgeport Site - Power Outage		5/23/2025
	Resolved - CalSAWS County Executive Communication – Kern County – Lake Isabella site - CalSAWS Access Issue		5/19/2025
Issue Notification	Resolved - PRB0051682	18	5/30/2025
	New - PRB0051680		5/30/2025
	---		---
	Update - PRB0051662		5/29/2025
	New - PRB0051662		5/29/2025
	Resolved - PRB0051658		5/29/2025



CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	--- New - PRB0051648 --- Resolved – PRB0051644 Resolved – PRB0051639 Update – PRB0051644 New – PRB0051644 Update – PRB0051639 New – PRB0051639 --- Resolved – PRB0051630 New – PRB0051630 --- Resolved – PRB0051617 New – PRB0051617 --- Resolved – PRB0051608 --- Resolved - PRB0051596		--- 5/28/2025 --- 5/27/2025 5/27/2025 5/27/2025 5/27/2025 5/27/2025 5/27/2025 --- 5/23/2025 5/23/2025 --- 5/21/2025 5/21/2025 --- 5/20/2025 --- 5/19/2025
Priority Release Requests for Approval	Priority Release 25.06.01 (CHG0054561) Priority Release 25.05.30 (CHG0054559) Priority Release 25.05.29 (CHG0054480) Priority Release 25.05.28 (CHG0054500) Priority Release 25.05.27 (CHG0054479) Priority Release 25.05.26 (CHG0054465) Priority Release 25.05.25 (CHG0054455) Priority Release 25.05.23 (CHG0054452) WDTIP Release 25.05.25 (CHG0054388) WDTIP Release 25.05.23 (CHG0054453) Priority Release 25.05.22 (CHG0054413) Priority Release 25.05.20 (CHG0054387) Priority Release 25.05.19 (CHG0054379)	13	5/30/2025 5/30/2025 5/29/2025 5/28/2025 5/27/2025 5/26/2025 5/23/2025 5/23/2025 5/23/2025 5/23/2025 5/22/2025 5/20/2025 5/19/2025
Informational Alert	CalSAWS Informational Alert >> Updated CalSAWS Hardware Specification and Recommendations for Windows 11  CalSAWS Broadcast >> Informational Alert >> New WBT: Statewide Cash Aid Time Limits (SCATL)	2	5/19/2025  5/19/2025
CalSAWS	Daily Health Report	9	5/31/2025 5/29/2025 5/28/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
			5/27/2025 5/23/2025 5/22/2025 5/21/2025 5/20/2025 5/19/2025

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
BenefitsCal	BenefitsCal maintenance	5/29/2025 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		5/28/2025
CalSAWS	CalSAWS Learning Management System (LMS) maintenance	5/30/2025 7:00 PM to 5/30/2025 11:00 PM	CalSAWS LMS will be unavailable during this time.		5/29/2025
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	5/30/2025 10:00 PM to 5/31/2025 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.		5/27/2025
CalSAWS	CalSAWS maintenance	6/01/2025 6:00 AM to 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0061-25	5/21/2025, 5/28/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	6/01/2025 2:00 PM to 6:00 PM	CalSAWS Adhoc Reporting will be unavailable during this time.	CIT 0061-25	5/21/2025
CalSAWS	CalSAWS maintenance	6/15/2025 6:00 AM to 10:00 AM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0067-25	TBD

### 3.3 CRFI/CIT Communication Status

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

Table 3.3-1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0067-25	Scheduled Downtime Notification – 6/15/2025	Informational	May 28, 2025	Communications.Infrastructure	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
25-014	Request for Updated County Contacts for County Reference Material (Previously County OWDs)	May 21, 2025	New	June 4, 2025	Nonie Reyes-Small

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
25-013	Request for Windows 11 Testers – Managed Counties		Sierra	Siskiyou	Kings	Riverside	

### 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
SIRFRA 1430	SB 1289 Call Center Data	Discovery & Assessment
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
SCERFRA 25-933	SB 420 - Automated Decision Systems	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

