CalSAWS

California Statewide Automated Welfare System

Bi-Weekly Status Report
CalSAWS Infrastructure

Reporting Period: July 28, 2025 – August 10, 2025

TABLE OF FIGURES

Bi-Weekly Status – CalSAWS Infrastructure

1 EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 3.1-1: Status Dashboard

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	▪ The CalSAWS System did not experience any unplanned outages during this period.
Defects	▪ There are 57 active Infrastructure Production defects.
Incidents	▪ **RESOLVED:** PRB0052142 – Starting at 10:44 AM on August 8, 2025, Kern County users at the 7050 Lake Isabella Blvd, Lake Isabella site were unable to access CalSAWS and associated systems due to a power outage. Kern County users at the Lake Isabella site were not able to access CalSAWS and associated systems until the issue was resolved. The Lake Isabella site experienced a power outage during the impacted period. As of 11:06 AM on August 8, 2025, the issue has been resolved. Power has been restored at the Lake Isabella site. Users are now able to access CalSAWS and associated systems. ▪ **FIX IN PROGRESS**: PRB0052133 – Starting at 6:35 AM on August 8, 2025, Riverside County users at the 1283 6th St, Coachella site may experience slowness when accessing CalSAWS and associated systems. Riverside County users at the Coachella site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The issue is due to a Frontier Network outage in the local area, caused by fire damage, affecting the Frontier link at the site. The estimated time of repair is 8:30 AM, according to the telecommunication provider. An update will be provided when the issue is resolved. Update: The Frontier Network outage continues for the local area. There is currently no new estimated time of repair for the fire damage. The project team confirmed, however, that the Coachella site is stable, and verified users are able to access CalSAWS and associated systems without issue. The team will continue to monitor for Frontier updates and site stability. An update will be provided when the issue is resolved. ▪ **FIX IN PROGRESS:** PRB0052123 – Starting at 2:51 AM on August 6, 2025, CalSAWS Calabrio users are unable to see screen recordings that were recorded on Tuesday, August 5, 2025. CalSAWS Calabrio users will not be able to see 8/5/2025 screen recordings; however, they are able to hear call recordings and are able to see call transcripts. The CalSAWS project team is actively working with Calabrio to remediate the issue. Defect CA-293487 has been created to track this issue, and an update will be provided when the issue is resolved.

Topic	Highlights for the Reporting Period
	▪ **FIX IN PROGRESS:** PRB0052112 – Starting at 9:47 AM on August 4, 2025, San Bernardino County users at the 9655 9th Ave, Hesperia site may experience slowness when accessing CalSAWS and associated systems. San Bernardino County users at the Hesperia site may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The CalSAWS project team observed packet loss at the Hesperia site for the Frontier link, however the wireless service is up. The team has engaged the telecommunication provider to investigate the issue. An update will be provided when additional information becomes available. Update: A request for a circuit upgrade has been initiated with the telecommunication provider (TPx) to resolve the issue. Users may experience intermittent connectivity issues until the upgrade is complete. An update will be provided when TPx provides a timeline for the circuit upgrade. ▪ **RESOLVED:** PRB0052074 – Starting at 8:45 AM on July 29, 2025, San Bernardino County users at 73629 Sun Valley Dr, Twentynine Palms site are unable to access CalSAWS and associated systems, including local phone and internet. San Bernardino County users at the Twentynine Palms site will not be able to access CalSAWS and associated systems, including local phone and internet, until the issue is resolved. The CalSAWS project team investigated and found no CalSAWS network issues at the site. Team is engaged with the San Bernardino County IT team to further investigate. As of 9:29 AM, on July 29, 2025, the issue was resolved by the local internet provider. San Bernardino County IT team confirmed the issue was caused by a local internet outage. Connectivity has been restored and users at the Twentynine Palms site are now able to access county resources as well as CalSAWS and associated systems.
Maintenance/ Deployments	▪ 8/10/2025: Deployment – Priority Release 25.08.10 (CHG0055599) ▪ 8/09/2025: Deployment – Priority Release 25.08.09 (CHG0055597) ▪ 8/08/2025: Deployment – Priority Release 25.08.08 (CHG0055524) ▪ 8/07/2025: Deployment – Priority Release 25.08.07 (CHG0055523) ▪ 8/06/2025: Deployment – Priority Release 25.08.06 (CHG0055557) ▪ 8/05/2025: Deployment – Priority Release 25.08.05 (CHG0055522) ▪ 8/03/2025: Deployment – Priority Release 25.08.03 (CHG0055433) ▪ 8/01/2025: Deployment – Priority Release 25.08.01 (CHG0055432) ▪ 7/31/2025: Deployment – Priority Release 25.07.31 (CHG0055416) ▪ 7/30/2025: Deployment – Priority Release 25.07.30 (CHG0055431) ▪ 7/29/2025: Deployment – Priority Release 25.07.29 (CHG0055406)
Milestones	▪ 11 Production Deployments during this reporting period ▪

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	FDEL submitted 8/5	FDEL comments returned 8/12
I-D02	OWD - CalSAWS Threat & Vulnerability Management (TVM) Configuration and User Manual - **Off Cycle**	FDEL Submitted 8/7	FDEL comments returned 8/14
I-D06	Infrastructure Work Schedule	FDEL Submitted 8/7	FDEL comments returned 8/14
I-D08	Monthly Hardware/Software Inventory Report	FDEL Submitted 8/7	FDEL comments returned 8/14
I-D13	Monthly Operations Report	FDEL Submitted 8/7	FDEL comments returned 8/14

3   COMMUNICATIONS MANAGEMENT

This section includes communications distributed and outage notifications.

3.1   Distributed Communications

CalSAWS Communications Management activities are included on the following table.

Table 3.1-1: Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CIT	CIT 0095-25 Scheduled Downtime Notification 08/24/2025	1	8/04/2025
Scheduled CalSAWS Maintenance	None.	0	
Scheduled BenefitsCal Maintenance	BenefitsCal application is scheduled for maintenance on Thursday, August 7, 2025, from 8:00 PM to 9:30 PM. BenefitsCal application is scheduled for maintenance on Thursday, July 31, 2025, from 8:00 PM to 10:00 PM.	2	8/06/2025 7/29/2025
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	Update #3 - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage	9	8/08/2025

Category	Subject	Count	Distribution Date(s)
	Update #2 - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		8/08/2025
	Update - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		8/08/2025
	New - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		8/08/2025
	Update #2 - CalSAWS County Executive Communication – San Bernardino County - Hesperia Site - CalSAWS Intermittent Slowness		8/04/2025
	Update - CalSAWS County Executive Communication – San Bernardino County - Hesperia Site - CalSAWS Intermittent Slowness		8/04/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Hesperia Site - CalSAWS Intermittent Slowness		8/04/2025
	Resolved - CalSAWS County Executive Communication – San Bernardino County - Twentynine Palms Site - CalSAWS Access Issue		7/29/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Twentynine Palms Site - CalSAWS Access Issue		7/29/2025
Issue Notification	Update – PRB0052123 Resolved - PRB0052142 Update - PRB0052133 New - PRB0052133 --- New - PRB0052123 --- Update – PRB0052112	8	8/08/2025 8/08/2025 8/08/2025 8/08/2025 --- 8/06/2025 --- 8/04/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	New - PRB0052112 --- Resolved – PRB0052074		8/04/2025 --- 7/29/2025
Priority Release Requests for Approval	Priority Release 25.08.10 (CHG0055599) Priority Release 25.08.09 (CHG0055597) Priority Release 25.08.08 (CHG0055524) Priority Release 25.08.07 (CHG0055523) Priority Release 25.08.06 (CHG0055557) Priority Release 25.08.05 (CHG0055522) Priority Release 25.08.03 (CHG0055433) Priority Release 25.08.01 (CHG0055432) Priority Release 25.07.31 (CHG0055416) Priority Release 25.07.30 (CHG0055431) Priority Release 25.07.29 (CHG0055406)	11	8/08/2025 8/08/2025 8/08/2025 8/07/2025 8/06/2025 8/05/2025 8/03/2025 8/01/2025 7/31/2025 7/30/2025 7/29/2025
Informational Alert	Changes in ServiceNow for Project Staff CalSAWS Informational Alert >> Early Batch Start on Saturday 8/9/2025 Potential Outage of the Network at the Gold River Office	3	8/07/2025 8/06/2025 8/05/2025
CalSAWS	Daily Health Report	10	8/08/2025 8/07/2025 8/06/2025 8/05/2025 8/04/2025 8/01/2025 7/31/2025 7/30/2025 7/29/2025 7/28/2025

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

System	Purpose	Timeframe	Impact	CIT Date	CalSAWS Broadcast Date
BenefitsCal	Release 25.08.07	8/07/2025 8:00 to 9:30 PM	BenefitsCal will be unavailable during this time.		8/06/2025
CalSAWS	Imaging Solution (Hyland) maintenance	8/22/2025 10:00 PM to 8/23/2025 2:00 AM	Imaging will be unavailable during this time.		TBD
CalSAWS	CalSAWS maintenance	8/24/2025 1:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0095-25 8/04/2025	TBD
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	8/24/2025 12:00 PM to 4:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0095-25 8/04/2025	TBD
BenefitsCal	Release 25.08.28	8/28/2025 8:00 to 9:30 PM	BenefitsCal will be unavailable during this time.		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
0095-25	Scheduled Downtime Notification – 8/24/2025	Informational	August 4, 2025	Communications.Infra	Pete Quijada

