CalSAWS

California Statewide Automated Welfare System

Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: August 11, 2025 – August 24, 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 51 active Infrastructure Production defects.
Incidents	▪ **RESOLVED:** PRB0052221 – Starting at 9:15 AM on August 22, 2025, Riverside County users at the 68615 Perez Rd, Cathedral City and 65753 Pierson Boulevard Desert Hot Springs sites may experience slowness when accessing CalSAWS and associated systems. Riverside County users at the Cathedral City and Desert Hot Springs sites may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. The primary link at these sites is down and the CalSAWS project team is investigating the issue with the telecom provider (TPx). An update will be provided when the issue is resolved. As of 4:15 PM on August 22, 2025, the issue has been resolved by the local internet provider (Frontier). Internet connectivity at the Desert Hot Springs and Cathedral City sites has been restored and users are now able to access CalSAWS and associated systems at normal speed.
	▪ **RESOLVED:** PRB0052210 – Starting at 9:00 AM on August 21, 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 primary link at the Coachella site is down due to a Frontier Network outage in the local area. Currently there is no estimated time of repair from the network provider. An update will be provided when the issue is resolved. As of 7:00 AM on August 22, 2025, the issue has been resolved. Frontier has cleared the network outage in the area and confirmed restoration of internet services. Users at the Coachella site are now able to access CalSAWS and associated systems at normal speed.
	▪ **RESOLVED:** PRB0052213 – Starting at 1:15 PM on August 21, 2025, Mono County users at the 1290 Tavern Rd, Mammoth Lakes site are unable to access CalSAWS and associated systems due to a power outage. Mono County users at the Mammoth Lakes site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider estimates the power restoration time at 7:30 PM tonight. The CalSAWS project team is actively monitoring updates from the utility

Topic	Highlights for the Reporting Period

provider. An update will be provided when the issue is resolved. As of 7:00 AM on August 22, 2025, the issue has been resolved. Power at the Mammoth Lake site has been restored and users are able to access CalSAWS and associated systems.

- **RESOLVED:** PRB0052174 – Starting at 9:11 AM on August 13, 2025, the "Generate Form" button in the Receipt Detail page is not generating the DPTRCPT for LA County when clicked. The "Generate Form" button in the Receipt Detail page will not generate the DPTRCPT for LA County when clicked until the issue is resolved. Workaround: Generate the form from the Template Repository by searching through Form Name "Departmental Receipt" or Form Number "DPTRCPT". Enter the Receipt Number and click on the "Generate Form" button. Defect CA-293729 has been created to address this issue and is targeted for deployment to production on August 21, 2025. An update will be provided when the issue is resolved. As of 7:15 PM on August 21, 2025, the issue is resolved with the deployment of Defect CA-293729 on. The "Generate Form" button in the Receipt Detail page generates the DPTRCPT for LA County when clicked.

- **FIX IN PROGRESS:** PRB0052203 – Starting at 9:00 AM on August 20, 2025, some counties are experiencing audio issues with lobby monitor calls. While customer assigned number and location are being displayed on lobby monitors, the audio call may not be announced. The project team is actively investigating the issue with the vendor. An update will be provided as additional information becomes available.

- **RESOLVED:** PRB0052205 – Starting at 12:30 PM on August 20, 2025, some users from El-Dorado and Solano counties are experiencing issues receiving One Time Passcode (OTP) email used for logging into CalSAWS and associated systems. Impacted users may experience issues receiving OTP email until the issue is resolved. The project team is actively investigating the issue with the county IT team, and an update will be provided as additional information becomes available. Note: Some users are receiving OTP emails after a few minutes delay. As of 1:30 PM on August 20, 2025, this issue has been resolved. The County IT team confirmed OTP emails are being delivered, and users are able to access CalSAWS and associated systems.

- **RESOLVED:** PRB0052195 – Starting at 1:30 PM on August 19, 2025, the CalHEERS project reported that CalSAWS users may experience slowness when processing EDR transactions. CalSAWS users may experience slowness when processing EDR transactions. The CalHEERS team is actively investigating the issue. An update will be provided when additional information becomes available. As of 3:41 PM on August 19, 2025, the issue has been resolved by the CalHEERS project team. Users are now receiving MAGI responses from CalHEERS at normal speeds.

- **RESOLVED:** PRB0052182 – Starting at 5:00 PM on August 14, 2025, the following reports that are generated for BenefitsCal EBT and BIC card replacement tasks are not being sent to users:
  - EBT Summary Output Report
  - BIC Summary Output Report

Above listed EBT and BIC reports will not be sent to users via email until the issue is resolved. BenefitsCal EBT and BIC card replacement tasks are processed timely by the RPA solution and EBT Summary Output Report and BIC Summary Output Reports are being generated. However, these reports are not sent to users via email. The project team is working to resolve the issue and Defect CA-293776 has been created. An update will be provided when additional information becomes available. As of 5:00 PM on August 15, 2025, this issue is resolved. EBT and BIC Summary Output reports are now being sent to users.

- **RESOLVED:** PRB0052179 - Starting at 8:05 AM on August 15, 2025, Sierra County users at the 22 Maiden Lane, Downieville site are unable to access CalSAWS and associated systems due to a local internet outage. Sierra County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. An update will be provided when the issue is resolved. Update: The local internet provider estimates the internet connectivity to be restored by 10 am this morning. The Local internet provider crew are on-site and continuing to work on clearing the cable outage. Currently there is no estimated time of restoration available. As of 11:00 AM on August 15, 2025, the issue has been resolved by the local internet provider. Internet connectivity at the Downieville site has been restored and users are now able to access CalSAWS and associated systems.

- **RESOLVED:** PRB0052178 - Starting at 7:15 AM on August 15, 2025, users are experiencing a UEID error on the Task pop up window after clicking on the Tasks link on the home page. Users will not be able to access Tasks until the issue is resolved. Defect CA-293753 has been created to address this issue and is targeted for deployment to production today at noon, August 15, 2025. Users may be logged out of CalSAWS between 12:00 PM and 1:00 PM today. If logged out, reattempt CalSAWS access. An update will be provided when the issue is resolved. The CalSAWS application is scheduled for emergency maintenance today, August 15, 2025, between 12:00 PM and 1:00 PM. During this period, users may get logged out of CalSAWS. Impacted users should re-attempt login. An update will be sent once the maintenance is complete. Update: users can access tasks currently assigned to them using the link from the My Tasks panel in the homepage as shown below. The pop up will land on the Tasks Search page with the user's worker ID populated and the search results will display all the currently assigned tasks. As of 12:42 PM on August 15, 2025, this issue is resolved with the emergency deployment of Defect CA-293753. Users are no longer experiencing a UEID error on the Task pop up window after clicking on the Tasks link on the home page.

- **RESOLVED:** 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

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	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. As of 9:00 PM on August 8, 2025, the issue was resolved by Frontier. Frontier technicians were able to repair the fire damage by splicing the cables. Users at the Coachella site continue to be able to access CalSAWS and associated systems without issue.
Maintenance/ Deployments	▪ 8/24/2025: Maintenance – CalSAWS Application ▪ 8/24/2025: Maintenance – CalSAWS Adhoc Reporting Database ▪ 8/24/2025: Deployment – Priority Release 25.08.24 (CHG0055755) ▪ 8/23/2025: Deployment – Priority Release 25.08.23 (CHG0055754) ▪ 8/22/2025: Deployment – Priority Release 25.08.22 (CHG0055753) ▪ 8/21/2025: Deployment – Priority Release 25.08.21 (CHG0055752) ▪ 8/18/2025: Deployment – Priority Release 25.08.18 (CHG0055684) ▪ 8/15/2025: Deployment – Priority Release 25.08.15 (CHG0055637) ▪ 8/14/2025: Deployment – Priority Release 25.08.14 (CHG0055636) ▪ 8/13/2025: Deployment – Priority Release 25.08.13 (CHG0055635) ▪ 8/12/2025: Deployment – Priority Release 25.08.12 (CHG0055634) ▪ 8/11/2025: Deployment – Priority Release 25.08.11 - RWR 25.07.x1 (CHG0055598)
Milestones	▪ 10 Production Deployments during this reporting period ▪ 100% for all SLA tier 1 and 2 Service Desk tickets ▪ Project Tech Support number has changed to 916-851-3331 ▪ On 08/11 and 08/18 unexpected network events occurred on SV1 which impacted the availability of SYS and AT environments from 12:14 AM to around 4:20 AM each day. The Team is engaged with F5, Cisco and TPX to identify the root cause ▪ PRB0052203 – The ResponsiveVoice vendor has confirmed internal systems updates led to intermittent service Interruptions that affected a subset of API keys. This issue has since been resolved ▪ On 08/24, as part of the GAGR Correspondence Service Monthly release, 11 SCR's were implemented for 6 counties ▪ 54% of Project laptops requiring Windows 11 update have been refreshed, for those who have been contacted for a refresh please see Tech Support

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
	None for this reporting period		

