CalSAWS
California Statewide Automated Welfare System

THE POWER OF 58

Bi-Weekly Status Report
CalSAWS Infrastructure

Reporting Period: August 25, 2025 – September 7, 2025

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Bi-Weekly Status – CalSAWS Infrastructure

1   EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 3.1-1: Status Dashboard

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	▪ The CalSAWS System did not experience any unplanned outages during this period.
Defects	▪ There are 57 active Infrastructure Production defects.
Incidents	▪ **FIX IN PROGRESS:** PRB0052264 – Starting at 9:50 AM on September 2, 2025, some users are experiencing intermittent error messages while performing EBT transactions in CalSAWS. Users may experience longer than normal processing time with EBT transactions until the issue is resolved. The CalSAWS project has engaged the statewide EBT vendor (FIS) to investigate the issue. An update will be provided as additional information become available.

Update: The FIS project team identified an increased number of EBT card replacement requests made by participants whose magnetic stripe card expired or was nearing expiration. As a result, the significantly increased number of EBT card print requests caused slowness when printing EBT cards.

To remediate the issue, the FIS project team is actively working to increase the number of concurrent EBT print jobs. In addition, the FIS project team is coordinating with the state to possibly extend the magnetic stripe card expiration date.

Update #2: The FIS project team identified an issue with the concurrent EBT card print jobs that is causing slowness with EBT card print requests and is working on a solution. In the interim users may continue to experience slowness with EBT card printing. An update will be provided by 6 pm tonight, September 3, 2025.

Update #3: The FIS project team identified the root cause and plans to deploy a fix tonight, Wednesday, September 3, 2025, to remediate EBT card printing slowness. An update will be provided by 11 AM tomorrow, September 4, 2025.

Update #4: The FIS project team reported the fix was broken into two phases. Phase 1 was successfully implemented last night. Phase 2 will be implemented tonight, Thursday, September 4, 2025, and is expected to remediate the issue. Users may continue to experience slowness until Phase 2 deployment is complete. An update will be provided when the issue is resolved. |

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	Update #5: The FIS project team deployed the Phase 2 fix today between 12:15 PM and 12:30 PM, which was earlier than originally scheduled. Preliminary findings indicate improved EBT card printing performance. The FIS and CalSAWS project teams will continue to monitor performance and will provide an update after confirming EBT card printing stability.
	▪ **RESOLVED:** PRB0052274 – Starting at 10:38 AM on September 3, 2025, Users are not able to send tasks created in Salesforce to CalSAWS. Users will not be able to send tasks created in Salesforce to CalSAWS until the issue is resolved. Defect CA-294150 has been created to resolve this issue and is targeted for deployment tonight, September 3, 2025. An update will be provided when the issue is resolved. As of 8:34 PM on September 3, 2025, this issue is resolved with the deployment of Defect CA-294150.
	▪ **RESOLVED:** PRB0052271 – Starting at 6:34 PM on September 2, 2025, Amador County users at the 10877 Conductor Blvd Ste 100, Sutter Creek site are unable to access CalSAWS and associated systems due to a power outage. Amador County users at the Sutter Creek 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 2:00 PM today. The CalSAWS project team is actively monitoring updates from the utility provider. An update will be provided when the issue is resolved. Update: Power at the Sutter Creek site has been restored. Due to the site being closed for the day, the project team is unable to confirm users are able to access CalSAWS and associated systems without issue until tomorrow, September 4, 2025. An update will be provided once confirmed. As of 11:15 AM on September 3, 2025, the issue has been resolved. Amador County users at the Sutter Creek site are able to access CalSAWS and associated systems after power was restored.
	▪ **RESOLVED:** PRB0052269 – Starting at 7:00 AM on September 3, 2025, Nutrition Benefit Supplemental Issuance Register Report is Delayed in production. Users will not be able to view the latest version of this report until it is generated. In Progress Report: Nutrition Benefit Supplemental Issuance Register Report is Delayed. An update will be provided by 9 AM with the status of the Report. As of 8:16 AM on September 3, 2025, the issue has been resolved. The Nutrition Benefit Supplemental Issuance Register Report has been generated and is available for users.
	▪ **RESOLVED:** PRB0052268 – Starting at 4:43 PM on September 2, 2025, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems due to a power outage. Sierra County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider estimates the power restoration time at 10:30 PM tonight. The CalSAWS project team is actively monitoring updates from the utility provider. An update will be provided when the issue is resolved. As of 1:52 AM on September 3, 2025, the issue has been resolved. Power at the Downieville site has been restored and users are able to access CalSAWS and associated systems.