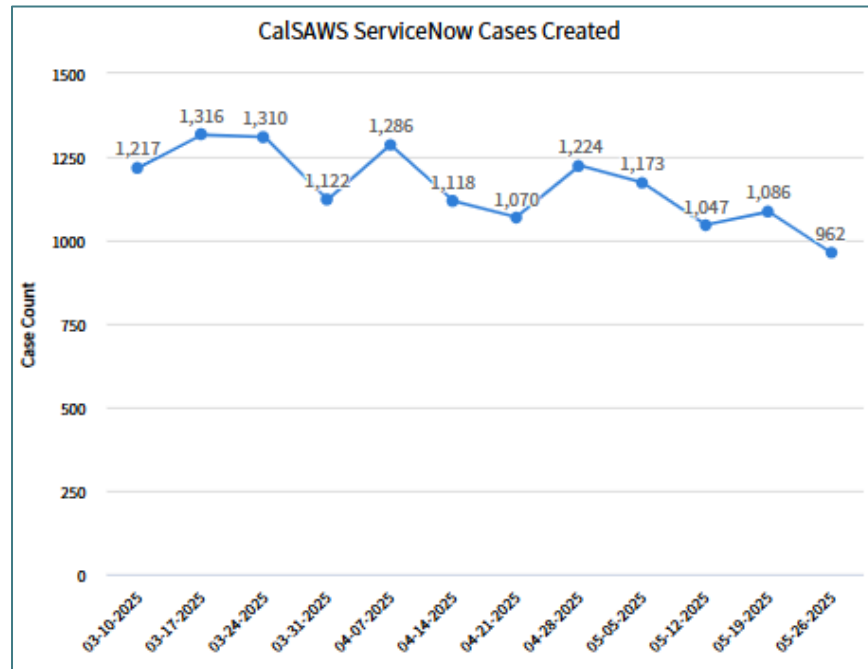


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

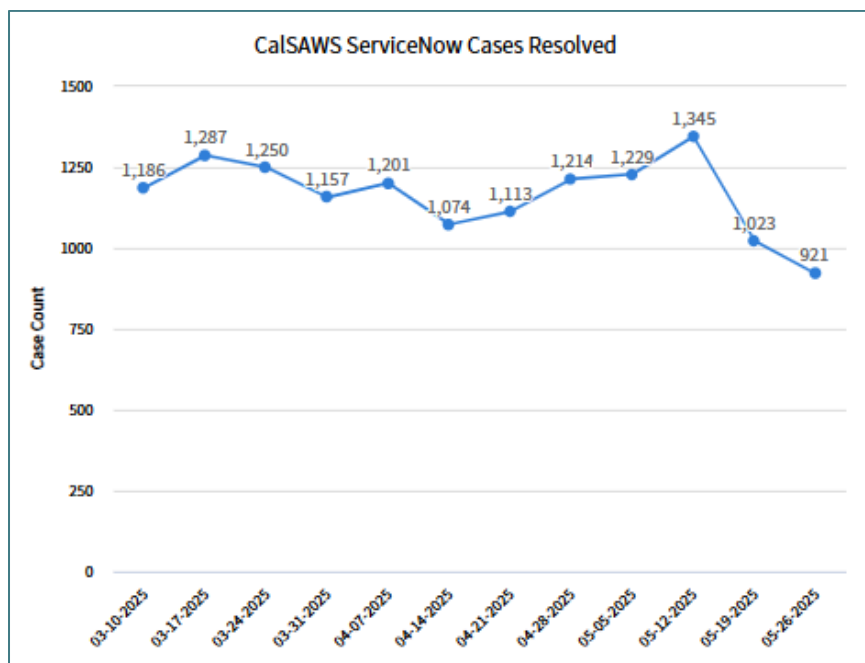


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

**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.

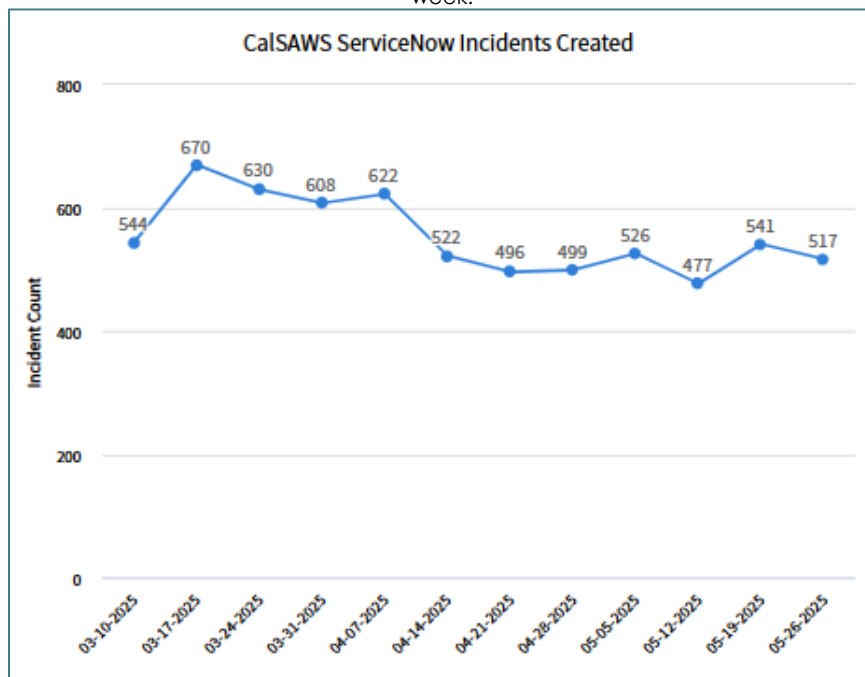


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

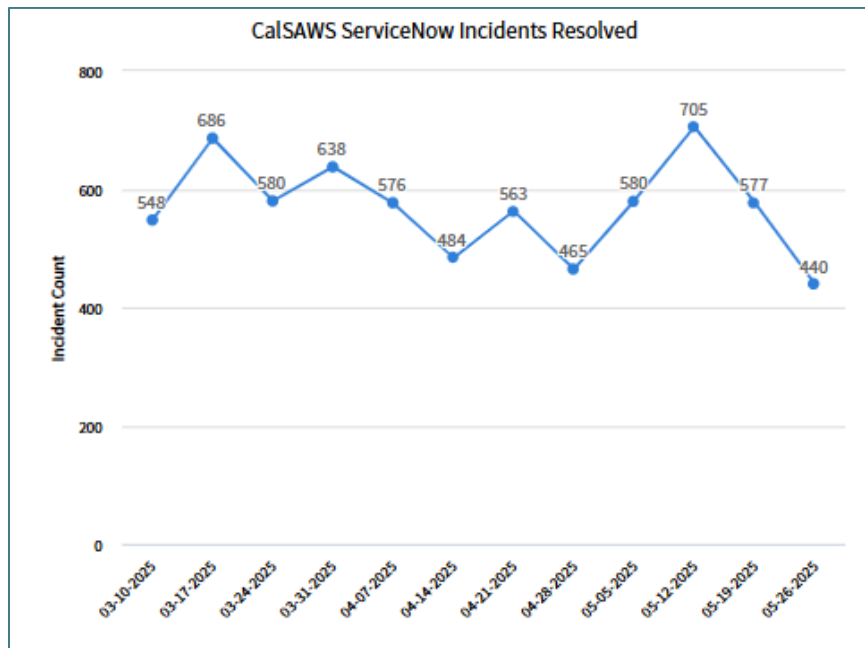


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

**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.

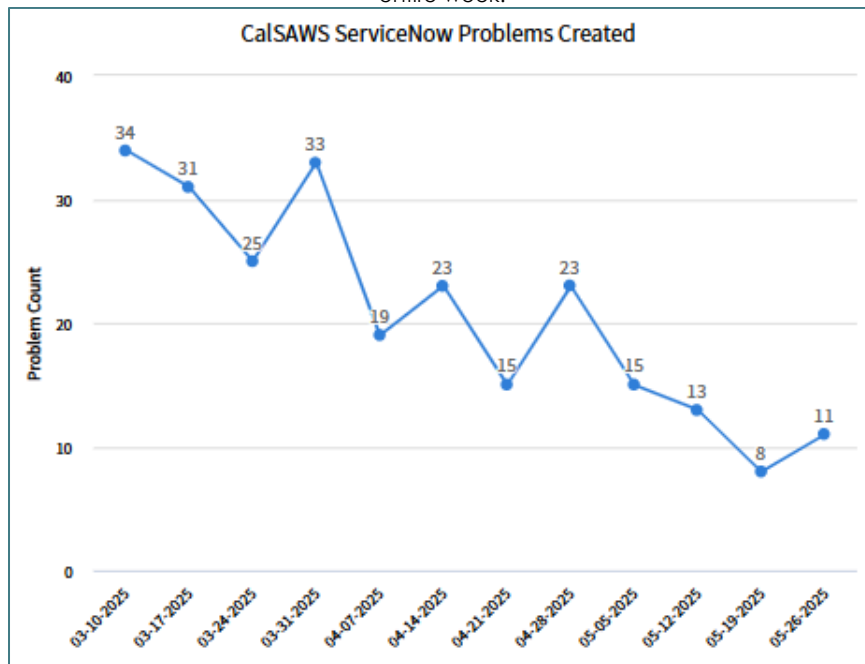


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created



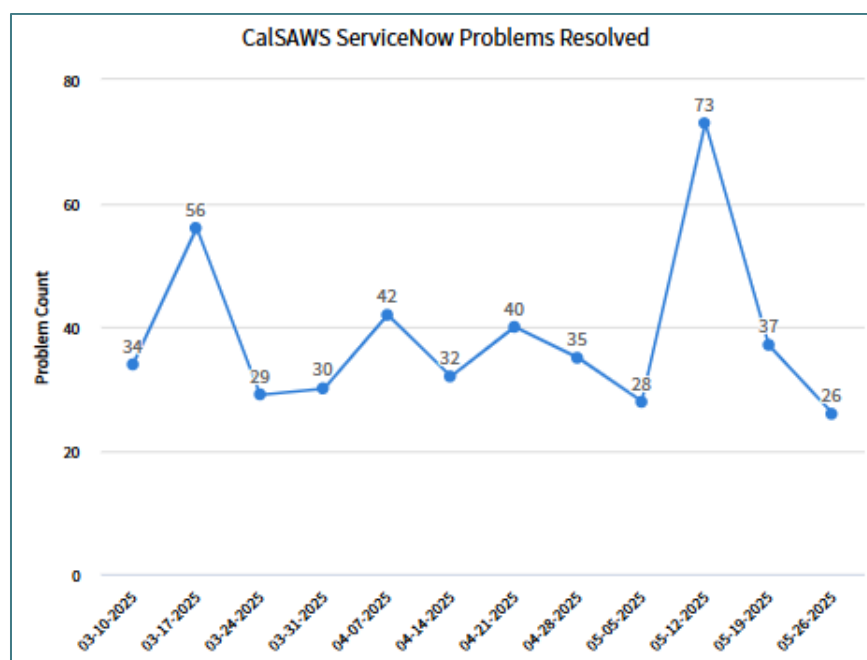


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

**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	4	47	5	3	10	1	2	2	<b>74</b>
IN PROGRESS	2	100	29	13	28	27	41	7	<b>247</b>
ON HOLD	0	89	25	54	95	112	148	39	<b>562</b>
RESOLVED	0	273	164	290	214	87	134	19	<b>1,181</b>
CLOSED	13	4	2	41,210	89,210	16,686	11,358	3,420	<b>161,903</b>
PROBLEM IN DIAGNOSIS	0	2	0	0	0	1	0	0	<b>3</b>
<b>TOTAL</b>	<b>19</b>	<b>515</b>	<b>225</b>	<b>41,570</b>	<b>89,559</b>	<b>16,915</b>	<b>11,697</b>	<b>3,488</b>	<b>163,988</b>

**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.

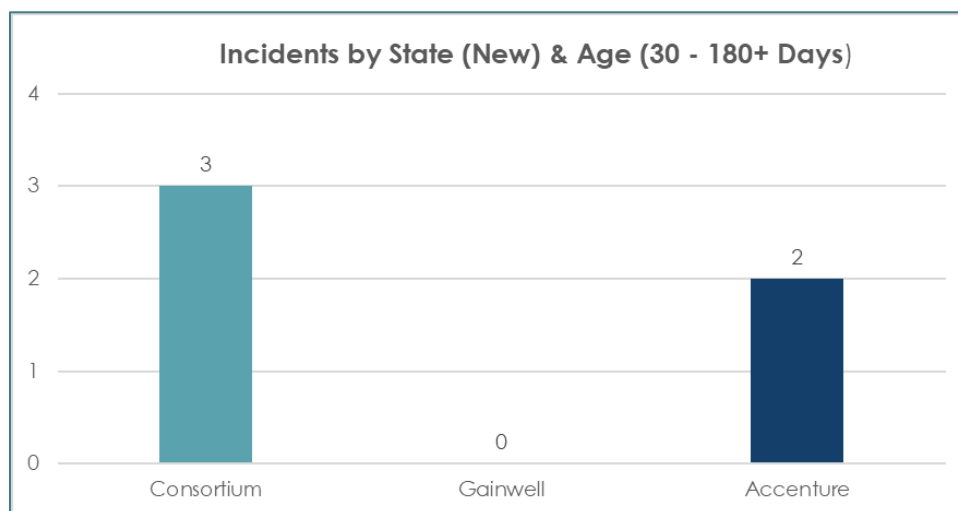


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	3	0	<b>3</b>
Gainwell	0	0	<b>0</b>
Accenture	2	0	<b>2</b>
Total	<b>5</b>	<b>0</b>	<b>5</b>