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 0102-25 Scheduled Downtime Notification 9/05/2025	2	8/21/2025
	CIT 0097-25 Scheduled Downtime Notification 10/12/2025		8/13/2025
Scheduled CalSAWS Maintenance	Emergency CalSAWS maintenance completed today, August 15, 2025, 1:00 PM.	5	8/15/2025
	CalSAWS application is scheduled for emergency maintenance today, August 15, 2025, between 12:00 PM and 1:00 PM.		8/15/2025
	CalSAWS imaging solution (Hyland) is scheduled for maintenance from 10:00 PM on Friday, August 22, 2025, until 1:00 AM on Saturday, August 23, 2025.		8/13/2025
	CalSAWS application is scheduled for maintenance on Sunday, August 24, 2025, from 1:00 PM to 6:30 PM.		8/11/2025
	CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, August 24, 2025, from 12:00 PM to 4:00 PM.		8/11/2025
Scheduled BenefitsCal Maintenance	None.	0	
Scheduled EBT Maintenance	None.	0	

Category	Subject	Count	Distribution Date(s)
CalSAWS County Executive Communications	Update - CalSAWS County Executive Communication – Riverside County - Desert Hot Springs and Cathedral City sites - CalSAWS Intermittent Slowness	13	8/22/2025
	New - CalSAWS County Executive Communication – Riverside County - Desert Hot Springs and Cathedral City sites - CalSAWS Intermittent Slowness		8/22/2025
	Resolved - CalSAWS County Executive Communication – Mono County - Mammoth Lakes Site - CalSAWS Access Issue - Power Outage		8/22/2025
	Resolved - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		8/22/2025
	Update #2 - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		8/21/2025
	Update - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		8/21/2025
	New - CalSAWS County Executive Communication – Mono County - Mammoth Lakes Site - CalSAWS Access Issue - Power Outage		8/21/2025
	New - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		8/21/2025
	Resolved - CalSAWS Issue Notification >> Sierra County - Downieville Site - CalSAWS Access Issue - Local Internet Outage		8/15/2025
	Update - CalSAWS Issue Notification >> Sierra County - Downieville Site - CalSAWS Access Issue - Local Internet Outage		8/15/2025
			8/15/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	New - CalSAWS Issue Notification >> Sierra County - Downieville Site - CalSAWS Access Issue - Local Internet Outage		8/12/2025
	Update #3 - CalSAWS County Executive Communication – San Bernardino County - Hesperia Site - CalSAWS Intermittent Slowness		8/11/2025
	Resolved - CalSAWS County Executive Communication – Riverside County - Coachella Site - CalSAWS Intermittent Slowness - Frontier Network Outage		
Issue Notification	Resolved - PRB0052221 Update - PRB0052203 New - PRB0052221 Resolved - PRB0052210 Resolved - PRB0052213 Resolved - PRB0052174 --- New - PRB0052213 New - PRB0052210 --- Resolved - PRB0052205 New - PRB0052205 New - PRB0052203 --- Resolved - PRB0052195 New - PRB0052195 --- Resolved - PRB0052182 New - PRB0052182 Emergency CalSAWS Maintenance Completed Resolved - PRB0052178 Resolved - PRB0052179 Update - PRB0052179 Update - PRB0052178 Emergency CalSAWS Maintenance New - PRB0052178 New - PRB0052179 --- Update #2 - PRB0052112 Resolved - PRB0052133	25	8/22/2025 8/22/2025 8/22/2025 8/22/2025 8/22/2025 8/22/2025 --- 8/21/2025 8/21/2025 --- 8/20/2025 8/20/2025 8/20/2025 --- 8/19/2025 8/19/2025 --- 8/15/2025 8/15/2025 8/15/2025 8/15/2025 8/15/2025 8/15/2025 8/15/2025 8/15/2025 8/15/2025 8/15/2025 --- 8/11/2025 8/11/2025
Priority Release Requests for Approval	Priority Release 25.08.24 (CHG0055755) Priority Release 25.08.23 (CHG0055754) Priority Release 25.08.22 (CHG0055753) Priority Release 25.08.21 (CHG0055752)	10	8/22/2025 8/22/2025 8/22/2025 8/21/2025

Category	Subject	Count	Distribution Date(s)
	Priority Release 25.08.18 (CHG0055684) Priority Release 25.08.15 (CHG0055637) Priority Release 25.08.14 (CHG0055636) Priority Release 25.08.13 (CHG0055635) Priority Release 25.08.12 (CHG0055634) Priority Release 25.08.11 - RWR 25.07.x1 (CHG0055598)		8/18/2025 8/15/2025 8/14/2025 8/13/2025 8/12/2025 8/11/2025
Informational Alert	Service Alert - Atlassian Bitbucket PRD	6	8/20/2025
	Service Alert - User Access Tool		8/20/2025
	Informational Alert - CalSAWS TechSupport Phone Number Update		8/19/2025
	Service Alert - Gold River Project Office - CalACES Domain Communication Restored		8/18/2025
	Hold Testing GA/GR Exstream Changes in SYS4 and SYS6		8/18/2025
	Service Alert - Gold River Project Office - CalACES Domain Communication Intermittent		8/18/2025
CalSAWS	Daily Health Report	10	8/22/2025 8/21/2025 8/20/2025 8/19/2025 8/18/2025 8/15/2025 8/14/2025 8/13/2025 8/12/2025 8/11/2025

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	8/22/2025 10:00 PM to 8/23/2025 2:00 AM	Imaging will be unavailable during this time.		8/13/2025
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	8/11/2025
CalSAWS Adhoc Reporting	CalSAWS Adhoc 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	8/11/2025
BenefitsCal	Release 25.08.28	8/28/2025 8:00 to 9:30 PM	BenefitsCal will be unavailable during this time.		TBD
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	9/05/2025 10:00 PM to 9/06/2025 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 0102-25 8/21/2025	TBD
CalSAWS	CalSAWS maintenance	9/07/2025 8:00 AM to 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	TBD	TBD
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	9/07/2025 2:00 PM to 6:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	TBD	TBD

3.3 CRFI/CIT Communication Status

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

Table 3.3-1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CalSAWS CONTACT	BACKUP CalSAWS CONTACT
0097-25	Scheduled Downtime Notification – 10/12/2025	Informational	August 13, 2025	Communications.Infra	Pete Quijada
0102-25	Scheduled Downtime Notification – 9/05/2025	Informational	August 21, 2025	Clay Erickson	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			Imperial	
25-016	County Readiness – Windows 11		Mono, Nevada, Sierra	Glenn, Siskiyou			

