



## Bi-Weekly Status Report

### CalSAWS Infrastructure

Reporting Period: June 16, 2025 – June 29, 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	<ul style="list-style-type: none"><li>▪ The CalSAWS System did not experience any unplanned outages during this period.</li></ul>
Defects	<ul style="list-style-type: none"><li>▪ There are 40 active Infrastructure Production defects.</li></ul>
Incidents	<ul style="list-style-type: none"><li>• <b>RESOLVED: PRB0051882</b> - Starting at 6:25 AM on June 26, 2025, Mono County users at the 1290 Tavern Rd, Mammoth Lakes site are unable to access CalSAWS and associated systems due to a power outage. Mono County users at the Mammoth Lakes site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has not indicated an estimated time of restoration. The CalSAWS project team is actively monitoring updates from the utility provider and will update when the issue is resolved. As of 9:08 AM on June 26, 2025, this issue has been resolved. Power at the Mammoth Lakes site has been restored and users are now able to access CalSAWS and associated systems.</li><li>• <b>RESOLVED: PRB0051879</b> - Starting at 12:15 PM on June 25, 2025, some renewal forms, e-applications, and two-way messages (customer to workers) submitted from BenefitsCal to CalSAWS are encountering an error. Renewal forms, e-applications, and two-way messages (customer to workers) from BenefitsCal to CalSAWS will be delayed until the issue is resolved. BenefitsCal customers are not impacted by this issue. The project team identified that e-applications, renewal forms, and two-way messages (customer to workers) are encountering intermittent errors and is actively investigating the issue with the Amazon Web Services (AWS) vendor. An update will be provided as additional information becomes available.  Update: The issue has been remediated by an AWS services partner. Renewal forms, e-applications, and two-way messages are now being submitted from BenefitsCal to CalSAWS successfully. Transactions that were queued during the impacted period are now being processed. Team continues to monitor and will provide an update when queued transactions are processed completely. As of 4:30 PM on June 25, 2025, this issue has been resolved. As of 10:28 AM this morning, transactions that were queued during the impacted period have been processed successfully.</li><li>• <b>RESOLVED: PRB0051705</b> - Starting at 10:33 AM on June 4, 2025, BenefitsCal CalFresh only SAR 7 (Periodic Report) submissions, via the</li></ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>BenefitsCal Portal, are displaying a blank Asset Section. BenefitsCal customers who submitted their CalFresh only SAR 7 after May 29, 2025 will have their SAR 7 marked incomplete. Defect CSPM-80231 has been created by the BenefitsCal project team to address this issue and it is targeted for deployment to production tonight, June 5, 2025. Counties will need to contact the customers with an impacted CalFresh only SAR 7 (Periodic Report) to retrieve information under the Asset Section as needed. A list of impacted cases will be uploaded tomorrow, June 6, 2025, to the Web Portal – System Changes at the following location: System Changes &gt; SCR and SIR Lists &gt; 2025 &gt; CSPM-8023. An update will be provided when the issue is resolved.</p> <p>Update #1: The issue has been remediated with the deployment of Defect CSPM-8023 on June 5, 2025. CalFresh only SAR 7 (Periodic Report) is now displaying the Asset Section correctly when submitted through the BenefitsCal portal. A list of impacted cases has been uploaded to the Web Portal – System Changes at the following location: System Changes &gt; SCR and SIR Lists &gt; 2025 &gt; CSPM-80231&gt; CSPM-80231_Impacted Cases.xlsx</p> <p>Update #2: The project team identified that the case data file sar7Data.csv that was previously shared with the counties on Monday, June 9, 2025, contained incorrect data. Counties are advised to ignore the above file. The project team is actively working to generate a revised file with correct data with additional columns as requested by the counties, and anticipates completing it by Friday, June 20, 2025. An update will be sent when the new file is uploaded on the Web Portal.</p> <p>Update #3: A revised excel file, with additional columns, has been generated by the project team and uploaded to the Web Portal at the following location: System Changes &gt; SCR and SIR Lists &gt; 2025 &gt; CSPM-80231&gt; CSPM-80231_Impacted Cases – Updated.xlsx. Counties are advised to review the data and reach out to your regional managers if any discrepancies are identified by the close of business on Tuesday, June 24, 2025.</p> <p>As of 9:00 PM on June 5, 2025, this issue has been resolved. CalFresh only SAR 7 (Periodic Report) is now displaying the Asset Section correctly when submitted through the BenefitsCal portal.</p> <ul style="list-style-type: none"> <li>• <b>RESOLVED: PRB0051878</b> - Starting at 12:15 PM on June 25, 2025, users are encountering an error message while performing a search in the SCATL (Statewide Cash-Aid Time Limits) application. Users may not be able to perform person/case search in the SCATL application until the issue is resolved. The project team is actively investigating the issue and an update will be provided as additional information becomes available. As of 4:30 PM, the issue has been resolved by an AWS service partner. Users are now able to perform searches in SCATL application without any errors.</li> <li>• <b>RESOLVED: PRB0051860</b> - Starting at 9:42 PM on June 24, 2025, Sierra County users at the 22 Maiden Lane, Downieville site are unable to access CalSAWS and associated systems due to a power outage. Sierra County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider</li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>estimates power to be restored by 4:30 PM. The CalSAWS project team is actively monitoring updates from the utility provider and will update when the issue is resolved. As of 2:25 PM on June 24, 2025, this issue has been resolved. Power at the Downieville site has been restored and users are now able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> <li> <b>FIX IN PROGRESS: PRB0051855</b> - Starting at 4:30 PM on June 23, 2025, some BenefitsCal EBT and BIC card replacement tasks are not being processed timely by the Robotic Process Automation (RPA) solution. Some BenefitsCal EBT and BIC card replacement tasks will be delayed until the issue is resolved. Workers can manually clear the open BenefitsCal EBT BIC card replacement tasks. The project team is working to resolve the issue and Defect CA-292308 has been created. An update will be provided when additional information becomes available. Note, the following counties are not impacted by this issue: Alpine, Calaveras, Del Norte, El Dorado, Glenn, Lassen, Marin, Plumas, San Joaquin, Sierra, Trinity, and Tulare </li> <li> <b>RESOLVED: PRB0051853</b> - Starting at 10:50 AM on June 23, 2025, San Bernardino County users at the 1175 W Foothill Blvd Rialto site are unable to access CalSAWS and associated systems due to a power outage. San Bernardino County users at the Rialto site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS team is actively monitoring updates from the utility provider. The utility provider indicated an estimated time for power restoration of 4:30 PM. An update will be provided as additional information becomes available. As of 4:21 PM on June 23, the issue has been resolved. The utility provider has cleared the Power Shutoff Warning (PSPS) for the Lake Isabella site. Power at the Rialto site has been restored and users are now able to access CalSAWS and associated systems. </li> <li> <b>RESOLVED: PRB0051835</b> - Starting at 10:50 AM on June 18, 2025, Kern County users at the 7050 Lake Isabella Blvd, Lake Isabella site will be unable to access CalSAWS and associated systems due to on-going intermittent power outages. Kern County users at the Lake Isabella site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has indicated there is a Power Shutoff Warning (PSPS) in the Lake Isabella site due to increase fire risk estimated to last until June 21, 2025. An update will be provided when the issue is resolved. As of 8:00 AM on June 23, the issue has been resolved. The utility provider has cleared the Power Shutoff Warning (PSPS) for the Lake Isabella site. Users at the Lake Isabella site are now able to access CalSAWS and associated systems without interruption. </li> <li> <b>RESOLVED: PRB0051850</b> - Starting at 4:55 PM on June 20, 2025, Imperial County users at the 2995 S 4th St, El Centro site are unable to access CalSAWS and associated systems. Imperial County users at the El Centro site will not be able to access CalSAWS and associated systems until the issue is resolved. The project team is actively investigating the issue. An update will be provided when the issue is resolved. Network connectivity at the El Centro site has been restored. Access to CalSAWS will be confirmed with a local county contact by 9:00 AM on Monday, June 23, 2025. As of 5:29 PM on June 20, 2025, the issue has been </li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>resolved. Local county contact confirmed users are now able to access county network resources, as well as CalSAWS and associated systems</p> <ul style="list-style-type: none"> <li> <b>FIX IN PROGRESS: PRB0051714</b> – Starting at 1:00 PM on June 20, 2025, eGain Historical Reports may have incorrect data from May 26, 2025, onwards. In the interim, AWS Connect can be used to retrieve Historical Reports. The project team has escalated this issue to the eGain vendor, and the teams are actively investigating the issue. Defect CA-291607 has been created to track this issue. An update will be provided as additional information becomes available. </li> <li> <b>RESOLVED: PRB0051824</b> - Starting at 4:19 PM on June 17, 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. Kern County users at the Lake Isabella site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has indicated this is due to a repair outage and the estimated time for power restoration is 4:55 PM today, June 17, 2025. An update will be provided when the issue is resolved. As of 12:09 AM on June 18, 2025, this issue was resolved. Power at the Lake Isabella site has been restored and users are now able to access CalSAWS and associated systems. </li> <li> <b>RESOLVED: PRB0051818</b> - Starting at 6:00 AM on June 17, 2025, Users are unable to view Accelerated Enrollment notices in CalSAWS and BenefitsCal. CalHEERS project sent the notice file with the incorrect file name. Users will be unable to view the Accelerated Enrollment notices in CalSAWS and BenefitsCal until the issue is resolved. An update will be provided when the issue is resolved. As of 12:40 PM on June 17, 2025, this issue was resolved. Users are able to view the Accelerated Enrollment notices in CalSAWS and BenefitsCal. </li> <li> <b>RESOLVED: PRB0051801</b> - Starting at 12:22 PM on June 16, 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. Kern County users at the Lake Isabella site will not be able to access CalSAWS and associated systems until the issue is resolved. There is no estimated time for power restoration available from the utility provider. An update will be provided when the issue is resolved. As of 11:39 PM on June 16, 2025, the issue has been resolved. Power at the Lake Isabella site has been restored and users are able access CalSAWS and associated systems. </li> <li> <b>RESOLVED: PRB0051797</b> - Starting at 10:26 AM on June 16, 2025, San Bernardino County users at 10875 Rancho Rd, Adelanto site are unable to access CalSAWS and associated systems due to a local internet connectivity issue. San Bernardino County users at the Adelanto site will not be able to access CalSAWS and associated systems until the issue is resolved. A local county contact confirmed that MiFi devices are being provided to impacted users as an alternative. San Bernardino County IT has confirmed that the local internet provider is working to resolve the issue. Currently, there is no estimated time of restoration. An update will be provided when the issue is resolved. As of 1:37 PM on June 16, 2025, the issue has been resolved by the local internet provider, Frontier Communications. Connectivity has been restored and users at the </li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>Adelanto site are now able to access county resources, as well as CalSAWS and associated systems.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED: PRB0051796</b> - Starting at 10:15 AM on June 16, 2025, San Bernardino County users at the 9655 9th Ave, Hesperia and 15980 Main St, Hesperia sites are unable to access CalSAWS and associated systems. San Bernardino County users at the impacted Hesperia sites will not be able to access CalSAWS and associated systems until the issue is resolved. The San Bernardino County IT staff is actively investigating the local network connectivity issue. An update will be provided as additional information becomes available. As of 1:39 PM on June 16, 2025, this issue has been resolved. Connectivity at these sites has been restored and users are able to access CalSAWS and associated systems.</li> <li>▪ <b>RESOLVED: PRB0051790</b> - Starting at 12:22 PM on June 13, 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. Kern County users at the Lake Isabella site will not be able to access CalSAWS and associated systems until the issue is resolved. There is no estimated time for power restoration available from the utility provider. An update will be provided when the issue is resolved. As of 11:30 PM on June 13, 2025, the issue has been resolved. Power at the Lake Isabella site has been restored and users are able to access CalSAWS and associated systems.</li> </ul>
Maintenance/ Deployments	<ul style="list-style-type: none"> <li>▪ 6/29/2025: Maintenance – CalSAWS Adhoc Reporting Database</li> <li>▪ 6/29/2025: Maintenance – CalSAWS Production</li> <li>▪ 6/29/2025: Deployment – Priority Release 25.06.29 (CHG0054870)</li> <li>▪ 6/28/2025: Deployment – Priority Release 25.06.28 (CHG0054950)</li> <li>▪ 6/27/2025: Security Production Release 25.06.27</li> <li>▪ 6/27/2025: Deployment – Priority Release 25.06.27 (CHG0054869)</li> <li>▪ 6/26/2025: Deployment – Priority Release 25.06.26 (CHG0054868)</li> <li>▪ 6/24/2025: Deployment – Priority Release 25.06.24 2<sup>nd</sup> (CHG0054894)</li> <li>▪ 6/24/2025: Deployment – Priority Release 25.06.24 1<sup>st</sup> (CHG0054867)</li> <li>▪ 6/23/2025: Deployment – Priority Release 25.06.23 (CHG0054867)</li> <li>▪ 6/20/2025: Deployment – Priority Release 25.06.20 (CHG0054789)</li> <li>▪ 6/19/2025: Deployment – Priority Release 25.06.19 (CHG0054788)</li> <li>▪ 6/17/2025: Deployment – Priority Release 25.06.17 (CHG0054787)</li> <li>▪ 6/16/2025: Deployment – Priority Release 25.06.16 (CHG0054783)</li> </ul>
Milestones	<ul style="list-style-type: none"> <li>▪ 12 Production Deployments during this reporting period</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-D13.04	Infrastructure Monthly Operations Report	FDEL for June in Progress	7/8
I-D06.3	Infrastructure Work Plan	FDEL for June in Progress	7/8
I-D08.05	Infrastructure Hardware and Software Inventory Monthly Update	FDEL for June in Progress	7/8

