

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: July 14, 2025 – July 27, 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">▪ The CalSAWS System did not experience any unplanned outages during this period.
Defects	<ul style="list-style-type: none">▪ There are 55 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none">• RESOLVED: PRB0052059 – Starting at 10:38 AM on July 25, 2025, CalSAWS Calabrio users may experience performance issues when navigating or accessing Calabrio. CalSAWS Calabrio users will experience slowness and access issues until the issue is resolved. The Calabrio vendor reported they are experiencing an issue impacting customers throughout an entire region. There is currently no estimated time for restoration. An update will be provided when additional information becomes available. Update: The Calabrio vendor advised they are currently performing emergency maintenance to restore services, with an estimated completion time of 2:30 PM. An update will be provided when additional information becomes available. As of 3:16 PM, on July 25, 2025, the issue has been resolved by the Calabrio vendor. The CalSAWS project team and the Calabrio vendor verified stability. CalSAWS users are now able to access Calabrio without issue.• RESOLVED: PRB0052047 – Starting at 2:46 PM on July 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. Mono County users at the Bridgeport site will experience issues accessing CalSAWS and associated systems until the issue is resolved. CalSAWS project team is actively monitoring updates from the utility provider and will update when the issue is resolved. As of 4:17 PM, on July 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.• RESOLVED: PRB0051714 – 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. Update: The eGain vendor pushed Defect CA-291607 into production last night, July 10, 2025, and resolved incorrect duplicate data entries in the reporting metrics. However, the

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>issue continues for reports that use transfer metric attribute data. The eGain vendor continues to work on a resolution. Defect CA-291952 was created to further address the transfer metric attribute inaccuracy. An update will be provided as additional information becomes available.</p> <p>As of 10:00 PM, on July 10, 2025, the issue is resolved. The eGain vendor resolved the duplicate data entries in the reporting metrics, as documented in Defect CA-291607. eGain Historical Reports are now showing correct data. After investigation, Defect CA-291952 for the transfer metric attribute inaccuracy was found to be unrelated to the original issue and part of a broader discussion for future enhancement.</p> <ul style="list-style-type: none"> RESOLVED: PRB0051961 - Starting at 10:40 AM on July 9, 2025, CalSAWS Calabrio users may experience intermittent performance issues when navigating or accessing Calabrio. CalSAWS Calabrio users will experience slowness and access issues until the issue is resolved. The Calabrio vendor has advised of a global performance issue with Calabrio. An update will be provided when additional information becomes available. <p>Update: The Calabrio vendor will be conducting emergency maintenance from 8:00 PM to 11:00 PM, July 9, 2025, to address the issue. During this maintenance window: Calabrio may be unavailable. Call recordings will be queued and processed once maintenance is complete. We will provide an update once the issue has been resolved.</p> <p>Update#2: The CalSAWS project team observed normal performance after the Calabrio vendor completed maintenance on the night of July 9, 2025. However, the Calabrio vendor has not confirmed resolution of the issue and continues to investigate. The team continues to monitor updates from the vendor and will provide an update when additional information becomes available. As of 5:00 PM, on July 11, 2025, this issue is resolved. The Calabrio vendor remediated the global issue impacting customers. CalSAWS users are now able to access Calabrio without issue.</p> <ul style="list-style-type: none"> RESOLVED: PRB0051987 - Starting at 8:00 AM on July 14, 2025, San Bernardino County users at the 1090 E Broadway St, Needles site may experience slowness when accessing CalSAWS and associated systems. San Bernardino County users at the Needles site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The project team is working with the telecommunication provider to resolve the issue. An update will be provided when the issue is resolved. As of 9:22 AM, on July 14, 2025, this issue is resolved. The telecommunication provider verified there was a local internet provider (Frontier) network outage in the area impacting the Needles site, and other Frontier customers. The project team confirmed stable connectivity throughout the day. Users are now able to access CalSAWS and associated systems without issue. RESOLVED: PRB0051988 - Starting at 10:04 AM on July 14, 2025, Kern County users at the 7050 Lake Isabella Blvd, Lake Isabella site may experience slowness when accessing CalSAWS and associated systems. Kern County users at the Lake Isabella site may experience intermittent slowness when accessing CalSAWS and associated systems until the

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>issue is resolved. The CalSAWS project team has engaged the telecommunication provider to investigate the issue. Currently, the team has observed stability and will be observing the site throughout the date. An update will be provided when the issue is confirmed resolved. As of 10:46 AM, on July 14, 2025, this issue is resolved. The telecommunication provider verified a local carrier outage had impacted the Lake Isabella site. The project team confirmed stable connectivity throughout the day. Users are now able to access CalSAWS and associated systems without issue.</p>
Maintenance/ Deployments	<ul style="list-style-type: none"> 7/27/2025: Maintenance – CalSAWS and Ad hoc Reporting Database 7/27/2025: Deployment – Priority Release 25.07.27 (CHG0055392) 7/25/2025: Deployment – Security Production Release 25.07.25 7/25/2025: Deployment – Priority Release 25.07.25 (CHG0055351) 7/24/2025: Deployment – Priority Release 25.07.24 (CHG0055350) 7/23/2025: Deployment – Priority Release 25.07.23 (CHG0055349) 7/22/2025: Deployment – Priority Release 25.07.22 (CHG0055341) 7/20/2025: CalSAWS Baseline Release 25.07 7/20/2025: Deployment – Priority Release 25.07.20 (CHG0055280) 7/18/2025: Maintenance – Imaging Solution (Hyland) 7/18/2025: Deployment – Priority Release 25.07.18 (CHG0055278)
Milestones	<ul style="list-style-type: none"> 11 Production Deployments during this reporting period Service Now ITOM Phase 2 Deployed to production which allows automatic discovery and logging of assets to Service Now. Adjustments to the scheduling for the RPA bots led to completion of backlog and real time processing

2 PROJECT MANAGEMENT

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

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

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
I-D02	Infrastructure Services Plan - Appendix E - Network Operations Plan	DDEL submitted for review	DDEL Comments Returned 7/28

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	Update - 7/27 - Planned Change Alert - Scheduled CalSAWS Maintenance	4	7/25/2025
	7/25 - Planned Change Alert - ForgeRock Production Release 25.07.25		7/25/2025
	CalSAWS Application is scheduled for maintenance on Sunday, July 27, 2025, from 2:00 PM to 6:30 PM.		7/14/2025
	CalSAWS Ad hoc Reporting database is scheduled for maintenance on Sunday, July 27, 2025, from 12:00 PM to 4:00 PM.		
	CalSAWS Identity and Access Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, July 25, 2025, until 2:00 AM on Saturday, July 26, 2025.		7/14/2025
Scheduled BenefitsCal Maintenance	None.	0	
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Mono County - Bridgeport Site - Power Outage	9	7/23/2025
	Update - CalSAWS County Executive Communication – Mono County - Bridgeport Site - Power Outage		7/23/2025
	New - CalSAWS County Executive Communication – Mono County - Bridgeport Site - Power Outage		7/23/2025
	Resolved - CalSAWS County Executive Communication – San Bernardino County - Needles Site - CalSAWS Connectivity Issue		7/14/2025
			7/14/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - CalSAWS Connectivity Issue		7/14/2025
	Update - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - CalSAWS Connectivity Issue		7/14/2025
	New - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - CalSAWS Connectivity Issue		7/14/2025
	Update - CalSAWS County Executive Communication – San Bernardino County - Needles Site - CalSAWS Connectivity Issue		7/14/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Needles Site - CalSAWS Connectivity Issue		
Issue Notification	Resolved – PRB0052059 New – PRB0052059 --- Resolved – PRB0052047 New – PRB0052047 --- Resolved - PRB0051714 --- Resolved – PRB0051961 --- Resolved – PRB0051987 Resolved – PRB0051988 New – PRB0051988 New – PRB0051987	10	7/25/2025 7/25/2025 --- 7/23/2025 7/23/2025 --- 7/22/2025 --- 7/21/2025 --- 7/14/2025 7/14/2025 7/14/2025 7/14/2025
Priority Release Requests for Approval	Priority Release 25.07.27 (CHG0055392) Priority Release 25.07.25 (CHG0055351) Priority Release 25.07.24 (CHG0055350) Priority Release 25.07.23 (CHG0055349) Priority Release 25.07.22 (CHG0055341) Priority Release 25.07.20 (CHG0055280) Priority Release 25.07.18 (CHG0055278) Request for Approval of CalSAWS Baseline Release 25.07	8	7/25/2025 7/25/2025 7/24/2025 7/23/2025 7/22/2025 7/18/2025 7/18/2025 7/16/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
Informational Alert	CalSAWS 25.07 Release Deployment - Executive Summary	3	7/20/2025
	CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update - CalSAWS 25.07 Release		7/16/2025
	CalSAWS Informational Alert >> Early Batch Start on Saturday 7/19/2025		7/14/2025
CalSAWS	Daily Health Report	10	7/25/2025 7/24/2025 7/23/2025 7/22/2025 7/21/2025 7/18/2025 7/17/2025 7/16/2025 7/15/2025 7/14/2025

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 Solution (Hyland) maintenance	7/18/2025 10:00 PM to 7/19/2025 2:00 AM	Imaging will be unavailable during this time.		7/09/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	CalSAWS Release 25.07	7/20/2025 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0080-25 6/30/2025	7/07/2025
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	7/25/2025 10:00 PM to 7/26/2025 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 0083-25 7/07/2025	7/14/2025, 7/25/2025
CalSAWS	CalSAWS maintenance	7/27/2025 2:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0084-25 7/07/2025	7/14/2025, 7/25/2025
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	7/27/2025 12:00 PM to 4:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0084-25 7/07/2025	7/14/2025, 7/25/2025

3.3 CRFI/CIT Communication Status

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

Table 3.3-1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0088-25	Updated Lobby Tablet Recommendations	Informational	July 17, 2025	Nonie Small-Reyes	Arturo Ramirez

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

Table 3.3-1: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
None.					