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	Completed
SIRFRA 1453	Automation of Updated Member Address	Discovery & Assessment
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
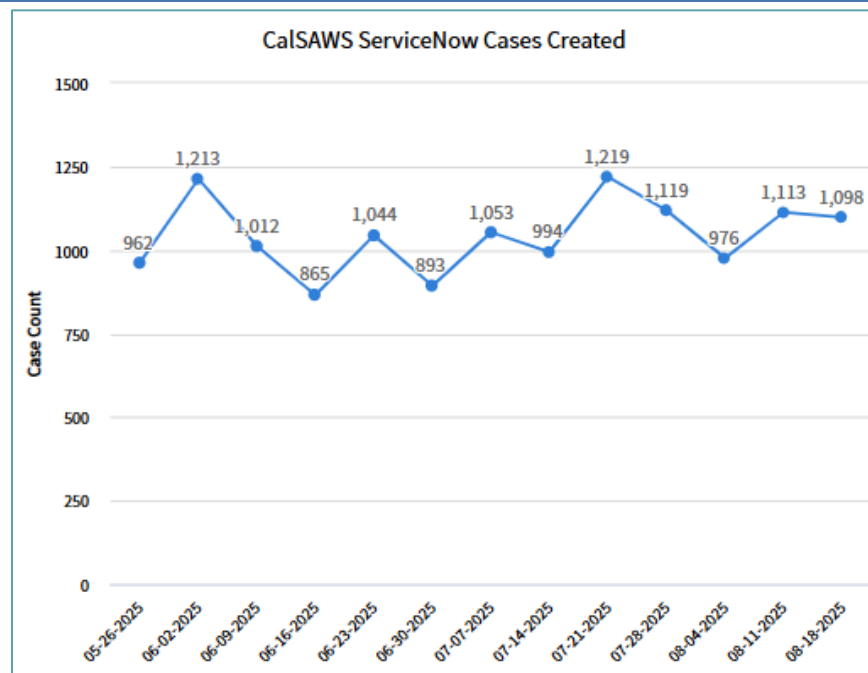
Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created
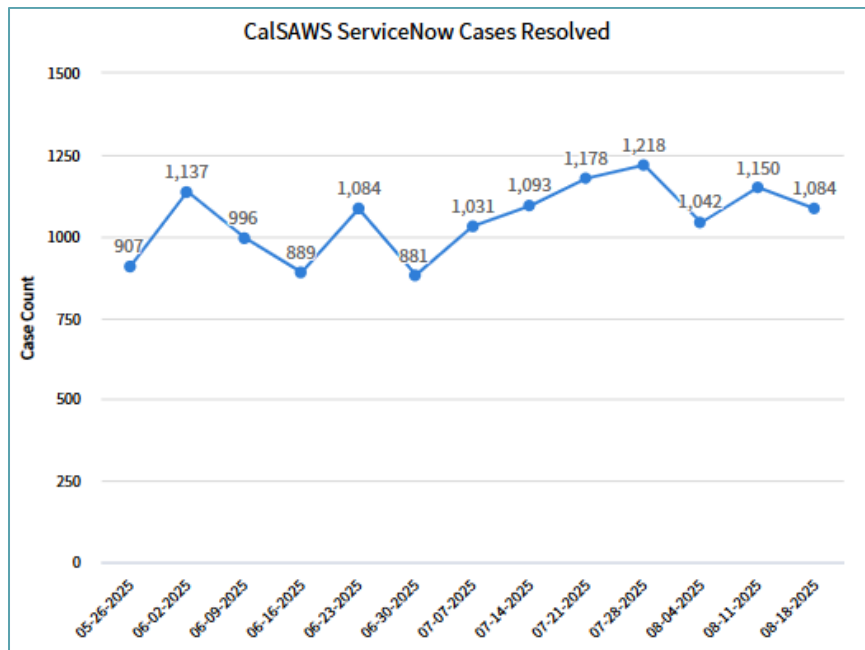
Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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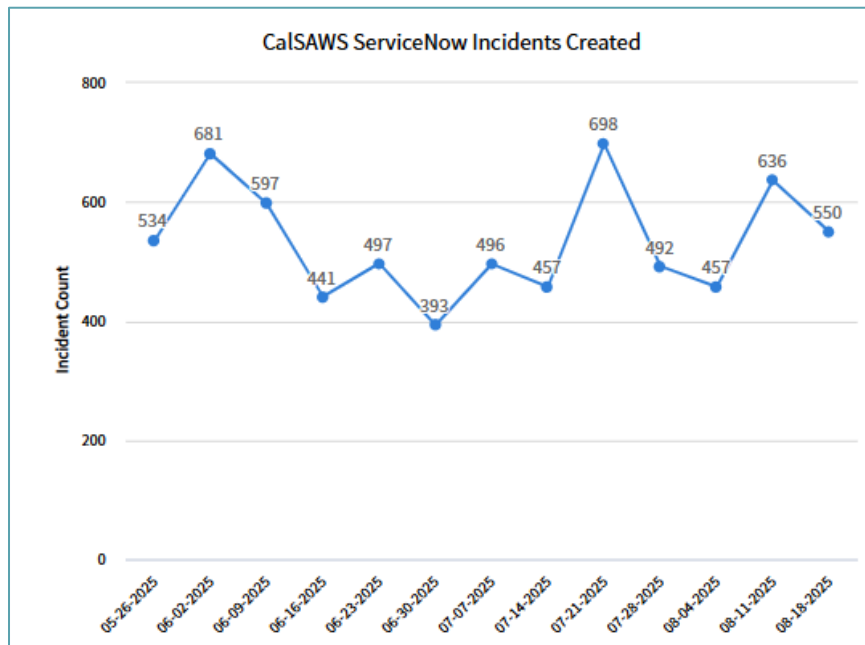
Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created
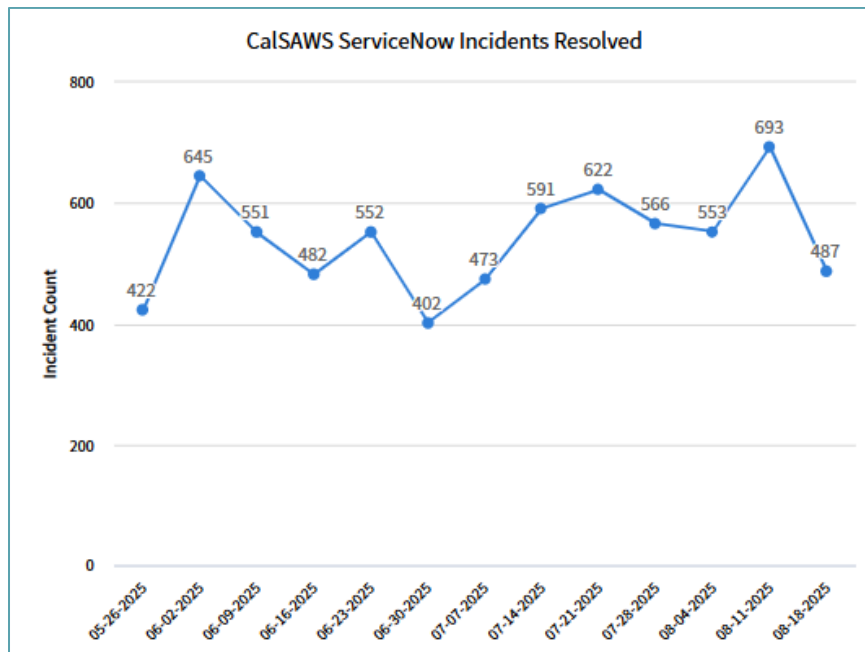
Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.
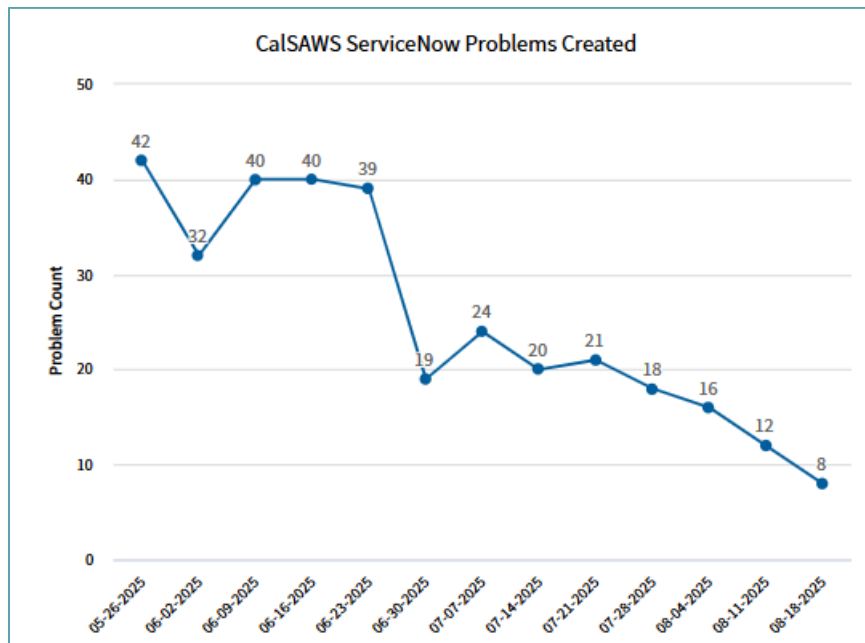
Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.
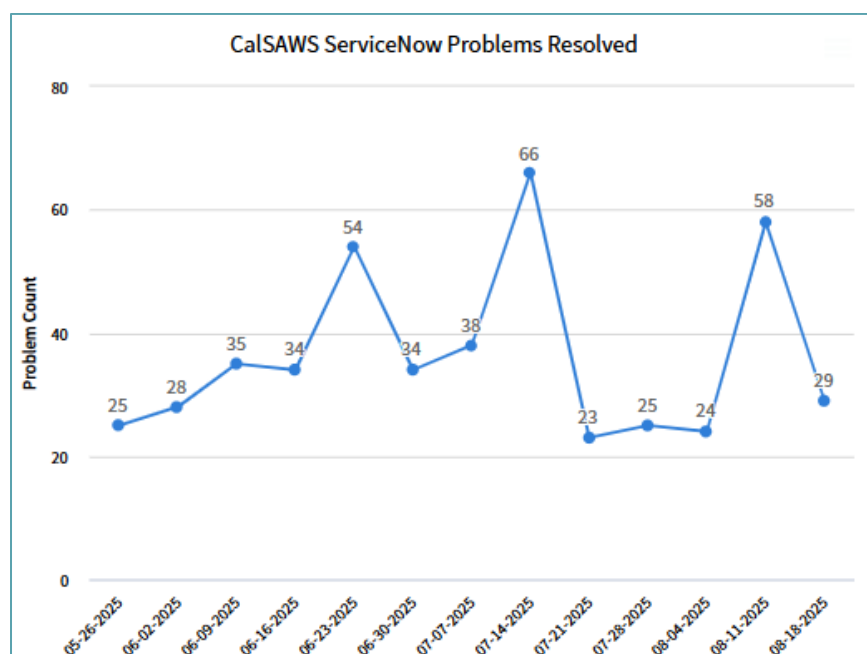
Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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	52	1	1	6	1	3	2	67
IN PROGRESS	9	102	21	7	27	20	24	4	214
ON HOLD	0	95	46	32	65	62	73	35	408
RESOLVED	1	211	382	281	216	70	59	11	1,231
CLOSED	13	4	2	43,048	92,860	17,305	11,857	3,507	168,596
PROBLEM IN DIAGNOSIS	0	0	1	0	0	1	1	0	3
TOTAL	24	464	453	43,369	93,174	17,459	12,017	3,562	170,522