### 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	None.	0	
Scheduled CalSAWS Maintenance	CalSAWS Maintenance is scheduled for Sunday, June 29, 2025, from 1:00 PM to 6:30 PM. In addition, CalSAWS Ad hoc Reporting Database Maintenance is scheduled for Sunday, June 29, 2025, from 12:00 PM to 4:00 PM.	1	6/16/2025
Scheduled BenefitsCal Maintenance	BenefitsCal application is scheduled for maintenance on Thursday, June 26, 2025, from 8:00 PM to 9:30 PM.	1	6/24/2025
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Mono County - Mammoth Lakes Site - CalSAWS Access Issue - Power Outage	23	6/26/2025
	New - CalSAWS County Executive Communication – Mono County - Mammoth Lakes Site - CalSAWS Access Issue - Power Outage		6/26/2025
	Resolved- CalSAWS County Executive Communication – Sierra County -		6/25/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Downieville Site - CalSAWS Access Issue - Power Outage		
	Update - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		6/24/2025
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		6/24/2025
	Resolved - CalSAWS County Executive Communication – San Bernardino County - Rialto Site - Power Outage		6/23/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Rialto Site - Power Outage		6/23/2025
	Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Shutoff Warning (PSPS)		6/23/2025
	Resolved - CalSAWS County Executive Communication – Imperial County - El Centro Site - CalSAWS Access Issue		6/23/2025
	Update - CalSAWS County Executive Communication – Imperial County - El Centro Site - CalSAWS Access Issue		6/20/2025
	New - CalSAWS County Executive Communication – Imperial County - El Centro Site - CalSAWS Access Issue		6/20/2025
	Update - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Shutoff Warning (PSPS)		6/18/2025
	New - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Shutoff Warning (PSPS)		6/18/2025
			6/18/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		6/17/2025
	New - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		6/17/2025
	Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		6/16/2025
	Update - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		6/16/2025
	Resolved - CalSAWS County Executive Communication – San Bernardino County - Hesperia Site - CalSAWS Access Issue		6/16/2025
	Resolved - CalSAWS County Executive Communication – San Bernardino County - Adelanto Site - Local Internet Connectivity Issue		6/16/2025
	New - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		6/16/2025
	Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage		6/16/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Adelanto Site - Local Internet Connectivity Issue		6/16/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Hesperia Site - CalSAWS Access Issue		

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
Issue Notification	Resolved – PRB0051705	32	6/26/2025
	Resolved – PRB0051879		6/26/2025
	Resolved – PRB0051882		6/26/2025
	New – PRB0051882		6/26/2025
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	Update – PRB0051879		6/25/2025
	Resolved – PRB0051878		6/25/2025
	New – PRB0051879		6/25/2025
	New – PRB0051878		6/25/2025
	Resolved – PRB0051860		6/25/2025
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	New – PRB0051860		6/24/2025
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	New – PRB0051855		6/23/2025
	Resolved – PRB0051853		6/23/2025
	New – PRB0051853		6/23/2025
	Resolved – PRB0051835		6/23/2025
	Resolved – PRB0051850		6/23/2025
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	Update – PRB0051850		6/20/2025
	New – PRB0051850		6/20/2025
	New – PRB0051714		6/20/2025
	Update #3: PRB0051705		6/20/2025
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	New – PRB0051835		6/18/2025
	Resolved – PRB0051824		6/18/2025
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	New – PRB0051824		6/17/2025
	Resolved – PRB0051818		6/17/2025
	New – PRB0051818		6/17/2025
	Update #2 – PRB0051705		6/17/2025
	Resolved – PRB0051801		6/17/2025
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	Resolved – PRB0051796		6/16/2025
	Resolved – PRB0051797		6/16/2025
	New – PRB0051801		6/16/2025
	Resolved – PRB0051790		6/16/2025
	New – PRB0051797		6/16/2025
	New – PRB0051796		6/16/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
Priority Release Requests for Approval	Priority Release 25.06.29 (CHG0054870) Priority Release 25.06.28 (CHG0054950) Priority Release 25.06.27 (CHG0054869) Priority Release 25.06.26 (CHG0054868) Priority Release 25.06.24 2 <sup>nd</sup> (CHG0054894) Priority Release 25.06.24 1 <sup>st</sup> (CHG0054867) Priority Release 25.06.23 (CHG0054867) Priority Release 25.06.20 (CHG0054789) Priority Release 25.06.19 (CHG0054788) Priority Release 25.06.17 (CHG0054787) Priority Release 25.06.16 (CHG0054783)	11	6/27/2025 6/27/2025 6/27/2025 6/26/2025 6/24/2025 6/23/2025 6/23/2025 6/20/2025 6/19/2025 6/17/2025 6/16/2025
Informational Alert	CalSAWS Informational Alert >> Early Batch Start on Saturday 6/28/2025  CalSAWS Broadcast >> Informational Alert >> Planned Power Outages (6/19 - 6/22) By PG&E	2	6/24/2025  6/19/2025
CalSAWS	Daily Health Report	10	6/27/2025 6/26/2025 6/25/2025 6/24/2025 6/23/2025 6/20/2025 6/19/2025 6/18/2025 6/17/2025 6/16/2025

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	Imaging maintenance	6/20/2025 10:00 PM to 6/21/2025 1:00 AM	CalSAWS Imaging will be unavailable during this time.		6/17/2025
BenefitsCal	BenefitsCal maintenance	6/26/2025 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		6/24/2025
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	6/27/2025 10:00 PM to 6/28/2025 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 0071-25 6/09/2025	6/16/2025
CalSAWS	CalSAWS maintenance	6/29/2025 1:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0072-25 6/09/2025	6/16/2025
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	6/29/2025 12:00 PM to 4:00 PM	CalSAWS Adhoc Reporting will be unavailable during this time.	CIT 0072-25 6/09/2025	6/16/2025
CalSAWS	CalSAWS maintenance	7/20/2025 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	TBD	TBD
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	7/20/2025 6:00 AM to 1:00 PM	CalSAWS Adhoc Reporting will be unavailable during this time.	TBD	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
None.					

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
25-016	County Readiness – Windows 11	June 24, 2025	New	July 7, 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
25-014	Request for Updated County Contacts for County Reference Material (Previously County OWDs)		Mono, Sierra, Yuba	Siskiyou	Inyo, Mariposa	Imperial, San Bernardino	

### 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 - General Questions	Completed
SIRFRA 1434	SB 1289 - Medi-Cal Call Center Data - Monthly Data	Gathering Requirements
SIRFRA 1440	SIRFRA 1440 - Print/postage/Adobe rendering cost	Completed
SIRFRA 1441	SB 1289 Medi-Cal Call Center Data Fiscal Estimate	Completed
SIRFRA 1442	Print/Postage/Adobe estimates	Submitted
SIRFRA 1444	SIRFRA 1444 - AB 1337	Discovery & Assessment
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed
SCERFRA 25-509	WTW Flow Proposal	Submitted
SCERFRA 25-511	SCERFRA 25-511 - Print/Postage/Adobe estimates	Submitted
SCERFRA 25-512	SCERFRA 25-512	Submitted
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	Completed
SCERFRA 25-916	AB 1324 - CalWORKs	Completed
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and Gender-based Violence Information	Submitted
SCERFRA 25-919	AB 1161 - Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 - Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 - Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934	Submitted