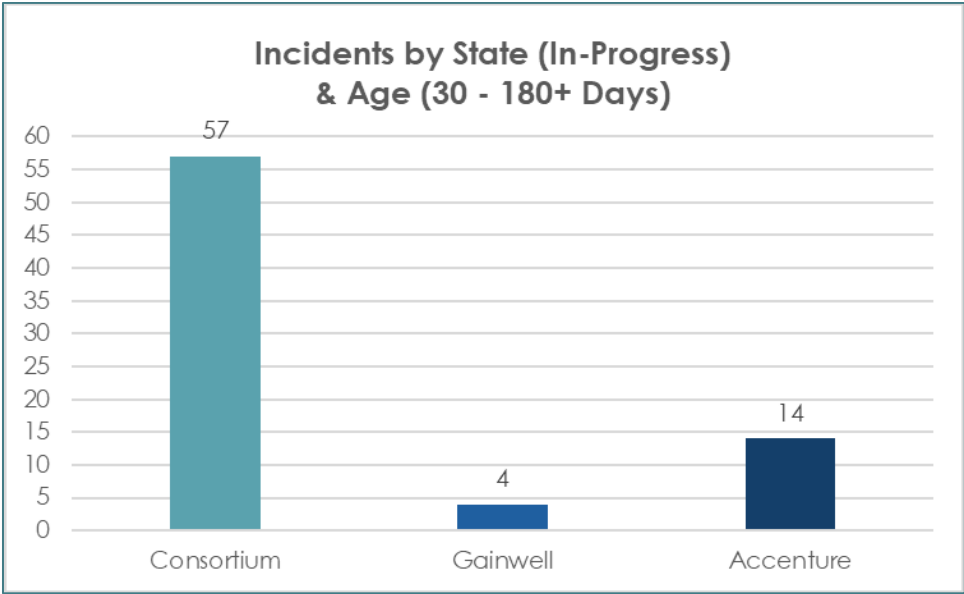


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	57	0	57
Gainwell	3	1	4
Accenture	14	0	14
Total	74	1	75

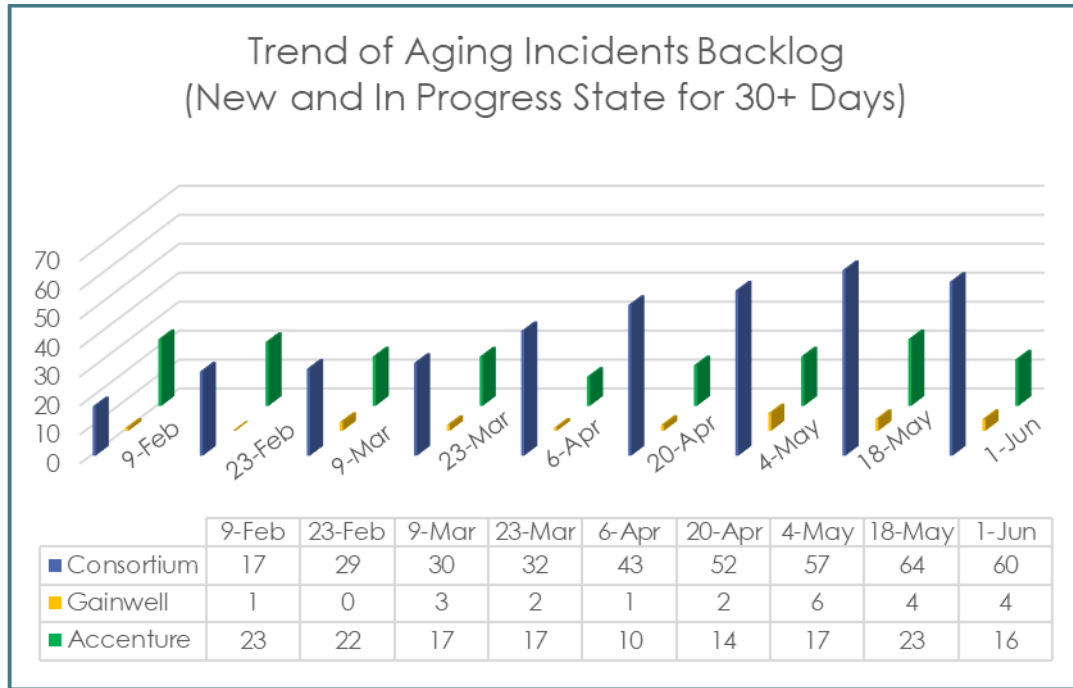


Figure 4.1.1-9:Aging Incident Backlog

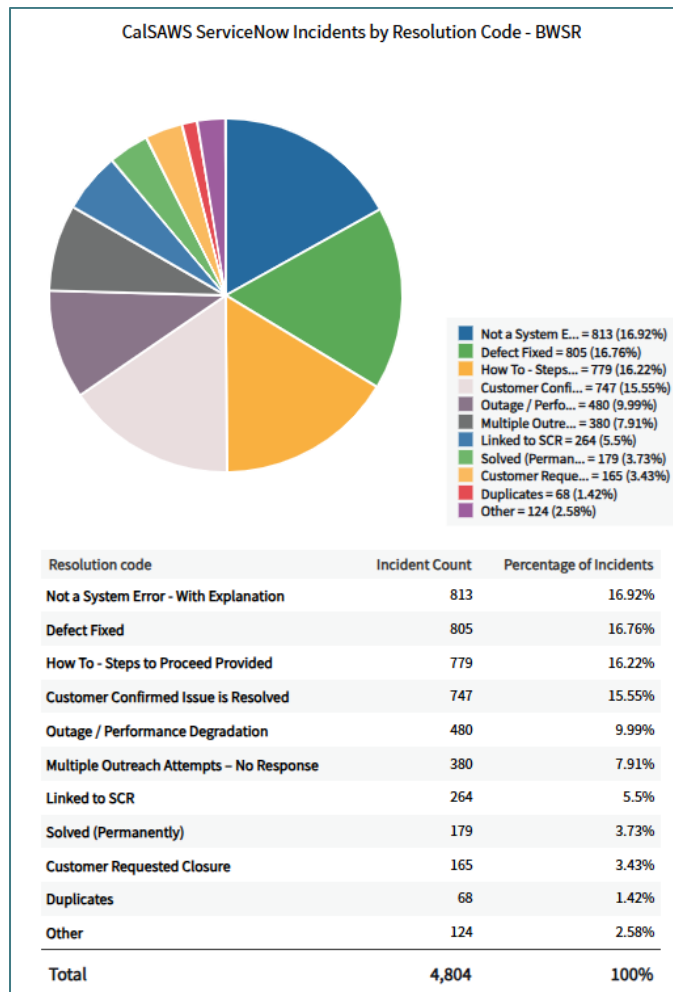


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

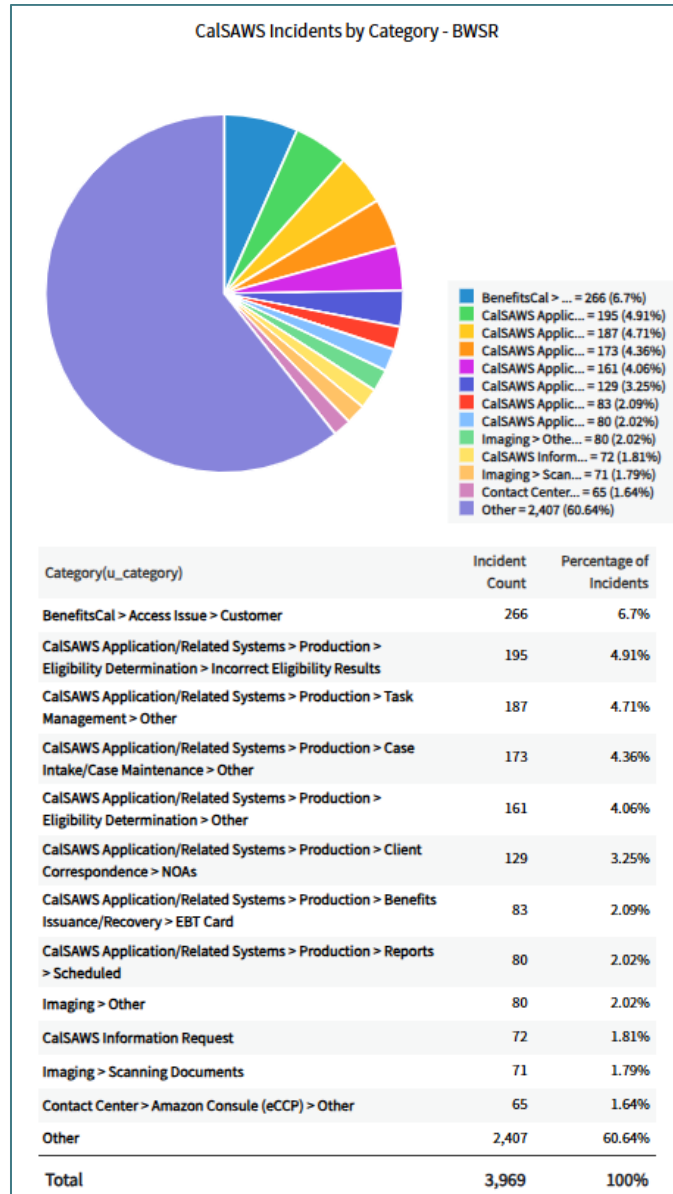


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 2,407 listed as Other are for selected categories that had less than 65 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,969 incidents.