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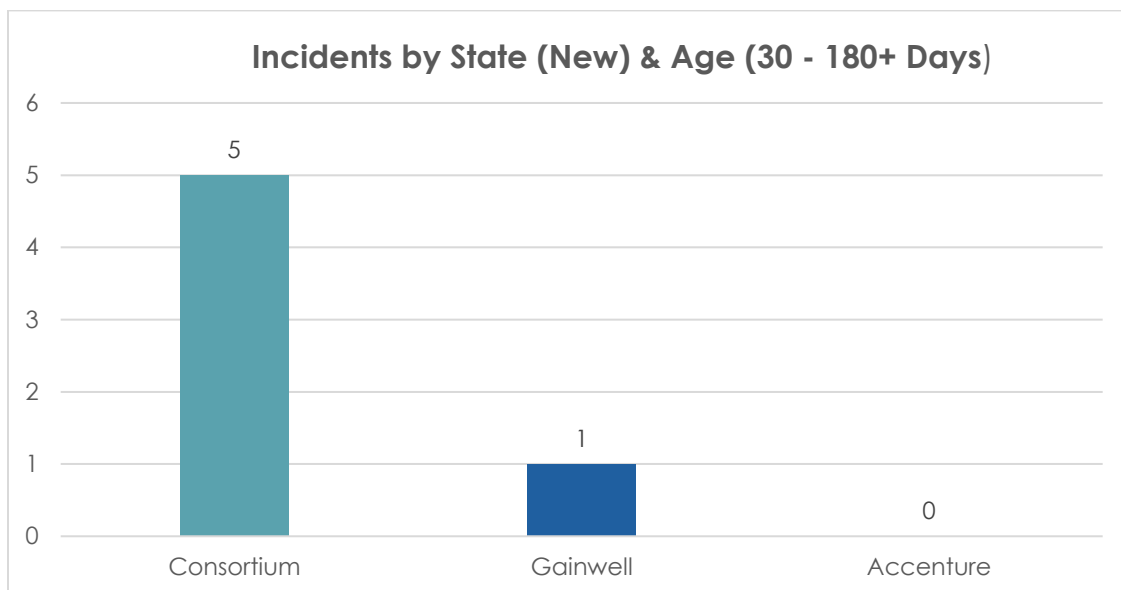
Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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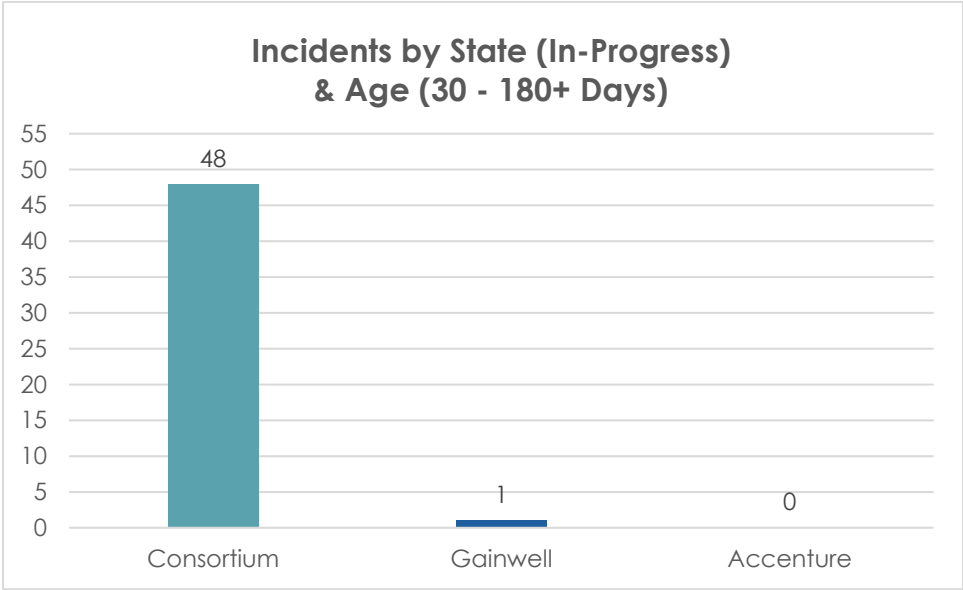
Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	47	0	**47**
Gainwell	1	0	**1**
Accenture	0	0	**0**
Total	**48**	**0**	**48**

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

	18-May	1-Jun	15-Jun	29-Jun	13-Jul	27-Jul	10-Aug	24-Aug
Consortium	64	60	60	50	51	48	47	53
Gainwell	4	4	6	5	8	7	5	2
Accenture	23	16	10	2	3	0	0	0

Figure 4.1.1-9:Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code - BWSR

Legend:
- Not a System E... = 770 (16.17%)
- Customer Confi... = 748 (15.7%)
- Defect Fixed = 719 (15.1%)
- How To - Steps... = 682 (14.32%)
- Outage / Perfo... = 474 (9.95%)
- Linked to SCR = 411 (8.63%)
- Multiple Outre... = 372 (7.81%)
- Solved (Perman... = 211 (4.43%)
- Customer Reque... = 191 (4.01%)
- Unable to Recr... = 67 (1.41%)
- Other = 118 (2.48%)

Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	770	16.17%
Customer Confirmed Issue is Resolved	748	15.7%
Defect Fixed	719	15.1%
How To - Steps to Proceed Provided	682	14.32%
Outage / Performance Degradation	474	9.95%
Linked to SCR	411	8.63%
Multiple Outreach Attempts – No Response	372	7.81%
Solved (Permanently)	211	4.43%
Customer Requested Closure	191	4.01%
Unable to Recreate Issue	67	1.41%
Other	118	2.48%
Total	**4,763**	**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

CalSAWS Incidents by Category - BWSR

Legend:
- BenefitsCal > ... = 296 (7.76%)
- CalSAWS Applic... = 172 (4.51%)
- CalSAWS Applic... = 167 (4.38%)
- CalSAWS Applic... = 156 (4.09%)
- CalSAWS Applic... = 124 (3.25%)
- CalSAWS Applic... = 115 (3.01%)
- CalSAWS Applic... = 114 (2.99%)
- CalSAWS Applic... = 107 (2.8%)
- CalSAWS Inform... = 102 (2.67%)
- CalSAWS Applic... = 74 (1.94%)
- Contact Center... = 74 (1.94%)
- CalSAWS Applic... = 71 (1.86%)
- Other = 2,244 (58.81%)

Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	296	7.76%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	172	4.51%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	167	4.38%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	156	4.09%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	124	3.25%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	115	3.01%
CalSAWS Application/Related Systems > Production > Error Encountered > Tasks	114	2.99%
CalSAWS Application/Related Systems > Production > Reports > On Request	107	2.8%
CalSAWS Information Request	102	2.67%
CalSAWS Application/Related Systems > Production > Reports > Scheduled	74	1.94%
Contact Center > Amazon Console (eCCP) > Other	74	1.94%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	71	1.86%
Other	2,244	58.81%
Total	**3,816**	**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 2,244 listed as Other are for selected categories that had less than 71 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,816 incidents.
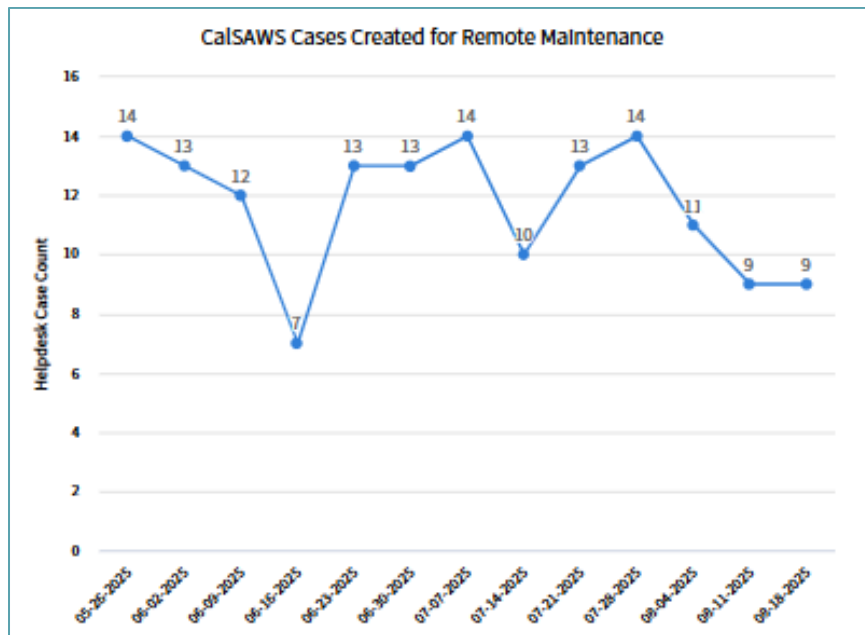
Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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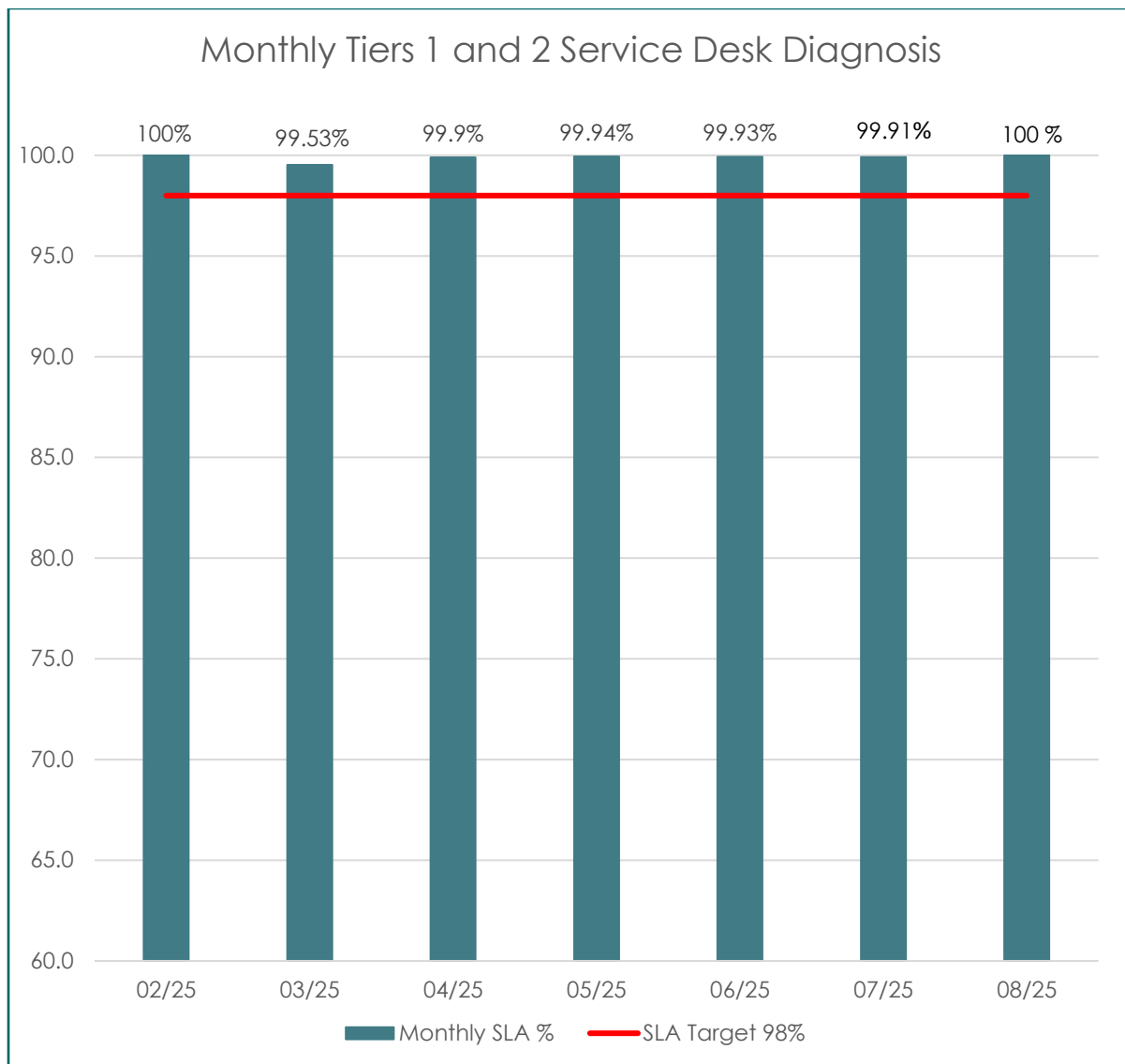
Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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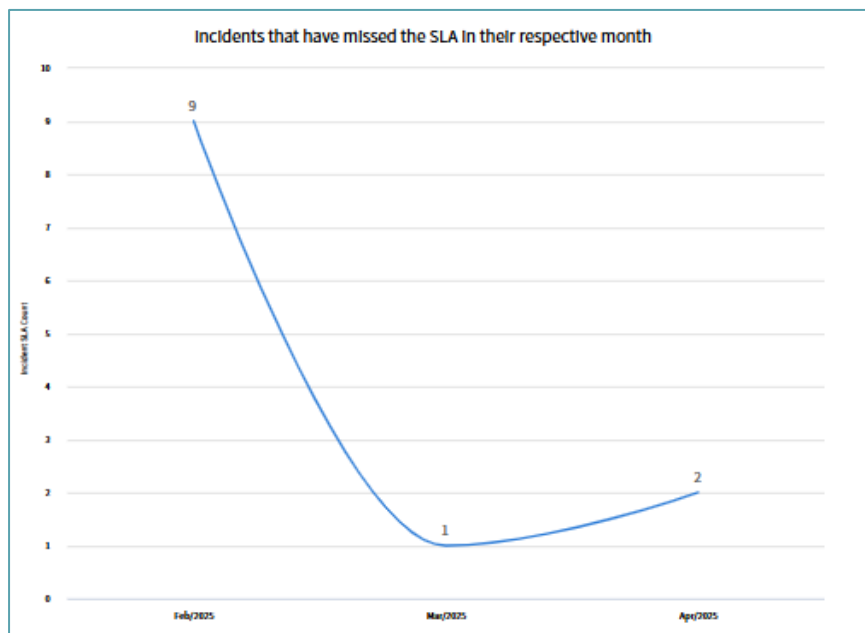
Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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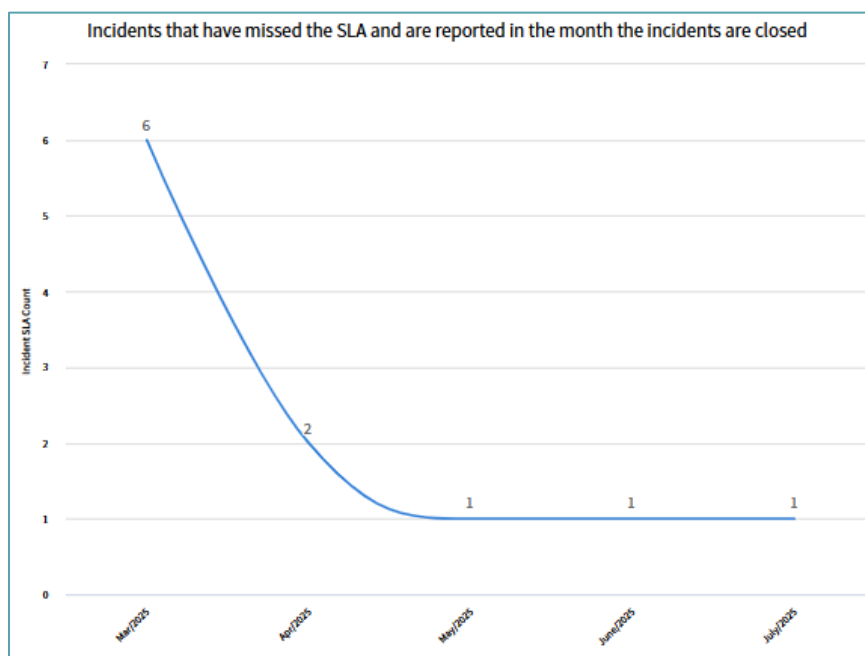
Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

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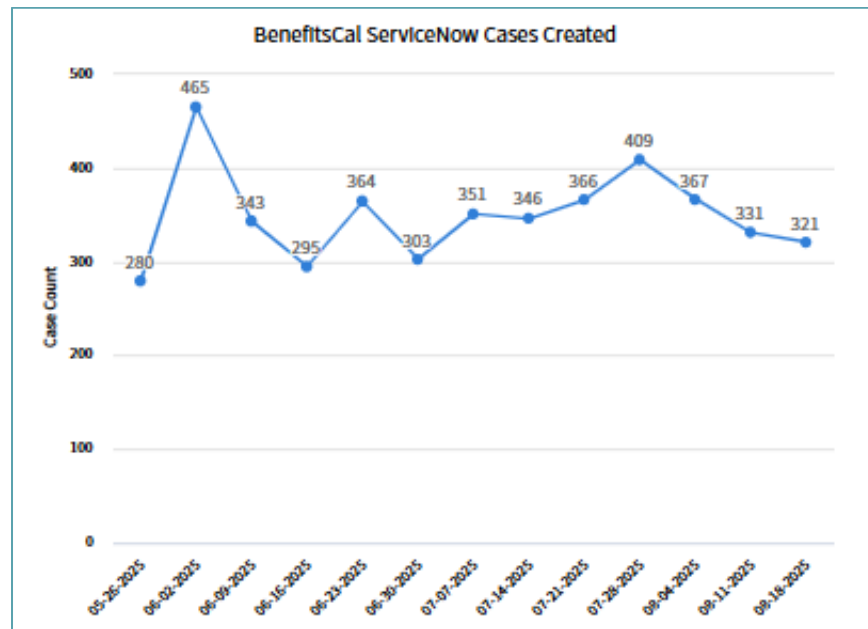
Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.
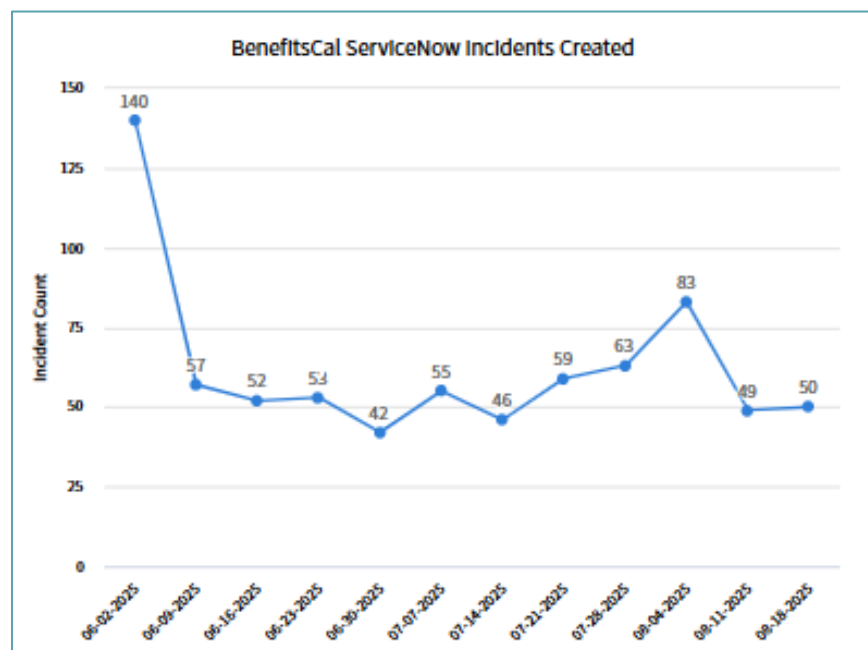
Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.
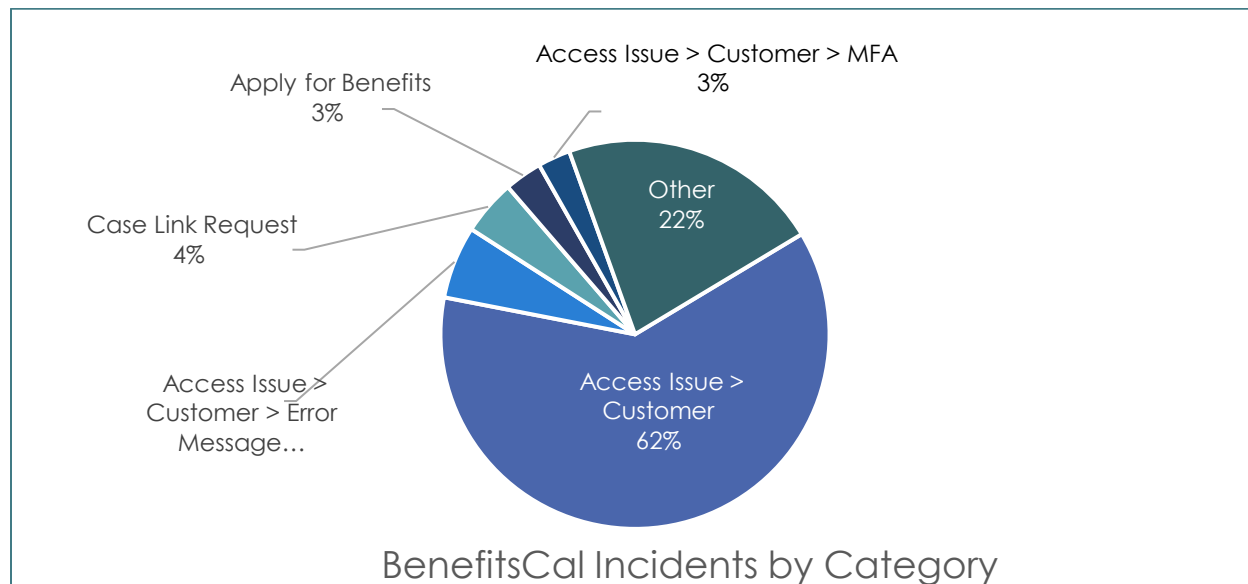
Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