## 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

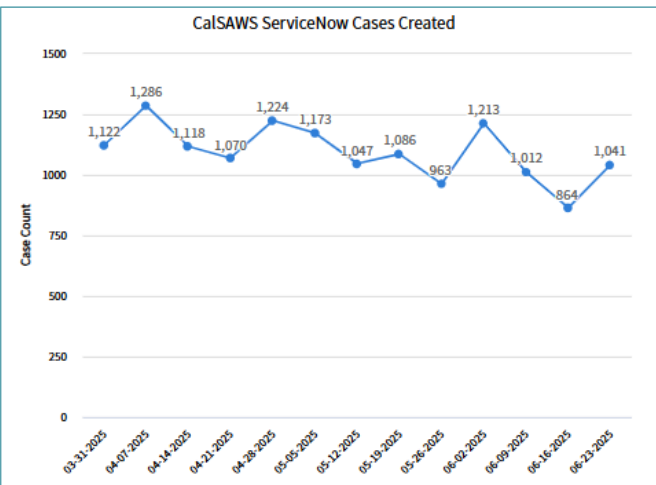


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

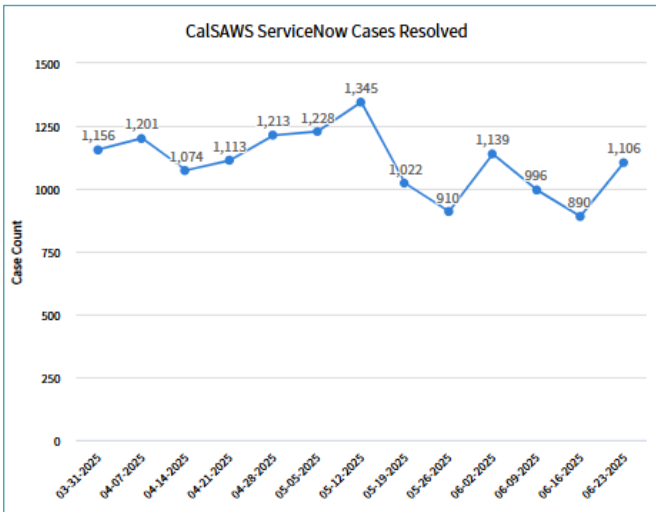


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

**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.

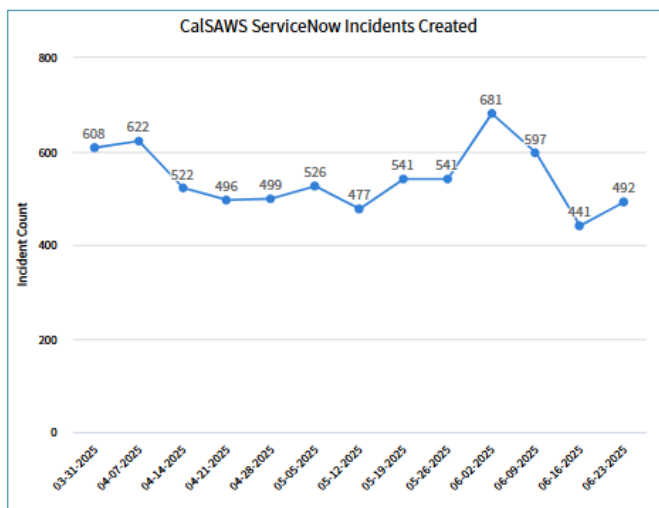


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

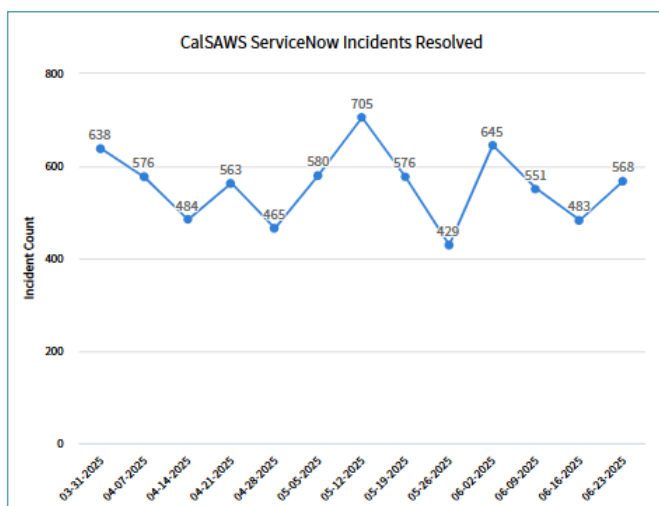


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

**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.

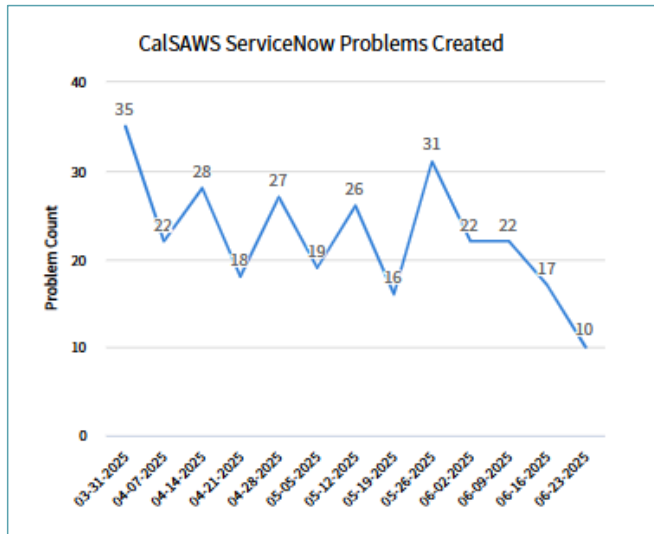


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

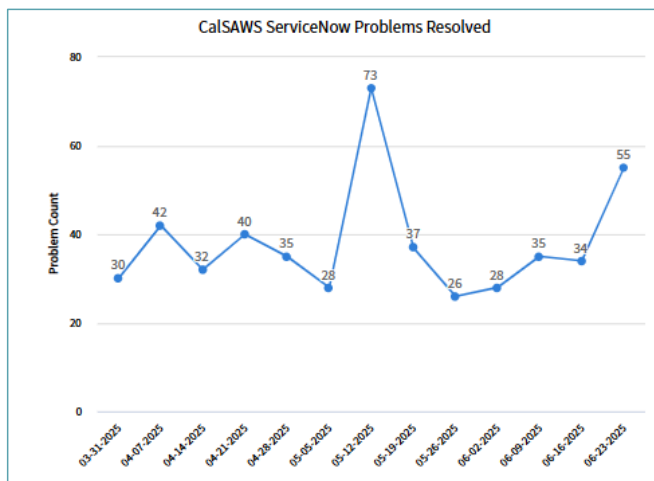


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

**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	6	42	2	3	3	1	1	2	60

IN PROGRESS	3	68	15	12	25	15	32	7	177
ON HOLD	0	58	30	48	141	134	184	48	643
RESOLVED	10	231	175	269	276	79	51	17	1,108
CLOSED	13	4	2	41,897	90,438	16,859	11,536	3,441	164,190
PROBLEM IN DIAGNOSIS	0	0	0	0	1	0	1	0	2
TOTAL	32	403	224	42,229	90,884	17,088	11,808	3,515	166,183

**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.

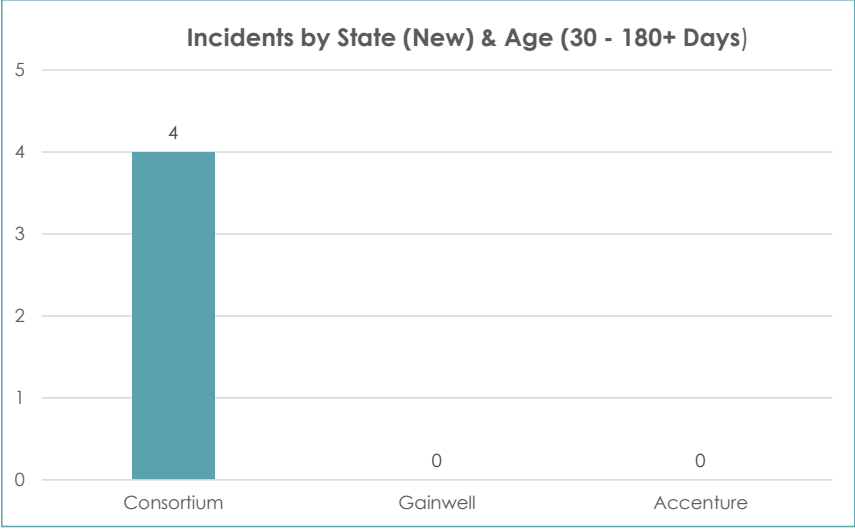


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	4	0	4
Gainwell	0	0	0
Accenture	0	0	0
Total	4	0	4

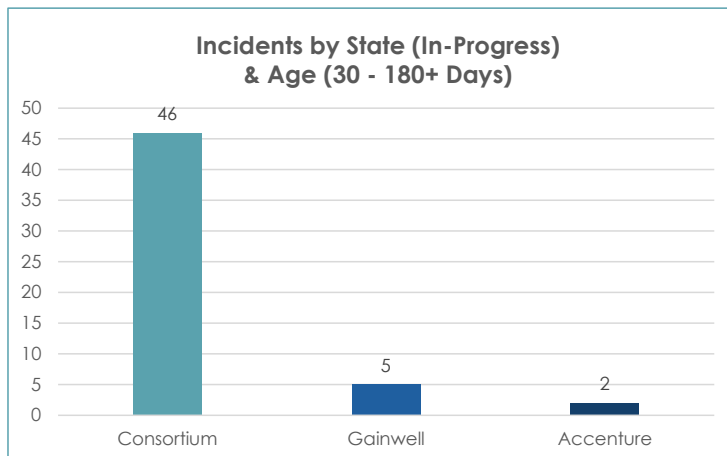


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	46	0	<b>46</b>
Gainwell	4	1	<b>5</b>
Accenture	2	0	<b>2</b>
Total	<b>124</b>	<b>1</b>	<b>125</b>

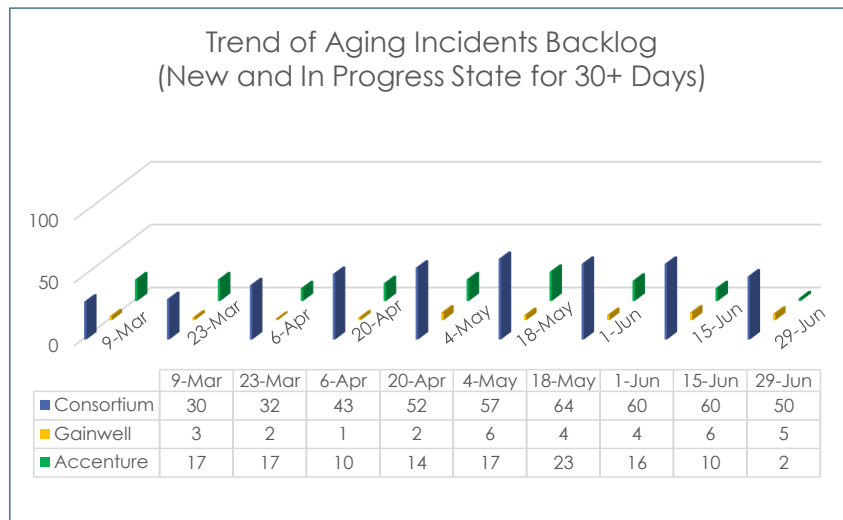


Figure 4.1.1-9:Aging Incident Backlog

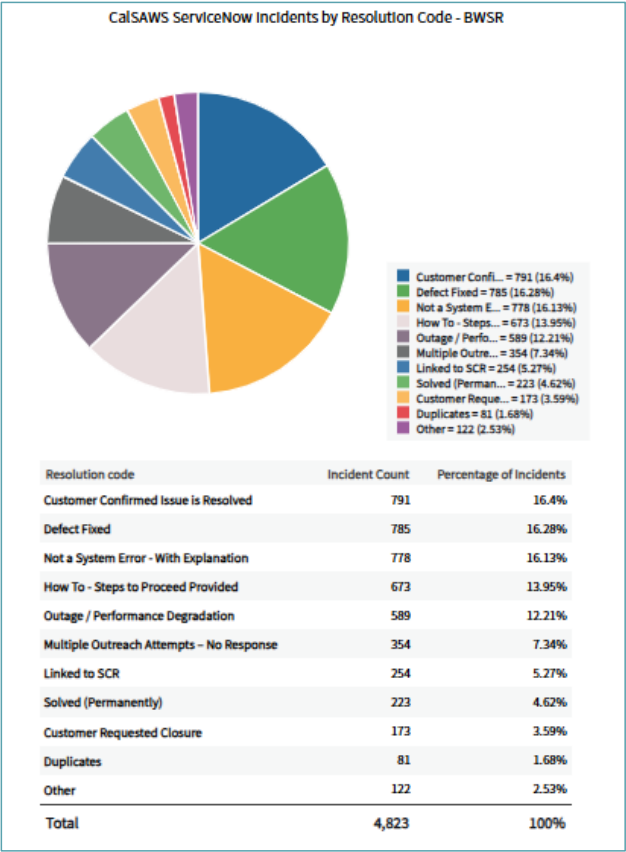


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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