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 Reopened to add Spanish language to Medi-Cal Env	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	Completed
SIRFRA 1448	Property Insert	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	Completed
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	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 - CalWORKs	Completed
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and Genger-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
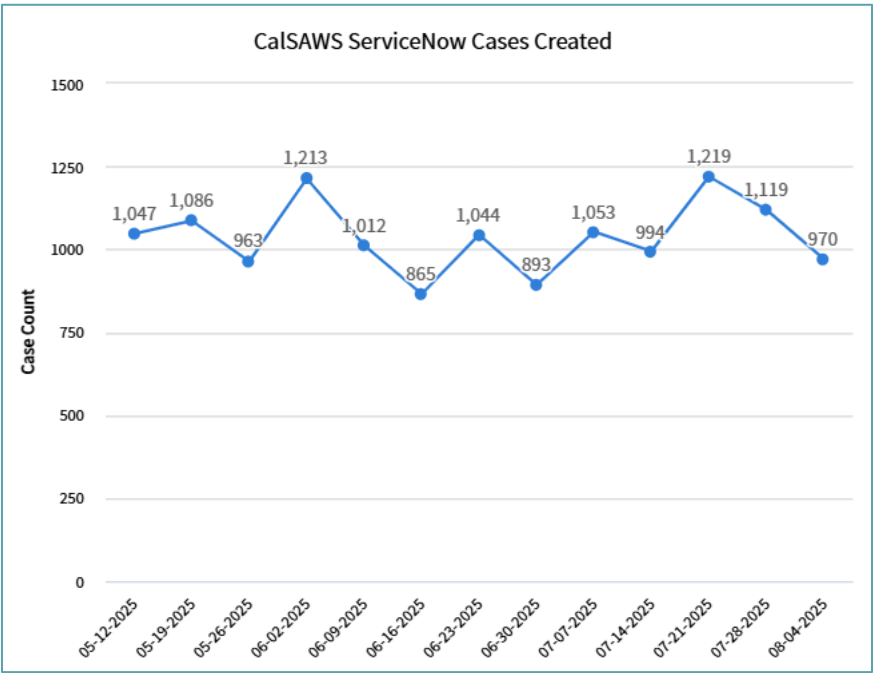
Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created
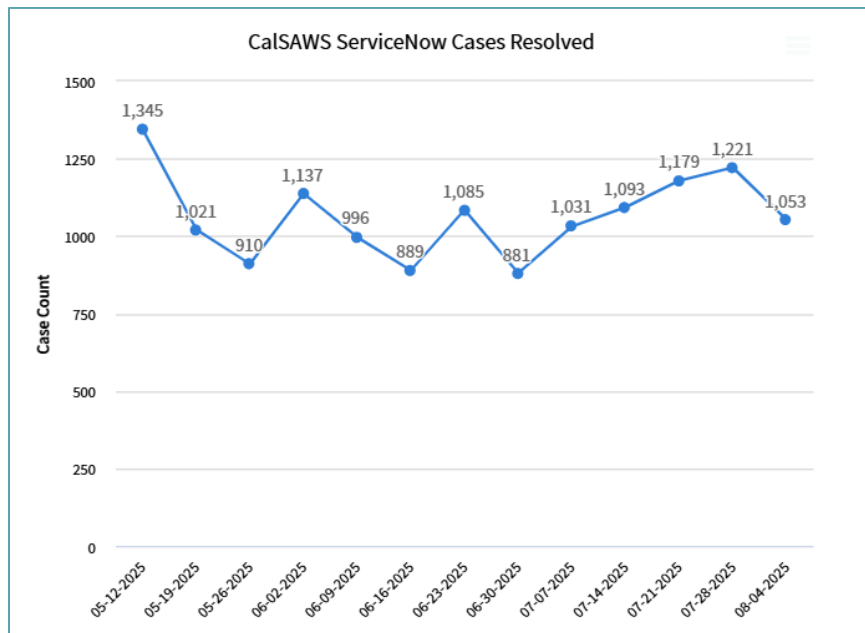
Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.
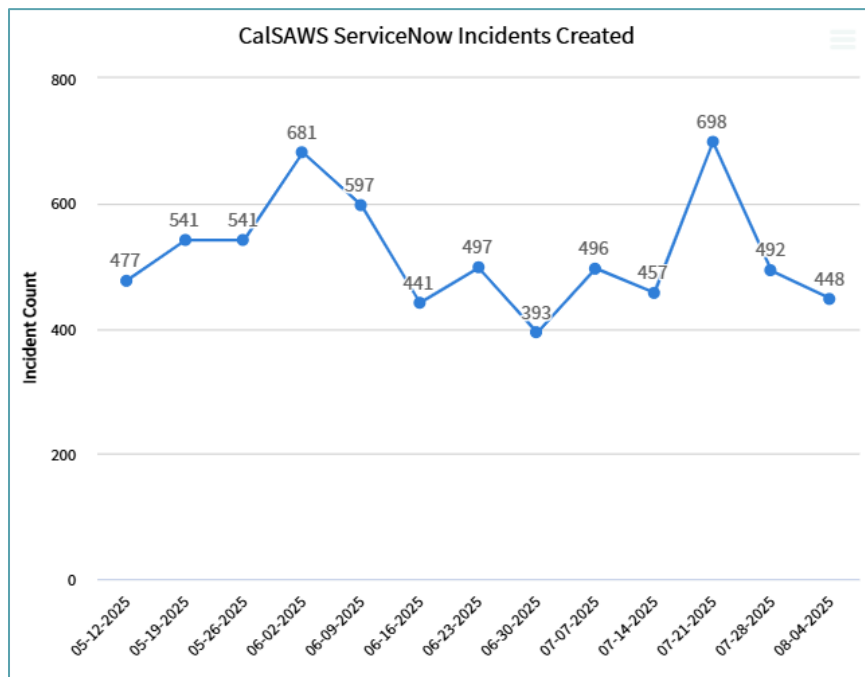
Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created
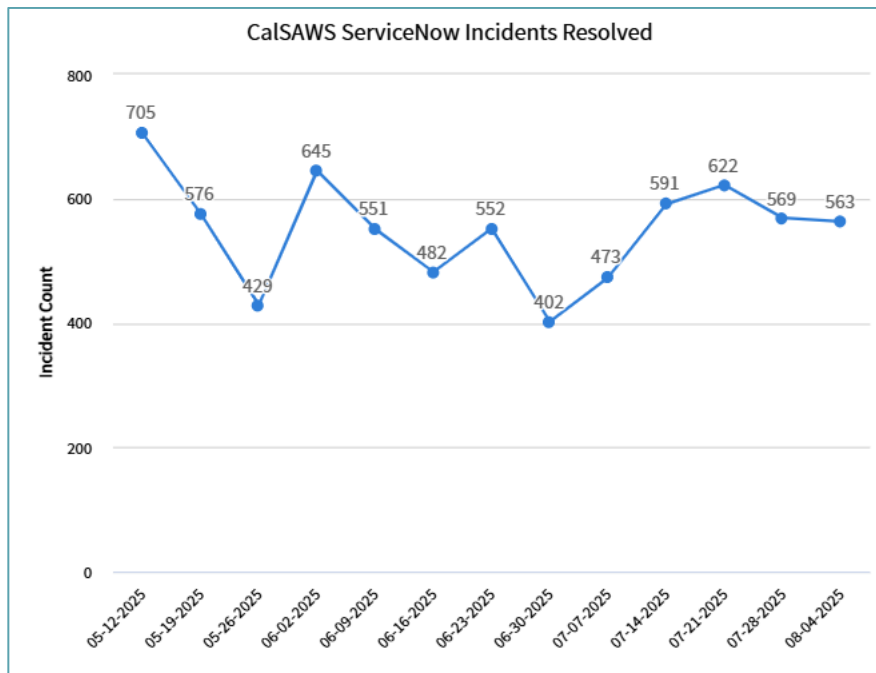
Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.
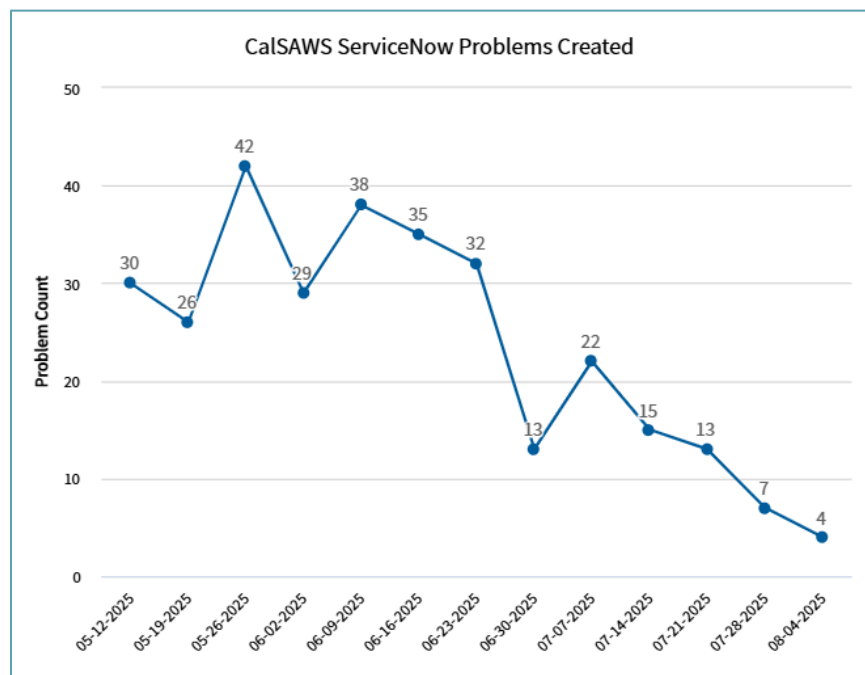
Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.
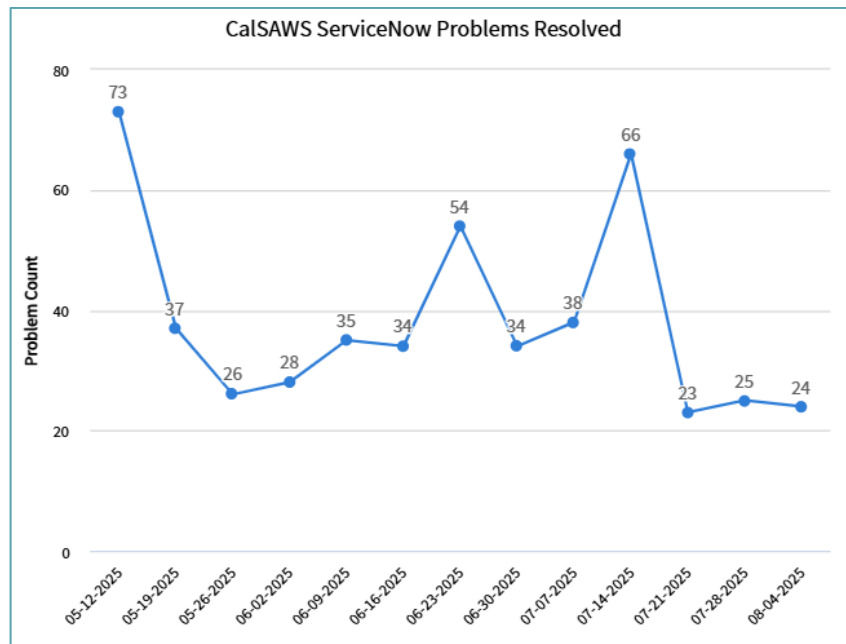
Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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	36	3	3	0	2	2	2	49
IN PROGRESS	7	95	26	11	22	15	25	7	208
ON HOLD	0	66	30	24	78	93	88	36	415
RESOLVED	0	188	278	255	314	73	66	10	1,184
CLOSED	13	4	2	42,747	92,193	17,191	11,786	3,495	167,431
PROBLEM IN DIAGNOSIS	0	1	0	0	2	1	1	0	5
TOTAL	21	390	339	43,040	92,609	17,375	11,971	3,550	169,295