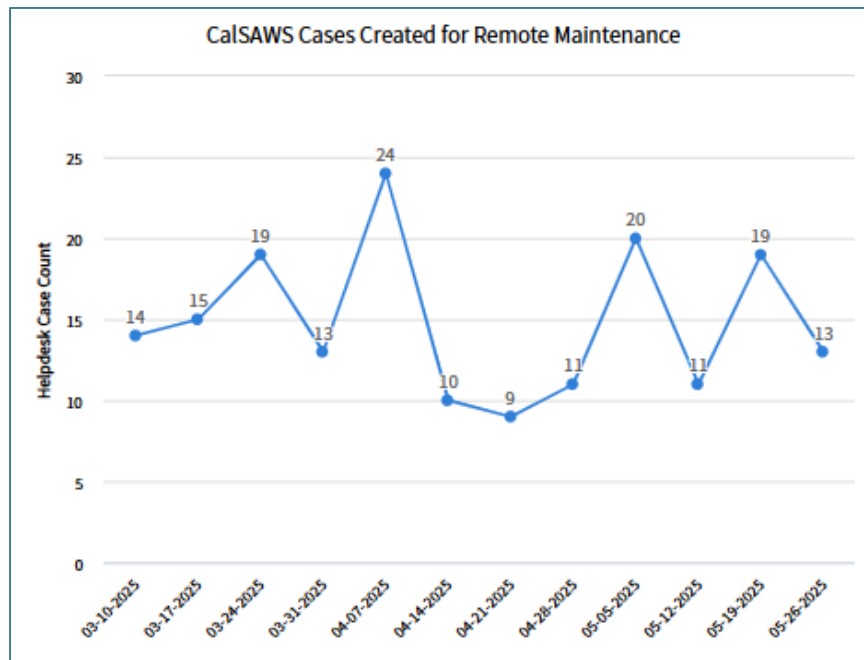


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 99.94%



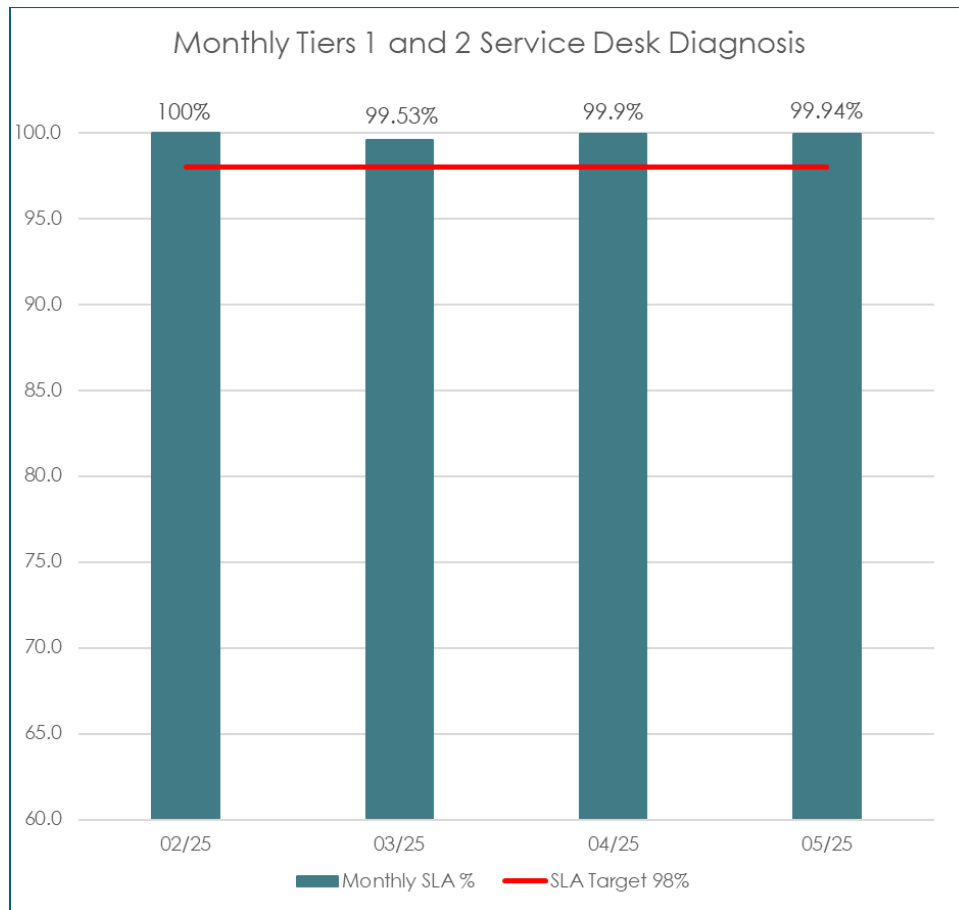


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 1 incident missed the SLA in May MTD.

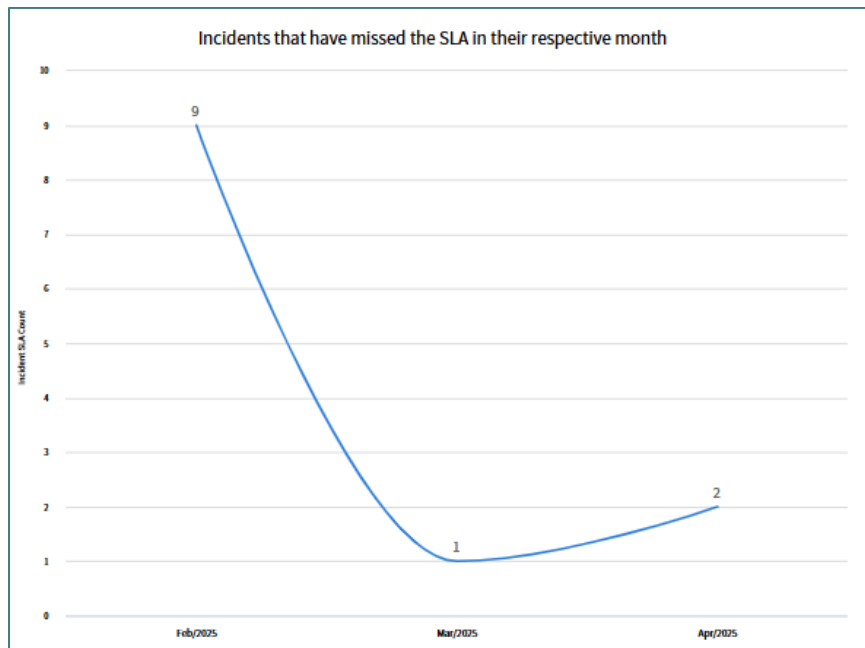


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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.