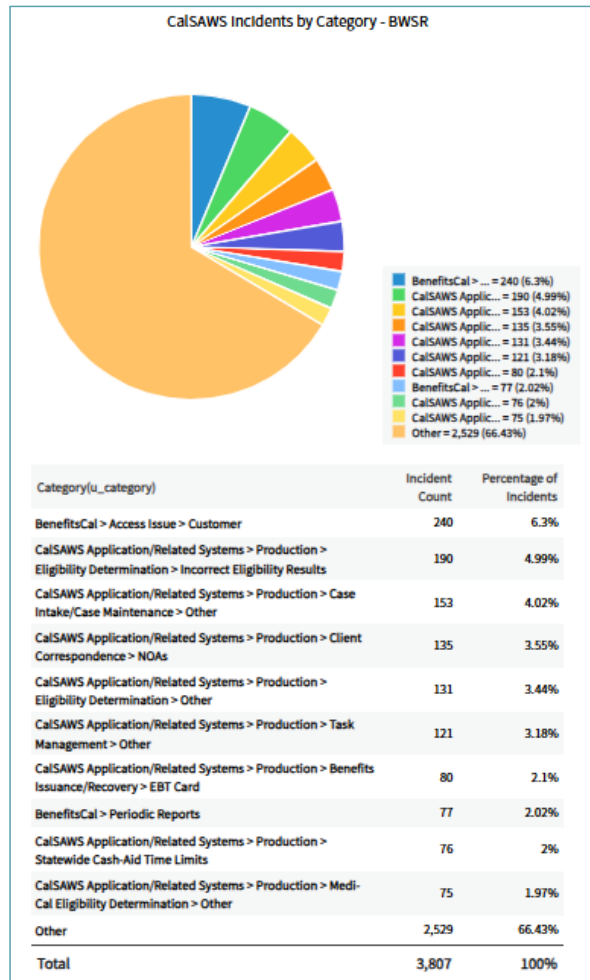


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 2,529 listed as Other are for selected categories that had less than 75 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,807 incidents.

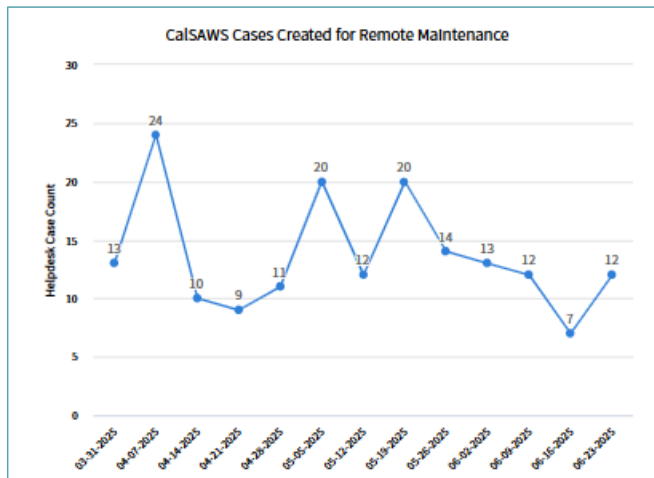


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 June Month to Date (MTD) is 99.86%

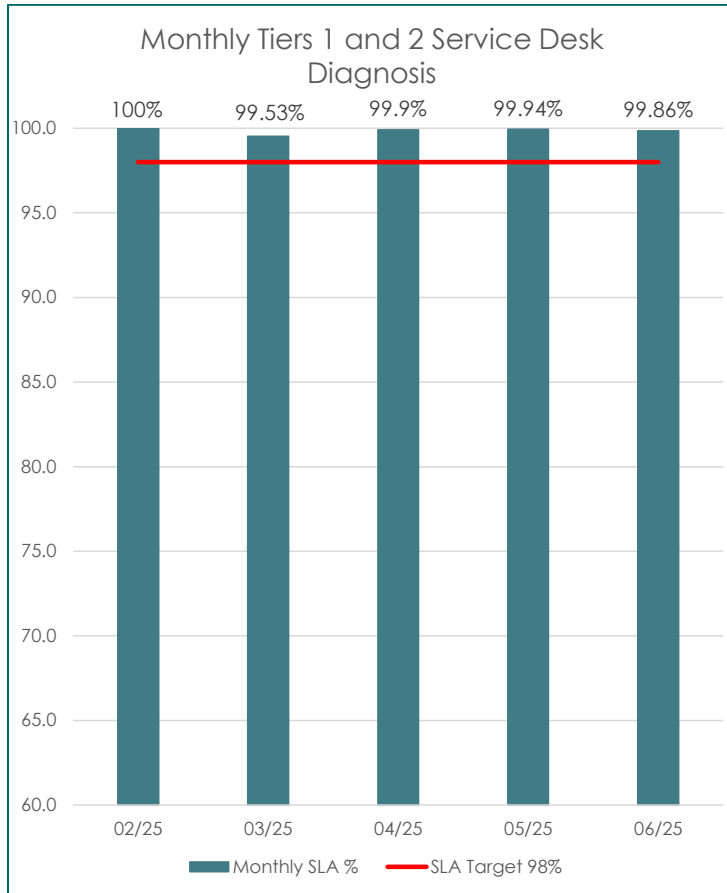


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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

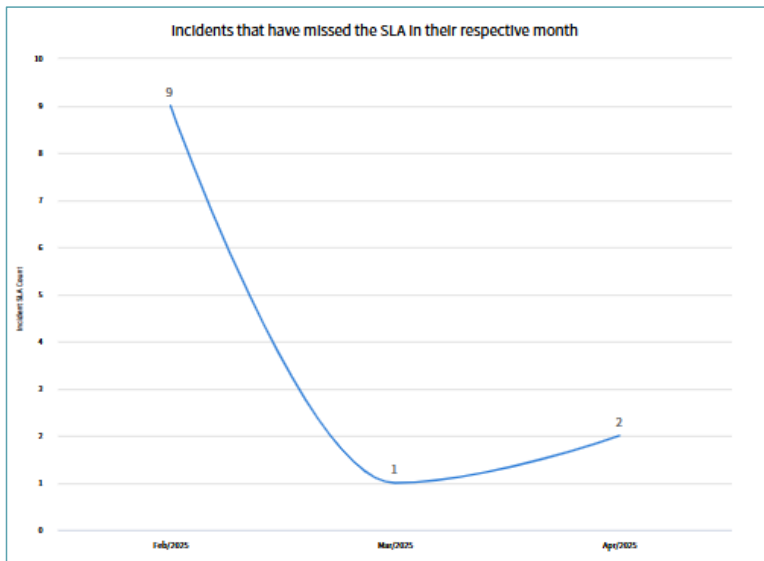


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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 June MTD.