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

Table 3.3-2: 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		Inyo	Imperial, San Bernardino	
25-016	County Readiness – Windows 11		Mono, Nevada, Sierra	Glenn, Plumas, Siskiyou	Inyo, Merced, Stanislaus		

3.4 SIRFRA/SCERFRA Information.

The following table outlines the 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	Completed
SIRFRA 1447	Remaining Counties to opt into Automatic Return Mail Processing	Submitted
SCERFRA 24-524	Alternate Formatted Forms - CDSS	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-503	BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs)	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed
SCERFRA 25-509	WTW Flow Proposal	Completed
SCERFRA 25-511	SCERFRA 25-511 - Print/Postage/Adobe estimates	Completed
SCERFRA 25-512	SCERFRA 25-512 - Non-Citizen Discontinuance NOA	Reopened/Submitted
SCERFRA 25-514	SCERFRA 25-514 – BenefitsCal Homeless Automation	Completed
SCERFRA 25-518	SCERFRA 25-518 - Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	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	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	Completed
SCERFRA 25-934	SCERFRA 25-934 - Central Print (PII Breach)	Completed

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

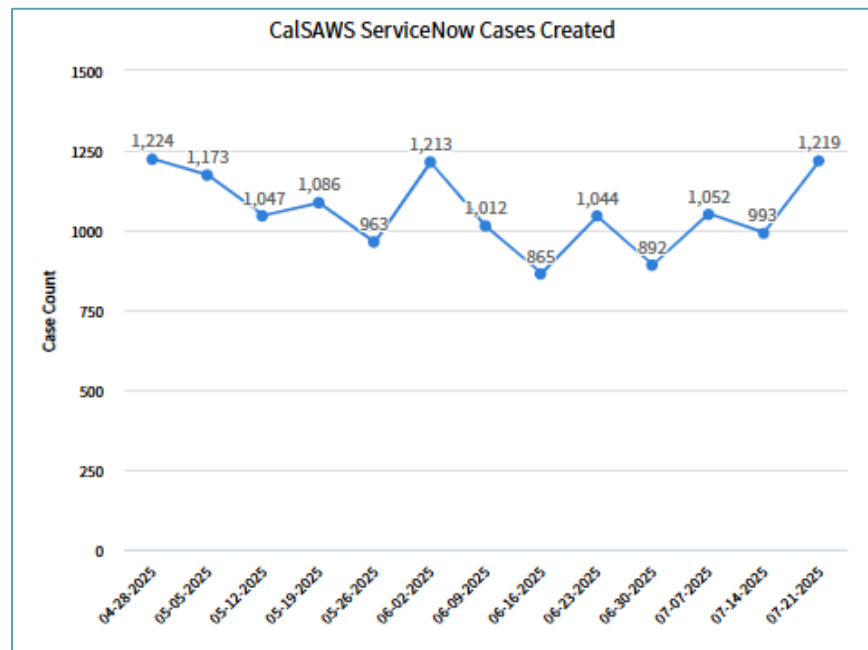


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

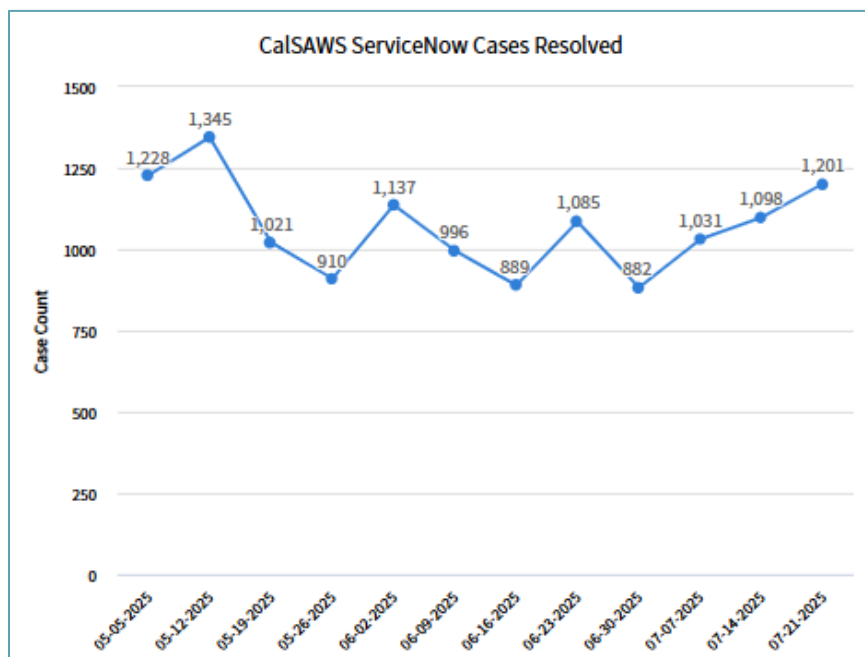


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

Note: The graphs represent the ServiceNow cases associated with 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.

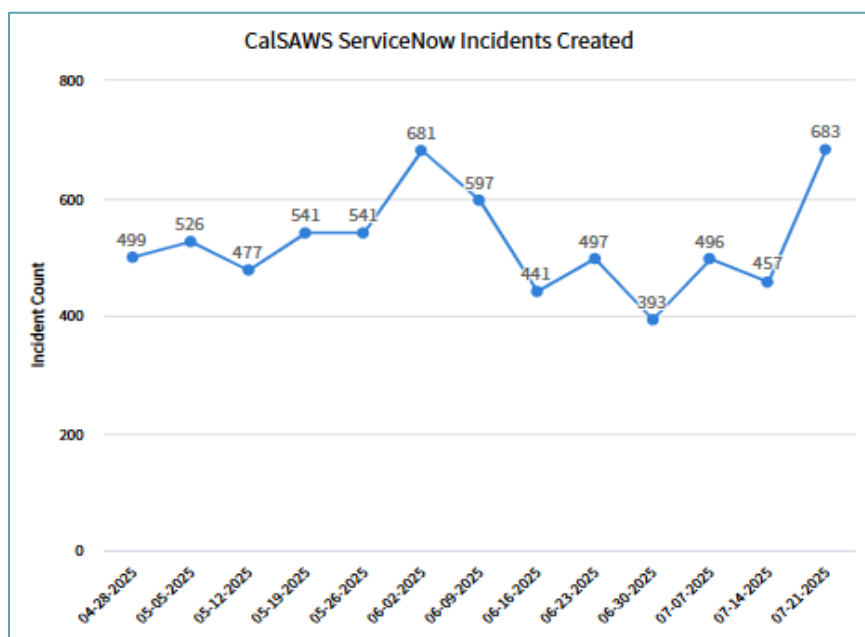


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

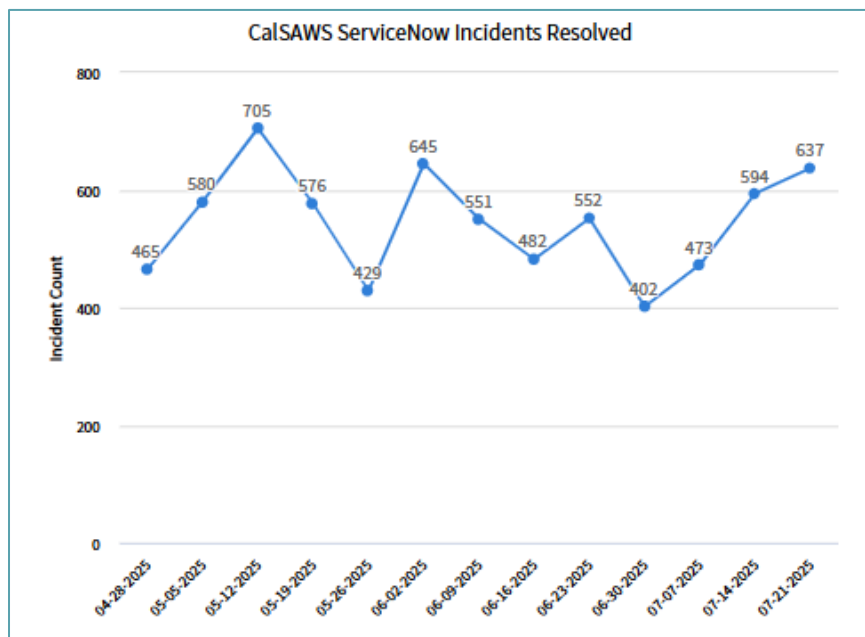


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

Note: The graphs show the ServiceNow Incidents associated with 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.

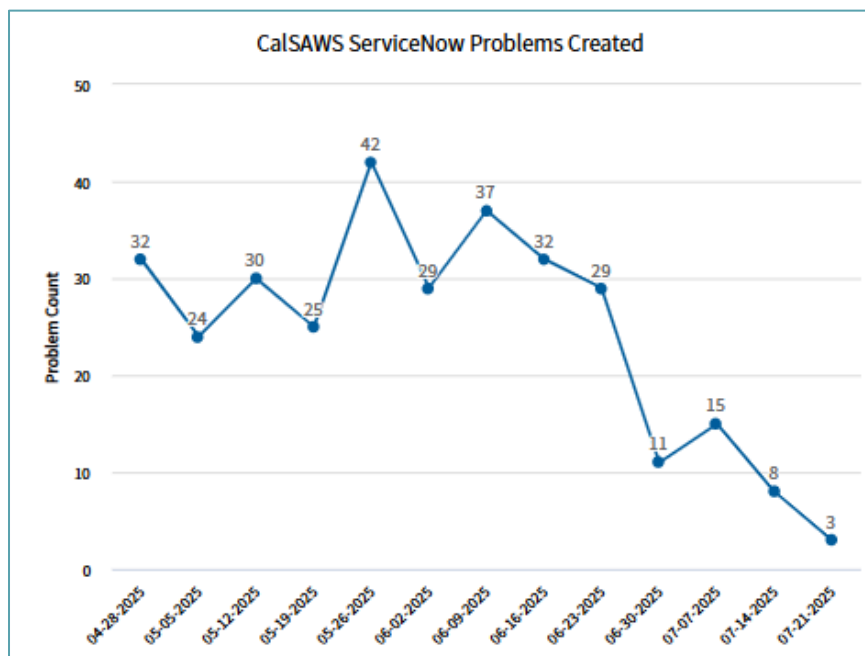


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

Note: ServiceNow Problems do not go into a “closed” state, meaning updates can be made to them at any time. This includes changes to the category (e.g., switching between production and non-production) or updates to the state (e.g., marked as duplicate or cancelled), which may result in variations in total counts.

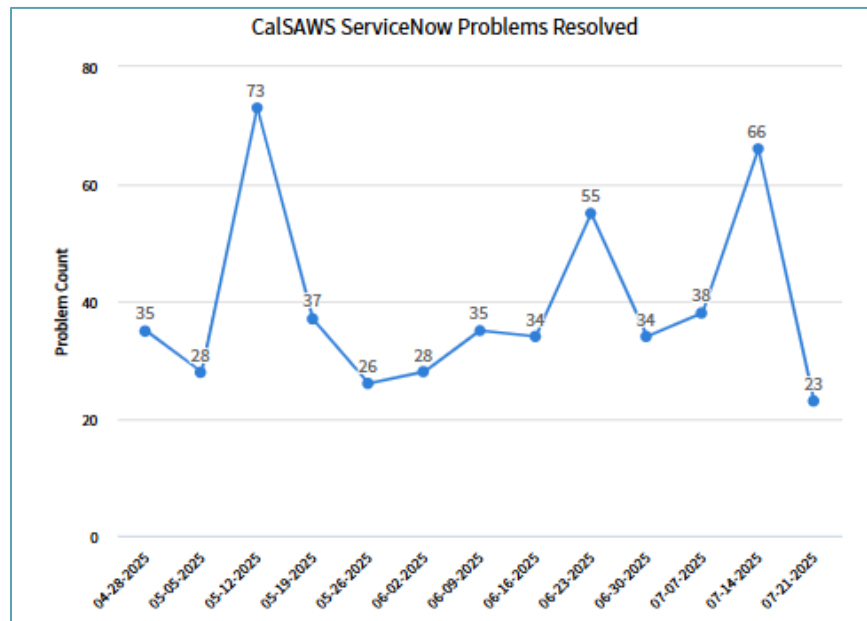


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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 the 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	1	77	4	2	5	1	1	2	93
IN PROGRESS	4	88	23	12	22	23	26	10	208
ON HOLD	0	95	56	31	97	93	116	35	523
RESOLVED	4	312	239	265	226	125	108	17	1,296
CLOSED	13	4	2	42,425	91,531	17,062	11,653	3,477	166,167
PROBLEM IN DIAGNOSIS	0	0	2	0	0	1	1	0	4
TOTAL	22	576	326	42,735	91,881	17,306	11,908	3,541	168,295

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 with 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 the 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.