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-895	8/22/2025	Client Correspondence	SAC county: Test Print is not functioning in CC Data Maintenance	New
GAGR-887	8/15/2025	Client Correspondence	Update Doc Header for SBD County	System Test

Jira ID	Created	Infrastructure Team	Description	Status
GAGR-886	8/13/2025	Client Correspondence	GR 252 SP version uses EN "to" instead of SP "a"	Test Complete
GAGR-885	8/12/2025	Client Correspondence	SBD NOAs Budget missing the month variable in SP language only	Test Complete
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)	Test Complete
CA-293973	8/22/2025	Infra Contact Center	Los Angeles - Increase timeout on PCS report lambda	Assigned
CA-293775	8/15/2025	Infra Contact Center	Kern - Agents are not showing updated status	New
CA-293766	8/15/2025	Infra Contact Center	CCB is not marked as completed	Assigned
CA-293745	8/14/2025	Infra Contact Center	Ventura County EBT report summary tab is missing BenefitsCal EBT column information	Assigned
CA-293741	8/14/2025	Infra Contact Center	RPA manager bot process error handling to add alert when fails.	Assigned
CA-293731	8/14/2025	Infra Contact Center	Missing eGain custom attributes	In Development
CA-293679	8/13/2025	Infra Contact Center	Courtesy Callback admin page has delay showing enabled/disabled status	In Development
CA-293678	8/13/2025	Infra Contact Center	Los Angeles - Epoch time entered for Max Wait Time	New
CA-293673	8/13/2025	Infra Contact Center	Generate Comprehensive RPA Reports	In Development
CA-293617	8/11/2025	Infra Contact Center	Update calsaws-ebt-replacement-checks lambda	Development Complete
CA-293595	8/11/2025	Infra Imaging	Case level documents on Shasta County case #2114952 are not transferring	Assigned
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 - Transferred Max Queue Message not playing	Test Complete

Jira ID	Created	Infrastructure Team	Description	Status
CA-293487	8/6/2025	Infra Contact Center	External Agency - Calabrio screen capture delayed processing	New
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	Development Complete
CA-293233	7/29/2025	GenAI	External Agency - Spanish Fresno GenAI Incorrect DOB Format Capture	Assigned
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-293003	7/21/2025	Infra Contact Center	County code missing for TTY Queues	In Assembly Test
CA-292819	7/14/2025	Infra Contact Center	Metrics visualization peak cut-off	Assigned
CA-292682	7/8/2025	Infra Contact Center	External Agency - Calabrio schedule is returning an error	New
CA-292576	7/2/2025	Infra Contact Center	BIC request bot needs to match on age regardless of recent birthday	New
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-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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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 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-1438	8/18/2025	ServiceNow	SLAs do not reattach for old vendor when sla cancels and vendor updates at same time	DOCUMENTING
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
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	San Francisco 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	Butte County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
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 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
8/11/25	8/11/25	CalSAWS Priority Release 25.08.11 - RWR 25.07.x1
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	8/12/25	CalSAWS Priority Release 25.08.12
8/12/25	8/21/25	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	8/15/25	Create iir_admin secret for STG6 in coreapp-staging (#339650810458)
8/13/25	8/15/25	Remove unused tags pwr_sch and uptime.

Date(s)		Activity Description
8/13/25	8/15/25	Remove unused tags pwr_sch and uptime.
8/13/25	8/15/25	Enable retention to Cloudwatch log groups for OS logs
8/13/25	8/15/25	Create iir_admin secret for SYS7 in coreapp-development (#650244008899)
8/13/25	8/15/25	Update the resource policy for calsaws-get-time-lambda-training in contactcenter-training-sharedfunctions
8/13/25	8/13/25	Set Log Groups Retention to 2 weeks in application-development (#443252421478)
8/13/25	8/13/25	Set Log Groups Retention to 2 weeks in analytics-development (#347575916305)
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	Update Security Group to allow connection
8/13/25	8/15/25	ECR: Add Routes to AT3 & STG4 Calsaws-Service API coreapp-development 650244008899
8/13/25	8/15/25	Enable retention to Cloudwatch log groups for OS logs
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
8/13/25	8/18/25	July 2025 patching on coreapp-development Oracle Enterprise Manager and agents
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
8/13/25	8/15/25	Create new IF and ME AWS roles - Cleanup - Phase 8
8/13/25	8/13/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (August 13)
8/13/25	8/13/25	CalSAWS Priority Release 25.08.13
8/13/25	8/15/25	Whitelist CARES api IDM enpoints
8/13/25	8/14/25	Renew and install the adhoc reports certificate - coreapp-prod
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	Update Security Group to allow connection
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	Update Security Group to allow connection
8/13/25	8/14/25	Decommission os logs delivery stream in coreapp-production-log-archive

Date(s)		Activity Description
8/13/25	8/15/25	Allow connectivity from RPA prod applications to DB on TCP 1522 (contactcenter-production-sharedfunctions #654016806412)
8/13/25	8/18/25	Allow Database access through Global Protect VPN - contactcenter-training
8/14/25	8/20/25	Standard Change: ForgeRock Testing in SandBox Environment 08/14-08/20
8/14/25	8/14/25	Upgrade Delphix masking engine to version 2025.4.0.2 in coreapp-staging
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 to use hostname instead of localhost in the grammar file URLs
8/14/25	8/14/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (August 14)
8/14/25	8/14/25	CalSAWS Priority Release 25.08.14
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 - Weekly Linux Environment Patching – Friday 18:30 -22:30 (August 15)
8/15/25	8/15/25	CalSAWS Priority Release 25.08.15
8/15/25	8/15/25	Configure Security Suites Web App on Prod server to use hostname instead of localhost in the grammar file URLs
8/16/25	8/18/25	San Joaquin County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/16/25	8/18/25	Santa Clara County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/16/25	8/16/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (August 16)
8/17/25	8/17/25	Upgrade Delphix virtualization engines to version 2025.4.0.2
8/17/25	8/17/25	July 2025 Oracle DB RU 19.28.0.0 .0 patching on Coreapp Staging and Batch Performance databases
8/17/25	8/17/25	RETRO: Expand /u01 volume in BatPerf2Repo by 50 GB in order for CHG0055263 to succeed
8/17/25	8/18/25	Sacramento County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/17/25	8/17/25	CalSAWS Priority Release 25.08.18