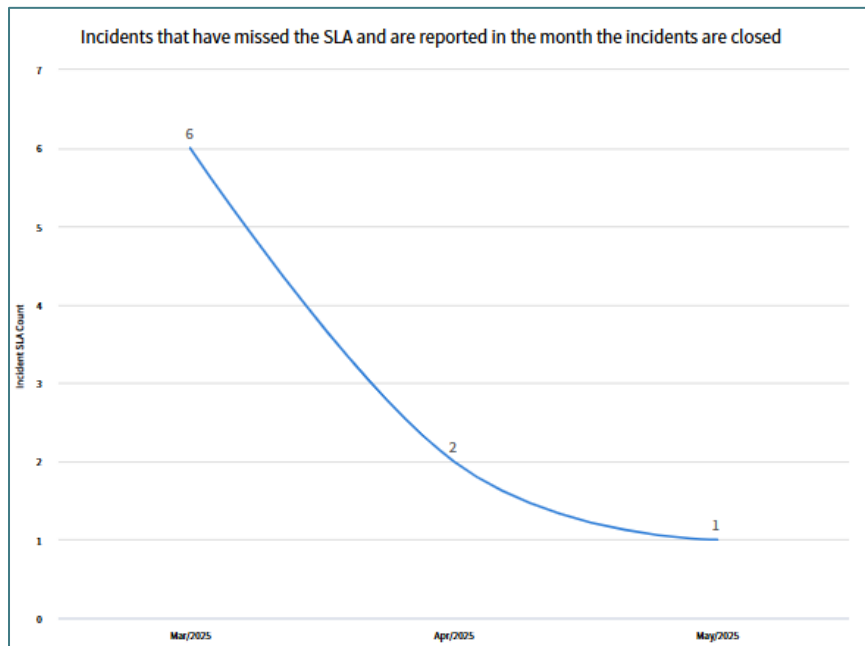


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

## 4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

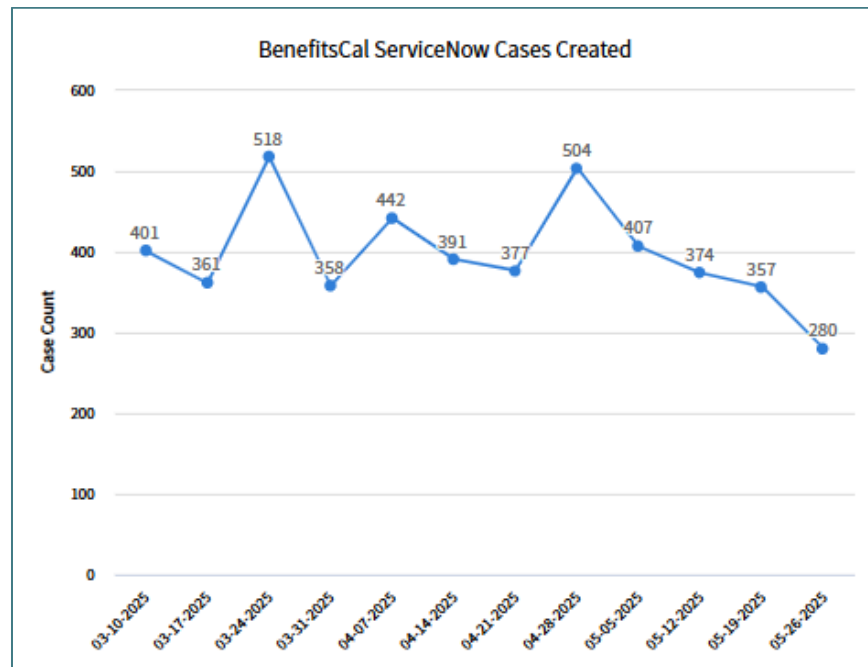


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

**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.

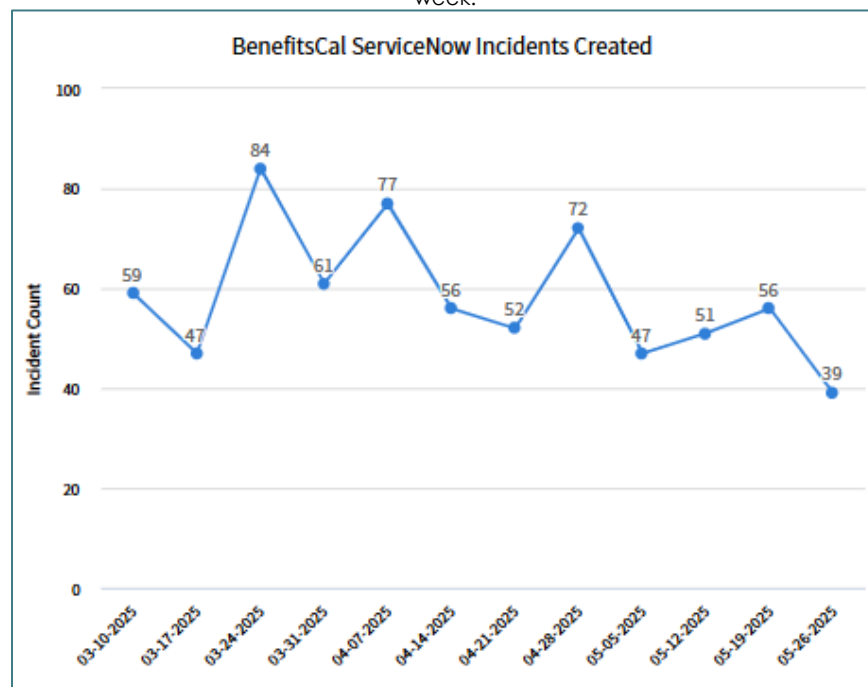


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

**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.

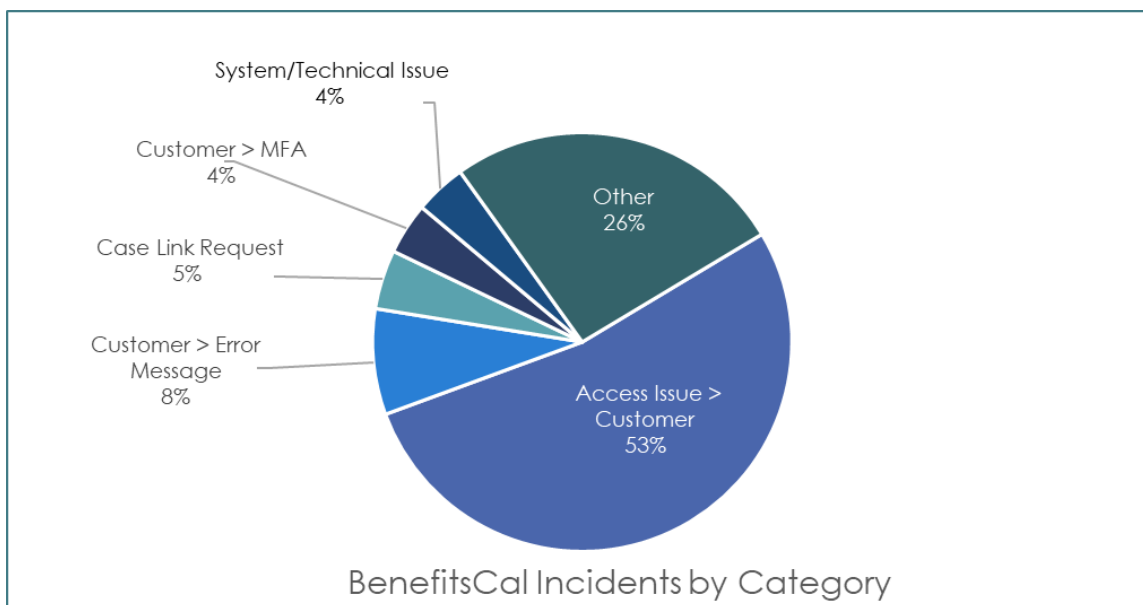


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 26% 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
379	EDR / Apex Slowness	5/12/2025	Infrastructure
381	Intermittent Imaging Access Issue	5/24/2025	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 blank on Distributed Documents Search page	Assigned

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-746	11/19/2024	GA/GR	Fix SCL CC Master Database Report (part 1)	In Development
GAGR-743	11/13/2024	GA/GR	Resolve GAGR Gateway timeout error when trying to call GAGR CC0027F	System Test
GAGR-698	8/26/2024	GA/GR	Fix YOL CC Master Database Report (part 2)	System Test
CA-291110	5/20/2025	Contact Center	Wav file name missing	New
CA-291081	5/19/2025	DevOps	Baseline defects not getting flipped to "inproduction" after production deployment for certain conditions	System Test
CA-290982	5/15/2025	Contact Center	EXTERNAL AGENCY - AWS - Set Callback Failing	New
CA-290948	5/14/2025	Contact Center	Language change allowing agents additional page access in eCCP	In Development
CA-290883	5/13/2025	Contact Center	eCCP - Message of the Day is not being saved	New
CA-290820	5/9/2025	Contact Center	CCB DB TTL Logic needs to be updated	New
CA-289119	3/24/2025	Support Tools	AlertOps Site is blocked	New
CA-288651	3/10/2025	Contact Center	EXTERNAL - Sacramento AWS Connect displaying incorrect caller ID for outbound calls	New
CA-287723	2/11/2025	Cloud Ops	Start/Stop EC2 Scripts are failing in Production Batch.	System Test
CA-286673	5/08/2025	Contact Center	External Agency - AWS- Duplicate Chat Received with Chat History	Assigned
CA-285370	12/3/2024	Tech Support	Scheduled Report Title drop down box does not populate any entries when using MS Edge	Assigned
CA-284952	5/08/2025	Contact Center	External Vendor -AWS- Intermediate Issue of not being able to Connect to R&R	New
CA-281016	5/08/2025	Contact Center	External Agency - AWS - End Users experiencing delay in assignment of calls	In Development