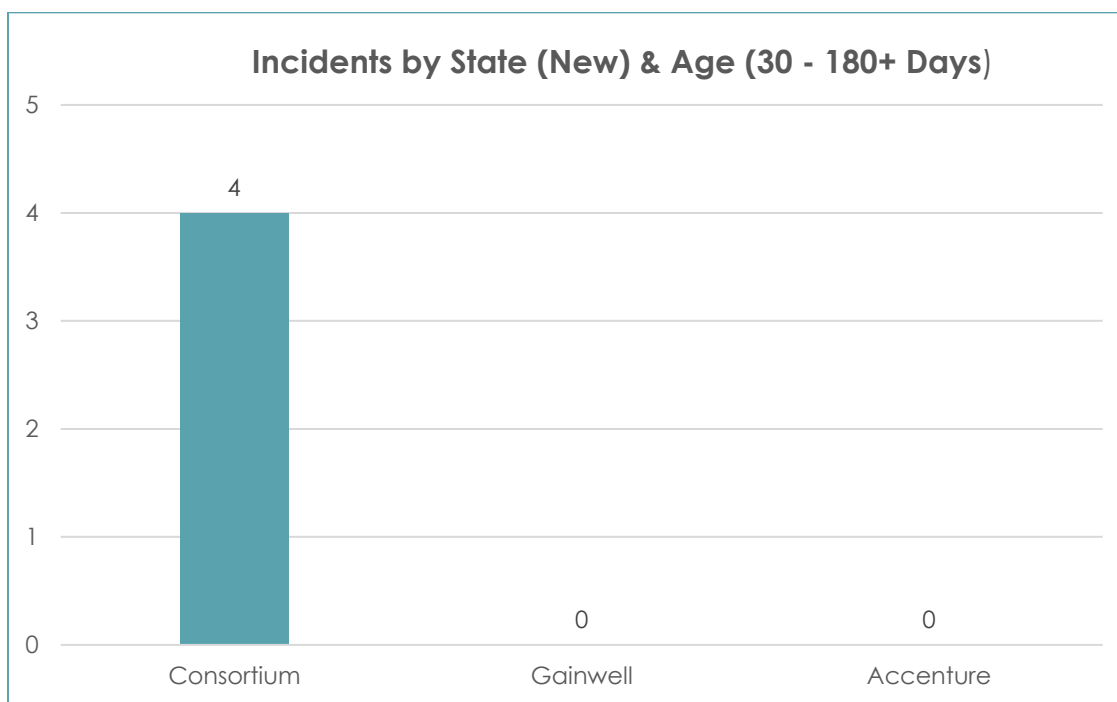


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

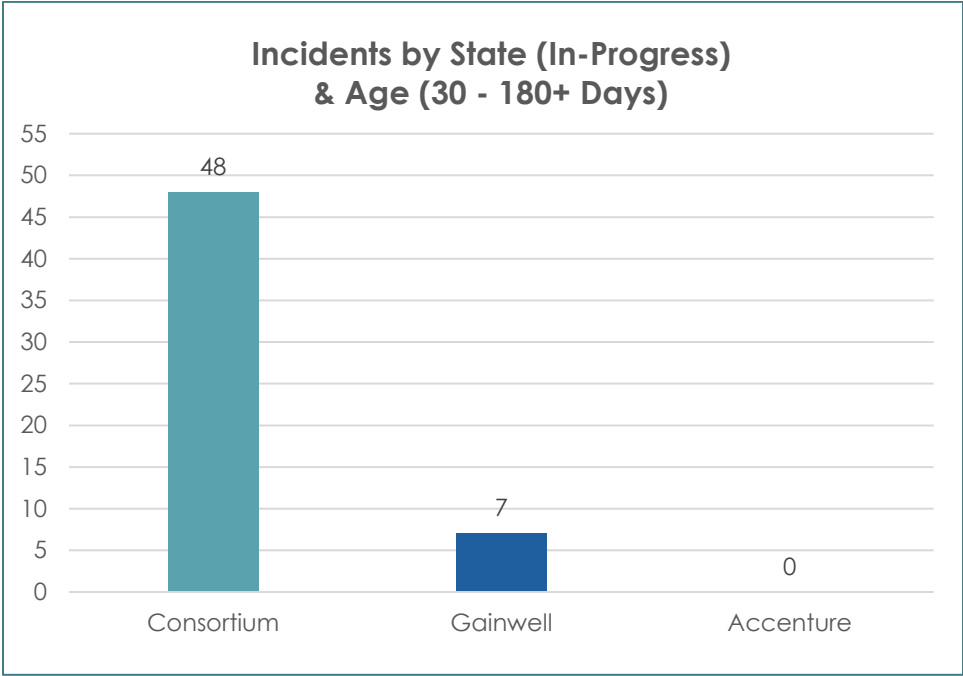


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	48	0	48
Gainwell	0	7	7
Accenture	0	0	0
Total	48	7	55

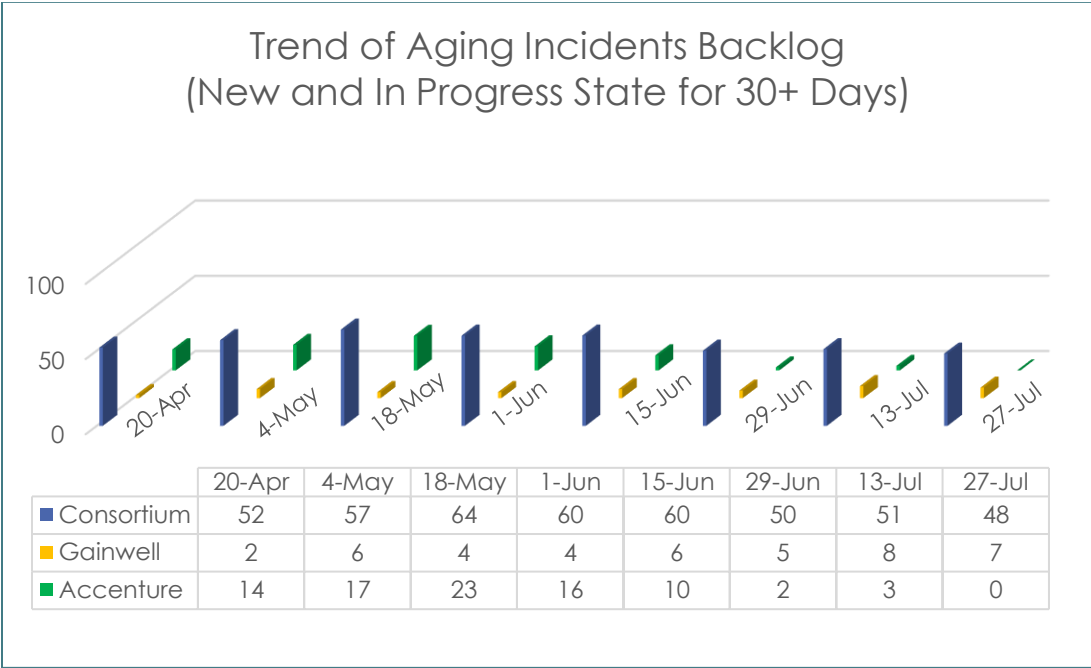


Figure 4.1.1-9:Aging Incident Backlog

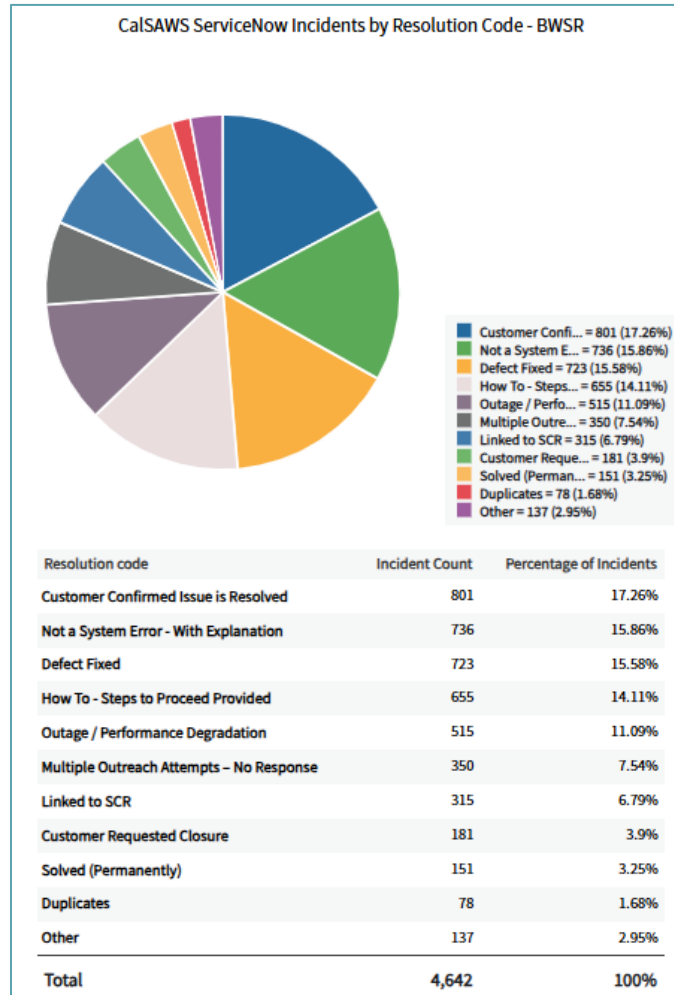


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

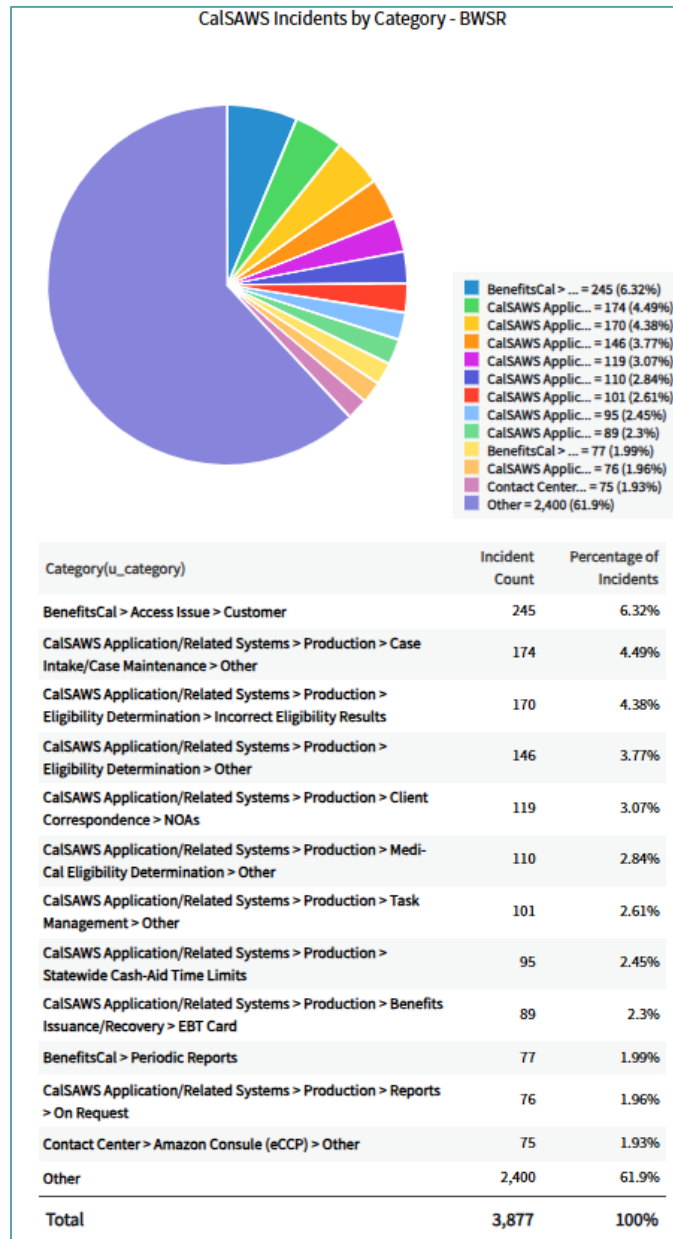


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,400 listed as Other are for selected categories that had less than 69 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,877 incidents.