Date(s)		Activity Description
8/17/25	8/19/25	San Mateo County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/18/25	8/20/25	Lassen County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.05a
8/18/25	8/20/25	Madera County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.05a
8/18/25	8/19/25	STANDARD - Weekly Change and Security Updates - Monday (August 18)
8/18/25	8/20/25	San Luis Obispo County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/18/25	8/20/25	Faulty UPS Replacement at 33132-Riverside, 44199 Monroe St, Indio, CA 92201
8/18/25	8/20/25	Mendocino County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/18/25	8/19/25	Del Norte County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/18/25	8/19/25	Glenn County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/18/25	8/19/25	Ventura County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/18/25	8/19/25	El Dorado County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/18/25	8/22/25	Allow Database access through Global Protect VPN - contactcenter-production
8/19/25	8/20/25	Kings County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/19/25	8/19/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (August 19)
8/20/25	8/21/25	Apply Version 25.3 to LoadRunner Load Generators on Performance Test servers
8/20/25	8/21/25	enable cloudwatch logging for Lambda@Edge function - coreapp-development 650244008899
8/20/25	8/22/25	Create new IF and ME AWS roles - Cleanup - Phase 9
8/20/25	8/22/25	Inyo County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/20/25	8/21/25	San Mateo County | IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a

Date(s)		Activity Description
8/20/25	8/22/25	Orange County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/20/25	8/22/25	Madera County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/20/25	8/22/25	Nevada County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/20/25	8/22/25	Monterey County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/20/25	8/22/25	whitelist url for offshore workspaces in network firewall #248969292625
8/20/25	8/21/25	Open port 7880 for inbound traffic between all cAT1 Springboot servers & the Invicti servers (AWSSEC0O1) to enable scanning.
8/20/25	8/20/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (August 20)
8/20/25	8/21/25	coreapp-sandbox : Roll back Sandbox jira EC2 instance to Aug 5th backup
8/20/25	8/20/25	Decommission unused EBS volumes in coreapp-sandbox account
8/20/25	8/20/25	Disable proxy arp on 5 Cisco devices
8/20/25	8/22/25	Enable aws health dashboard notifications
8/20/25	8/21/25	Update WAF IP Set for County Internet Users coreapp-production-tools (271562797580)
8/20/25	8/22/25	Streamline OS/System logs in coreapp-production log archive for accounts we have DR configured.
8/20/25	8/20/25	Decommission unused EBS volumes in coreapp-production-network account
8/20/25	8/22/25	PROD: Open the connectivity to the new Adobe servers.
8/20/25	8/21/25	Update Splunk Universal Forwarder in Equinix SV-1 ProLiant physical Linux server
8/20/25	8/22/25	Temporary firewall rule to allow TCP port 22 from James Tyson's public IP to 69.170.51.21 for Splunk agent update on ns1-sv1, to be removed after completion.
8/20/25	8/22/25	Update the AdobeSaaS prefix list in coreapp-prod (west and east) with the new IPs provided in coreapp-prod: 851725240334
8/21/25	8/21/25	Issue SSL Certificate for RPA Application
8/21/25	8/21/25	Standard Change: ForgeRock Staging Environment Build 2025.08.21
8/21/25	8/21/25	Standard Change: ForgeRock AT Release 25.08.21

Date(s)		Activity Description
8/21/25	8/21/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (August 21)
8/21/25	8/21/25	CalSAWS Priority Release 25.08.21
8/21/25	8/21/25	Update Web site cert (CalSAWS.org) in PROD and non-PROD
8/21/25	8/21/25	ServiceNow Release 2025.08.21
8/21/25	8/22/25	Monterey + San Benito County email domain change, CA-285807 & CA-284670
8/21/25	8/22/25	Devices management Certificates Update for Exchanges F5 load balancers
8/22/25	8/22/25	Standard Change: ForgeRock AT DR Release 25.08.22
8/22/25	8/22/25	Standard Change: ForgeRock Dev Release 25.08.22
8/22/25	8/22/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (August 22)
8/22/25	8/22/25	Create new SearchWP account for Gainwell team
8/22/25	8/22/25	CalSAWS Priority Release 25.08.22
8/22/25	8/22/25	Monthly Equinix LA-3 OS patching - August (8/22)
8/23/25	8/23/25	ServiceNow [CSM-PROD] Security Patch: Install Patch
8/23/25	8/23/25	coreapp-production-tools: Upgrade CalSAWS PROD Bitbucket to LTS version 8.19.11
8/23/25	8/23/25	Update the User Access Tool to use ForgeRock UI for the user authentication
8/23/25	8/23/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 -22:30 (August 23)
8/23/25	8/24/25	Monthly Production Database Linux OS Patching - August
8/23/25	8/23/25	CalSAWS Priority Release 25.08.23
8/24/25	8/24/25	Upgrade Dynatrace OneAgent Version on Production Static Servers
8/24/25	8/24/25	Rotate application credentials - Production environments - coreapp-prod- Aug 2025
8/24/25	8/24/25	Windows Server Updates - August 2025
8/24/25	8/24/25	PROD - Quarterly MISC September DB creation and deletion of old RDS instances - August 2025
8/24/25	8/24/25	NTP servers ami refresh in shared services - August (8/24)
8/24/25	8/24/25	PROD, APEX: Upgrade Java (Online + Batch) and July 2025 WLS Online) - coreapp-prod (#851725240334)

Date(s)		Activity Description
8/24/25	8/24/25	Monthly Equinix SV-1 OS patching - August (8/24)
8/24/25	8/24/25	Monthly Patching - cPROD-Confluent - August (8/24)
8/24/25	8/24/25	Monthly Instance refresh for AutoScale SMTP - August (8/24)
8/24/25	8/24/25	Upgrade Qlik Sense Production and Adhoc Repository PostgreSQL from 14.13 to 16.9
8/24/25	8/24/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for 8/24/25 Release
8/24/25	8/24/25	CalSAWS Priority Release 25.08.24

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
8/25/25	8/26/25	Create new ut3saws Virtual Delphix Database for Accenture team
8/25/25	8/26/25	STANDARD - Weekly Change and Security Updates - Monday (August 25)
8/25/25	8/26/25	Napa County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/25/25	8/25/25	DR, Upgrade Java (Online + Batch) and July 2025 WLS Online) - coreapp-prod (#851725240334) (us-east1)
8/25/25	8/25/25	Standard Change: ForgeRock DEV DR Release 25.08.25
8/25/25	8/26/25	Orange County | IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.5a
8/26/25	8/26/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (August 26)
8/27/25	8/28/25	Update the IAM policy iam-policy-eccp-websocket-usr-mgt to allow dynamodb:Query on DynamoDB table indexes for ECCP user management Lambdas in nonprod(cc1, sys2)
8/27/25	8/29/25	Upgrade all non-prod DEV environments using the latest version of api-gateway Terraform code
8/27/25	8/28/25	Update sys7 confluent secret name in coreapp-development (#650244008899)
8/27/25	8/28/25	Allow sandbox Jira and BB for offshore workspaces (workspaces-development-offshore #248969292625)
8/27/25	8/29/25	Use CloudFront Distribution for API Gateway custom domain names to disable weak ciphers for contactcenter-nonproduction-contracosta
8/27/25	8/29/25	enable cloudwatch logging for Lambda@Edge function - coreapp-training 058264522586

DATE(S)		ACTIVITY DESCRIPTION
8/27/25	8/29/25	enable cloudwatch logging for Lambda@Edge function - coreapp-staging 339650810458
8/27/25	8/29/25	Remove Security Response Headers from CARES API Gateway
8/27/25	8/29/25	Remove Security Response Headers from CARES API Gateway
8/27/25	8/28/25	Update SCP's to fix the permission issues while using the new IF Roles
8/27/25	8/29/25	Streamline OS/System logs in coreapp-production log archive
8/27/25	8/27/25	Standard Change: ForgeRock Staging Environment Build 2025.08.27
8/27/25	8/28/25	Contra Costa County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
8/27/25	8/27/25	Standard Change: ForgeRock AT Release 25.08.27
8/27/25	8/29/25	Open port 7880 for inbound traffic between all cSYS3 Springboot servers & the Invicti servers (AWSSEC0O1) to enable scanning.
8/27/25	8/29/25	enable cloudwatch logging for Lambda@Edge function - coreapp-county 730335359990
8/27/25	8/27/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (August 27)
8/27/25	8/27/25	Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
8/27/25	8/29/25	Update Riverside county SFTP IP address coreapp-prod account (851725240334)
8/27/25	8/29/25	Enable retention to Cloudwatch log groups for OS logs non-prod
8/27/25	8/29/25	Decommission coreapp logs delivery stream in coreapp-production-log-archive
8/27/25	8/28/25	Allow GlobalProtect VPN subnets to connect to ForgeRock URL in the ForgeRock-staging
8/27/25	8/27/25	Update Web site cert (cswcmg001.calsaws.org) in PROD
8/27/25	8/28/25	Need to allow access to AT and ST application url from the coreapp-dev lambda - smoketesting
8/27/25	8/28/25	Need to update MEDBAAdmin role to have access to Masking engine ec2 - MEDBAAdminRole
8/28/25	8/28/25	Upgrade Qlik Sense Sandbox to May 2025 Patch 3 Release
8/28/25	8/29/25	Allow Task scheduler account to Run Scheduled Tasks on AWSGAGR402 Server .
8/28/25	8/28/25	Standard Change: ForgeRock AT DR Release 25.08.28
8/28/25	8/28/25	Standard Change: ForgeRock Dev Release 25.08.28