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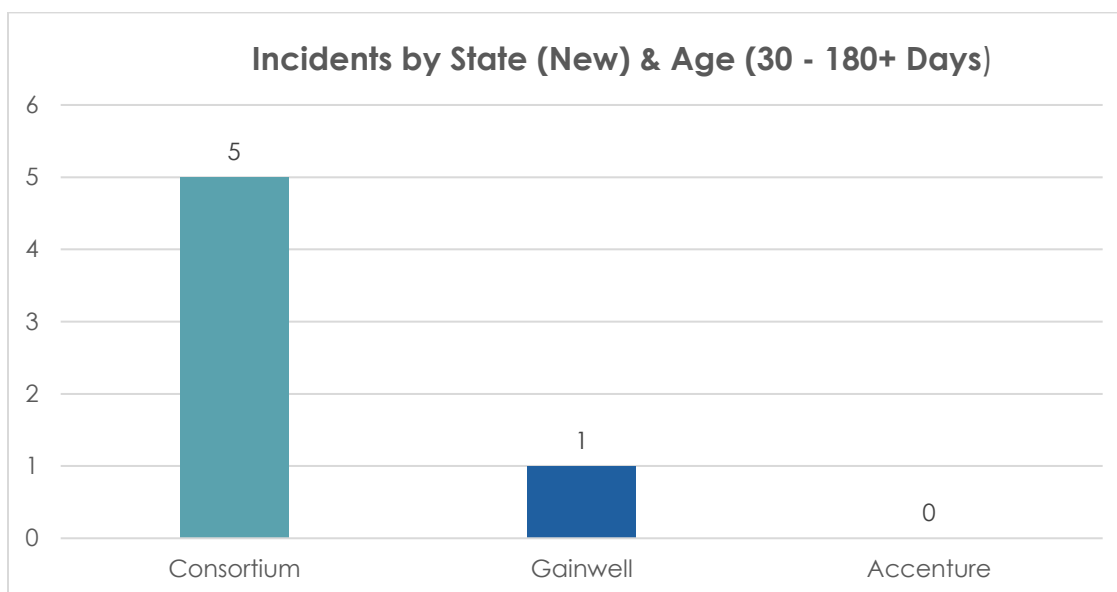
Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	5	0	5
Gainwell	1	0	1
Accenture	0	0	0
Total	6	0	6

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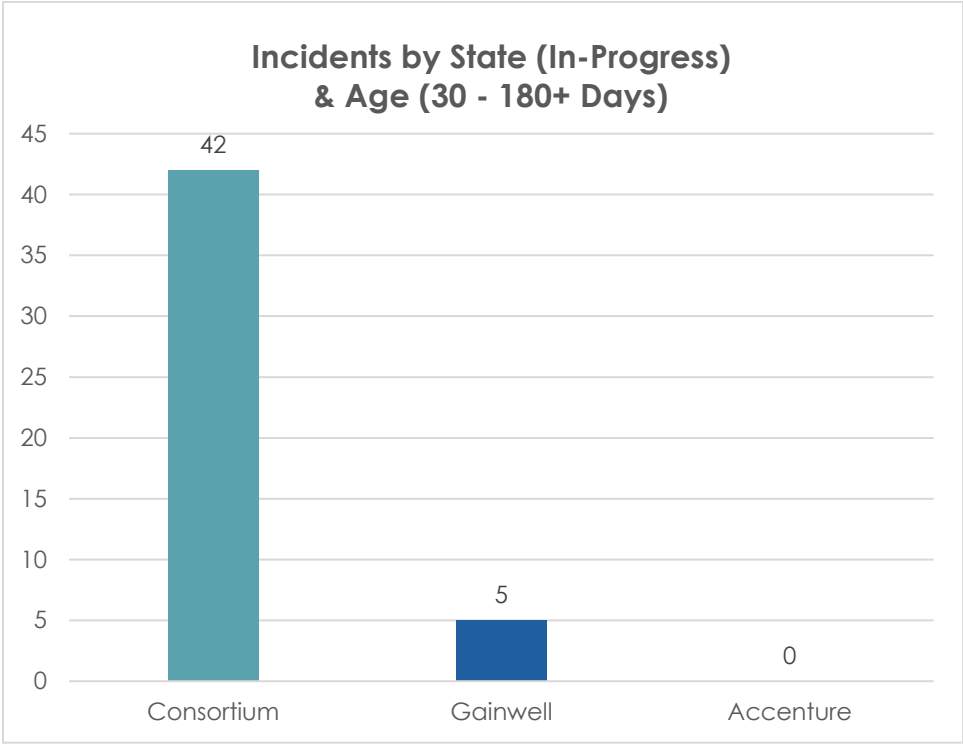
Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	42	0	**42**
Gainwell	3	2	**5**
Accenture	0	0	**0**
Total	**45**	**2**	**47**

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

	4-May	18-May	1-Jun	15-Jun	29-Jun	13-Jul	27-Jul	10-Aug
Consortium	57	64	60	60	50	51	48	47
Gainwell	6	4	4	6	5	8	7	5
Accenture	17	23	16	10	2	3	0	0

Figure 4.1.1-9:Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code - BWSR

Legend:
- Customer Confi... = 812 (17.67%)
- How To - Steps... = 708 (15.41%)
- Not a System E... = 685 (14.91%)
- Defect Fixed = 671 (14.6%)
- Outage / Perfo... = 473 (10.29%)
- Linked to SCR = 379 (8.25%)
- Multiple Outre... = 367 (7.99%)
- Customer Reque... = 172 (3.74%)
- Solved (Perman... = 150 (3.26%)
- Unable to Recr... = 66 (1.44%)
- Other = 112 (2.44%)

Resolution code	Incident Count	Percentage of Incidents
Customer Confirmed Issue is Resolved	812	17.67%
How To - Steps to Proceed Provided	708	15.41%
Not a System Error - With Explanation	685	14.91%
Defect Fixed	671	14.6%
Outage / Performance Degradation	473	10.29%
Linked to SCR	379	8.25%
Multiple Outreach Attempts – No Response	367	7.99%
Customer Requested Closure	172	3.74%
Solved (Permanently)	150	3.26%
Unable to Recreate Issue	66	1.44%
Other	112	2.44%
Total	**4,595**	**100%**

Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	283	7.74%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	170	4.65%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	164	4.48%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	155	4.24%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	114	3.12%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	108	2.95%
CalSAWS Information Request	94	2.57%
CalSAWS Application/Related Systems > Production > Reports > On Request	91	2.49%
Contact Center > Amazon Console (eCCP) > Other	78	2.13%
CalSAWS Application/Related Systems > Production > Task Management > Other	69	1.89%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	64	1.75%
CalSAWS Application/Related Systems > Production > Statewide Cash-Aid Time Limits	58	1.59%
Other	2,210	60.42%
Total	**3,658**	**100%**

Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,210 listed as Other are for selected categories that had less than 58 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,658 incidents.
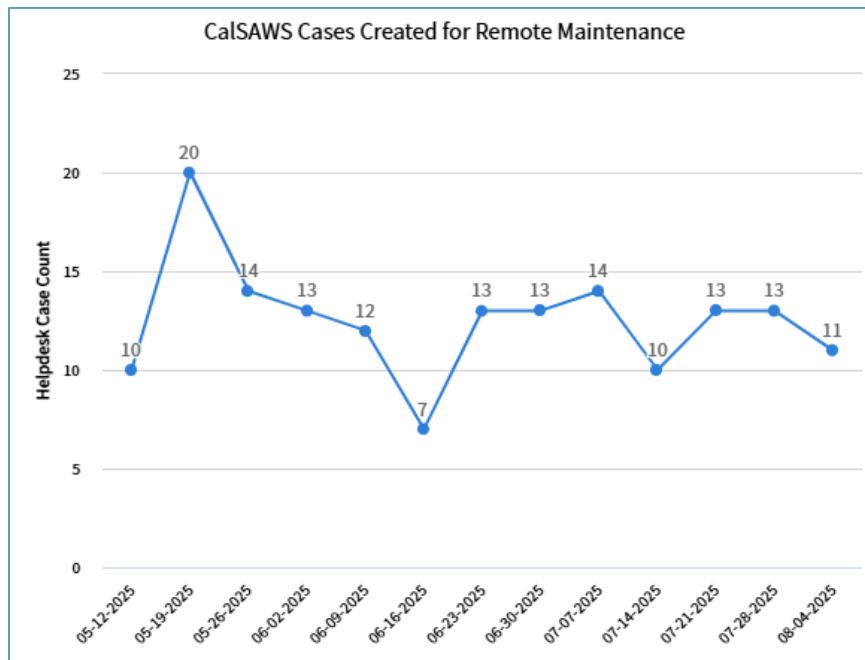
Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

 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 August Month to Date (MTD) is 100%
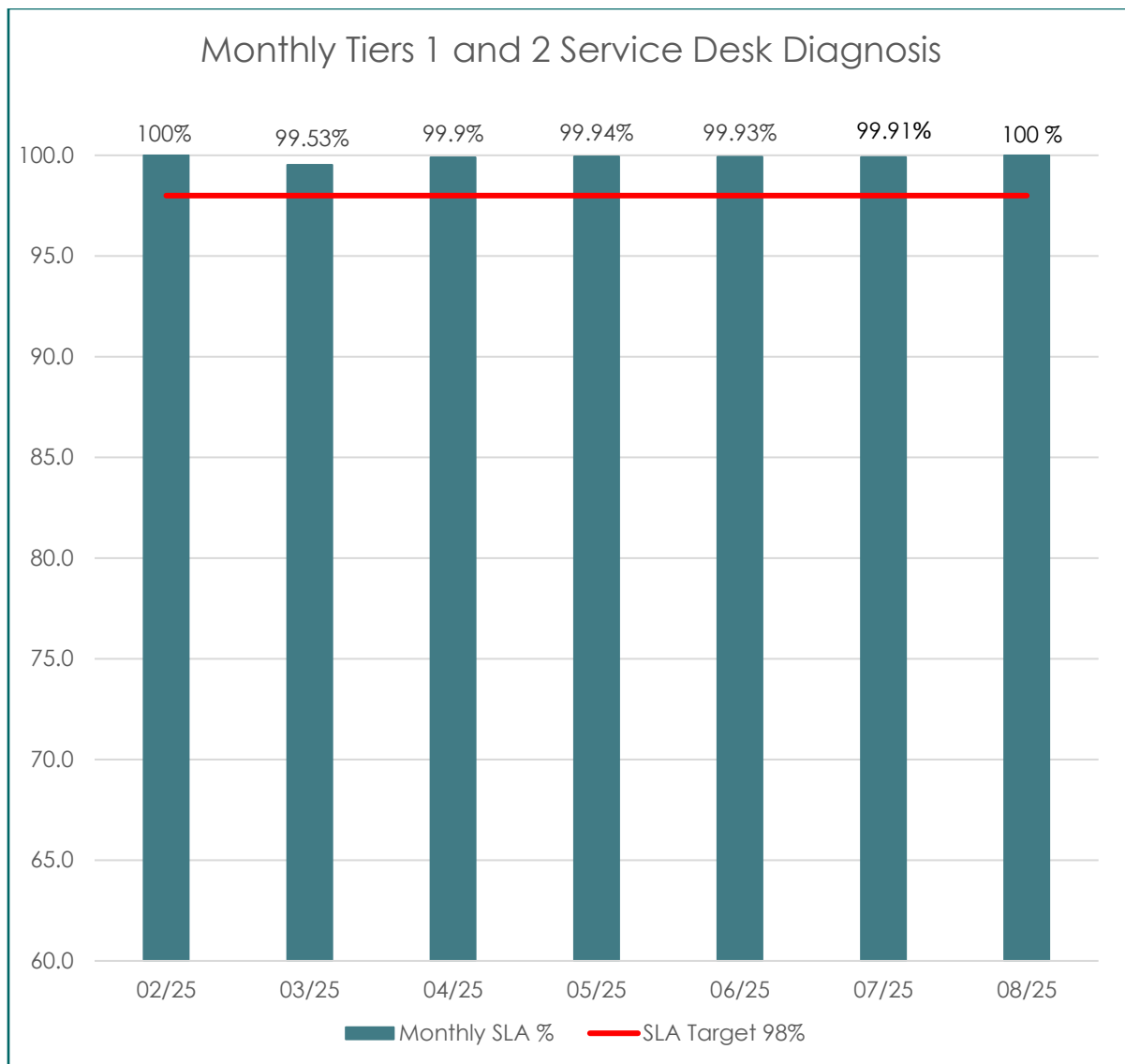
Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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