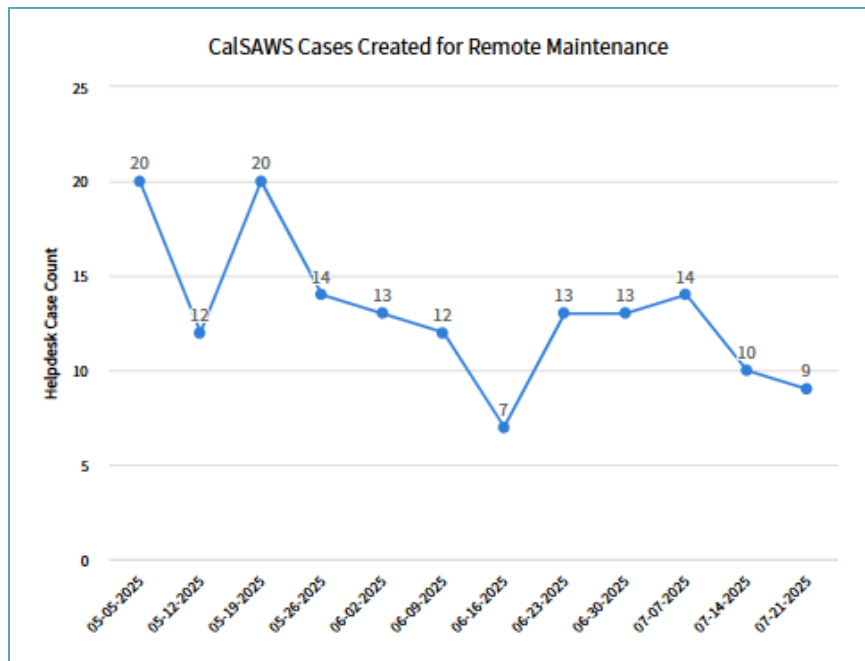


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 July Month to Date (MTD) is 99.91%

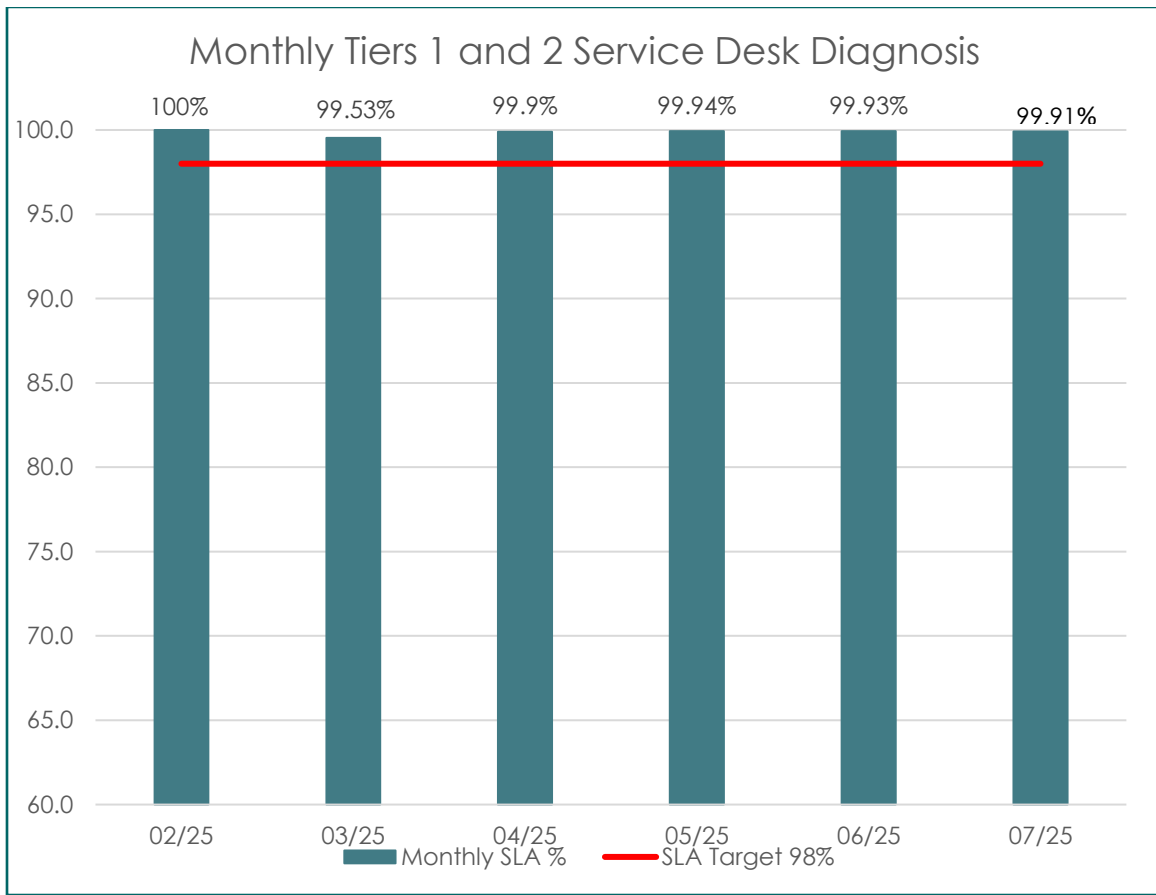


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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

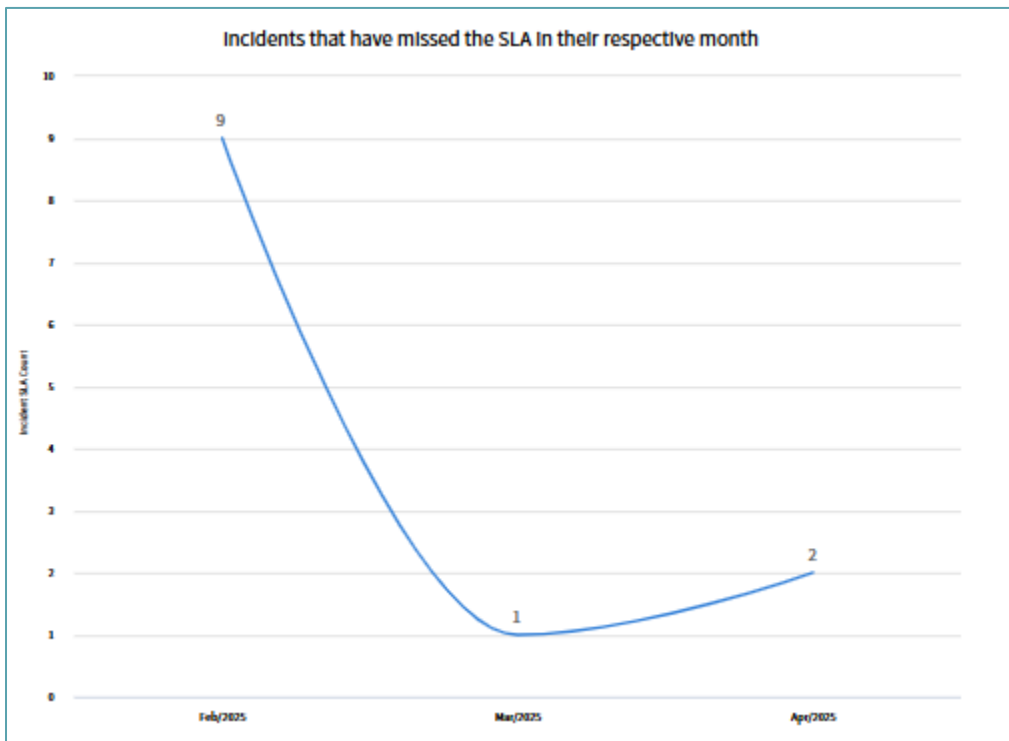


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. 0 closed incidents missed the SLA in July MTD.

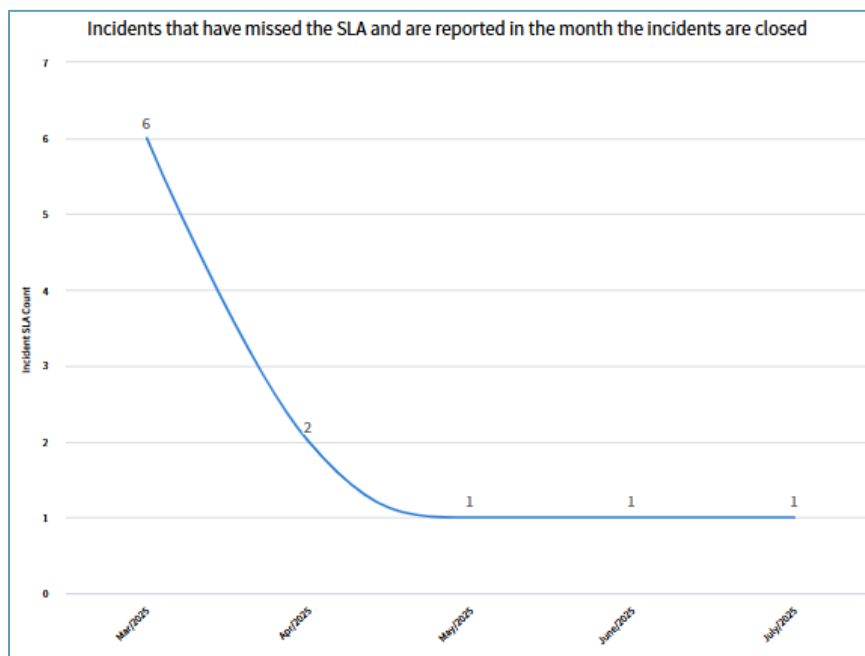


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

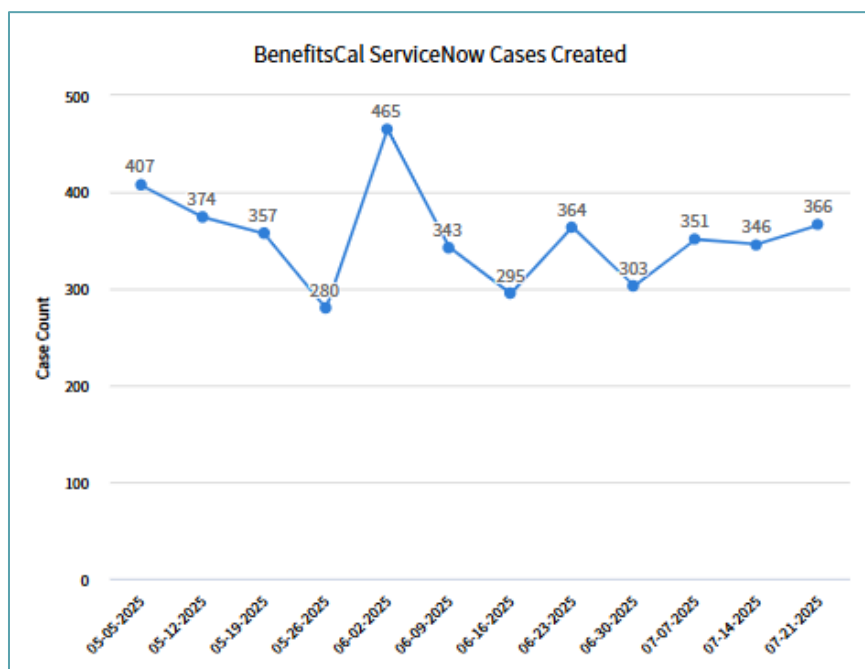


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

Note: The graphs represent the ServiceNow cases associated with 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.