### 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
5/19/25	5/20/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (May 19)
5/19/25	5/21/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/19/25	5/21/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/19/25	5/19/25	CalSAWS Priority Release 25.05.19
5/19/25	5/21/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/19/25	5/19/25	Decommissioning of LA3WLC001 and LA3WLC002 wireless controllers
5/20/25	5/22/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/20/25	5/22/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/20/25	5/20/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (May 20)
5/20/25	5/20/25	CalSAWS Priority Release 25.05.20
5/21/25	5/23/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/21/25	5/23/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/21/25	5/23/25	Need to migrate the WAF classic to WAFV2 in all staging and training environments - phase 4
5/21/25	5/28/25	Provision Springboot Servers and APIs for AT6 in coreapp-development (#650244008899)

DATE(s)		ACTIVITY DESCRIPTION
5/21/25	5/23/25	Allow GlobalProtect VPN subnets to connect to internal resources in the CoreApp-development.
5/21/25	5/30/25	Enable the connectivity from AT7 to AT1 DB, provision the springboots
5/21/25	5/27/25	Create new IF and ME AWS roles - cleanup - 1
5/21/25	5/22/25	Create permission set for alternate print options S3 users
5/21/25	5/21/25	Non-Prod: Update Application Loqate Dataset in Spectrum Servers
5/21/25	5/23/25	Whitelist Below URLS so Offshore can complete Mandatory Project training from offshore Workspaces
5/21/25	5/23/25	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-development-650244008899 AWS account
5/21/25	5/21/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (May 21)
5/21/25	5/23/25	Sanbernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/21/25	5/21/25	Down Scale Base AML servers - tools-production
5/21/25	5/21/25	Grant network access for <a href="https://hsnet.hs.sbcounty.gov/perc-psrecard">https://hsnet.hs.sbcounty.gov/perc-psrecard</a> on ports 80 and 443 for all San Bernardino County CalSAWS locations.
5/21/25	5/30/25	Decommission all unused resources in coreapp-production (#774917615573)
5/21/25	5/22/25	Whitelist IP 10.76.171.45/32 on F5 for Invicta DAST scanning.
5/21/25	5/23/25	Need to enable the OTSI (CARES) system to connect to CalSAWS production ftp server.
5/21/25	5/30/25	Disable management interface swap on Palo Alto firewall and perform reboot to resolve HA-related commit issue.
5/21/25	5/22/25	Whitelist domain ".download.postgresql.org" to allow the Msk-DB1 server to access the PostgreSQL repository for updates



DATE(s)		ACTIVITY DESCRIPTION
5/21/25	5/22/25	Lobby Modernization Infrastructure provisioning - PTRAIN (Training)
5/21/25	5/22/25	Lobby Modernization Infrastructure provisioning - PRT
5/21/25	5/21/25	Tehama County access to AT1 environment for Rush Warrant Testing
5/21/25	5/30/25	Decommission Unused DPSS Domain Controllers
5/21/25	5/28/25	Prod: Implementation of alternative print project for CalSAWS
5/22/25	5/22/25	Amplitude SSO Integration via CalACES Azure AD
5/22/25	5/22/25	Change is to clean up old VPC and Lambda which is not in use anymore .
5/22/25	5/22/25	Integrate DIGICert site Tool with our Tenant so we can login with SSO.
5/22/25	5/22/25	Modify switch buffers to resolve output drops at Merced County site 24001
5/22/25	5/23/25	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-training-058264522586 AWS account
5/22/25	5/24/25	Rotate application credentials - assembly test - coreapp-development - May 2025
5/22/25	5/23/25	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-county-730335359990 AWS account
5/22/25	5/23/25	Resolve duplicate policy name for "iam-role-ansible-automation" Role in coreapp-staging-339650810458 AWS account
5/22/25	5/22/25	Update Splunk Universal Forwarder - coreapp-sandbox, analytics-development, application-development
5/22/25	5/22/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (May 22)
5/22/25	5/22/25	CalSAWS Priority Release 25.05.22
5/22/25	5/22/25	Replacing core switch Ethernet cable and port to county firewall, and failover primary switch to standby for Merced County.
5/22/25	5/22/25	ServiceNow Release 2025.05.22 - Gainwell
5/22/25	5/22/25	Decommission AL2 and Provision AL2023 BASE EC2 instances for AMI use.

DATE(s)		ACTIVITY DESCRIPTION
5/23/25	5/23/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (May 23)
5/23/25	5/23/25	Update Splunk Universal Forwarder - coreapp-development part 1
5/23/25	5/23/25	CalSAWS Priority Release 25.05.23
5/23/25	5/23/25	CalSAWS WTIP Release 25.05.23
5/23/25	5/27/25	ECR- Enable secure network access for EDD users to the CalSAWS production application and supporting SCATL portal
5/23/25	5/25/25	Need to allow the Global protect VPN public ips to allow on the WAF - coreapp-production
5/23/25	5/23/25	Adjust Amazon MQ maintenance window for Prod and DR (Coreapp-Prod #851725240334)
5/24/25	5/25/25	CT, PRT: Upgrade Java (Online + Batch) and April 2025 WLS Patches(Online) in coreapp-county (#730335359990)
5/24/25	5/24/25	Update Splunk Universal Forwarder - coreapp-development part 2
5/24/25	5/25/25	ServiceNow [CSM-TRAINING] Security Patch
5/24/25	5/25/25	ServiceNow [CSM-DEV] Security Patch
5/24/25	5/25/25	ServiceNow [CSM-TEST] Security Patch
5/25/25	5/25/25	Update Authorizer Lambda Axios Version for Coreapp-Prod Environment
5/25/25	5/25/25	CalSAWS WDTIP Release 25.05.25
5/25/25	5/27/25	Kern County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/25/25	5/27/25	Kern County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/25/25	5/25/25	April 2025 Oracle DB RU 19.27.0.0 .0 patching on Coreapp Staging and Batch Performance databases
5/25/25	5/25/25	Update ENA driver from v2.6 to v2.9 on production servers: AWSRPA101 (Orchestrator) and AWSRP110 (Robot).
5/25/25	5/26/25	Upgrade of GAGR PRD and DR Exstream servers from RHEL 7.9 to 8.10
5/25/25	5/25/25	Analytics-production RDS instance reboot

DATE(s)		ACTIVITY DESCRIPTION
5/25/25	5/26/25	contact center outbound prod deployment job validation
5/25/25	5/25/25	CalSAWS Priority Release 25.05.25
5/26/25	5/26/25	Turn off NewsStand in NPrinting and remove old reports - Production
5/26/25	5/28/25	Merced County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/26/25	5/27/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (May 26)
5/26/25	5/28/25	Merced County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/26/25	5/26/25	CalSAWS Priority Release 25.05.26
5/26/25	5/27/25	Kern County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/27/25	5/29/25	Kern County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/27/25	5/29/25	Kern County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/27/25	5/27/25	ECR: Oracle DB RU 19.27.0.0 .0 Apr 2025 patching on Coreapp prod PRMRSAWS and PRMRSAWS2 databases
5/27/25	5/27/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (May 27)
5/27/25	5/27/25	CalSAWS Priority Release 25.05.27
5/27/25	5/27/25	Lobby Modernization Infrastructure provisioning - PROD and DR
5/27/25	5/28/25	Merced County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/28/25	5/30/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/28/25	5/30/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
5/28/25	5/28/25	ECR – global block of otter.ai and all its subdomains (i.e., *.otter.ai)

DATE(s)		ACTIVITY DESCRIPTION
5/28/25	5/30/25	Update the "dynamodb:BatchWriteItem" permission in contactcenter-nonproduction-la Account
5/28/25	5/30/25	Add inbound rule for VPN to application security groups
5/28/25	5/29/25	Decommission agitarOne server in coreapp-development (#650244008899)
5/28/25	5/29/25	Update the API Gateway Custom Domain Name into Route53 for all contactcenter-training
5/28/25	5/29/25	Decommission old Confluent servers for STG1/STG2/PAT in coreapp-staging (#339650810458)
5/28/25	5/30/25	Enable application access from GlobalProtect VPN (contactcenter-nonproduction-sharedfunctions #378306706021)
5/28/25	5/29/25	Scale down Aurora batperf2wdtip instance
5/28/25	5/30/25	Add inbound rule for VPN to application security groups
5/28/25	5/30/25	Add inbound rule for VPN to application security groups
5/28/25	5/29/25	Decommission old Confluent servers in coreapp-development (#650244008899)
5/28/25	5/30/25	Add inbound rule for VPN to application security groups
5/28/25	5/30/25	Add inbound rule for VPN to application security groups
5/28/25	5/30/25	Add inbound rule for VPN to application security groups
5/28/25	5/28/25	Modify Springboot Ansible Tower Playbook to Download and Install a Specific Dynatrace Agent Version
5/28/25	5/28/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (May 28)
5/28/25	5/28/25	CalSAWS Priority Release 25.05.28
5/28/25	5/29/25	Revoke TCP Port 1522 access from OTSI to CalSAWS SYS7 Database (10.81.6.116) by May 31, 2025.
5/28/25	5/29/25	Enable Invicti server communication from GlobalProtect VPN