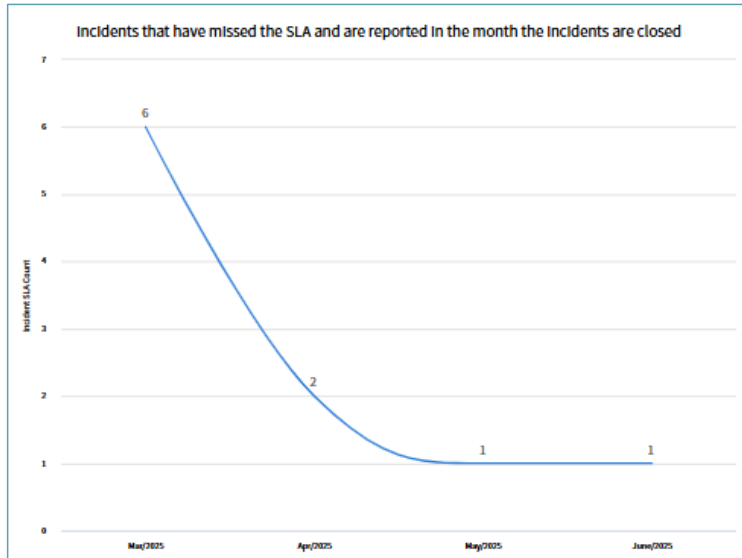


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

#### 4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

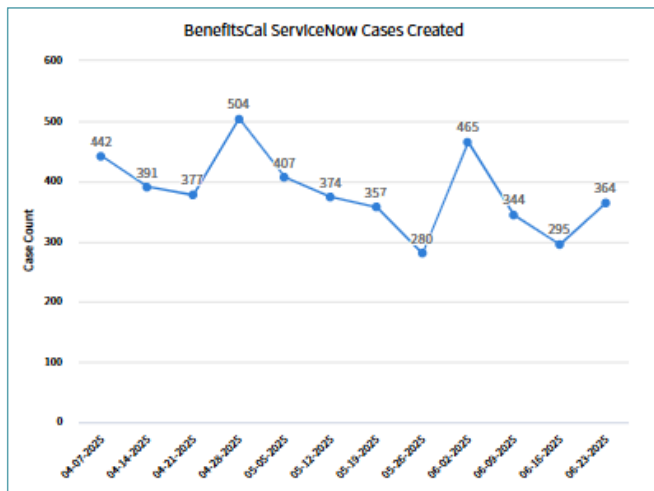


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

**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.

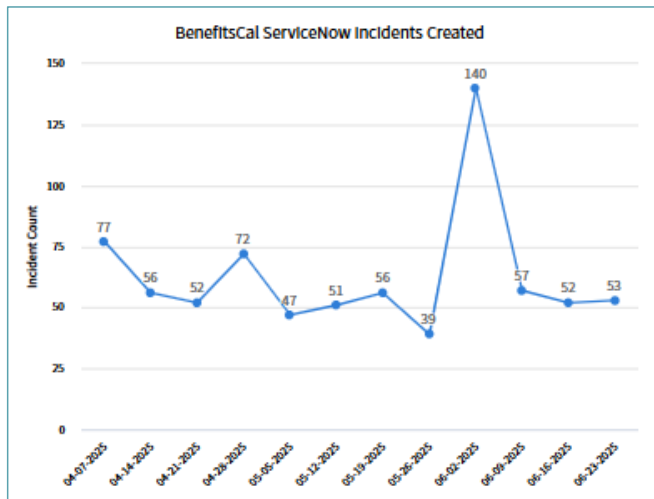


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

**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.

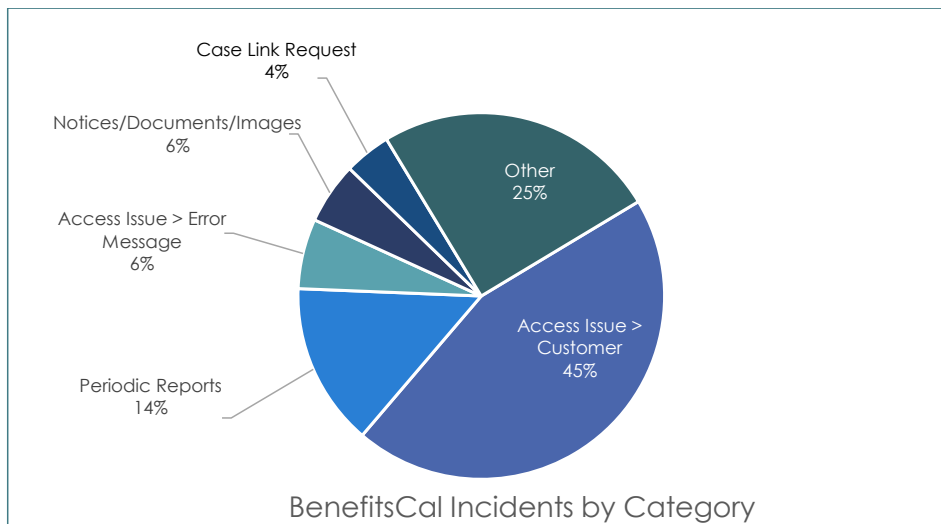


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 25% 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
384	API Issue Impacting SCATL and BenefitsCal	6/25/2025	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-746	11/19/2024	Client Correspondence	Fix SCL CC Master Database Report (part 1)	In Development
GAGR-743	11/13/2024	Client Correspondence	Resolve GAGR Gateway timeout error when trying to call GAGR CC0027F	System Test
GAGR-698	8/26/2024	Client Correspondence	Fix YOL CC Master Database Report (part 2)	System Test
CA-290447	4/29/2025	GenAI	EXTERNAL AGENCY - AWS - Event received early (Recurrence)	Assigned
CA-285810	12/12/2024	GenAI	EXTERNAL AGENCY - AWS - CalSAWS Specific Term Recognition	Assigned
CA-292380	6/25/2025	Infra Contact Center	San Diego County- Call ME Prompt playing multiple times	New
CA-292364	6/24/2025	Infra Contact Center	External Agency - Intermittent Nuance voice verification errors in Security suite	New
CA-292334	6/24/2025	Infra Contact Center	Telephonic Signature captured incorrect section	New
CA-292313	6/23/2025	Infra Contact Center	External Agency - Calabrio automatically breaks down the time in 15 minute increments	New
CA-292308	6/23/2025	Infra Contact Center	RPA Task not cleared Timely for all the counties	New
CA-292259	6/20/2025	Infra Contact Center	External Agency - Receiving multiple chats at the same time	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-292258	6/20/2025	Infra Contact Center	Reopen CA-287018 AuthBot Report Discrepancy	Assigned
CA-292242	6/19/2025	Infra Contact Center	Agent Profile page -does not show any data	System Test
CA-292238	6/19/2025	Infra Contact Center	Post call survey occasionally does not save	Assigned
CA-292164	6/18/2025	Infra Contact Center	CCB is not offered on a transferred call	Assigned
CA-292101	6/17/2025	Infra Contact Center	Unable to update CCB timeslot on the ECCP admin page	New
CA-292089	6/17/2025	Infra Contact Center	C19 Queue hold message for Covid-19 not playing	Test Complete
CA-292086	6/17/2025	Infra Contact Center	RPA Task not cleared for Los Angeles	New
CA-292053	6/16/2025	Infra Contact Center	update agent whisper to the correct voice and language	Assigned
CA-291975	6/12/2025	Infra Contact Center	Calaveras County number plays wav for Amador County	System Test
CA-291973	6/12/2025	Infra Contact Center	Deploy CA-280263 changes to Los Angeles County	Assigned
CA-291954	6/12/2025	Infra Contact Center	Sacramento Co. WB Report has Negative Self Serve #s	In Development
CA-291953	6/12/2025	Infra Contact Center	Kings Co. WB Report has Negative Self Serve #s	Test Complete
CA-291952	6/12/2025	Infra Contact Center	External Agency - Transferred call data is not matching between eGain and AWS	System Test
CA-291873	6/10/2025	Infra Contact Center	Dashboard page- Real Time Metrics and Historical Metrics are not showing the data and not displaying	System Test
CA-291607	6/4/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Duplicate Entries in generated report	System Test
CA-291596	6/4/2025	Infra Contact Center	Investigate Biometric Voice Print attempts and success rate	New
CA-290982	5/15/2025	Infra Contact Center	EXTERNAL AGENCY - AWS - Set Callback Failing	New
CA-288651	3/10/2025	Infra Contact Center	EXTERNAL - Sacramento AWS Connect displaying incorrect caller ID for outbound calls	New
CA-286673	1/10/2025	Infra Contact Center	External Agency - AWS- Duplicate Chat Received with Chat History	Assigned



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-284952	11/18/2024	Infra Contact Center	External Vendor -AWS- Intermediate Issue of not being able to Connect to R&R	New
CA-281016	7/31/2024	Infra Contact Center	External Agency - AWS - End Users experiencing delay in assignment of calls	In Development
CA-288055	2/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	In Development
CA-275214	3/8/2024	Infra ForgeRock	ForgeRock Delegated Admin Portal - BCAL Customers have MFA Field listed as Blank	In Development
CA-291423	5/30/2025	Infra Imaging	External Agency - Reindexed document triggered a duplicate task	New
CA-289229	3/27/2025	Infra Imaging	External Agency page unresponsive when entering form name in Hyland Perceptive	New
CA-279530	6/19/2024	Infra Imaging	External Agency - When Splitting Documents Custom Property Date Intermittently Changed	Assigned
CA-232534	8/23/2021	Infra Imaging	External Agency - Technical Only - Hyland Business Insight Audit User Sync Failures	In Development
CA-289119	3/24/2025	Infra Tech Ops	AlertOps Site is blocked	New
CA-285370	12/3/2024	Infra 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
6/16/25	6/18/25	IOS Upgrade for SV1 (Exchange) Devices from IOS Current Version 17.12.3 to 17.12.4
6/16/25	6/17/25	STANDARD - Weekly creation Change and Security Updates - Monday (June 16)
6/16/25	6/18/25	Kern County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/16/25	6/18/25	Create new IF and ME AWS roles - cleanup - 4
6/16/25	6/16/25	CalSAWS Priority Release 25.06.16
6/17/25	6/19/25	Imperial County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/17/25	6/19/25	Imperial County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/17/25	6/17/25	ECR: Upgrade the Java on all the Windows selenium servers to Java17
6/17/25	6/19/25	ECR: Modify AWS API Gateway Configuration for WDTIP services - Coreapp-Staging Envs
6/17/25	6/18/25	ECR: Modify AWS API Gateway Configuration for WDTIP services - Coreapp-Development Envs
6/17/25	6/17/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (June 17)
6/17/25	6/17/25	CalSAWS Priority Release 25.06.17
6/18/25	6/20/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/18/25	6/18/25	Upgrade Qlik Sense Sandbox Repository PostgreSQL from 14.13 to 16.9
6/18/25	6/20/25	Kings County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/18/25	6/20/25	Retro-UPS Monitoring Configuration & Connectivity at 06001-Colusa, 251 E Webster St, Colusa, CA 95932
6/18/25	6/19/25	Create new S3 bucket for batch logs in coreapp-staging(339650810458)
6/18/25	6/19/25	Decommission unused ForgeRock AWS Accounts.
6/18/25	6/20/25	Create new IF and ME AWS roles - Phase 8
6/18/25	6/19/25	Add inbound rule for Global Protect VPN to Jenkins-Workspace in coreapp-development (#650244008899)
6/18/25	6/20/25	Add inbound rule for Global Protect VPN to Jenkins Workspace in coreapp-staging (#339650810458)
6/18/25	6/20/25	Enable Offshore access to URLs through AWS offshore workspaces (#248969292625)
6/18/25	6/27/25	Analytics PBDS implementation for LA county - Dev/Test

DATE(s)		ACTIVITY DESCRIPTION
6/18/25	6/20/25	Modify AWS API Gateway Configuration for WDTIP services - Coreapp-County Envs
6/18/25	6/20/25	Create internal API "stg1-Internal-LRSAPI" in coreapp-staging (#339650810458)
6/18/25	6/18/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (June 18)
6/18/25	6/18/25	CalSAWS (WordPress) Lower Environment (Staging/Dev) Website Multiple Plugin Updates
6/18/25	6/20/25	Create new S3 bucket for batch logs in coreapp-prod(851725240334)
6/18/25	6/19/25	Enable application access from GlobalProtect VPN (contactcenter-production-sharedfunctions #654016806412)
6/18/25	6/20/25	Update Riverside county SFTP IP address coreapp-production-network (839113706656)
6/18/25	6/20/25	Modify AWS API Gateway Configuration for WDTIP services - Coreapp-Training Envs
6/18/25	6/19/25	Update Throughput Mode for DR batch EFS in coreapp-prod (#851725240334)
6/18/25	6/20/25	Modify AWS API Gateway Configuration for WDTIP services - Prod and DR
6/18/25	6/18/25	Upgrade F5 Software on SV1F5001/SV1F5002 from Version 16.1.5 to 17.5.0
6/18/25	6/19/25	Creation of Lobby Kiosk accounts for TLM-39
6/19/25	6/25/25	Standard Change: ForgeRock Testing in SandBox Environment 06/19-06/25
6/19/25	6/19/25	Upgrade Delphix masking engine to version 2025.3.0.1 in coreapp-staging
6/19/25	6/19/25	Build DR ftp ALB in coreapp-prod account
6/19/25	6/19/25	Standard Change: ForgeRock AT Release 25.06.19
6/19/25	6/19/25	Standard Change: ForgeRock Staging Environment Build 2025.06.19
6/19/25	6/19/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (June 19)
6/19/25	6/19/25	CalSAWS Priority Release 25.06.19
6/19/25	6/19/25	CalSAWS (WordPress) Production Website Multiple Plugin Updates
6/19/25	6/19/25	ServiceNow Release 2025.06.19
6/19/25	6/20/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/20/25	6/20/25	Standard Change: ForgeRock AT DR Release 25.06.20
6/20/25	6/20/25	Standard Change: ForgeRock Dev Release 25.06.20