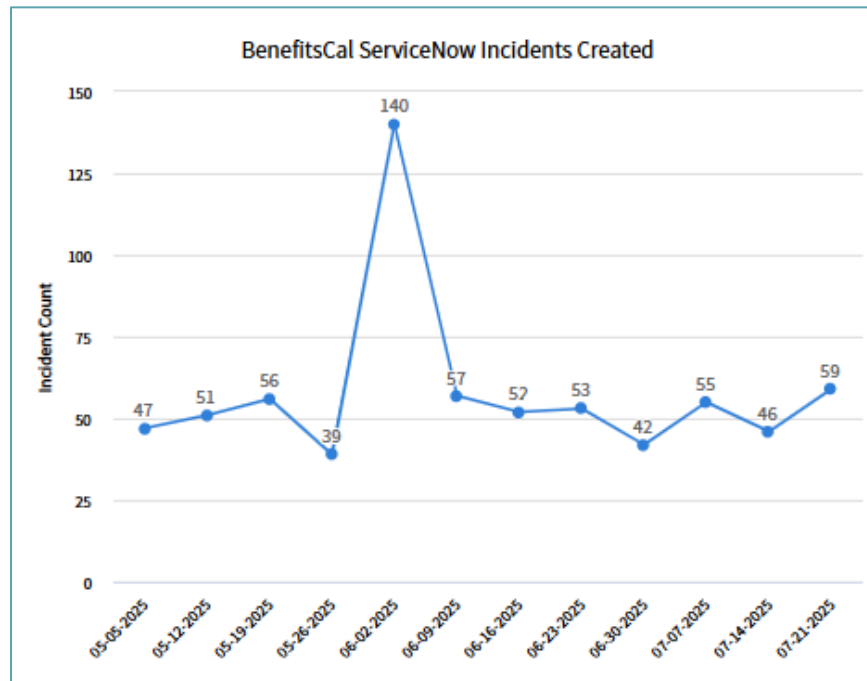


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

Note: The graphs show the ServiceNow Incidents associated with 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.

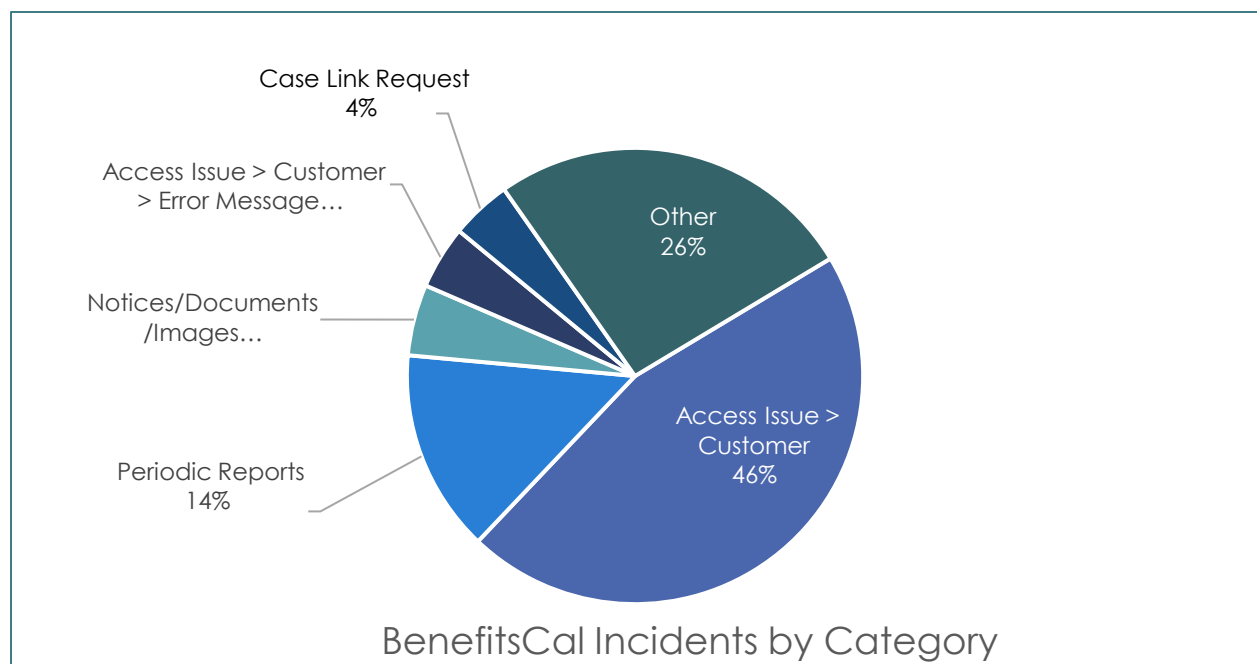


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

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.

There are currently no open RCAs for this reporting period.

Table 4.1.3-1: In Progress RCAs

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
N/A			

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-293143	7/25/2025	Infra Contact Center	CCB time Configuration Options sometimes does not display time	New
CA-293142	7/25/2025	Infra Imaging	External Agency - Documents failing to merge and create duplicate tasks	New
CA-293125	7/24/2025	Infra Contact Center	Monterey County- Customer Service Center IVR Call Flow- Update for District Offices In-Person Service to Public Days	Assigned
CA-293056	7/23/2025	Infra Contact Center	CCB Historical Report - Missing Pagination in CCB Report Query	In Development
CA-293025	7/22/2025	Infra Contact Center	Sacramento Call Drops after selecting Tagalog	System Test
CA-293003	7/21/2025	Infra Contact Center	County code missing for TTY Queues	New
CA-292962	7/18/2025	Infra Contact Center	Update packages in courtesyCallbackRealtimeMetrics/package.json	Assigned
CA-292876	7/15/2025	Infra Imaging	External Agency - Batch without Case number listed	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-292870	7/15/2025	Infra Contact Center	IVR Providing incorrect amounts for CalFresh	Assigned
CA-292819	7/14/2025	Infra Contact Center	Metrics visualization peak cut-off	New
CA-292815	7/14/2025	Infra Contact Center	Yuba - IVR incorrect office hours and Exit Reason 4009	In Development
CA-292808	7/11/2025	Infra Imaging	External Agency - Forms CW 2186A and CW 2223 are not consistently classified by OCR	System Test
CA-292770	7/10/2025	Infra Imaging	External Agency - Users seeing slowness with Submit Batch functionality	In Development
CA-292682	7/8/2025	Infra Contact Center	External Agency - Calabrio schedule is returning an error	New
CA-292629	7/7/2025	Infra Contact Center	eCCP Dashboard page - Historical Metrics not displaying metrics cards or graph data	System Test
CA-292593	7/2/2025	Infra Contact Center	LA Quick Connects failing to remove queues	Development Complete
CA-292576	7/2/2025	Infra Contact Center	BIC request bot needs to match on age regardless of recent birthday	New
CA-292562	7/1/2025	Infra Contact Center	Historical CCB DynamoDB needs to be updated	Assigned
CA-292492	6/27/2025	Infra Contact Center	Caller is not taken through WB Routing if declines to Enroll Voice	In Development
CA-292486	6/27/2025	Infra Contact Center	Agents status changing from Case work/Processing status to Available	Assigned
CA-292483	6/27/2025	Infra Contact Center	IVR Call flow routing loop when authentication fails	In Assembly Test
CA-292480	6/27/2025	Infra Contact Center	Routing Profile not syncing between eCCP and Connect	Assigned
CA-292473	6/27/2025	Infra Contact Center	Supervisor Team Performance continues to show agents offline	In Development
CA-292380	6/25/2025	Infra Contact Center	San Diego County- Call ME Prompt playing multiple times	Assigned
CA-292364	6/24/2025	Infra Contact Center	Intermittent errors in Security suite	System Test
CA-292334	6/24/2025	Infra Contact Center	Telephonic Signature captured incorrect section	Assigned
CA-292313	6/23/2025	Infra Contact Center	External Agency - Calabrio automatically breaks down the time in 15-minute increments	Pending Rejection

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-292308	6/23/2025	Infra Contact Center	RPA Task not cleared Timely for all the counties	In Development
CA-292259	6/20/2025	Infra Contact Center	External Agency - Receiving multiple chats at the same time	New
CA-292258	6/20/2025	Infra Contact Center	Reopen CA-287018 AuthBot Report Discrepancy	Assigned
CA-292164	6/18/2025	Infra Contact Center	CCB is not offered on a transferred call	Assigned
CA-291973	6/12/2025	Infra Contact Center	Deploy CA-280263 changes to Los Angeles County	Assigned
CA-291952	6/12/2025	Infra Contact Center	External Agency - Transferred call data is not matching between eGain and AWS	Assigned
CA-291596	6/4/2025	Infra Contact Center	Investigate Biometric Voice Print attempts and success rate	Assigned
CA-291423	5/30/2025	Infra Imaging	External Agency - Reindexed document triggered a duplicate task	New
CA-290982	5/15/2025	Infra Contact Center	EXTERNAL AGENCY - AWS - Set Callback Failing	Assigned
CA-290447	4/29/2025	GenAI	EXTERNAL AGENCY - AWS - Event received early (Recurrence)	Assigned
CA-289229	3/27/2025	Infra Imaging	External Agency page unresponsive when entering form name in Hyland Perceptive	New
CA-289119	3/24/2025	Infra Tech Ops	AlertOps Site is blocked	New
CA-288055	2/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	In Development
CA-286673	1/10/2025	Infra Contact Center	External Agency - AWS- Duplicate Chat Received with Chat History	Assigned
CA-285810	12/12/2024	GenAI	EXTERNAL AGENCY - AWS - CalSAWS Specific Term Recognition	Assigned
CA-285370	12/3/2024	Infra Tech Support	Scheduled Report Title drop down box does not populate any entries when using MS Edge	Assigned
CA-281016	7/31/2024	Infra Contact Center	External Agency - AWS - End Users experiencing delay in the assignment of calls	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-279530	6/19/2024	Infra Imaging	External Agency - When Splitting Documents Custom Property Date Intermittently Changed	Assigned
CA-275214	3/8/2024	Infra ForgeRock	ForgeRock Delegated Admin Portal - BCAL Customers have MFA Field listed as Blank	In Development
CA-232534	8/23/2021	Infra Imaging	External Agency - Technical Only - Hyland Business Insight Audit User Sync Failures	In Development
NOW-1426	6/10/2025	ServiceNow	Roster creation Roll On failure event (NOW-1130 cont)	PENDING FOR VALIDATION
NOW-1423	6/5/2025	ServiceNow	Modify ServiceNow Assignment Group Membership (Remove) Did not work as expected	PENDING FOR VALIDATION
NOW-1422	6/5/2025	ServiceNow	PROD SLA malfunction	To Do
NOW-1394	2/4/2025	ServiceNow	"Software" catalog category appears broken (has no items) for Project Staff	DOCUMENTING
NOW-1383	1/2/2025	ServiceNow	Roll On workflow activity location mismatch	READY

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
7/14/25 8:00 AM	7/15/25 5:30 PM	STANDARD - Weekly Change and Security Updates - Monday (July 14)
7/15/25 6:30 PM	7/15/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (July 15)
7/16/25 7:00 AM	7/18/25 8:00 PM	Upgrade Qlik Sense Dev/Test Repository PostgreSQL from 14.13 to 16.9
7/16/25 6:00 PM	7/24/25 8:00 PM	Update the User Access Tool to use ForgeRock UI for the user authentication
7/16/25 6:00 PM	7/18/25 2:00 PM	Create secrets for users - coreapp-development