DATE(s)		ACTIVITY DESCRIPTION
5/28/25	5/28/25	childcare production and contactcenter outbound deployment permission
5/28/25	5/30/25	Add inbound rule for VPN to application security groups
5/28/25	5/28/25	PROD: Update Application Loqate Dataset in Spectrum Servers
5/28/25	5/30/25	Update the "dynamodb:BatchWriteItem" permission in contactcenter-production-la Account
5/28/25	5/28/25	Update GetCalFresh (GCF) IPs for Allowlist in AWS WAF and S3
5/29/25	5/29/25	Decommissioning Yuba County access switches
5/29/25	5/30/25	Modifying site 36096 (San Bernardino County) copper network connection to Fiber
5/29/25	5/29/25	Decommission ansible for coreapp-production account
5/29/25	5/29/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (May 29)
5/29/25	5/29/25	CalSAWS Priority Release 25.05.29
5/29/25	5/30/25	Update the API Gateway Custom Domain Name into Route53 for all contactcenter-production
5/29/25	5/29/25	ServiceNow Release 2025.05.29 - Gainwell
5/29/25	5/29/25	Upgrading uplink port of Gold River Project Office Backup Wireless Controller
5/30/25	6/1/25	Rotate application credentials - assembly test and system test environments - coreapp-development - May 2025 Group 1
5/30/25	5/30/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (May 30)
5/30/25	5/30/25	CalSAWS Priority Release 25.05.30
5/31/25	5/31/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (May 31)
5/31/25	6/1/25	ServiceNow [CSM-PROD] Security Patch
6/1/25	6/1/25	PROD, APEX: Upgrade Java (Online + Batch) and April 2025 WLS Online) - coreapp-prod (#851725240334)
6/1/25	6/1/25	NTP servers ami refresh in shared services

DATE(S)		ACTIVITY DESCRIPTION
6/1/25	6/1/25	April 2025 Oracle DB RU 19.27.0.0 .0 patching on Coreapp prod, coreapp county and coreapp training databases
6/1/25	6/1/25	Windows Server Updates - May 2025
6/1/25	6/1/25	Update Splunk Universal Forwarder in Production EC2 Linux Instances
6/1/25	6/1/25	Windows Server Updates - May 2025
6/1/25	6/1/25	CalSAWS Priority Release 25.06.01

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
6/2/25	6/3/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (June 2)
6/2/25	6/4/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/2/25	6/4/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/2/25	6/2/25	DR, Upgrade Java (Online + Batch) and April 2025 WLS Online) - coreapp-prod (#851725240334)
6/2/25	6/2/25	Decommissioning Sutter County (51003) 2-Access Switches, Migrated from Managed Call Center to POP.
6/2/25	6/2/25	Standard Change: ForgeRock DEV DR Release 25.06.02
6/2/25	6/4/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/2/25	6/4/25	IOS Upgrade for the SV1 Exchange Routers from 17.09.05a to 17.09.07a
6/3/25	6/5/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/3/25	6/5/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/3/25	6/3/25	Apply Patch 25.1 to LoadRunner Load Generators on Performance Test servers
6/3/25	6/3/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (June 3)

DATE(S)		ACTIVITY DESCRIPTION
6/3/25	6/3/25	Upgrade Node.js in Production ForgeRock Jenkins servers
6/4/25	6/5/25	Create new IF and ME AWS roles - cleanup - 3
6/4/25	6/6/25	Modify AWS Lambda Configuration for PERF WDTIP services
6/4/25	6/5/25	Upgrade runtime of Node.js Lambda functions - GAGR Perf
6/4/25	6/6/25	POC on renaming AWS account
6/4/25	6/6/25	Needs to be deleted
6/4/25	6/6/25	Needs to be deleted
6/4/25	6/6/25	Provision cPRT-CalSAWS-Service for WDTIP API integration (coreapp-county 730335359990)
6/4/25	6/4/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (June 4)
6/4/25	6/4/25	Downsize Swap Volumes of Oracle DB Servers, for Cost Savings (Wed. Patch group)
6/4/25	6/4/25	CalSAWS (WordPress) Lower Environment (Staging/Dev) Website Multiple Plugin Updates
6/4/25	6/5/25	Upgrade runtime of Node.js Lambda functions - GAGR UAT
6/4/25	6/5/25	Change the PatchGroup tags of coreapp-prod Confluent Servers to "PG-PROD-MANUAL"
6/4/25	6/5/25	Upgrade runtime of application monitoring canaries in CloudWatch - GAGR UAT
6/4/25	6/5/25	Allow GlobalProtect VPN subnets to connect to internal resources in the coreapp-prod DR
6/4/25	6/5/25	Add DevOps ABAC tag to production bitbucket server
6/4/25	6/6/25	Whitelist domain ".updates.kssplice.com" so that we can take advantage of Oracle's KSplice technology for rebootless kernel updates.
6/4/25	6/6/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4



DATE(S)		ACTIVITY DESCRIPTION
6/4/25	6/6/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/5/25	6/5/25	SandBox : Upgrade Jenkins from 2.479.2 to 2.492.3 on Sandbox-Jenkins
6/5/25	6/5/25	Decommissioning of network devices at Kern site - 15058
6/5/25	6/5/25	Delete the AWS Services in contactcenter-production Account 707168858567
6/5/25	6/5/25	Standard Change: ForgeRock AT Release 25.06.05
6/5/25	6/7/25	Decommission Unused Lambdas in multiple contact center nonproduction accounts
6/5/25	6/6/25	Update API Gateway Details for OCAT Service in coreapp-staging 339650810458
6/5/25	6/5/25	Decommission - contactcenter-production Account 707168858567
6/5/25	6/5/25	Standard Change: ForgeRock Staging Environment Build 2025.06.05
6/5/25	6/5/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (June 5)
6/5/25	6/5/25	CalSAWS (WordPress) Production Website Multiple Plugin Updates
6/5/25	6/5/25	Add Gold River UPS to SolarWinds Monitoring
6/5/25	6/5/25	ServiceNow Release 2025.06.05
6/5/25	6/6/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/5/25	6/8/25	Decommission Unused Lambdas in multiple contact center production accounts
6/6/25	6/6/25	Standard Change: ForgeRock AT DR Release 25.06.06
6/6/25	6/8/25	Rotate application credentials - assembly test and system test environments - coreapp-development - May 2025 Group 2
6/6/25	6/6/25	Rotate application credentials - coreapp-staging - June 2025
6/6/25	6/6/25	Standard Change: ForgeRock Dev Release 25.06.06

DATE(S)		ACTIVITY DESCRIPTION
6/6/25	6/6/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (June 6)
6/7/25	6/8/25	April 2025 patching on coreapp-prod Oracle Enterprise Manager and agents
6/7/25	6/7/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (June 7)
6/7/25	6/7/25	Rotate application credentials - PRT, CT and Training environments - coreapp-county, coreapp-training and coreapp-production-tools - June 2025
6/8/25	6/8/25	Activation of AWRs in Production Standby Databases from the primary
6/8/25	6/8/25	Complete monthly web service transaction rename maintenance activity - June 2025
6/8/25	6/8/25	Complete monthly web service transaction rename maintenance activity - June 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 25.06.01	6/01/2025
Priority Release 25.05.30	5/30/2025
Priority Release 25.05.29	5/29/2025
Priority Release 25.05.28	5/28/2025
Priority Release 25.05.27	5/27/2025
Priority Release 25.05.26	5/26/2025
Priority Release 25.05.25	5/25/2025
WDTIP Release 25.05.25	5/25/2025
Priority Release 25.05.23	5/23/2025
WDTIP Release 25.05.23	5/23/2025
Priority Release 25.05.22	5/22/2025
Priority Release 25.05.20	5/20/2025