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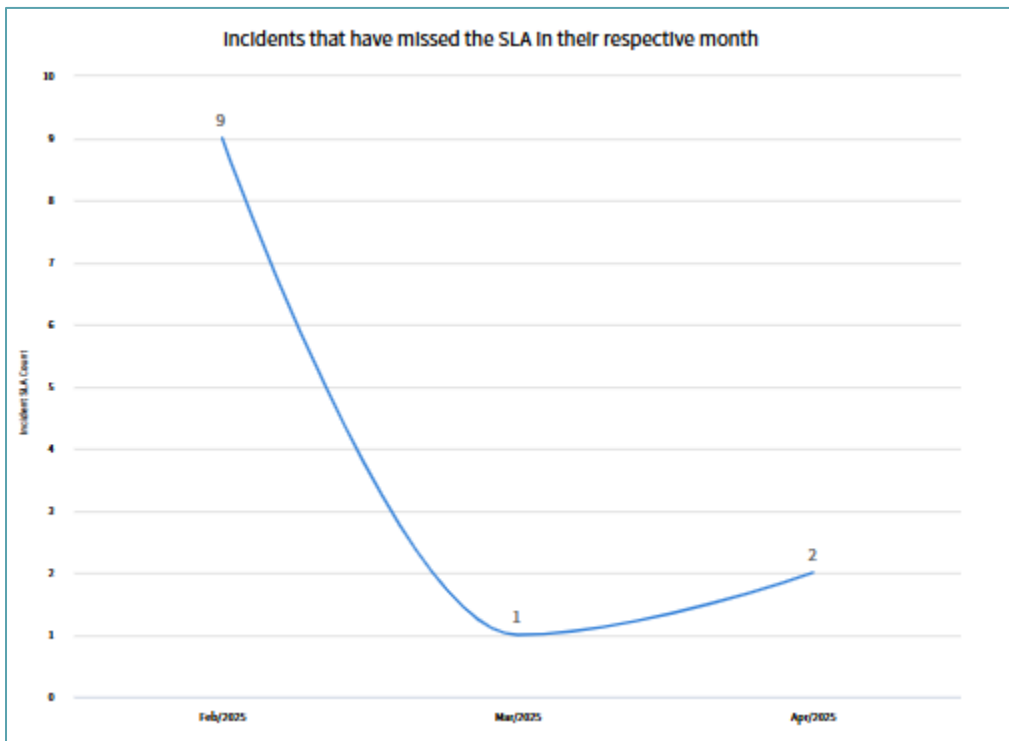
Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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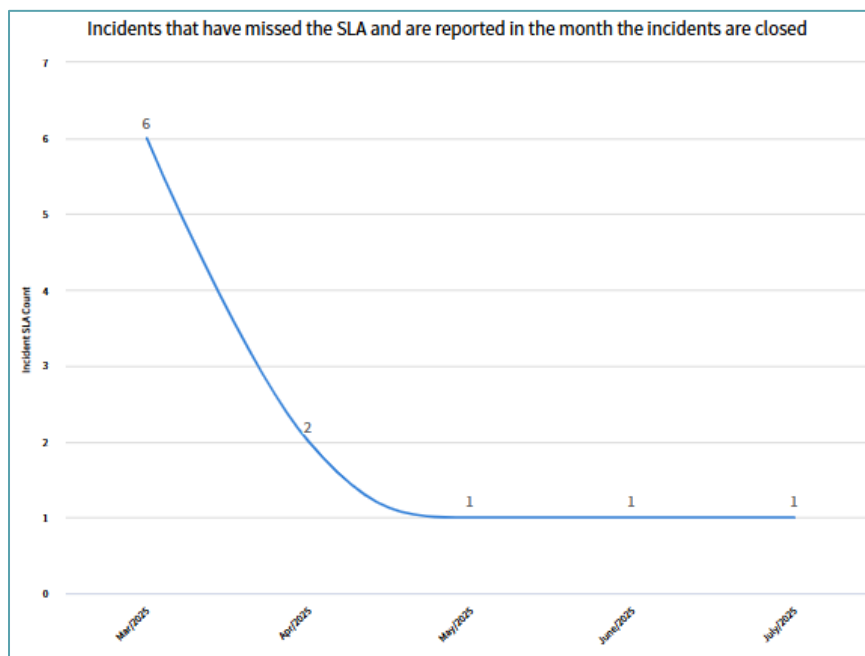
Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.
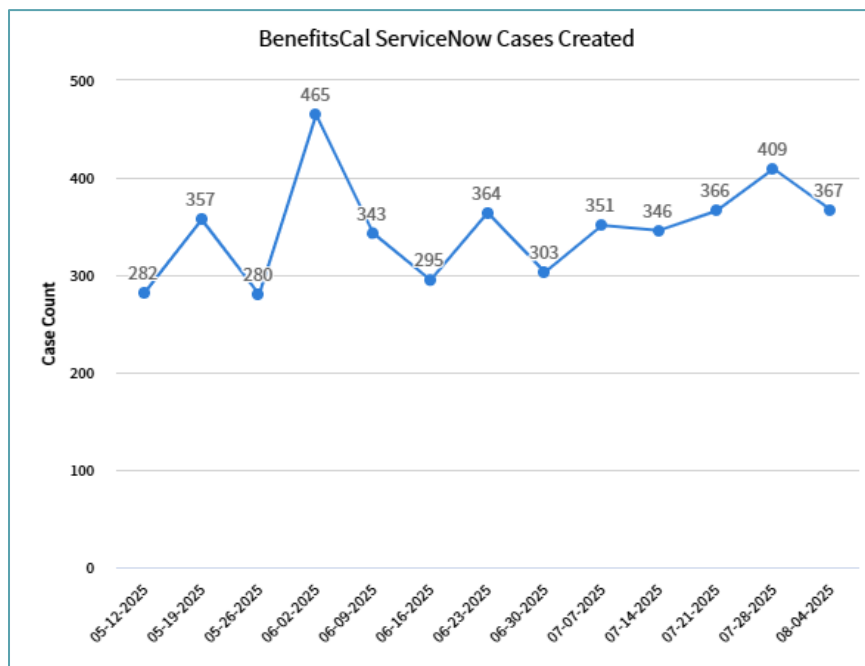
Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.
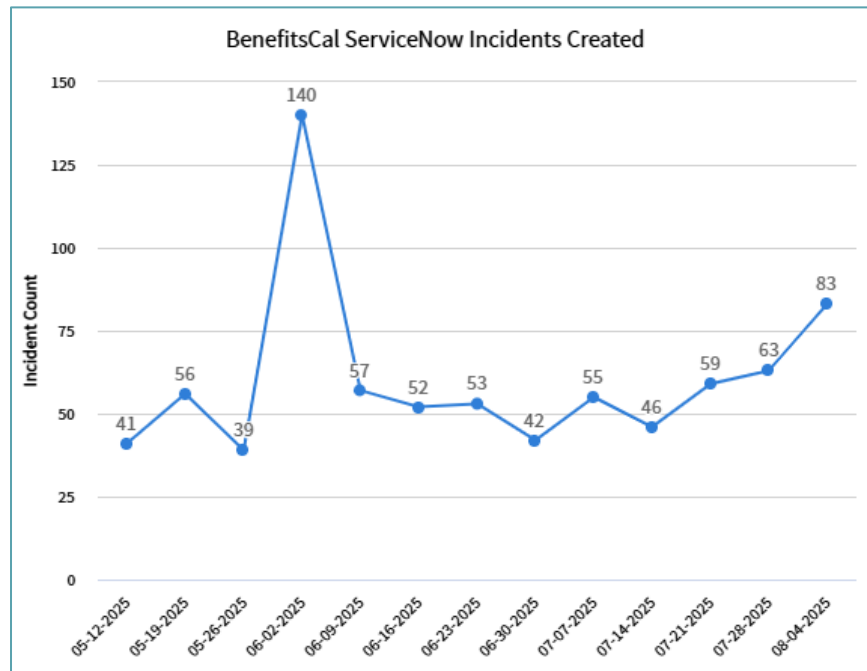
Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.
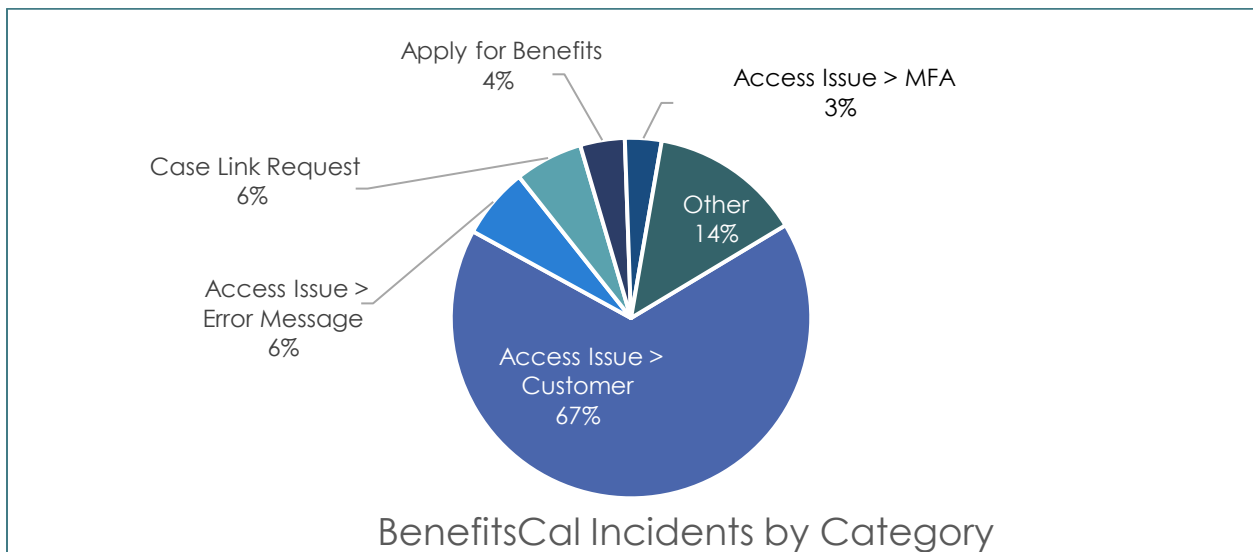
Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

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.

Table 4.1.3-1: In Progress RCAs

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
385	Calabrio Screen Recordings Not Showing	8/6/2025	External - Calabrio

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2-1: Infrastructure Production Defects

| JIRA ID	CREATED	INFRASTRUCTURE 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-293560	8/8/2025	Infra Contact Center	Los Angeles - CCB Historical Report Wait Time	Assigned
CA-293558	8/8/2025	Infra Contact Center	Ventura - Max Queue Message not playing	New
CA-293487	8/6/2025	Infra Contact Center	External Agency - Calabrio screen capture is not working	New
CA-293468	8/6/2025	Infra Contact Center	Update packages in saveChatTranscriptMetadata/ package.json	Assigned
CA-293458	8/5/2025	Infra Contact Center	Los Angeles - CCB column real time metric not updated in real time	Test Complete
CA-293441	8/5/2025	Infra Contact Center	External Agency - eGain update to 21.21.1	System Test
CA-293324	7/31/2025	Infra Contact Center	REOPEN - External Agency - AWS - End Users experiencing delay in assignment of calls	New
CA-293278	7/30/2025	Infra Contact Center	ECCP supervisor email notifications are not working	Assigned
CA-293251	7/29/2025	Infra Contact Center	EXTERNAL AGENCY - Calabrio reports missing adherence and conformance data	New
CA-293233	7/29/2025	GenAI	External Agency - Spanish Fresno GenAI Incorrect DOB Format Capture	Assigned