DATE(S)		ACTIVITY DESCRIPTION
7/16/25 6:00 PM	7/25/25 8:00 PM	Analytics PBDS implementation for LA county - DPSS filtering - Dev/Test
7/16/25 6:00 PM	7/18/25 9:00 PM	Create new secrets to save the certificate details to close the defect CA-292252
7/16/25 6:00 PM	7/17/25 10:00 PM	Clean up unused Cloudwatch alarms in analytics-development (#347575916305)
7/16/25 6:00 PM	7/24/25 11:00 PM	Update Cloudwatch Logs destination in AWS Accounts for OS/System logs
7/16/25 6:00 PM	7/17/25 8:00 PM	Alternate print options permission issues - Dev/Test
7/16/25 6:00 PM	7/16/25 11:00 PM	Updating the ConsortiumDataLakeQuery permission set to have needed permissions
7/16/25 6:00 PM	7/22/25 11:00 PM	Create new IF and ME AWS roles - Phase 8 - Secrets Manager Roles for ME Teams
7/16/25 6:00 PM	7/18/25 11:59 PM	Update the API Gateway Custom Domain Name in Route53 for all contactcenter-training
7/16/25 6:00 PM	7/17/25 10:00 PM	Clean up unused Cloudwatch alarms in coreapp-sandbox (#883685621503)
7/16/25 6:00 PM	7/17/25 6:00 PM	Allow TCP port 5000 on cAT1-Task-Service to allow IAST scans from AWSSEC001 via Invicti.
7/16/25 6:00 PM	7/18/25 10:00 PM	Faulty UPS Replacement at 36017-San Bernardino, 1090 E Broadway St, Needles, CA 92363, US
7/16/25 6:30 PM	7/16/25 10:30 PM	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 16)
7/16/25 8:00 PM	7/17/25 8:00 PM	Alternate print options permission issues - Prod
7/16/25 8:00 PM	7/17/25 11:00 PM	Update origin access settings for CloudFront distribution and S3 bucket policy associated with "privacy.calsaws.org" under coreapp-production-shared-services.
7/17/25 12:00 AM	7/23/25 11:59 PM	Standard Change: ForgeRock Testing in SandBox Environment 07/17-07/23
7/17/25 8:00 AM	7/18/25 5:00 PM	Generate New Certificates for Gold River Wireless Controllers
7/17/25 9:00 AM	7/18/25 6:00 PM	Upgrade Invicti software from 25.4.0 to 25.5.0
7/17/25 6:00 PM	7/18/25 11:00 PM	ECR: Create new role for Contact Center (non-prod) to access QuickSight and Athena services
7/17/25 6:00 PM	7/17/25 9:00 PM	Standard Change: ForgeRock AT Release 25.07.17
7/17/25 6:00 PM	7/17/25 9:00 PM	Standard Change: ForgeRock Staging Environment Build 2025.07.17
7/17/25 6:00 PM	7/18/25 10:00 PM	UPS Monitoring Configuration & Connectivity at 36015 (San Bernardino) - 15980 Main St, Hesperia, CA 92345
7/17/25 6:30 PM	7/17/25 11:59 PM	Upgrade DynaTrace Agent Version on Non-prod Static Servers
7/17/25 8:00 PM	7/17/25 11:00 PM	Replace current Gold River Backup WLC with new Replacement WLC due to management bug/hardware failure

DATE(S)		ACTIVITY DESCRIPTION
7/18/25 1:00 PM	7/18/25 4:00 PM	Standard Change: ForgeRock AT DR Release 25.07.18
7/18/25 6:00 PM	7/18/25 9:00 PM	ECR: ForgeRock Staging Environment Build 2025.07.18 - AM config
7/18/25 6:00 PM	7/18/25 9:00 PM	Standard Change: ForgeRock Dev Release 25.07.18
7/18/25 7:00 PM	7/18/25 10:00 PM	CalSAWS Priority Release 25.07.18
7/19/25 5:30 AM	7/19/25 9:30 AM	ServiceNow [CSM-PROD] Security Patch: Install Patch
7/19/25 6:00 PM	7/24/25 8:00 PM	Create secrets for users - coreapp-staging
7/20/25 6:00 AM	7/20/25 1:00 PM	CalSAWS Release 25.07
7/20/25 7:00 AM	7/20/25 11:00 AM	CalSAWS Priority Release 25.07.20 - GAGR Standalone No CalSAWS Impact
7/21/25 8:00 AM	7/22/25 5:30 PM	STANDARD - Weekly Change and Security Updates - Monday (July 21)
7/21/25 1:00 PM	7/21/25 4:00 PM	Standard Change: ForgeRock DEV DR Release 25.07.21
7/21/25 6:00 PM	7/21/25 10:00 PM	Retro: Scale up the App Service Plan for "calsawschatopsbot-toolsprod" app service from Standard S1 to Standard S2 to address performance and memory issues.
7/21/25 6:00 PM	7/22/25 8:00 PM	[ECR] Update License servers in Exstream Designer AppStream base image
7/22/25 6:30 PM	7/22/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (July 22)
7/22/25 7:00 PM	7/22/25 10:00 PM	CalSAWS Priority Release 25.07.22
7/23/25 2:00 PM	7/23/25 3:00 PM	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
7/23/25 6:00 PM	7/25/25 11:00 PM	Decommission existing resources in analytics-sandbox
7/23/25 6:00 PM	7/26/25 6:00 PM	July 2025 Oracle DB RU 19.28.0.0 .0 DB patching on coreapp-sandbox
7/23/25 6:00 PM	7/25/25 11:59 PM	Move the instance type to r8g.xlarge for perf lrs dashboard
7/23/25 6:00 PM	7/27/25 11:00 PM	NON-PROD: Upgrade Java (Online + Batch) and July 2025 WLS Patches (Online) in coreapp-development (#650244008899)
7/23/25 6:00 PM	7/25/25 8:00 PM	Support smoke testing
7/23/25 6:00 PM	7/23/25 8:00 PM	ECR: Enable Analytics Data Lake & QuickSight - Non-Prod all counties except LA & Fresno counties
7/23/25 6:00 PM	7/25/25 11:00 PM	Create new IF and ME AWS roles - Phase 9

DATE(S)		ACTIVITY DESCRIPTION
7/23/25 6:00 PM	7/24/25 8:00 PM	Decommission unused GAGR Workspaces account
7/23/25 6:00 PM	7/24/25 11:00 PM	Block Read.ai app from Microsoft Teams via Teams Admin Center to mitigate data exposure risks from anonymous participants.
7/23/25 6:00 PM	7/25/25 10:00 PM	Provision cSTG4-CalSAWS-Service for WDTIP API integration (coreapp-development 650244008899)
7/23/25 6:00 PM	7/25/25 8:00 PM	Upgrade Qlik Sense Stage2 Repository PostgreSQL from 14.13 to 16.9
7/23/25 6:30 PM	7/23/25 10:30 PM	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 23)
7/23/25 7:00 PM	7/23/25 10:00 PM	CalSAWS Priority Release 25.07.23
7/23/25 8:00 PM	7/24/25 10:00 PM	Decommission Jenkins server in old coreapp-production (#774917615573)
7/24/25 6:00 PM	7/24/25 9:00 PM	Standard Change: ForgeRock Staging Environment Build 2025.07.24
7/24/25 6:00 PM	7/24/25 9:00 PM	Standard Change: ForgeRock Dev Release 25.07.24
7/24/25 6:00 PM	7/24/25 9:00 PM	Standard Change: ForgeRock AT Release 25.07.24
7/24/25 6:00 PM	7/24/25 7:00 PM	Standard Change: CalSAWS (WordPress) Production Website Core Update
7/24/25 6:30 PM	7/24/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (July 24)
7/24/25 7:00 PM	7/24/25 9:00 PM	Create new SearchWP account for Gainwell team
7/24/25 7:00 PM	7/24/25 10:00 PM	CalSAWS Priority Release 25.07.24
7/24/25 8:00 PM	7/24/25 10:00 PM	ServiceNow Release 25.07.24
7/24/25 8:00 PM	7/24/25 10:00 PM	ECR: Enable Analytics Data Lake & QuickSight - Prod all counties except LA & Fresno counties
7/25/25 1:00 PM	7/25/25 4:00 PM	Standard Change: ForgeRock AT DR Release 25.07.25
7/25/25 6:30 PM	7/25/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (July 25)
7/25/25 7:00 PM	7/25/25 9:00 PM	ECR: Hard Reboot of Gold River Wireless Controllers
7/25/25 7:00 PM	7/25/25 10:00 PM	CalSAWS Priority Release 25.07.25
7/25/25 8:00 PM	7/25/25 11:00 PM	Access to training videos through Global Protect VPN.
7/25/25 8:00 PM	7/25/25 11:59 PM	Monthly Equinix SV-1 OS patching - July (7/25)
7/25/25 10:00 PM	7/26/25 2:00 AM	Security Production Release 25.07.25

DATE(S)		ACTIVITY DESCRIPTION
7/26/25 1:30 PM	7/27/25 8:00 PM	Monthly Production Database Linux OS Patching - July
7/26/25 1:30 PM	7/26/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (July 26)
7/26/25 6:00 PM	7/26/25 10:00 PM	ServiceNow - ITOM Discovery Go Live - Phase 2
7/27/25 4:00 AM	7/27/25 7:00 PM	Windows Server Updates - July 2025
7/27/25 8:00 AM	7/27/25 8:00 PM	In-Place Upgrade of Dynatrace ActiveGate PROD-1 server from RHEL 8.10 to 9.6
7/27/25 9:00 AM	7/27/25 10:00 PM	CalSAWS Priority Release 25.07.27
7/27/25 10:00 AM	7/27/25 2:00 PM	Security DR Production Release 25.07.27
7/27/25 12:00 PM	7/27/25 10:00 PM	Windows Server Updates - July 2025
7/27/25 12:00 PM	7/27/25 3:00 PM	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
7/27/25 2:00 PM	7/27/25 6:00 PM	Update Dynatrace ActiveGate agent on Dynatrace-ActiveGate-PROD-2-RHEL8 to current version.
7/27/25 2:30 PM	7/27/25 6:00 PM	Monthly Equinix LA-3 OS patching - July (7/27)
7/27/25 2:30 PM	7/27/25 6:00 PM	NTP servers ami refresh in shared services - July (7/27)
7/27/25 2:30 PM	7/27/25 6:00 PM	Monthly Instance refresh for AutoScale SMTP - July (7/27)
7/27/25 2:30 PM	7/27/25 6:00 PM	Monthly Patching - cPROD-Confluent - July (7/27)
7/27/25 3:00 PM	7/27/25 6:00 PM	Fix code sync for ftp security group

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
7/30/25 2:00 PM	7/30/25 3:00 PM	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
7/30/25 6:00 PM	8/1/25 6:00 PM	Modify RDS instances master user to be managed by secret manager in coreapp-development
7/30/25 8:00 PM	8/1/25 11:55 PM	Add Lambda Resource Policy for calsaws-get-time-lambda
7/30/25 8:00 PM	8/1/25 11:00 PM	Update the instance type to r8g.xlarge for lrs dashboard in PROD and DR
7/30/25 6:00 PM	8/1/25 6:00 PM	Manually delete unused cAT1-online-elb-target-group
7/31/25 6:00 PM	7/31/25 7:00 PM	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates

DATE(S)		ACTIVITY DESCRIPTION
7/30/25 8:00 PM	7/31/25 4:00 AM	Tulare County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25 6:00 PM	8/1/25 3:00 PM	Allow connectivity from nonprod applications to DB on TCP 1522 (contactcenter-nonproduction-sharedfunctions #378306706021)
8/1/25 6:00 PM	8/3/25 10:00 PM	Rotate application credentials - assembly test and system test environments - coreapp-development - Aug 2025 Group 1
8/3/25 8:00 AM	8/3/25 8:00 PM	In-Place Upgrade of Dynatrace ActiveGate PROD-2 server from RHEL 8.10 to 9.6
8/1/25 6:00 PM	8/3/25 11:00 PM	NON-PROD: Upgrade Java (Online + Batch) and July 2025 WLS Patches (Online) in coreapp-staging (#339650810458)
7/30/25 6:00 PM	7/31/25 8:00 PM	Update Route53 DNS records from CNAME to A (and alias) type - non-prod
7/30/25 6:00 PM	8/1/25 11:00 PM	Whitelist VA chatbot domain from offshore Workspaces
7/30/25 6:00 PM	7/31/25 11:00 PM	coreapp-staging: Add a new tag to enable the Tools team access to BatPerf2 Batch Scheduler
7/30/25 6:00 PM	7/31/25 11:00 PM	coreapp-development: Add a new tag to enable the Tools team access to cSYS-BatSch Batch Scheduler
7/30/25 8:00 PM	7/31/25 4:00 AM	Santa Clara County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/1/25 1:00 PM	8/1/25 4:00 PM	Standard Change: ForgeRock AT DR Release 25.08.01
7/30/25 6:00 PM	7/31/25 10:00 PM	Faulty UPS Replacement at 36019-San Bernardino,73629 Sun Valley Dr, Twentynine Palms, CA
7/31/25 8:00 AM	7/31/25 5:00 PM	Upgrade DynaTrace Agent Version on CALSAWS-FORGEROCK-AL2 base AMI
7/31/25 6:00 PM	7/31/25 9:00 PM	Standard Change: ForgeRock AT Release 25.07.31
7/30/25 8:00 PM	8/1/25 11:00 PM	Need to migrate the WAF classic to WAFV2 in all production environments - phase 5
7/31/25 8:00 PM	8/1/25 9:00 PM	Upgrade security policy of OCAT to match non-prod environments
7/31/25 8:00 AM	8/1/25 4:00 AM	Santa Barbara County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25 8:00 PM	7/31/25 6:00 PM	Add GlobalProtect VPN to Cares-Dev VPC Endpoint (coreapp-production-shared-services #567729715457)
7/30/25 6:00 PM	7/31/25 4:00 AM	San Diego County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/1/25 6:00 PM	8/2/25 11:00 PM	NON-PROD : Upgrade Java (Online + Batch) and July 2025 WLS Patches (Online) in coreapp-training (#058264522586)
8/2/25 1:00 PM	8/3/25 6:00 PM	Scale up SM-DB1 EC2 from r5.xlarge to r7i.xlarge
8/1/25 6:00 PM	8/1/25 9:00 PM	Standard Change: ForgeRock Dev Release 25.08.01
7/30/25 6:00 PM	8/1/25 11:00 PM	Create new IF and ME AWS roles - Phase 10

DATE(S)		ACTIVITY DESCRIPTION
7/30/25 8:00 PM	8/1/25 11:59 PM	Delete unused EBS volume on Ansible-Tower servers.
7/30/25 6:00 PM	8/1/25 4:00 AM	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
7/30/25 8:00 PM	7/31/25 5:00 PM	36ext Velocloud NAT and Static route changes to allow CalSAWS access for San Bernardino TAD Worker
7/30/25 6:00 PM	8/1/25 9:00 PM	Modify permission sets for LA County users for Analytics PBDS project
7/31/25 6:00 PM	7/31/25 9:00 PM	Standard Change: ForgeRock Staging Environment Build 2025.07.31
8/1/25 8:00 PM	8/2/25 8:00 PM	July 2025 Oracle DB RU 19.28.0.0 .0 patching on Development, and Assembly Test databases
8/2/25 9:00 AM	8/2/25 6:00 PM	PTrain: Upgrade Java (Online + Batch) and July 2025 WLS Patches(Online) in coreapp-training (#058264522586)
7/30/25 8:00 AM	8/1/25 4:00 AM	San Mateo County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25 8:00 AM	8/1/25 4:00 AM	San Luis Obispo County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/28/25 5:00 PM	7/30/25 10:00 PM	Faulty UPS Replacement at 33011-Riverside,4060 County Circle Dr, Riverside, CA 92503
7/30/25 5:00 PM	8/1/25 10:00 PM	Faulty UPS Replacement at 33080-Riverside, 5961 Mission Blvd, Riverside, CA 92509
7/28/25 6:00 PM	7/30/25 11:59 PM	Decommission AT7-DB EC2 instance in coreapp-development
7/31/25 6:30 PM	7/31/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (July 31)
7/29/25 6:30 PM	7/29/25 8:30 PM	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (July 29)
7/29/25 10:00 AM	7/29/25 1:00 PM	Decommissioning of network devices at Imperial site - 13009
8/2/25 1:30 PM	8/2/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (August 2)
7/30/25 6:00 PM	7/31/25 4:00 AM	San Mateo County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25 6:00 PM	7/31/25 4:00 AM	Mendocino County IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
7/30/25 6:30 PM	7/30/25 10:30 PM	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 30)
7/30/25 8:00 PM	7/31/25 4:00 AM	Alameda County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25 6:00 PM	7/31/25 4:00 AM	San Luis Obispo County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25 8:00 PM	7/31/25 4:00 AM	Fresno County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/1/25 6:30 PM	8/1/25 10:30 PM	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (August 1)

DATE(S)		ACTIVITY DESCRIPTION
7/30/25 6:00 PM	7/31/25 4:00 AM	San Joaquin County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25 8:00 AM	8/1/25 4:00 AM	San Joaquin County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/31/25 8:00 PM	7/31/25 11:59 PM	Upgrade OS on SV1 Data Center Firewalls
7/28/25 8:00 PM	8/1/25 11:00 PM	Update Cloudwatch Logs destination in AWS Accounts for OS/System logs
7/30/25 8:00 PM	7/31/25 4:00 AM	Tehama County IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/28/25 10:00 AM	7/28/25 6:00 PM	Decommissioning Siskiyou site 47005
7/28/25 1:00 PM	7/28/25 4:00 PM	Standard Change: ForgeRock DEV DR Release 25.07.28
7/28/25 8:00 AM	7/29/25 5:30 PM	STANDARD - Weekly Change and Security Updates - Monday (July 28)
7/31/25 8:00 PM	7/31/25 11:00 PM	Enable connectivity from coreapp-development-at to AT1/AT2 applications for regression test execution

4.3.2 Deployments

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

Table 4.3.2-: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 25.07.27	7/27/2025
Security Production Release 25.07.25	7/25/2025
Priority Release 25.07.25	7/25/2025
Priority Release 25.07.24	7/24/2025
Priority Release 25.07.23	7/23/2025
Priority Release 25.07.22	7/22/2025
Priority Release 25.07.20	7/20/2025
CalSAWS Baseline Release 25.07	7/20/2025
Priority Release 25.07.18	7/18/2025

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

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

4.3.4 CalSAWS Production Planned Outages Calendar

The CalSAWS Production Planned Outages Calendar, provided in the following figure below, notifies Counties of upcoming scheduled downtimes for CalSAWS Production due to releases and planned maintenance windows. The calendar is available on the CalSAWS Web Portal under the following path including additional details on legends used:

Resources\Calendar\CalSAWS Production Planned Outages Calendar\2025 folder

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	OCAI	Central Print	Training Production	Communication Method	Communication Sent Date
ForgeRock Maintenance	07/25/25	10:00 PM	07/26/25	2:00 AM											CIT 0083-25	7/7/2025
															Broadcast Email	7/14/2025
Adhoc Reporting Database Maintenance	07/27/25	12:00 PM	07/27/25	4:00 PM											CIT 0084-25	7/7/2025
															Broadcast Email	7/14/2025
Production Maintenance	07/27/25	2:00 PM	07/27/25	6:30 PM											CIT 0084-25	7/7/2025
															Broadcast Email	7/14/2025
BenefitsCal Release 25.07.31	07/31/25	8:00 PM	07/31/25	9:30 PM											Broadcast Email	TBD
Adhoc Reporting Database Maintenance	08/24/25	12:00 PM	08/24/25	4:00 PM											CIT 00XX-25	TBD
															Broadcast Email	TBD
Production Maintenance	08/24/25	1:00 PM	08/24/25	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 County has not provided an update on whether the firewall upgrade has been completed for the Wardrobe office.
Orange County	The text to speech service, Responsive Voice, has reviewed the provided Console and Har files. Findings: There is no evidence found in the provided Logs that the intermittent audio issues are tied to Responsive Voice. Suggested next steps; provide new logs and or review the setup of the office audio equipment.

COUNTY	UPDATES
Madera	Completed the Madera refresh effort on 7/25. The newly issued brackets have resolved the printer jam issue that was raised with the initial batch of printer brackets.
LA	Cloudflare has not provided a response to the request to review IPS that are being flagged by County Firewalls as potentially malicious. A follow up email will be sent to the text to speech vendor requesting an update.
Nevada	The Nevada County network team assisted in configuring the network. Nevada County Intune effort can be marked Complete.
Android Tablets	New Tablet Guidelines were provided to the Counties to serve as a point of reference when procuring new Tablets for use with the New Lobby Application.
San Francisco	The office at 3120 Mission Street received feedback around the height of the kiosk. The issue has been raised with the Kiosk vendor, Meridian. The issue reported is currently under review to determine the next steps.

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, 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, Santa Clara, 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:

- San Bernardino Exstream License/Appstream county purchase order approval pending from the county and OTSI.
- 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)

All ITOM OWD FDEL comments have been resolved except for 1 QA comment which the team is working to close. CMDB cleanup has been completed. ITOM Phase 1

deployment was successful on 7/12. ITOM Phase 2 deployment was successful on 7/26. The team is re-validating data this week to ensure everything is correct.

- **Hardware Asset Management (HAM)**

HAM development to resume next week. Configuration Management Plan meetings underway. HAM documentation will be included in the Configuration Management Plan.

- **Software Asset Management (SAM)**

SAM activities will kick off once HAM development is complete. SAM documentation will be included in the Configuration Management Plan.