DATE(s)		ACTIVITY DESCRIPTION
6/20/25	6/20/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (June 20)
6/20/25	6/20/25	CalSAWS Priority Release 25.06.20
6/21/25	6/21/25	ServiceNow [CSM-DEV] Security Patch
6/21/25	6/21/25	ServiceNow [CSM-TRAINING] Security Patch
6/21/25	6/21/25	ServiceNow [CSM-TEST] Security Patch
6/21/25	6/21/25	coreapp-training: Upgrade Jenkins from 2.479.2 to 2.492.3
6/21/25	6/21/25	coreapp-county: Upgrade Jenkins from 2.479.2 to 2.492.3
6/21/25	6/21/25	coreapp-staging: Upgrade Jenkins from 2.479.2 to 2.492.3
6/21/25	6/23/25	Merced County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/21/25	6/21/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (June 21)
6/22/25	6/22/25	Upgrade Delphix virtualization engines to version 2025.3.0.1
6/22/25	6/22/25	Windows Server Updates - June 2025
6/22/25	6/24/25	Mariposa County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/22/25	6/24/25	Kern County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/22/25	6/22/25	Upgrade Dynatrace OneAgent Version on Production Static Servers
6/22/25	6/22/25	Install Latest Dynatrace ActiveGate version on PROD-1 server
6/22/25	6/23/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/23/25	6/24/25	coreapp-staging Jenkins Workspace (ART): Upgrade Jenkins from 2.462.3 to 2.492.3
6/23/25	6/24/25	Upgrade Cisco VPN SV1VPN001 to Address Vulnerabilities
6/23/25	6/24/25	STANDARD - Weekly creation Change and Security Updates - Monday (June 23)
6/23/25	6/25/25	IOS Upgrade for CDT Devices from IOS Current Version 17.09.04 to 17.12.5
6/23/25	6/23/25	Standard Change: ForgeRock DEV DR Release 25.06.23
6/23/25	6/23/25	CalSAWS Priority Release 25.06.23 & 25.06.24 (Morning)
6/23/25	6/23/25	Update Splunk Universal Forwarder in last two remaining Prod Linux servers
6/24/25	6/24/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (June 24)
6/24/25	6/24/25	CalSAWS Priority Release 25.06.24
6/24/25	6/25/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4

DATE(S)		ACTIVITY DESCRIPTION
6/25/25	6/25/25	*** Standard Change *** CalSAWS (WordPress) Lower Environment (Staging/Dev) Website PHP & Plugin Updates
6/25/25	6/27/25	Create new IF and ME AWS roles - Cleanup - Phase 5
6/25/25	6/27/25	Add secret and enable connectivity for STG2 connector deployment in coreapp-staging (#339650810458)
6/25/25	6/27/25	Decommission old Batperf2 Confluent server in coreapp-staging (#339650810458)
6/25/25	6/26/25	Decommission unused GAGR AWS Accounts.
6/25/25	6/26/25	Rename GA/GR accounts to remove CalWIN from account name
6/25/25	6/25/25	Non-PROD: Update June 2025 Pitney Bowes Spectrum EGM Data Set
6/25/25	6/27/25	Decommission unused EBS Volumes from coreapp-sandbox Account - 883685621503
6/25/25	6/27/25	Decommission unused resources from coreapp-county account - 730335359990
6/25/25	6/26/25	Create permission set for LA county users for analytics PBDS project
6/25/25	6/27/25	Stanislaus County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/25/25	6/26/25	Sutter County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/25/25	6/26/25	Change PatchGroup tag of AT7-DB from "PG-AT7" to "PG-AT-MANUAL"
6/25/25	6/26/25	Allow communication from the user management tool to BATPERF2WDTIP and stg6cares PostgreSQL databases over TCP port 5432
6/25/25	6/25/25	Add 6 GB Swap File to AL2023 Job Executor Servers
6/25/25	6/25/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (June 25)
6/25/25	6/26/25	Downsize Swap Volumes of Oracle DB Servers, for Cost Savings (Wed. Patch group)
6/25/25	6/26/25	Enable the connectivity to DR audit from F5
6/25/25	6/27/25	Enable connectivity to AWS Audit DB (port 3306) for Sacramento, Riverside, Sonoma, Alameda, and Santa Cruz counties.
6/25/25	6/26/25	Upsize RPA EC2 Robot Server Instance
6/25/25	6/27/25	Decommission unused EBS Volumes from coreapp-production Account - 774917615573
6/25/25	6/26/25	Create email alerts for dead letter queues - GA/GR and Return Mail

DATE(S)		ACTIVITY DESCRIPTION
6/25/25	6/27/25	San Bernardino County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
6/25/25	6/27/25	Create response headers policy
6/25/25	6/27/25	Create response headers policy
6/26/25	6/26/25	ECR: WDTIP CSRF change to On-demand Provision in PERF
6/26/25	6/26/25	*** Standard Change *** CalSAWS (WordPress) Production Website Plugin Update
6/26/25	6/27/25	Yolo County email domain change, CA-285575
6/26/25	6/26/25	Standard Change: ForgeRock AT Release 25.06.26
6/26/25	6/26/25	Decommissioning of network devices at Kern site - 15018
6/26/25	6/26/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (June 26)
6/26/25	6/26/25	CalSAWS Priority Release 25.06.26
6/26/25	6/27/25	Whitelist IP address for Lobby team to remotely access Kiosks
6/26/25	6/26/25	Cisco FMC upgrade from 7.4.1-172 to 7.4.2-172
6/27/25	6/27/25	ECR - provide connectivity between LADCFS non-prod environment and DynamoDB service
6/27/25	6/29/25	Weekly CTSAWS Deployment - Fri 06/27
6/27/25	6/27/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (June 27)
6/27/25	6/27/25	CalSAWS Priority Release 25.06.27
6/27/25	6/27/25	Monthly Equinix SV-1 OS patching - June (6/27)
6/27/25	6/27/25	ECR: WDTIP CSRF change to On-demand Provision in PROD and DR
6/27/25	6/28/25	Security Production Release 25.06.27
6/28/25	6/28/25	ServiceNow [CSM-PROD] Security Patch
6/28/25	6/28/25	coreapp-prod: Upgrade Jenkins from 2.479.2 to 2.492.3 on coreapp-prod Jenkins
6/28/25	6/28/25	coreapp-prod: Upgrade Jenkins DR from 2.479.2 to 2.492.3
6/28/25	6/29/25	Monthly Production Database Linux OS Patching - June
6/28/25	6/28/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (June 28)
6/28/25	6/28/25	CalSAWS Priority Release 25.06.28
6/29/25	6/29/25	Rotate application credentials - Production environments - coreapp-prod- June 2025
6/29/25	6/29/25	Security DR Production Release 25.06.29
6/29/25	6/29/25	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
6/29/25	6/29/25	Windows Server Updates - June 2025
6/29/25	6/29/25	Monthly Equinix LA-3 OS patching - June (6/29)

DATE(S)		ACTIVITY DESCRIPTION
6/29/25	6/29/25	Monthly Instance refresh for AutoScale SMTP - June (6/29)
6/29/25	6/29/25	Monthly Patching - cPROD-Confluent - June (6/29)
6/29/25	6/29/25	Coreapp-prod nacl cleanup
6/29/25	6/29/25	PROD: Update June 2025 Pitney Bowes Spectrum EGM Data Set
6/29/25	6/29/25	NTP servers ami refresh in shared services
6/29/25	6/29/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for San Bernardino County
6/29/25	6/29/25	CalSAWS Priority Release 25.06.29

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
6/30/25	7/1/25	STANDARD - Weekly creation Change and Security Updates - Monday (June 30)
6/30/25	7/1/25	Decommission old PROD confluent servers in coreapp-prod (#851725240334)
7/1/25	7/1/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (July 1)
7/2/25	7/2/25	*** Standard Change *** CalSAWS (WordPress) Lower Environment (Staging/Dev) Website PHP & Plugin Updates
7/2/25	7/3/25	coreapp-county: Add a new tag to enable the Tools team access to EC2 servers
7/2/25	7/3/25	Cleanup resources from application-development Account (7/2)
7/2/25	7/3/25	Analytics-development: Add a new tag to enable the Tools team access to EC2 servers
7/2/25	7/3/25	Creation of dbbuild_user secrets and IAM role to access them for jenkins to oracle and rds databases taking builds - coreapp-staging
7/2/25	7/3/25	Creation of dbbuild_user secrets and IAM role to access them for jenkins to oracle and rds databases taking builds - coreapp-county
7/2/25	7/3/25	Add "useraccess tool server access" to RDS DB's patwdtip and stg2wdtip in coreapp-staging (#339650810458)
7/2/25	7/3/25	Decommission CalSAWS-Service in CH2 environment in coreapp-development (#650244008899)
7/2/25	7/4/25	Add inbound rule to update the SG "sg-087e8f664e7238423" in coreapp-development (#650244008899)
7/2/25	7/2/25	Standard Change: ForgeRock AT Release 25.07.02
7/2/25	7/2/25	Standard Change: ForgeRock Staging Environment Build 2025.07.02
7/2/25	7/3/25	Creation of dbbuild_user secrets and IAM role to access them for jenkins to oracle and rds databases taking builds - coreapp-training

DATE(S)		ACTIVITY DESCRIPTION
7/2/25	7/3/25	coreapp-staging: Add a new tag to enable the Tools team access to EC2 servers
7/2/25	7/3/25	Decommission unused resources from coreapp-staging account - 339650810458
7/2/25	7/3/25	Amador County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
7/2/25	7/3/25	coreapp-development: Add a new tag to enable the Tools team access to EC2 servers
7/2/25	7/3/25	Decommission unused resources from coreapp-development account - 650244008899
7/2/25	7/3/25	Decommission unused resources from coreapp-training Account - 058264522586
7/2/25	7/3/25	Decommission - contactcenter-production Account 707168858567
7/2/25	7/3/25	In-Place Upgrade of Dynatrace ActiveGate DEV-1 server from RHEL 8.10 to 9.6
7/2/25	7/2/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 2)
7/2/25	7/2/25	coreapp-sandbox: Add a new tag to enable the Tools team access to EC2 servers
7/2/25	7/3/25	Analytics-production: Add a new tag to enable the Tools team access to EC2 servers
7/2/25	7/2/25	ServiceNow Release 2025.07.02
7/2/25	7/3/25	Update security Groups to allow Scans
7/2/25	7/3/25	Establish NTP connectivity between C-IV.net Data Centers and AWS-hosted NTP servers by allowing UDP port 123 inbound and outbound.
7/2/25	7/2/25	Enable the connection to establish communication with the DynamoDB client
7/2/25	7/3/25	Decommission all unused Amazon MQ resources in coreapp-production (#774917615573)
7/2/25	7/3/25	Decommission ( prmiscapr ) Production MISC RDS older than 3 months
7/2/25	7/3/25	coreapp-training: Add a new tag to enable the Tools team access to EC2 servers
7/2/25	7/2/25	Add 3 GB Swap File to Prod Jenkins Server
7/2/25	7/3/25	coreapp-prod: Add a new tag to enable the Tools team access to EC2 servers
7/3/25	7/3/25	Standard Change: ForgeRock AT DR Release 25.07.03
7/3/25	7/3/25	*** Standard Change *** CalSAWS (WordPress) Production Website Plugin Update
7/3/25	7/3/25	Standard Change: ForgeRock Dev Release 25.07.03



DATE(S)		ACTIVITY DESCRIPTION
7/3/25	7/3/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (July 3)
7/3/25	7/4/25	Alphine County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
7/3/25	7/4/25	Sierra County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
7/3/25	7/3/25	Add Swap File to Prod AL2023 Job Executor Servers
7/3/25	7/3/25	Tools-production: Add a new tag to enable the Tools team access to EC2 servers
7/3/25	7/4/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
7/5/25	7/5/25	ServiceNow [CSM-DEV] Security Patch
7/5/25	7/5/25	ServiceNow [CSM-TRAINING] Security Patch
7/5/25	7/5/25	ServiceNow [CSM-TEST] Security Patch

#### 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 25.06.29	6/29/2025
Priority Release 25.06.28	6/28/2025
Security Release 25.06.27	6/27/2025
Priority Release 25.06.27	6/27/2025
Priority Release 25.06.26	6/26/2025
Priority Release 25.06.24 2 <sup>nd</sup> PM	6/24/2025
Priority Release 25.06.24 1 <sup>st</sup> AM	6/24/2025
Priority Release 25.06.23	6/23/2025
Priority Release 25.06.20	6/20/2025
Priority Release 25.06.19	6/19/2025
Priority Release 25.06.17	6/17/2025
Priority Release 25.06.16	6/16/2025

#### 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

[illegible]

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	There were no further updates provided. The site is still awaiting the install of a new Cisco ASA Firewall. Follow up email was sent to Merced County Network team requesting an update on where they stand with the Firewall upgrade.
Orange County	A trouble shooting session was held with Orange County. Additional logs will be provided. Once received, logs will be sent to Responsive Voice for review.
Madera	Last update from Meridian was informing the project that the Printer Bezels were ready for shipment. Printer Bezels have not been received.