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 25.05.19	5/19/2025

### 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	
BenefitsCal Release 25.05.29	05/29/25	8:00 PM	05/29/25	9:30 PM											Broadcast Email	5/28/2025	
ForgeRock Maintenance	05/30/25	10:00 PM	05/31/25	2:00 AM											Broadcast Email	5/27/2025	
Production Maintenance	06/01/25	6:00 AM	06/01/25	2:00 PM											CIT 0061-25	5/14/2025	
														Broadcast Email	5/28/2025		
Adhoc Reporting Database Maintenance	06/01/25	2:00 PM	06/01/25	6:00 PM											CIT 0061-25	5/14/2025	
														Broadcast Email	5/28/2025		
Production Maintenance	06/15/25	6:00 AM	06/15/25	10:00 AM											CIT 0067-25	5/28/2025	
														Broadcast Email	TBD		
BenefitsCal Release 25.06.26	06/26/25	8:00 PM	06/26/25	9:30 PM											Broadcast Email	TBD	
ForgeRock Maintenance	06/27/25	10:00 PM	06/28/25	2:00 AM											CIT 00XX-25	TBD	
														Broadcast Email	TBD		
Adhoc Reporting Database Maintenance	06/29/25	12:00 PM	06/29/25	4:00 PM											CIT 00XX-25	TBD	
														Broadcast Email	TBD		
Production Maintenance	06/29/25	2:00 PM	06/29/25	6:30 PM											CIT 00XX-25	TBD	
														Broadcast Email	TBD		

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	Merced will be setting up a new ASA at the wardrobe site to replace the existing firewall.
Orange County	Currently awaiting a response from 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. Request to expedite was sent on 5/22 to Meridian. No response has been provided.
LA	Follow up email sent to Responsive voice on 5/30/25
Nevada	Network team for Nevada County will need to update their Network to allow Microsoft services.
San Francisco	No new update – Intune deployment is set for June
Fresno	Intune deployment has been set for June.
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	RITMs have been created for Intune enrollment. Tech is scheduled to go on site 2 <sup>nd</sup> week of June to complete Intune deployment for San Mateo County.
Stanislaus	Stanislaus County provided a new PC to be imaged and added on Intune. This PC replaced the Kiosk PC at Patterson which had a defective HDD.
Ventura	Tablet was successfully paired. Root issue was the printer language code selected. Once that was corrected, the Tablet and printer were able to communicate successfully.

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, Plumas, Sacramento, San Benito, San Diego, San Joaquin, San Luis Obispo, Santa Barbara, Santa Cruz, Sierra, Sonoma, Solano, , 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) – Delivered to production 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. It is currently in review until June 4<sup>th</sup>.

ITOM development has concluded and will be implemented following the approval of the ITOM OWD and CMDB cleanup.

CMDB database cleanup in progress. Currently working on addressing duplicate data.

- Hardware Asset Management (HAM)

HAM development in progress.

HAM OWD is in rework and will be included in the Configuration Mgmt Plan for review as apart of that deliverable.

- Software Asset Management (SAM)

SAM OWD remains in progress and will be included in the Configuration Mgmt Plan for review as apart of that deliverable.

Still defining schedule activities related to SAM. Tentative start date is June 16<sup>th</sup>.

### 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-256495	4/28/2025	Contact Center	Robotic Processing Automation (RPA) - Identify Cases with Expenses Amount Higher Than Income	New
CA-256497	4/28/2025	Contact Center	Robotic Processing Automation (RPA) - 18 - 21-Year-Old Adult and Child Not Aided in Household	New
CA-266068	2/24/2025	Cloud Ops	Update Tumbleweed Certificate for WIS Interface Files - August 2025	New
CA-272703	5/07/2025	Contact Center	Statewide Authentication Bot Enhancements	Development Complete
CA-273736	5/16/2025	ForgeRock	Change ForgeRock AuthID Storage from Server-Side to Client-Side	In Development
CA-275338	4/28/2025	Contact Center	Statewide Welcome Bot-IVR Call Flow Enhancements	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-280263	5/19/2025	Contact Center	All County - Courtesy Call Back (CCB) Offered More than Once	In Assembly Test
CA-283358	4/28/2025	Contact Center	IVR Response Timeout Issue for Customers - Policy compliance	New
CA-283759	5/14/2025	Contact Center	Create Static BenefitsCal Informational Message in All County IVRs (Non-CSC and CSC) - Self Service Initiative.	Test Complete
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
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-288031	2/19/2025	Contact Center	Santa Clara-Queue Name Change	Design in Progress
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-289198	5/12/2025	Contact Center	Ventura County IVR recording update for program and agent menu for CalWORKs	In Development
CA-289486	4/23/2025	Contact Center	LA - External Party Access (EPA) Queues Require Call Routing Update	Design in Progress
CA-290042	4/28/2025	Contact Center	Humboldt - Update Welcome message	Test Complete
CA-290669	5/5/2025	GenAI	Fresno GenAI Call Summary Assist - 25.07.10 (Spanish Release 4 and English Release 11)	Design in Progress
CA-290753	5/7/2025	ForgeRock	TLM-39: Lobby Management Modernization ForgeRock Component	Approved

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-290783	5/8/2025	Contact Center	Monterey County- Customer Service Center IVR Enhancement Request	New
CA-290784	5/8/2025	Contact Center	Sacramento County-Add American Sign Language (ASL) Language Option and Queue	New
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-290964	5/14/2025	Contact Center	2025 SSApp Update R&R and Estate Recovery Language	New
CA-291040	5/16/2025	Contact Center	Humboldt Welcome Message and Hours/Locations - Due 05/30/2025	System Test
CA-291384	5/29/2025	Contact Center	RPA BenefitsCal EBT card/BIC replacement task search enhancement	New
CA-291386	5/29/2025	Support Tools	Upgrade Jenkins to 2.492.3 LTS	Pending Approval
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-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



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-784	3/20/2025	GA/GR	Update form GA 1028_34F, General Assistance Program	System Test
GAGR-798	4/16/2025	GA/GR	Update OCC CDS 711-2 Representative/Counsel Release Cover Letter	Design in Progress
GAGR-802	4/16/2025	GA/GR	Remove Auto Generation for Orange County NOA 270-D	System Test
GAGR-825	5/14/2025	GA/GR	Update to Form SC 514G	Design in Progress
GAGR-829	5/14/2025	GA/GR	Update form GA 1003_34F	Design in Progress
GAGR-830	5/14/2025	GA/GR	Added new form GREAT 10	Design in Progress
GAGR-832	5/14/2025	GA/GR	Updated variables on GA-GR Top-Down2-PL	Design in Progress
GAGR-834	5/14/2025	GA/GR	Changed to ALL 1393	Design in Progress
GAGR-835	5/14/2025	GA/GR	Updated text in GR NOA 061 B	Design in Progress
GAGR-836	5/14/2025	GA/GR	Update form, SC 300G, General Assistance Referral,	Design in Progress
GAGR-836	5/14/2025	GA/GR	Update form, SC 300G, General Assistance Referral,	Design in Progress
GAGR-837	5/19/2025	GA/GR	Automate GA Form SL 700	Design in Progress
GAGR-841	5/21/2025	GA/GR	Update Form GA 1004_34F GA Sponsor's Refusal to Support	New
GAGR-842	5/21/2025	GA/GR	Update Form SC 105.6 GA SDI Referral Letter	New
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 - Qualys	New

## 7.3 Windows 11 Update

Microsoft will officially end support for Windows 10 on October 14, 2025. After this date, the operating system will no longer receive security updates, feature enhancements, or technical support. All CalSAWS managed devices will need to be upgraded to Windows 11 compatible hardware or enrolled in Windows' Extended Security Updates.

- Completed tasks:
  - Distributed Windows 11 compatibility counts to each managed county.
- In progress tasks:



- Initiating testing coordination with managed counties.
- Schedule Windows 11 Tester Kickoff Meeting.
- CRFI in draft for PoP county Windows 11 Readiness
- Upcoming tasks:
  - 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 complete (13 sessions completed).
  - Service Transitioned to Gainwell on 05/31/2025
- Contact Center
  - Knowledge Transfer is complete (52 sessions completed).
  - Shadowing is complete (52 sessions completed).
  - Reverse Shadowing is underway (3 sessions completed this period, 7 sessions completed overall).
- Call Summary
  - Knowledge Transfer is complete (10 sessions completed).
  - Shadowing is complete (17 sessions completed).
  - Reverse Shadowing is underway (1 session completed overall).
- Robotic Process Automation (RPA)
  - Knowledge Transfer is complete (10 sessions completed this period).
  - Shadowing (planned for June).
  - Reverse Shadowing (planned for July).
- ForgeRock
  - Knowledge Transfer is complete (10 sessions completed).
  - Shadowing is complete (21 sessions completed).
  - Reverse Shadowing is nearing completion (10 sessions completed this period, 29 sessions completed overall, 1 session scheduled for next period).
  - Go / No – Go scheduled for 06/02/2025

### 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
- Worked through additional requirements for AT6 and AT7 extension. Additional services and infrastructure required and being implemented

# 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**