DATE(S)		ACTIVITY DESCRIPTION
8/28/25	8/28/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (August 28)
8/28/25	8/28/25	Integrate County Site UPS Devices into SolarWinds Monitoring
8/28/25	8/28/25	Integrate County Site UPS Devices into SolarWinds Monitoring
8/28/25	8/28/25	Moving Gold RIver Wireless controller HA ports
8/28/25	8/29/25	enable cloudwatch logging for Lambda@Edge function - coreapp-prod 851725240334
8/28/25	8/28/25	ServiceNow Release 2025.08.28
8/29/25	8/29/25	Standard Change: ForgeRock DEV DR Release 25.08.29
8/29/25	8/29/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (August 29)
8/30/25	8/31/25	July 2025 patching on coreapp-prod Oracle Enterprise Manager and agents
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15001
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15014
8/30/25	8/30/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (August 30)
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15002
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15004
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15003
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15006
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15010
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15042
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15057
8/30/25	8/30/25	Decommissioning of network devices at Kern site - 15011
8/31/25	8/31/25	Windows Server Updates - August 2025

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 25.08.24	8/24/2025
Priority Release 25.08.23	8/23/2025
Priority Release 25.08.22	8/22/2025
Priority Release 25.08.21	8/21/2025
Priority Release 25.08.18	8/18/2025
Priority Release 25.08.15	8/15/2025
Priority Release 25.08.14	8/14/2025
Priority Release 25.08.13	8/13/2025
Priority Release 25.08.12	8/12/2025
Priority Release 25.08.11 - RWR 25.07.x1	8/11/2025

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

Under Research: Infrastructure Performance Requirement #3 - Monthly Off Prime Business Hours Availability:

- 8/11/2025 – SV1 Services Affected SYS Environments
  - 12:14 AM through 4:40 AM - (266min)
- 8/18/2025 – SV1 Services Affected SYS Environments
  - 12:14 AM through 4:20 AM - (246min)

Support Cases Opened:
- TPx Case – CS00002100254
- F5 Support Case – 00930756
- Cisco Case – SR 699563527

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	RITM0093572 was opened to add the Wardrobe office Kiosks to the County Network and managed via Intune. Troubleshooting will continue on the project side in attempts to isolate the cause of the Application freezing at the DOB screen.
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. The helpdesk ticket raised with Meridian is awaiting response and is currently set to helpdesk investigating.
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 the speech vendor requesting an update. The text to speech vendor has not received an update from the hosting service requesting review of the flagged IPs. The intermittent audio issue reported by LA County persists.

COUNTY	UPDATES
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. The project is exploring option 2. A request to purchase an ADA compliant Kiosk chassis for testing existing components has been initiated.
County Lobby Monitors	County Lobby Monitor Systems are down. Attempts to call the text to speech API are resulting in failures. A ticket has been raised with the Vendor. Ticket 121821

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 second August Monthly GAGR Correspondence Service Maintenance Release. The release included 11 SCRs for six (6) counties. The production release was successfully completed on 8/24/2025.
- The San Bernardino Exstream License/Appstream county purchase order was approved by 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.
- The San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) requirements gathering sessions are scheduled for September 2 to September 25.

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. CMDB Database being maintained.

- Hardware Asset Management (HAM)

HAM development finishing up. 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

- Contingency Planning to resume for Off Cycle Release completed. Targeting 10/12/2025 for production deployment.
- The project schedule with all tasks and dependencies to deliver in an Off Cycle Release has been completed.
- Project monitor and control to track progress, identify blockers, develop failover/contingency plans is in progress.

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-11	3/28/2025	Infra Tech Ops	Standardize OCAT Scanning - Qualsys	New
GAGR-889	8/18/2025	Client Correspondence	Replace current GR NOA Back for Orange County	Design in Progress
GAGR-883	8/7/2025	Client Correspondence	Tulare County Return Mail Processing and Return Mail Imaging	Test Complete
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	Test Complete
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

Jira ID	Created	Infra Team	Description	Status
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	Test Complete
GAGR-867	7/9/2025	Client Correspondence	Update GA 1018_34F Appt Letter for Public Assistance	Test Complete
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-853	6/4/2025	Client Correspondence	Add form CSF 24 SD	System Test
GAGR-851	6/4/2025	Client Correspondence	Request to create new manual variables for GA Form 341	Design in Progress
GAGR-850	6/4/2025	Client Correspondence	Update the form GA 1006_34F, Sponsored Non-Citizen's Affidavit of Abandonment by the Sponsor	Test Complete
GAGR-841	5/21/2025	Client Correspondence	Update Form GA 1004_34F GA Sponsor's Refusal to Support	Test Complete
GAGR-840	5/21/2025	Client Correspondence	End-date Form SC 23 G - Sponsor's Agreement to Reimburse	Design in Progress
GAGR-837	5/19/2025	Client Correspondence	Automate GA Form SL 700	Design in Progress
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	Test Complete
GAGR-784	3/20/2025	Client Correspondence	Update form GA 1028_34F, General Assistance Program	Test Complete
GAGR-767	1/27/2025	Client Correspondence	Santa Clara County requests maintenance assistance for	Design in Progress

Jira ID	Created	Infra Team	Description	Status
			their GA 005, GA 007, GA 021, and GA 120	
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-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-293972	8/22/2025	Infra Tech Ops	Upgrade Jenkins to 2.516.2	New
CA-293962	8/22/2025	Infra Contact Center	Contact Center - Humboldt-Calendar Update	New
CA-293932	8/21/2025	Infra Contact Center	Sacramento-Closure of General Information Line	New
CA-293931	8/21/2025	Infra Contact Center	Los Angeles-New Long Term Care Queues	New
CA-293916	8/21/2025	Infra ForgeRock	Log-In MFA Improvements to Customer Experience (CSPM-79752)	New
CA-293914	8/21/2025	Infra Contact Center	Los Angeles-Zip Code Lookup Table Update	Approved
CA-293769	8/15/2025	Infra Contact Center	Placeholder: Guidance for Senate Bill (SB) 1289 and outlines county responsibilities under the new statute.	New
CA-293621	8/11/2025	Infra Tech Ops	Perform Ansible Tower Upgrade from version 3.8.6 to Ansible Automation Platform (AAP) 2.3.0	New

Jira ID	Created	Infra Team	Description	Status
CA-293571	8/8/2025	Infra Contact Center	Enhance IVR - Ability for customers to opt-out of Self-Service Integrated Voice Response (IVR)	New
CA-293568	8/8/2025	Infra Contact Center	Humboldt-Update Hours and Locations	System Test
CA-293535	8/7/2025	Infra Contact Center	San Bernardino-IVR Welcome Message	In Development
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.	Test Complete
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-292919	7/16/2025	Security	Gainwell M&O Team - OCAT Environment Integration	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	Test Complete
CA-292881	7/15/2025	Tech Ops	Upgrade Jira to Latest Version	System Test
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	In Development

Jira ID	Created	Infra Team	Description	Status
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	In Assembly Test
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	Test Complete
CA-291516	6/2/2025	Security	Deloitte M&E Team - OCAT Environment Integration	Design in Progress
CA-291514	6/2/2025	Security	OCAT Environment Integration for 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	Test Complete
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 Defect Reverse Shadow Efforts	Design in Progress
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

Jira ID	Created	Infra Team	Description	Status
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-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
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

Jira ID	Created	Infra Team	Description	Status
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 Support	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	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Approved
CA-282933	9/23/2024	Infra Contact Center	Provide View only access to Admin Profile team in AWS Connect console	New
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New
CA-282568	9/11/2024	Infra Contact Center	Update Appointment Reminder Text Message to include Appointment location	New
CA-282108	8/27/2024	Infra Contact Center	Calabrio - Auto assign new users from county Default team	New
CA-282025	8/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared	New

Jira ID	Created	Infra Team	Description	Status
			functions production account	
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	Approved
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	In Development
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	New

Jira ID	Created	Infra Team	Description	Status
			display in BenefitsCal web chat	
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
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

Jira ID	Created	Infra Team	Description	Status
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 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 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

Jira ID	Created	Infra Team	Description	Status
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	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)	New
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	Development Complete
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

Jira ID	Created	Infra Team	Description	Status
CA-273446	1/30/2024	Infra Contact Center	CSC IVR Call Limits	New
CA-273442	1/30/2024	Infra Contact Center	Update to AWS Headset Options	New
CA-273439	1/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New
CA-273252	1/25/2024	Infra Contact Center	Update Agent Status if eCCP times out while in specific statuses.	Design in Progress
CA-273209	1/24/2024	Infra Contact Center	Add a Pending Not Ready Status to the eCCP	New
CA-272919	1/17/2024	Infra Contact Center	Reconfigure Queue Assignment in Contact Flows	New
CA-272600	1/9/2024	Infra Contact Center	Enhance eCCP Timer to include Minutes and Seconds	Design in Progress
CA-270818	11/20/2023	Infra Contact Center	Add a Static Dial Pad on eCCP	New
CA-266244	8/11/2023	Infra Contact Center	Migrate the CalSAWS Service Desk to the CalSAWS Contact Center Environment	New
CA-265391	7/26/2023	Infra Contact Center	Modify Security rights	Design in Progress
CA-260717	4/26/2023	Infra Contact Center	Update IVR language from "Welfare to Work Reimbursement" to "Welfare to Work Payment"	New
CA-256497	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

Jira ID	Created	Infra Team	Description	Status
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:
    - All managed counties begin beta testing on Monday, August 25th
    - Project Staff Laptop Refresh and Windows 11 Update:
        - 54% of staff needing a refresh have been issued a replacement.

- Upcoming tasks:
    - All counties to move to Beta testing phase

8 TRANSITION SUPPORT

This section includes highlights from support of the M&E transition.

8.1 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
- Completing 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