Jira ID	Created	Infrastructure Team	Description	Status
CA-293148	7/25/2025	Infra Imaging	Post FormInfo API is not returning all results	Assigned
CA-293143	7/25/2025	Infra Contact Center	CCB time Configuration Options sometimes does not display time	Assigned
CA-293142	7/25/2025	Infra Imaging	External Agency - Documents failing to merge and create duplicate tasks	Assigned
CA-293025	7/22/2025	Infra Contact Center	Sacramento Call Drops after selecting Tagalog	Test Complete
CA-293003	7/21/2025	Infra Contact Center	County code missing for TTY Queues	Assigned
CA-292962	7/18/2025	Infra Contact Center	Update packages in courtesyCallbackRealtimeMetrics/package.json	Test Complete
CA-292876	7/15/2025	Infra Imaging	External Agency - Batch without Case number listed	System Test
CA-292870	7/15/2025	Infra Contact Center	IVR Providing incorrect amounts for CalFresh	Test Complete
CA-292819	7/14/2025	Infra Contact Center	Metrics visualization peak cut-off	Assigned
CA-292815	7/14/2025	Infra Contact Center	Yuba - IVR incorrect office hours and Exit Reason 4009	In Development
CA-292770	7/10/2025	Infra Imaging	External Agency - Users seeing slowness with Submit Batch functionality	System Test
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	Test Complete
CA-292593	7/2/2025	Infra Contact Center	LA Quick Connects failing to remove queues	Test 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	Test Complete
CA-292492	6/27/2025	Infra Contact Center	Caller is not taken through WB Routing if declines to Enroll Voice	Test Complete
CA-292486	6/27/2025	Infra Contact Center	Agents status changing from Case work/Processing status to Available	Pending Rejection
CA-292483	6/27/2025	Infra Contact Center	IVR Call flow routing loop when authentication fails	Test Complete

Jira ID	Created	Infrastructure Team	Description	Status
CA-292480	6/27/2025	Infra Contact Center	Routing Profile not syncing between eCCP and Connect	In Development
CA-292473	6/27/2025	Infra Contact Center	Supervisor Team Performance continues to show agents offline	Test Complete
CA-292364	6/24/2025	Infra Contact Center	Intermittent voice verification errors in Security suite	System Test
CA-292334	6/24/2025	Infra Contact Center	Telephonic Signature captured incorrect section	Pending Rejection
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	Test Complete
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-279530	6/19/2024	Infra Imaging	External Agency - When Splitting Documents Custom	Assigned

Jira ID	Created	Infrastructure Team	Description	Status
			Property Date Intermittently Changed	
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-1436	8/8/2025	ServiceNow	Incident/problem warning for conversion to P1 tickets	To Do
NOW-1433	8/1/2025	ServiceNow	ENV access request: verbiage removal	PENDING FOR VALIDATION
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

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
7/28/25	7/29/25	STANDARD - Weekly creation Change and Security Updates - Monday (July 28)
7/28/25	7/28/25	Decommissioning Siskiyou site 47005
7/28/25	7/28/25	Standard Change: ForgeRock DEV DR Release 25.07.28
7/28/25	7/30/25	Faulty UPS Replacement at 33011-Riverside,4060 County Circle Dr, Riverside, CA 92503

Date(s)		Activity Description
7/28/25	7/30/25	Decommission AT7-DB EC2 instance in coreapp-development
7/28/25	8/1/25	Update Cloudwatch Logs destination in AWS Accounts for OS/System logs
7/29/25	7/29/25	Decommissioning of network devices at Imperial site - 13009
7/29/25	7/29/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (July 29)
7/29/25	7/29/25	CalSAWS Priority Release 25.07.29
7/30/25	8/1/25	San Mateo County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	8/1/25	San Luis Obispo County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	8/1/25	San Joaquin County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	7/30/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
7/30/25	8/1/25	Faulty UPS Replacement at 33080-Riverside, 5961 Mission Blvd, Riverside, CA 92509
7/30/25	8/1/25	Modify permission sets for LA County users for Analytics PBDS project
7/30/25	7/31/25	San Diego County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	7/31/25	San Joaquin County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	7/31/25	San Luis Obispo County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	8/1/25	Add security group rule to support smoke testing
7/30/25	8/6/25	Deploy Welcome Bot for SLO county (c40) to contactcenter-training-sanluisobispo (AWS #512688017204)
7/30/25	7/31/25	San Mateo County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	7/31/25	Mendocino County	IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
7/30/25	8/1/25	San Bernardino County	IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
7/30/25	8/1/25	Modify RDS instances master user to be managed by secret manager in coreapp-development
7/30/25	8/1/25	Create new IF and ME AWS roles - Phase 10

Date(s)		Activity Description
7/30/25	7/31/25	coreapp-staging: Add a new tag to enable the Tools team access to BatPerf2 Batch Scheduler
7/30/25	7/31/25	Update Route53 DNS records from CNAME to A (and alias) type - non-prod
7/30/25	8/1/25	Delete unused cAT1-online-elb-target-group
7/30/25	7/31/25	Faulty UPS Replacement at 36019-San Bernardino,73629 Sun Valley Dr, Twentynine Palms, CA
7/30/25	7/31/25	coreapp-development: Add a new tag to enable the Tools team access to cSYS-BatSch Batch Scheduler
7/30/25	8/1/25	Allow connectivity from nonprod RPA application to DB on TCP 1522 (contactcenter-nonproduction-sharedfunctions #378306706021)
7/30/25	8/1/25	Whitelist VA chatbot domain from offshore Workspaces
7/30/25	7/31/25	Allow Database access through Global Protect VPN - contactcenter-nonproduction-orange
7/30/25	7/30/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (July 30)
7/30/25	7/30/25	CalSAWS Priority Release 25.07.30
7/30/25	7/31/25	Tehama County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	8/6/25	Disable Cisco AnyConnect VPN Service
7/30/25	8/1/25	Delete unused EBS volume on Ansible-Tower servers.
7/30/25	7/31/25	Fresno County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	8/6/25	Test Fix for Automation patch jobs failed with ForceFailureStep
7/30/25	8/1/25	Need to migrate the WAF classic to WAFV2 in all production environments - phase 5
7/30/25	8/5/25	Streamline App logs in coreapp-production log archive
7/30/25	7/31/25	Alamaeda County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	7/31/25	Santa Clara County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/30/25	7/31/25	36ext Velocloud NAT and Static route changes to allow Calsaws access for San Bernardino TAD Worker
7/30/25	7/31/25	Add GlobalProtect VPN to Cares-Dev VPC Endpoint (coreapp-production-shared-services #567729715457)

DATE(S)		ACTIVITY DESCRIPTION
7/31/25	8/6/25	Standard Change: ForgeRock Testing in SandBox Environment 07/31-08/06
7/31/25	8/1/25	Santa Barbara County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
7/31/25	7/31/25	Upgrade DynaTrace Agent Version on CALSAWS-FORGEROCK-AL2 base AMI
7/31/25	7/31/25	Update desktop shortcut "C-IV User Handbook" for San Bernardino County Managed systems
7/31/25	7/31/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
7/31/25	7/31/25	Standard Change: ForgeRock Staging Environment Build 2025.07.31
7/31/25	7/31/25	Standard Change: ForgeRock AT Release 25.07.31
7/31/25	7/31/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (July 31)
7/31/25	7/31/25	CalSAWS Priority Release 25.07.31
7/31/25	8/1/25	Upgrade security policy of OCAT API listener to match non-prod environments
7/31/25	7/31/25	Upgrade OS on SV1 Data Center Firewalls
7/31/25	7/31/25	Enable connectivity from coreapp-development-at to AT1/AT2 applications for regression test execution
8/1/25	8/1/25	Standard Change: ForgeRock AT DR Release 25.08.01
8/1/25	8/3/25	NON-PROD: Upgrade Java (Online + Batch) and July 2025 WLS Patches (Online) in coreapp-staging (#339650810458)
8/1/25	8/3/25	Rotate application credentials - assembly test and system test environments - coreapp-development - Aug 2025 Group 1
8/1/25	8/2/25	NON-PROD : Upgrade Java (Online + Batch) and July 2025 WLS Patches (Online) in coreapp-training (#058264522586)
8/1/25	8/1/25	Standard Change: ForgeRock Dev Release 25.08.01
8/1/25	8/1/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (August 1)
8/1/25	8/1/25	CalSAWS Priority Release 25.08.01
8/1/25	8/6/25	ECR-Modoc County IP Address Changes for Domain Controller, SFTP Server, and LAN Subnet
8/1/25	8/2/25	July 2025 Oracle DB RU 19.28.0.0 .0 patching on Development, and Assembly Test databases

Date(s)		Activity Description
8/2/25	8/4/25	Solano County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/2/25	8/4/25	Kings County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.05a
8/2/25	8/4/25	Sonoma County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/2/25	8/4/25	Marin County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/2/25	8/4/25	Lake County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.05a
8/2/25	8/2/25	PTrain: Upgrade Java (Online + Batch) and July 2025 WLS Patches(Online) in coreapp-training (#058264522586)
8/2/25	8/3/25	Scale up SM-DB1 EC2 from r5.xlarge to r7i.xlarge
8/2/25	8/2/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (August 2)
8/3/25	8/3/25	CalSAWS Priority Release 25.08.03
8/3/25	8/3/25	In-Place Upgrade of Dynatrace ActiveGate PROD-2 server from RHEL 8.10 to 9.6
8/4/25	8/5/25	STANDARD - Weekly creation Change and Security Updates - Monday (August 4)
8/4/25	8/4/25	Standard Change: ForgeRock DEV DR Release 25.08.04
8/4/25	8/4/25	Update Application license file (Virto Calendar) in PROD
8/4/25	8/6/25	Faulty UPS Replacement at 33094-Riverside, 1400 W Minthorn Street, Lake Elsinore, CA
8/4/25	8/4/25	CalSAWS Priority Release 25.08.04
8/5/25	8/8/25	coreapp-sandbox : Upgrade Sandbox Jira to 9.15.2
8/5/25	8/8/25	Coreapp-sandbox : Upgrade Sandbox Bitbucket to LTS 8.19.11
8/5/25	8/7/25	Yuba County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
8/5/25	8/7/25	Kern County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
8/5/25	8/5/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (August 5)
8/5/25	8/5/25	CalSAWS Priority Release 25.08.05
8/5/25	8/5/25	ECR: Gold River Velocloud HA Failover Test