COUNTY	UPDATES
	We are currently awaiting a status update from Meridian as to the whereabouts of the Printer Bezels.
LA	Responsive voice feedback regarding intermittent audio issues: There has been no response from CloudFlare regarding the impacted IPs. They are requesting LA County whitelist the impacted IPs. No new update. Cloudflare has not replied to the request to review the flagged IPs listed.
Nevada	Network team for Nevada County will need to update their Network to allow Microsoft services.
Fresno	Intune effort for Fresno has been completed.
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. This effort is nearing completion. We need to determine if the quote for parts is sent to Gainwell or if Meridian is to work directly with Santa Clara County.

Commented [MJ1]: [Arturo Ramirez](#) any update on this one?

Commented [BS2R1]: Updated

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, San Francisco, San Mateo, Sierra, Sonoma, Solano, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Ventura, Yolo, Yuba

## 6 GA/GR CORRESPONDENCE

The following are highlights for GA/GR Correspondence:

- Staging validation in progress for the June Monthly GAGR Correspondence Service Maintenance Release. This release includes modifications requested to the San Bernardino GR 250, GR 251, GR 252, and GR 7 NOAs. The production release is scheduled for 6/29/2025.
- Shasta County GAGR Automated Solution Option Opt-in (GAGR-753) county purchase order approval pending from the county and OTSI.

## 7 ADDITIONAL PROJECTS

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

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

- IT Operations Management (ITOM)

Team is addressing ITOM OWD FDEL comments, working on completing CMDB cleanup and ensuring ITOM module is ready to go live. Implementation is scheduled for 7/12.

CMDB database is expected to have clean data and pull data exclusively from ServiceNow starting 7/19.

- Hardware Asset Management (HAM)

HAM development in progress and nearly complete.

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. Development scheduled to begin in July once ITOM activitied have concluded.