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
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 - Qualsys	New
GAGR-877	7/23/2025	Client Correspondence	Update variables Form F063-26-06 Referral to Apply for SSI/SSP - GR	Design in Progress
GAGR-876	7/23/2025	Client Correspondence	NOA CalSAWS 1B- Update Sentence in Body text	Design in Progress
GAGR-874	7/23/2025	Client Correspondence	Add NOA CDS 475 GA Disc 6 Mo Fraud Sanction Investigations	Design in Progress
GAGR-873	7/23/2025	Client Correspondence	Add NOA CDS 477 GA Disc Sanction 24 Mo Fraud Sanction Investigations	Design in Progress
GAGR-872	7/18/2025	Client Correspondence	Creating County Version of M44-350K - NOA Components Needed	Design in Progress
GAGR-871	7/18/2025	Client Correspondence	Turn on Return Mail tasks for Placer County	Test Complete
GAGR-870	7/10/2025	Client Correspondence	Delete Footer of CDS 141-0 (12/97) Denial/Voluntary Term of Employment	Design in Progress
GAGR-869	7/10/2025	Client Correspondence	End-date SAC Form SC 20 G/C Lien on Real Property	System Test
GAGR-868	7/10/2025	Client Correspondence	Update NOA GA 3027_34N	Design in Progress
GAGR-867	7/9/2025	Client Correspondence	Update GA 1018_34F Appt Letter for Public Assistance	Design in Progress
GAGR-864	7/2/2025	Client Correspondence	Contra Costa: Suppress GR QR7	Pending Rejection

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-863	6/26/2025	Client Correspondence	GAGR upgrade from Java 11 to Java 17	Test Complete
GAGR-857	6/17/2025	Client Correspondence	Do not send request for deceased or non HH member - status should be active	New
GAGR-854	6/4/2025	Client Correspondence	GAGR Form Update - 21391	System Test
GAGR-853	6/4/2025	Client Correspondence	Add form CSF 24 SD	Design in Progress
GAGR-852	6/4/2025	Client Correspondence	GR NOA 251 D Update verbiage in body text from "three months " to "ninety (90) days."	System Test
GAGR-851	6/4/2025	Client Correspondence	Request to create new manual variables for GA Form 341	Design in Progress
GAGR-849	6/4/2025	Client Correspondence	Update Form SC 768, Private Representative/Legal Counsel Release-Cover Lette	Design in Progress
GAGR-842	5/21/2025	Client Correspondence	Update Form SC 105.6 GA SDI Referral Letter	System Test
GAGR-841	5/21/2025	Client Correspondence	Update Form GA 1004_34F GA Sponsor's Refusal to Support	System Test
GAGR-840	5/21/2025	Client Correspondence	End-date Form SC 23 G - Sponsor's Agreement to Reimburse	Design in Progress
GAGR-839	5/21/2025	Client Correspondence	Update to Form SC 1097 G - SSI/SSP Referral Letter	Design in Progress
GAGR-838	5/19/2025	Client Correspondence	Move GA NOA 023 to PROD in both EN and SP languages	Design in Progress
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	System Test
GAGR-834	5/14/2025	Client Correspondence	Changed to ALL 1393	System Test
GAGR-833	5/14/2025	Client Correspondence	Update to Form ALL 11	Design in Progress
GAGR-832	5/14/2025	Client Correspondence	Updated variables on GA-GR Top-Down2-PL	Design in Progress
GAGR-831	5/14/2025	Client Correspondence	New Form CSF 22 Employment Questionnaire	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	System Test
GAGR-828	5/14/2025	Client Correspondence	Updates to GA NOA 120 1	Design in Progress
GAGR-827	5/14/2025	Client Correspondence	Update to GAGR_Form_Template_DoubleLine	Design in Progress
GAGR-825	5/14/2025	Client Correspondence	Update to Form SC 514G	Design in Progress
GAGR-803	4/16/2025	Client Correspondence	Updates to Orange County CalSAWS 5 NOA	Design in Progress
GAGR-801	4/16/2025	Client Correspondence	Updates to GR NOA 083/084 B	Design in Progress
GAGR-800	4/16/2025	Client Correspondence	Updates to GR NOAs 250 D, 260 D, and 262 C	Design in Progress
GAGR-799	4/16/2025	Client Correspondence	Update form SC 546 G Services Assessment Questionnaire	Design in Progress
GAGR-798	4/16/2025	Client Correspondence	Update OCC CDS 711-2 Representative/Counsel Release Cover Letter	System Test
GAGR-784	3/20/2025	Client Correspondence	Update form GA 1028_34F, General Assistance Program	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-753	12/2/2024	Client Correspondence	Shasta County Opting into the GAGR Automated Solution	New
GAGR-744	11/14/2024	Client Correspondence	Develop 1:1 DB Synchronization between CalSAWS environments and GAGR Correspondence Service	New
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	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			MANUALLY generating corresp from GAGR Service.	
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-293093	7/24/2025	Infra Contact Center	Enhance Reschedule appointment functionality - Existing Functionality	New
CA-293031	7/22/2025	Infra Tech Arch	Migrate to Oracle DB@AWS & Upgrade to Oracle version 23ai	New
CA-292941	7/17/2025	Infra Contact Center	Humboldt-Program hierarchy for call routing	New
CA-292919	7/16/2025	Security	Gainwell M&O Team - OCAT DAST/API Testing	Design in Progress
CA-292918	7/16/2025	Infra Tech Ops	OCAT Gitlab Environment Integration with Snyk for AppSec Testing M&O	Design in Progress
CA-292885	7/15/2025	Infra Tech Ops	Upgrade Bitbucket to LTS 8.18.1	Approved
CA-292881	7/15/2025	Tech Ops	Upgrade Jira to Latest Version	Approved
CA-292720	7/9/2025	Infra Contact Center	Santa Cruz - Update Verbiage on General Phone Menu for Foster Care	Design in Progress
CA-292719	7/9/2025	Infra Contact Center	Los Angeles-Update to Operating hours for CSC and RE Line IVR prompts	Design in Progress
CA-292433	6/26/2025	Infra Contact Center	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-292061	6/16/2025	Infra Imaging	Inactivate form name "Affidavit" in the Imaging Solution	New
CA-291915	6/11/2025	Infra Contact Center	Modify Calabrio integration	New
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCal EBT/BIC card request processing logic enhancement	Design in Progress
CA-291786	6/9/2025	Infra Tech Ops	Qlik Sense PostgreSQL Major Version Upgrade	System Test
CA-291516	6/2/2025	Security	Deloitte M&E Team - OCAT DAST/API Testing	Design in Progress
CA-291514	6/2/2025	Security	OCAT Testing to Support Deloitte M&E Transition;	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			AppSec and Defect Reverse Shadow Efforts	
CA-291454	5/30/2025	Infra Tech Ops	Validate new Application DBA Roles	Pending Approval
CA-291384	5/29/2025	Infra Contact Center	RPA BenefitsCal EBT card/BIC replacement task search enhancement	Design in Progress
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-291139	5/21/2025	Infra Imaging	Enhance OCR to only use form names from the core drawers	In Development
CA-291138	5/21/2025	Infra Imaging	Enhance Imaging to exclude non-CalSAWS barcode patterns	In Assembly Test
CA-291073	5/19/2025	Infra Tech Support	placeholder - Tools to assist M&E Transition and Application Modernization	New
CA-290964	5/14/2025	Infra Contact Center	2025 SSApp Update R&R and Estate Recovery Language	New
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-290863	5/12/2025	Infra Tech Support	Managed Lobby Equipment Management in InTune	New
CA-290856	5/12/2025	ServiceNow	ServiceNow SAML Entity Upgrades - Implementation	New
CA-290827	5/9/2025	Infra Contact Center	Non-utilized queues removal	New
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	Approved
CA-290673	5/5/2025	Infra Imaging	Imaging test support for CSPM-75629	Approved
CA-290616	5/2/2025	Infra Tech Ops	LA County-Whitelist New IP Address for CCRC	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-290041	4/17/2025	Infra Contact Center	San Bernardino - Deactivate IVR Predictive Handling - CPO	New
CA-289662	4/8/2025	Infra Contact Center	Adding a new baby to a Medical only Case Using RPA	New
CA-289657	4/8/2025	Infra Tech Ops	Enable CARES/FCED related infrastructure in PROD before FCED go live	New
CA-289583	4/7/2025	Infra Tech Arch	Add FCED Services to AT 2 Environment	New
CA-289432	4/2/2025	Security	Add Additional Security Role to Hide CPS Program	New
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-288958	3/18/2025	Infra Tech Ops	CDSS: Provide data to CDSS for 523 EDR tables directly in AWS S3	Approved
CA-288774	3/12/2025	Infra Tech Ops	POC - Amazon Q integration to enhance Developer productivity	New
CA-288706	3/11/2025	Infra Tech Ops	Kings County to switch from managed to non-managed Contact Service Center	New
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-287326	1/31/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	1/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
CA-287323	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	Design in Progress
CA-287322	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow ITOM Discovery Gainwell Implementation	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-287321	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Software Asset Mgmt (SAM) Gainwell Implementation	Design in Progress
CA-286827	1/16/2025	Infra Contact Center	Annual Update of Telephonic Signature Rights and Responsibilities 2025	New
CA-286755	1/14/2025	Infra Contact Center	Create SB1289 Contact Center Medi-Cal Standards and Reporting	Pending Approval
CA-286281	12/26/2024	Infra Contact Center	County purchase -Los Angeles MOD Hotline into AWS	New
CA-285780	12/12/2024	Infra Tech Ops	Quarterly Security Patch Software Installs	Approved
CA-285734	12/11/2024	Infra Imaging	Create New Capture Profile to Prevent Appending	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-285088	11/21/2024	Infra Tech Ops	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-284855	11/14/2024	Security	DMDP-21: Data Security	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	10/17/2024	Infra Contact Center	Humboldt Call Center (BenefitsCal Web Chat)ChatBot enablement	New
CA-283358	10/4/2024	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 the 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-281708	8/14/2024	Infra ForgeRock	MFA delivery choice at Login Journey - Implementation	In Development
CA-281316	8/6/2024	ServiceNow	CalSAWS ServiceNow integration with county helpdesk tool - Contra Costa ServiceNow	Design in Progress
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	7/24/2024	Infra Contact Center	San Mateo - Interactive Voice Response IVR Text for Courtesy Call Back CCB	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Design in Progress
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	Test Complete
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
CA-278071	5/20/2024	Infra Contact Center	**Placeholder** POC AWS Contact Lens	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-277932	5/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
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 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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-275845	3/27/2024	Security	DMDP-21: Data Security	New
CA-275754	3/26/2024	Infra Imaging	Enhance the fields in the "Add to Workflow" window	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)	"

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	3/12/2024	Infra Contact Center	Welcome bot confirmation message for DISC update to match utterances	Committee Review
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
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-273736	2/5/2024	Infra ForgeRock	Change ForgeRock AuthID Storage from Server-Side to Client-Side	In Development
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-266068	8/9/2023	Infra Tech Ops	Update Tumbleweed Certificate for WIS Interface Files - August 2025	New
CA-265391	7/26/2023	Infra Contact Center	Modify eCCP 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	2/9/2023	Infra Contact Center	Robotic Processing Automation (RPA) - 18 - 21-Year-Old Adult and Child Not Aided in Household	New
CA-256495	2/9/2023	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	9/30/2022	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 Medi-Cal Redetermination to Medi-Cal Renewal	Design in Progress
NOW-1410	4/9/2025	ServiceNow	RITM0082693 - Create new Service Request workflow for County Operational Requests	In Development
NOW-1408	3/20/2025	ServiceNow	Potential defect with sys audit unarchive, + hardening for Xanadu upgrade	To Do

7.3 Windows 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 compatible hardware or enrolled in Extended Security Updates.

- In progress tasks:
 - Windows 11 Alpha Testing
 - Beta Testing In-Progress for select Managed Counties
- Upcoming tasks:
 - All counties to move to Beta testing phase.

8 TRANSITION SUPPORT

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

8.1 Infrastructure Transition

The following are the highlights from Infrastructure transitions efforts.

- Call Summary
 - Knowledge Transfer is complete (11 sessions completed).
 - Shadowing is complete (15 sessions completed).
 - Reverse Shadowing is complete (8 sessions completed).
 - Go / No-Go scheduled for 07/31/2025.

8.2 M&E Transition

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

- 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
- Continued discussions for licensing with Accenture, Deloitte and Gainwell
- Provided current counts for tools under discussion, working with both vendors to understand timing and needs.
- Participated in UT2 & AT2 Transition discussion with Deloitte and Accenture

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**