Date(s)		Activity Description
8/6/25	8/8/25	San Bernardino County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/6/25	8/8/25	San Bernardino County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
8/6/25	8/6/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
8/6/25	8/7/25	Update Network Rule to allow Global Protect VPN (forgerock-staging #221447560498)
8/6/25	8/8/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-training AWS account
8/6/25	8/8/25	Create new IF and ME AWS roles - Cleanup - Phase 7
8/6/25	8/8/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-staging AWS account
8/6/25	8/8/25	Add Security Response Headers to CARES API Gateway
8/6/25	8/9/25	Allow RPA robots to connect to Calsaws non-prod database (contactcenter-nonproduction-sharedfunctions #378306706021)
8/6/25	8/6/25	Update Log Groups Retention to 2 weeks or 2 days in coreapp-sandbox (#883685621503)
8/6/25	8/8/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-county AWS account
8/6/25	8/8/25	Update the security policy for API Gateway custom domain names to disable weak ciphers
8/6/25	8/6/25	Rotate application credentials - coreapp-staging - Aug 2025
8/6/25	8/8/25	Add Security Response Headers to CARES API Gateway
8/6/25	8/6/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (August 6)
8/6/25	8/6/25	CalSAWS Priority Release 25.08.06
8/6/25	8/8/25	Need to migrate the WAF classic to WAFV2 in remaining production environments - phase 6
8/6/25	8/8/25	Add Permission policy to " iam-role-ansible-automation" Role in coreapp-prod AWS account
8/6/25	8/7/25	Fix the DNS issue for SYS6 SCATL endpoint
8/6/25	8/8/25	Request to allow outbound traffic from LA3 Linux servers to Splunk Cloud on TCP port 9997 to restore log forwarding functionality.
8/6/25	8/8/25	Update recipient list for Contact Center monitoring emails in contactcenter-production-tools 491030312634

Date(s)		Activity Description
8/6/25	8/6/25	Enable lifecycle policy for S3 bucket in coreapp-production-log-archive
8/6/25	8/8/25	Grant S3 permissions to CloudOps resources
8/7/25	8/8/25	Riverside County	IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.4
8/7/25	8/8/25	San Francisco County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/7/25	8/7/25	Standard Change: ForgeRock Staging Environment Build 2025.08.07
8/7/25	8/8/25	Butte County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/7/25	8/7/25	Installation and Network Connectivity of Two New APC UPS Units in MDF Room for Power Redistribution at Gold River office.
8/7/25	8/7/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
8/7/25	8/7/25	Standard Change: ForgeRock AT Release 25.08.07
8/7/25	8/7/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (August 7)
8/7/25	8/7/25	CalSAWS Priority Release 25.08.07
8/7/25	8/7/25	Enable Riverside County access to Production APEX
8/7/25	8/8/25	Ventura Costa County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/7/25	8/8/25	Tuolumne Costa County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/7/25	8/8/25	Tulare County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/7/25	8/7/25	ServiceNow Release 2025.08.07
8/7/25	8/8/25	Trinity County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/7/25	8/8/25	Calaveras Costa County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/7/25	8/7/25	Install Splunk Squid Proxy Add-On and create new index for use with Squid logs
8/8/25	8/8/25	Standard Change: ForgeRock AT DR Release 25.08.08
8/8/25	8/10/25	Rotate application credentials - assembly test and system test environments - coreapp-development - Aug 2025 Group 2
8/8/25	8/8/25	Standard Change: ForgeRock Dev Release 25.08.08

DATE(S)		ACTIVITY DESCRIPTION
8/8/25	8/8/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (August 8)
8/8/25	8/8/25	CalSAWS Priority Release 25.08.08
8/8/25	8/9/25	July 2025 Oracle DB RU 19.28.0.0 .0 patching on System Test and Performance Test databases
8/9/25	8/9/25	ServiceNow [CSM-TEST] Security Patch: Install Patch
8/9/25	8/9/25	ServiceNow [CSM-TRAINING] Security Patch: Install Patch
8/9/25	8/9/25	ServiceNow [CSM-DEV] Security Patch: Install Patch
8/9/25	8/9/25	CT, PRT: Upgrade Java (Online + Batch) and July 2025 WLS Patches(Online) in coreapp-county (#730335359990)
8/9/25	8/9/25	CalSAWS Priority Release 25.08.09
8/10/25	8/10/25	Exchange Failover (LA3 to SV1)
8/10/25	8/10/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for 8/10/25 Release
8/10/25	8/10/25	CalSAWS Priority Release 25.08.10

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
8/11/25	8/13/25	Shasta County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/11/25	8/13/25	Santa Barbara County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/11/25	8/12/25	STANDARD - Weekly Change and Security Updates - Monday (August 11)
8/11/25	8/12/25	Butte County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/11/25	8/12/25	San Diego County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/11/25	8/12/25	San Francisco County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/11/25	8/13/25	Santa Cruz County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/11/25	8/11/25	Standard Change: ForgeRock DEV DR Release 25.08.11
8/11/25	8/15/25	Transitioning 20 counties from "Managed" to "POP" in the VeloCloud Orchestrator to align with network architecture standards
8/11/25	8/13/25	Faulty UPS Replacement at 36018-San Bernardino,1895 Del Rosa Dr, San Bernardino, CA 92404

DATE(S)		ACTIVITY DESCRIPTION
8/11/25	8/11/25	CalSAWS Priority Release 25.08.11
8/12/25	8/14/25	Faulty UPS Replacement at 33111-Riverside,68615 Perez Rd Ste A, Cathedral City CA
8/12/25	8/12/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (August 12)
8/12/25	8/14/25	Enable LDAP traffic to resolve user access issues with Merced County shared drives.
8/12/25	8/13/25	Update Splunk Universal Forwarder in Equinix LA-3 Linux servers
8/13/25	8/13/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
8/13/25	8/14/25	Placer County	IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/13/25	8/15/25	Create new IF and ME AWS roles - Cleanup - Phase 8
8/13/25	8/15/25	Remove unused tags pwr_sch and uptime.
8/13/25	8/15/25	Update Security Group to allow connection
8/13/25	8/15/25	Upgrade all non-prod environments (dev, staging, training) using the latest version of api-gateway Terraform code
8/13/25	8/13/25	Set Log Groups Retention to 2 weeks in application-development (#443252421478)
8/13/25	8/15/25	Remove unused tags pwr_sch and uptime.
8/13/25	8/15/25	Create iir_admin secret for SYS7 in coreapp-development (#650244008899)
8/13/25	8/15/25	Create iir_admin secret for STG6 in coreapp-staging (#339650810458)
8/13/25	8/14/25	Marin County	IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/11/25	8/13/25	Shasta County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/13/25	8/15/25	Enable retention to Cloudwatch log groups for OS logs
8/13/25	8/15/25	Enable retention to Cloudwatch log groups for OS logs
8/13/25	8/15/25	Update the resource policy for calsaws-get-time-lambda-training in all county training accounts
8/13/25	8/15/25	Add Routes to AT3 & STG4 Calsaws-Service API coreapp-development 650244008899
8/13/25	8/14/25	Mendocino County	IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a

DATE(S)		ACTIVITY DESCRIPTION
8/13/25	8/13/25	Set Log Groups Retention to 2 weeks in analytics-development (#347575916305)
8/13/25	8/13/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (August 13)
8/13/25	8/14/25	Renew and install the adhoc reports certificate - coreapp-prod
8/13/25	8/15/25	Update Security Group to allow connection
8/13/25	8/15/25	Update Security Group to allow connection
8/13/25	8/15/25	Update Network Access Control List to allow Splunk connection coreapp-production-shared-services #567729715457
8/13/25	8/15/25	Request to allow outbound traffic from SV1 Linux servers to Splunk Cloud on TCP port 9997 to restore log forwarding functionality.
8/13/25	8/15/25	Allow connectivity from RPA prod applications to DB on TCP 1522 (contactcenter-production-sharedfunctions #654016806412)
8/13/25	8/14/25	Allow Database access through Global Protect VPN - contactcenter-training
8/13/25	8/14/25	Decommission os logs delivery stream in coreapp-production-log-archive
8/14/25	8/14/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
8/14/25	8/14/25	Configure Security Suites Web App on Dev server
8/14/25	8/14/25	Standard Change: ForgeRock Staging Environment Build 2025.08.14
8/14/25	8/14/25	Standard Change: ForgeRock AT Release 25.08.14
8/14/25	8/14/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (August 14)
8/14/25	8/14/25	Integrate County Site UPS Devices into SolarWinds Monitoring
8/14/25	8/14/25	Integrate County Site UPS Devices into SolarWinds Monitoring
8/15/25	8/15/25	Standard Change: ForgeRock AT DR Release 25.08.15
8/15/25	8/15/25	Rotate application credentials - PRT, CT and Training environments - coreapp-county, coreapp-training and coreapp-production-tools - Aug 2025
8/15/25	8/15/25	Standard Change: ForgeRock Dev Release 25.08.15
8/15/25	8/15/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (August 15)
8/15/25	8/15/25	Configure Security Suites Web App on Prod server
8/16/25	8/16/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (August 16)

DATE(S)		ACTIVITY DESCRIPTION
8/16/25	8/17/25	Update the User Access Tool to use ForgeRock UI for the user authentication
8/17/25	8/17/25	July 2025 Oracle DB RU 19.28.0.0 .0 patching on Coreapp Staging and Batch Performance databases

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 25.08.10	8/10/2025
Priority Release 25.08.09	8/09/2025
Priority Release 25.08.08	8/08/2025
Priority Release 25.08.07	8/07/2025
Priority Release 25.08.06	8/06/2025
Priority Release 25.08.05	8/05/2025
Priority Release 25.08.03	8/03/2025
Priority Release 25.08.01	8/01/2025
Priority Release 25.07.31	7/31/2025
Priority Release 25.07.30	7/30/2025
Priority Release 25.07.29	7/29/2025

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

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

4.3.4 CalSAWS Production Planned Outages Calendar

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

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

Figure 4.3.4-: CalSAWS Production Planned Outages Calendar

Notes:

1. The above table contains the known planned dates, and timing is subject to change
2. Additional maintenance windows may be added to address emergent events

5 LOBBY MANAGEMENT

The following table provides updates by County related to lobby management.