## 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
GAGR-863	6/26/2025	Client Correspondence	GAGR upgrade from Java 11 to Java 17	New
GAGR-861	6/18/2025	Client Correspondence	GAGR- Regression Testing 18 CalWIN Counties EN/SP-Release 25.07	Test Complete
GAGR-858	6/17/2025	Client Correspondence	Update San Bernardino GR 250 Approval NOA Spanish Translation to reference 'GR 7'	System Test
GAGR-843	5/28/2025	Client Correspondence	San Bernardino CC Changes to Doc Number and Doc Descriptions	Test Complete
GAGR-842	5/21/2025	Client Correspondence	Update Form SC 105.6 GA SDI Referral Letter	New
GAGR-841	5/21/2025	Client Correspondence	Update Form GA 1004_34F GA Sponsor's Refusal to Support	New
GAGR-837	5/19/2025	Client Correspondence	Automate GA Form SL 700	Design in Progress
GAGR-836	5/14/2025	Client Correspondence	Update form, SC 300G, General Assistance Referral,	Design in Progress
GAGR-835	5/14/2025	Client Correspondence	Updated text in GR NOA 061 B	Design in Progress
GAGR-834	5/14/2025	Client Correspondence	Changed to ALL 1393	System Test
GAGR-832	5/14/2025	Client Correspondence	Updated variables on GA-GR Top-Down2-PL	Design in Progress
GAGR-830	5/14/2025	Client Correspondence	Added new form GREAT 10	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-829	5/14/2025	Client Correspondence	Update form GA 1003_34F	Design in Progress
GAGR-825	5/14/2025	Client Correspondence	Update to Form SC 514G	Design in Progress
GAGR-802	4/16/2025	Client Correspondence	Remove Auto Generation for Orange County NOA 270-D	System Test
GAGR-798	4/16/2025	Client Correspondence	Update OCC CDS 711-2 Representative/Counsel Release Cover Letter	Design in Progress
GAGR-784	3/20/2025	Client Correspondence	Update form GA 1028_34F, General Assistance Program	System Test
GAGR-768	1/27/2025	Client Correspondence	Manual Variable requested for the automated variable <GA_GR_budgets_needs> used in the GA-GR Top-Down2 budget line	System Test
GAGR-767	1/27/2025	Client Correspondence	Santa Clara County requests maintenance assistance for their GA 005, GA 007, GA 021, and GA 120	Design in Progress
GAGR-744	11/14/2024	Client Correspondence	Develop synching process between multiple CalSAWS environments and GAGR Correspondence Service	New
GAGR-740	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 1 Approval	Test Complete
GAGR-738	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 3 Denial	New
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 4 Discontinuance	New
GAGR-694	8/23/2024	Client Correspondence	GA 043 New Trigger & Reason Code Requested - Santa Clara	Design in Progress
GAGR-586	4/18/2024	Client Correspondence	Auth Rep name not present in drop down when MANUALLY generating corresp from GAGR Service.	Design in Progress
GAGR-439	9/12/2023	Client Correspondence	GAGR AS - Exstream - CSN 05 Approval of Benefit Replacement NOA - auto populate amount and date issued	Design in Progress
CA-290669	5/5/2025	GenAI	Fresno GenAI Call Summary Assist - 25.07.10 (Spanish	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Release 4 and English Release 11)	
CA-292433	6/26/2025	Infra Contact Center	Statewide Welcome Bot-IVR Call Flow Intent & program update	New
CA-292309	6/23/2025	Infra Contact Center	Scale Up the RPA Bots to process the RPA task faster	New
CA-291915	6/11/2025	Infra Contact Center	Modify Calabrio integration	New
CA-291862	6/10/2025	Infra Contact Center	Fresno-Remove 211 Option and Scripts in IVR	Test Complete
CA-291861	6/10/2025	Infra Contact Center	Los Angeles-New prompt to be played for inbound calls to C4A Queues	Test Complete
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCal EBT/BIC card request processing logic enhancement	Design in Progress
CA-291384	5/29/2025	Infra Contact Center	RPA BenefitsCal EBT card/BIC replacement task search enhancement	New
CA-291383	5/29/2025	Infra Contact Center	AWS Queue Depth Report	New
CA-291382	5/29/2025	Infra Contact Center	Create Repeat Callers report	New
CA-291022	5/16/2025	Infra Contact Center	Agent Count in eCCP RTM should summarize differently	New
CA-290964	5/14/2025	Infra Contact Center	2025 SSApp Update R&R and Estate Recovery Language	New
CA-290827	5/9/2025	Infra Contact Center	Non-utilized queues removal	New
CA-290826	5/9/2025	Infra Contact Center	New Deemed Eligible Queues	Design in Progress
CA-290786	5/8/2025	Infra Contact Center	External Partner - Enable Calabrio Live Monitor for better view - Calabrio Vendor - PFR	New
CA-290785	5/8/2025	Infra Contact Center	Ventura Opt-in to BenefitsCal Webchat	New
CA-290784	5/8/2025	Infra Contact Center	Sacramento County-Add American Sign Language (ASL) Language Option and Queue	New
CA-290783	5/8/2025	Infra Contact Center	Monterey County- Customer Service Center IVR Enhancement Request	Design in Progress
CA-290041	4/17/2025	Infra Contact Center	San Bernardino - Deactivate IVR Predictive Handling - CPO	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-289662	6/10/2025	Infra Contact Center	Adding a new baby to a Medical only Case Using RPA	New
CA-289486	4/23/2025	Infra Contact Center	LA - External Party Access (EPA) Queues Require Call Routing Update	Test Complete
CA-289327	3/31/2025	Infra Contact Center	Calabrio - Sync Live Monitoring with session timeout	New
CA-289238	3/27/2025	Infra Contact Center	AWS - Ability to filter data by Contact Origin	New
CA-289198	5/12/2025	Infra Contact Center	Ventura County IVR recording update for program and agent menu for CalWORKs	System Test
CA-288448	3/4/2025	Infra Contact Center	DCFS - eGain enablement	New
CA-288288	2/27/2025	Infra Contact Center	LA - RMR - No Warm Hand Off Capability AWS	New
CA-288030	2/19/2025	Infra Contact Center	Update MC RR Script to state it will take approx 8 min	New
CA-287484	2/5/2025	Infra Contact Center	RPA report should take failed instances into account	New
CA-286827	1/16/2025	Infra Contact Center	Annual Update of Telephonic Signature Rights and Responsibilities 2025	New
CA-286755	5/28/2025	Infra Contact Center	Create SB1289 Contact Center Medi-Cal Standards and Reporting	Design in Progress
CA-286665	1/10/2025	Infra Contact Center	Modify Telephonic Signature task creation logic	New
CA-286281	12/26/2024	Infra Contact Center	County purchase -Los Angeles MOD Hotline into AWS	New
CA-285184	11/25/2024	Infra Contact Center	Update User Security Rights within eGAIN Reporting	New
CA-285108	11/21/2024	Infra Contact Center	Deploy Web Chat and Click to Call code to all AWS Accounts	New
CA-284676	11/7/2024	Infra Contact Center	Add Data Retention Policy to AWS Call Recordings (Audio Calls) for All Counties	New
CA-284309	10/29/2024	Infra Contact Center	DRAFT - Calabrio - Insights and Deprecation of Data Explorer	New
CA-283862	6/12/2025	Infra Contact Center	Humboldt Call Center (BenefitsCal Web Chat) ChatBot enablement	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-283358	4/28/2025	Infra Contact Center	IVR Response Timeout Issue for Customers - Policy compliance	New
CA-283266	10/2/2024	Infra Contact Center	Update IVR to understand all threshold languages	New
CA-283265	10/2/2024	Infra Contact Center	Welcome Bot to understand the all threshold languages	New
CA-283075	9/26/2024	Infra Contact Center	External Agency AWS- Abandon Interval not summing to Total Abandonment	New
CA-283043	9/25/2024	Infra Contact Center	Access to Nuance to retrieve real time and historical voice biometrics data	New
CA-283041	9/25/2024	Infra Contact Center	Integrate 10 Key and Drop Down for eCCP	New
CA-283040	9/25/2024	Infra Contact Center	Caller's wait time should be preserved through their call transfer	New
CA-283037	9/25/2024	Infra Contact Center	Enable Spanish Transcriptions in Calabrio recordings for Spanish calls	New
CA-283031	9/25/2024	Infra Contact Center	Gamification Enhancements for eCCP	New
CA-283028	9/25/2024	Infra Contact Center	Update RPA EBT replacement IVR call flow from Global to County Message	New
CA-282936	9/23/2024	Infra Contact Center	Call Flow Changes for Yuba County in the IVR System	Design in Progress
CA-282933	9/23/2024	Infra Contact Center	Provide View only access to Admin Profile team in AWS Connect console	New
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New
CA-282568	9/11/2024	Infra Contact Center	Update Appointment Reminder Text Message to include Appointment location	New
CA-282108	8/27/2024	Infra Contact Center	Calabrio - Auto assign new users from county Default team	New
CA-282025	8/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared functions production account	New
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-280778	7/24/2024	Infra Contact Center	San Mateo - Interactive Voice Response IVR Text for Courtesy Call Back CCB	New
CA-280587	7/18/2024	Infra Contact Center	Deployment of Operata - Contact Center Agent Monitoring to 33 Counties.	New
CA-280529	7/17/2024	Infra Contact Center	Sacramento - *Pending CPO* Calabrio Support	New
CA-279531	6/19/2024	Infra Contact Center	Fresno- Contact Center: Max Queue Data Stats- Report	Design in Progress
CA-279402	6/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	New
CA-279320	6/13/2024	Infra Contact Center	Enhance and Update eCCP to display license counts for Counties	New
CA-279173	6/11/2024	Infra Contact Center	Grant eCCP Supervisors Access to view historical changes for call routing	Design in Progress
CA-278884	6/5/2024	Infra Contact Center	Voice Bots Statewide Rollout: San Diego County: Welcome Bot Only	Design in Progress
CA-278880	6/5/2024	Infra Contact Center	Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only	Design in Progress
CA-278831	6/4/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	6/4/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	Design in Progress
CA-278828	6/4/2024	Infra Contact Center	Add ability to customize system message in eCCP to display in BenefitsCal web chat	New
CA-278806	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: San Luis Obispo County - Welcome Bot Only	Design in Progress
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement - Reporting of Skipped Calls	New
CA-278377	5/24/2024	Infra Contact Center	Placeholder - Implement Contact Center Disaster Recovery Solution on one Single county	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-277481	5/6/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276824	4/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Design in Progress
CA-276763	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Allow multiple users to be selected from the parameters search	New
CA-276762	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Add a search option to allow to search by EW	New
CA-276632	4/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New
CA-276527	4/12/2024	Infra Contact Center	Update eCCP Courtesy Call Back verbiage	New
CA-276411	4/10/2024	Infra Contact Center	Amazon Connect - PFR - Prevent Multiple Courtesy Call Back Requests	New
CA-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	PFR - Routing profile to be reverted to default at 8 PM daily	New
CA-276407	4/10/2024	Infra Contact Center	External Agency - eGain = Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report	New
CA-276406	4/10/2024	Infra Contact Center	PFR - Los Angeles County - Call Center - eGain - Calls routed to each EW not available on the EW summary report	New
CA-276403	4/10/2024	Infra Contact Center	PFR - IVR/Contact Center eGAIN Report Update	New
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in eGAIN	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276401	4/10/2024	Infra Contact Center	Percent allocation setting to Post Call Survey	New
CA-276400	4/10/2024	Infra Contact Center	Post Call Survey reporting format update	New
CA-276399	4/10/2024	Infra Contact Center	eGain: CCB Historical report essential data elements	New
CA-276398	4/10/2024	Infra Contact Center	PFR - eGain: CCB Real-time report essential data elements	New
CA-276397	4/10/2024	Infra Contact Center	Calabrio - Live Monitor to Include Audio	Pending Rejection
CA-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page	New
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page " to allow for WAV files and foreign language handling.	New
CA-276392	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Informational Messages " - Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	PFR - Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution)	New
CA-276389	4/10/2024	Infra Contact Center	eCCP - Post Call Status after Outbound Call	New
CA-275994	4/1/2024	Infra Contact Center	Amazon Connect Copy - Environment Reset	New
CA-275645	3/21/2024	Infra Contact Center	Stanislaus - Call Center Enhancements	New
CA-275420	3/14/2024	Infra Contact Center	"Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)	"
CA-275376	3/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-275373	3/13/2024	Infra Contact Center	Amazon Connect/eGain Back End Database Access	New
CA-275338	4/28/2025	Infra Contact Center	Statewide Welcome Bot-IVR Call Flow Enhancements	New
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			program is still assigned to a worker	
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	2/7/2024	Infra Contact Center	PFR - Calabrio - Ability to live monitor multiple workers at a time	New
CA-273894	2/7/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-273487	1/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	1/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
CA-273448	1/30/2024	Infra Contact Center	Quick Connect Admin Page Updates	New
CA-273447	1/30/2024	Infra Contact Center	Teams (units) copy from AWS to eCCP	New
CA-273446	1/30/2024	Infra Contact Center	CSC IVR Call Limits	New
CA-273442	1/30/2024	Infra Contact Center	Update to AWS Headset Options	New
CA-273439	1/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New
CA-273252	1/25/2024	Infra Contact Center	Update Agent Status if eCCP times out while in specific statuses.	Design in Progress
CA-273209	1/24/2024	Infra Contact Center	Add a Pending Not Ready Status to the eCCP	New
CA-272919	1/17/2024	Infra Contact Center	Reconfigure Queue Assignment in Contact Flows	New
CA-272600	1/9/2024	Infra Contact Center	Enhance eCCP Timer to include Minutes and Seconds	Design in Progress
CA-270818	11/20/2023	Infra Contact Center	Add a Static Dial Pad on eCCP	New
CA-266244	8/11/2023	Infra Contact Center	Migrate the CalSAWS Service Desk to the CalSAWS Contact Center Environment	New
CA-265391	7/26/2023	Infra Contact Center	Modify Security rights	Design in Progress
CA-260717	4/26/2023	Infra Contact Center	Update IVR language from "Welfare to Work Reimbursement" to "Welfare to Work Payment"	New
CA-256497	4/28/2025	Infra Contact Center	Robotic Processing Automation (RPA) - 18 - 21	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Year Old Adult and Child Not Aided in Household	
CA-256495	4/28/2025	Infra Contact Center	Robotic Processing Automation (RPA) - Identify Cases with Expenses Amount Higher Than Income	New
CA-255662	1/25/2023	Infra Contact Center	eCCP - Update QueueStats, AgentStats, VideoHistory, and AgentScorecard display	New
CA-250838	6/2/2025	Infra Contact Center	Outbound Call Campaign: Create Call Result Record for Each Attempt	Design in Progress
CA-245925	5/25/2022	Infra Contact Center	RPA BIC Bot CalSAWS Contact Center-Interactive Voice Response (IVR) Solution	New
CA-245839	5/24/2022	Infra Contact Center	Update Wording from Medical Redetermination to Medical Renewal	Design in Progress
CA-281708	8/14/2024	Infra ForgeRock	MFA delivery choice at Login Journey - Implementation	In Development †
CA-273736	5/16/2025	Infra ForgeRock	Change ForgeRock AuthID Storage from Server-Side to Client-Side	In Development †
CA-292061	6/16/2025	Infra Imaging	Inactivate form name "Affidavit" in the Imaging Solution	New
CA-291139	5/21/2025	Infra Imaging	Enhance OCR to only use form names from the core drawers	Pending Approval
CA-291138	5/21/2025	Infra Imaging	Enhance Imaging to exclude non-CalSAWS barcode patterns	Pending Approval
CA-290673	5/5/2025	Infra Imaging	Imaging test support for CSPM-75629	Pending Approval
CA-285734	12/11/2024	Infra Imaging	Create New Capture Profile to Prevent Appending	New
CA-275754	3/26/2024	Infra Imaging	Enhance the fields in the "Add to Workflow" window	New
CA-291786	6/9/2025	Infra Tech Ops	Qlik Sense PostgreSQL Major Version Upgrade	Approved
CA-291514	6/2/2025	Infra Tech Ops	OCAT Gitlab Environment Integration with Snyk for AppSec Testing to Support Deloitte M&E Transition; AppSec and Defect Reverse Shadow Efforts	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-291386	5/29/2025	Infra Tech Ops	Upgrade Jenkins to 2.492.3 LTS	In Development
CA-290959	5/14/2025	Infra Tech Ops	AT7 Environment Upgrade to support Deloitte M&E Transition 25.09 SCR and Defect Reverse Shadow Efforts	New
CA-290616	5/2/2025	Infra Tech Ops	LA County-Whitelist New IP Address for CCRC	New
CA-289657	6/6/2025	Infra Tech Ops	Enable CARE/FCED related infrastructure in PROD before FCED go live	New
CA-288958	4/23/2025	Infra Tech Ops	CDSS: Provide data to CDSS for 523 EDR tables directly in AWS S3	Approved
CA-288706	3/11/2025	Infra Tech Ops	Kings County to switch from managed to non managed Contact Service Center	New
CA-287326	2/24/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-285780	2/25/2025	Infra Tech Ops	Quarterly Security Patch Software Installs	Approved
CA-285088	2/24/2025	Infra Tech Ops	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-266068	2/24/2025	Infra Tech Ops	Update Tumbleweed Certificate for WIS Interface Files - August 2025	New
CA-290863	5/12/2025	Infra Tech Support	Managed Lobby Equipment Management in InTune	New
OCAT-9	11/18/2024	OCAT	Disposition OCAT Special Characters Change	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
CA-290856	5/12/2025	ServiceNow	ServiceNow SAML Entity Upgrades – Implementation	New
CA-287325	1/31/2025	ServiceNow	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
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-287322	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow ITOM Discovery Gainwell Implementation	Test Complete
CA-287321	1/31/2025	ServiceNow	CSAC-42, TLM 13, 14, 15 - ServiceNow Software Asset Mgmt (SAM) Gainwell Implementation	Design in Progress
CA-281316	8/6/2024	ServiceNow	CalSAWS ServiceNow integration with county helpdesk tool - Contra Costa ServiceNow	Design in Progress

### 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.

- In progress tasks:
  - Windows 11 Alpha Tester Kickoff Meeting
  - Windows 11 Alpha Testing
  - CRFI out for All-County Windows 11 Readiness Status
- Upcoming tasks:
  - Tech Support and Remote Maintenance teams to prep beta test 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.

- Contact Center
  - Knowledge Transfer is complete (52 sessions completed).
  - Shadowing is complete (52 sessions completed).
  - Reverse Shadowing is nearing completion (10 sessions completed, remaining sessions planned for July).
- Call Summary
  - Knowledge Transfer is complete (10 sessions completed).
  - Shadowing is complete (17 sessions completed).
  - Reverse Shadowing is underway (1 session completed, remaining sessions planned for July).
- Robotic Process Automation (RPA)

Knowledge Transfer is complete (10 sessions completed).

Shadowing is complete (6 sessions completed).

Reverse Shadowing is complete (4 sessions completed).

- Miscellaneous

Shadow session on WDTIP Infrastructure Provisioning completed.

Reverse Shadow sessions on Word Press Plug-In Updates Non-Prod/Prod completed.

## 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 deployment of software to defined RBAC roles with Deloitte teams.
- Continued coordination on RBAC access and timing with Deloitte
- Continued expectations discussions between Gainwell and Deloitte



## Appendices

**Appendix A - Appendix A - County Purchases  
Status Report**

**Appendix B - Appendix B - County Purchase  
Aging Report**

**Appendix C - Appendix C - County Purchase  
Hardware Report**