Table 4.3.4-1: Lobby Management Updates

COUNTY	UPDATES
Merced	The Firewall upgrade at the wardrobe site has been rolled back. Attempts at upgrading the firewall were not successful. Plans to upgrade the firewall are currently on hold.
Monterey	Monterey completed a kiosk refresh earlier in the year. It was identified that the printer brackets provided in the refresh do not properly align with the Kiosks in Monterey County. A ticket was raised with Meridian requesting issuance of updated 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.
San Bernardino	San Bernardino County is in the process of updating their Kiosk PCs. Outdated hardware will be replaced with Windows 11 compatible PCs
San Francisco	Meridian has provided the following solutions to address the ADA citation received: Option 1: retrofit the placement of the MagTEK card swipe, option 2: explore the purchase of a new ADA compliant kiosk Chassis. Both options have been shared with the Consortium.

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, Orange, 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:

- Staging validation has been completed for the August Monthly GAGR Correspondence Service Maintenance Release. The release included 18 SCRs for five (5) counties. The production release was successfully completed on 7/10/2025.
- The San Bernardino Exstream License/Appstream county purchase order is pending approval from the county and OTSI.
- The Shasta County GAGR Automated Solution Opt-in (GAGR-753) county purchase order is pending approval from the county and OTSI.
- The Kern County GAGR Automated Solution Opt-in (GAGR-763) requirement gathering sessions are in progress.

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)

ITOM FDEL OWD has been approved. ITOM Phase 1 and 2 deployments successful All ITOM tasks are now complete. The team is re-validating data this week to ensure everything is correct and finishing up CMDB cleanup.

- Hardware Asset Management (HAM)

HAM development has completed. Validation begins 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 validation is complete. SAM documentation will be included in the Configuration Management Plan.

7.2   Lobby Modernization

- Failover Planning in Progress
- Project was removed from Release 25.07
- Contingency Planning to resume for Off Cycle Release.

7.3 Log of Open SCRs

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

Table 7.3-1: Other Open SCRs

Jira ID	Created	Infra Team	Description	Status
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-883	8/7/2025	Client Correspondence	Tulare County Return Mail Processing and Return Mail Imaging	New
GAGR-879	7/24/2025	Client Correspondence	GAGR- Regression Testing Release 25.09	System Test
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-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
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 - 2139I	Test Complete
GAGR-853	6/4/2025	Client Correspondence	Add form CSF 24 SD	Design in Progress

Jira ID	Created	Infra Team	Description	Status
GAGR-852	6/4/2025	Client Correspondence	GR NOA 251 D Update verbiage in body text from "three months " to "ninety (90) days."	Test Complete
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	Test Complete
GAGR-842	5/21/2025	Client Correspondence	Update Form SC 105.6 GA SDI Referral Letter	Test Complete
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	Test Complete
GAGR-838	5/19/2025	Client Correspondence	Move GA NOA 023 to PROD in both EN and SP languages	Test Complete
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,	Test Complete
GAGR-835	5/14/2025	Client Correspondence	Updated text in GR NOA 061 B	Test Complete
GAGR-834	5/14/2025	Client Correspondence	Changed to ALL 1393	Test Complete
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
GAGR-829	5/14/2025	Client Correspondence	Update form GA 1003_34F	Test Complete
GAGR-828	5/14/2025	Client Correspondence	Updates to GA NOA 120 1	Test Complete
GAGR-827	5/14/2025	Client Correspondence	Update to GAGR_Form_Template_Dou bleLine	Test Complete
GAGR-825	5/14/2025	Client Correspondence	Update to Form SC 514G	Test Complete

Jira ID	Created	Infra Team	Description	Status
GAGR-803	4/16/2025	Client Correspondence	Updates to Orange County CalSAWS 5 NOA	Test Complete
GAGR-801	4/16/2025	Client Correspondence	Updates to GR NOA 083/084 B	Test Complete
GAGR-800	4/16/2025	Client Correspondence	Updates to GR NOAs 250 D, 260 D, and 262 C	Test Complete
GAGR-799	4/16/2025	Client Correspondence	Update form SC 546 G Services Assessment Questionnaire	Test Complete
GAGR-798	4/16/2025	Client Correspondence	Update OCC CDS 711-2 Representative/Counsel Release Cover Letter	Test Complete
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	Pending Rejection
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-293571	8/8/2025	Infra Contact Center	Enhance IVR - Ability for customers to opt-out of Self-	New

Jira ID	Created	Infra Team	Description	Status
			Service Integrated Voice Response (IVR)	
CA-293568	8/8/2025	Infra Contact Center	Humboldt-Update Hours and Locations	New
CA-293535	8/7/2025	Infra Contact Center	San Bernardino-IVR Welcome Message	New
CA-293453	8/5/2025	Infra Tech Ops	Exchange Failover (LA3 to SV1)	Pending Approval
CA-293391	8/4/2025	Infra Tech Ops	Upgrade Oracle APEX to version: 24.1	New
CA-293388	8/4/2025	Infra ForgeRock	Migrate AWS PinPoint to AWS End User Messaging	New
CA-293334	7/31/2025	Infra Contact Center	Los Angeles-Removal of temporary IVR message and uniformity of the CSC/RE Line Call Flow.	In Development
CA-293289	7/30/2025	Infra Tech Ops	Amazon Linux 2 (AL2) upgrade to Amazon Linux 2023 (AL2023)	New
CA-293257	7/29/2025	Infra Imaging	Add a Disability Document Type to CalSAWS Imaging Solution	New
CA-293256	7/29/2025	Infra Imaging	Update Imaging Routing of Lobby/Kiosk documents to Skip Queues When Possible	New
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	System Test
CA-292919	7/16/2025	Security	Gainwell M&O Team - OCAT Gitlab Environment Integration with Invicti for 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 8.19.11	System Test
CA-292881	7/15/2025	Tech Ops	Upgrade Jira to Latest Version	System Test
CA-292720	7/9/2025	Infra Contact Center	Santa Cruz - Update Verbiage on General Phone Menu for Foster Care	Approved

Jira ID	Created	Infra Team	Description	Status
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-292164	6/18/2025	Infra Contact Center	CCB is not offered on a transferred call	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	Design in Progress
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 Environment Integration for DAST/API Testing	Design in Progress
CA-291514	6/2/2025	Security	OCAT Environment Integration for AppSec Testing to Support Deloitte M&E Transition; AppSec and Defect Reverse Shadow Efforts	Design in Progress
CA-291454	5/30/2025	Infra Tech Ops	Validate new Application DBA Roles	Approved
CA-291384	5/29/2025	Infra Contact Center	RPA BenefitsCal EBT card/BIC replacement task search enhancement	Pending Approval
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	System Test
CA-291138	5/21/2025	Infra Imaging	Enhance Imaging to exclude non-CalSAWS barcode patterns	Test Complete
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	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Defect Reverse Shadow Efforts	
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 â€" 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
CA-290041	4/17/2025	Infra Contact Center	San Bernardino - Deactivate IVR Predictive Handling - CPO	Design in Progress
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

Jira ID	Created	Infra Team	Description	Status
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
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-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	Microsoft Data Security	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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, welcome bot and authentication bot to understand all threshold languages	New
CA-283265	10/2/2024	Infra Contact Center	Welcome bot to add threshold languages currently supported by IVR.	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-281708	8/14/2024	Infra ForgeRock	MFA delivery choice at Login Journey - Implementation	New
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
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	Committee Review
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

Jira ID	Created	Infra Team	Description	Status
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
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-276974	4/23/2024	Infra Tech Ops	Upgrade Oracle Apex to 24.1	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

Jira ID	Created	Infra Team	Description	Status
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
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 â€" essential data elements	New
CA-276398	4/10/2024	Infra Contact Center	PFR - eGain: CCB Real-time report â€" 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

Jira ID	Created	Infra Team	Description	Status
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page â€" 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	Microsoft 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)	"
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	In Development
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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

7.4 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 Testing
  - Beta Testing In-Progress for select Managed Counties
  - Project Staff Laptop Refresh and Windows 11 Update

- 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
  Service Transitioned to Gainwell on 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

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