Topic	Highlights for the Reporting Period
	▪ **RESOLVED:** PRB0052257 – Starting at 7:36 AM on August 26, 2025, Users are experiencing a UEID error while linking a BenefitsCal e-application to a new case in CalSAWS. Users will experience a UEID error while linking a BenefitsCal e-application to a new case in CalSAWS until this issue is resolved. Note: E-application linking to an existing case without adding a new person or new program is not impacted by this issue. Workaround: Users can create the case outside of the e-application linking flow through the following steps: 1. Hover over the Case Info on the Global Navigation. 2. Click the "New Application" option which will navigate the user to the New Person Search page. 3. Enter the primary applicant information from the e-Application into the search fields. 4. If the person exists in the system, select the person displayed under the New Person Search Results. Otherwise, click the "Add New Person" button. 5. When adding a new person on the New Person Detail page, enter the information as stated in the e-Application. Click the "Save and Continue" button when done. 6. Under the Case Member List page, the user can add more case members as stated in the e-Application by clicking the "Add Person" button. Otherwise, click the "Save and Continue" button. 7. In the New Programs Detail page, add the mandatory fields as stated in the e-Application. Ensure that the programs are added based on the e-Application. 8. In the Pending Assignment List, the user can assign a worker. Click the "Assign" button when done. 9. The Case Summary should display with the new case created. Defect CA-294112 has been created to address this issue and is targeted for deployment to production tonight, August 29, 2025. An update will be provided when the issue is resolved. Update: Users who are attempting to link a BenefitsCal e-Application to an existing case and adding a new program and/or a new person to the case are also experiencing a UEID on the Case Member List page Save and Continue button. RESOLVED: As of 7:14 PM on September 2, 2025, the August 29, 2025, this issue is resolved with the deployment of Defect CA-294112. Users are no longer experiencing a UEID error while linking a BenefitsCal e-application to a new case in CalSAWS. ▪ **RESOLVED:** PRB0052263 – Starting at 7:00 AM on September 2, 2025, Amador County users at the 10877 Conductor Blvd Ste 100, Sutter Creek site are unable to access CalSAWS and associated systems due to a power outage. Amador County users at the Sutter Creek 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 1:00 PM today. The CalSAWS project team is actively monitoring updates from the utility provider. An update will be provided when the issue is

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	resolved. As of 10:13 AM on September 2, 2025, the issue has been resolved. Power at the Sutter Creek site has been restored and users are able to access CalSAWS and associated systems.

- **RESOLVED:** PRB0052255 – Starting at 11:00 AM on August 27, 2025, some Community Based Organizations (CBOs) and customers are experiencing errors when submitting an application or while creating an account in BenefitsCal. Some CBOs and customers will be unable to submit an application or create an account in BenefitsCal until the issue is resolved. The BenefitsCal project team is performing an update to remediate the issue and estimates completion by 10:00 PM tonight, 8/28/2025. We apologize for the inconvenience. Note: A banner message has been added to the BenefitsCal portal to notify users of this issue. Update: The BenefitsCal project team applied an interim fix and confirmed users are now able to submit applications and create accounts without encountering error. The team continues to work on a permanent fix and estimates completion by 10:00 PM tonight, 8/28/2025. As of 10:58 PM on August 28, 2025, the issue has been resolved. A permanent fix was deployed last night by the CalSAWS Project team. Users are now able to submit applications and create accounts without encountering errors.

- **FIX IN PROGRESS:** PRB0052232 – Starting at 11:00 AM on August 27, 2025, eGain Historical Reports are not being generated for reports that use the following custom attributes:

  Auth, DocStatus, MaxQueue, BenefitInfo, EBTReplace, WelcomeBotSuccess, DocRequest

  Additionally, users are unable to generate the Intra-Day Canned Report. Users will not be able to generate Intra-Day Canned Report and eGain Historical reports that use the listed custom attributes until the issue is resolved. In the interim, AWS Connect can be used to retrieve Contact Center Historical Reports. The project team has escalated to the eGain vendor and is actively investigating the issue. Defect CA-294016 has been created to track this issue. An update will be provided as additional information becomes available.

- **RESOLVED:** PRB0052233 – Starting at 11:00 AM on August 26, 2025, some BenefitsCal EBT and BIC card replacement tasks are not being processed timely by the Robotic Process Automation (RPA) solution. Some BenefitsCal EBT and BIC card replacement tasks will be delayed until the issue is resolved. The project team is actively working to resolve the issue and Defect CA-294031 has been created to track the fix. An update will be provided when additional information becomes available. Note, the following counties are not impacted by this issue: Alpine, Calaveras, Del Norte, El Dorado, Glenn, Lassen, Marin, Plumas, San Joaquin, Sierra, Trinity, and Tulare. Update: The issue has been remediated by the project team. RPA Bot processes have been successfully restarted, and tasks are now being processed in a timely manner. The project team estimates that the backlogged EBT card replacement tasks will be fully processed by end of day, August 27, 2025. As of 7:00 PM on August 28, 2025, the issue has been resolved. All

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	backlogged EBT card replacement tasks have been processed successfully.
	▪ **RESOLVED:** PRB0052228 – Starting at 9:30 AM on August 25, 2025, Some Kern County sites reported experiencing intermittent slowness when accessing CalSAWS and associated systems. Kern County users may experience intermittent slowness when accessing CalSAWS and associated systems until the issue is resolved. A local county contact confirmed the Kern County IT team is investigating the issue. There was a higher bandwidth link added to 15008 site for Kern County to accommodate the new network structure for the entire county.
	▪ **RESOLVED:** 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. Update: The project team continues to investigate the issue with the vendor. Currently there is no estimated time for resolution is available from the vendor. An Update will be provided when additional information becomes available. As of 8:00 AM on August 25, 2025, the vendor (Responsive Voice) confirmed the service interruption was caused by incorrect internal system updates. The issue has been remediated by the vendor and the project team confirmed the lobby monitors are no longer experiencing audio issues.
Maintenance/ Deployments	▪ 9/07/2025: Deployment – Priority Release 25.09.07 (CHG0055854) ▪ 9/07/2025: Maintenance – CalSAWS Application ▪ 9/07/2025: Maintenance – CalSAWS Adhoc Reporting Database ▪ 9/05/2025: Maintenance - Identity and Access Management Solution (ForgeRock) ▪ 9/04/2025: Deployment – Priority Release 25.09.04 (CHG0055853) ▪ 9/03/2025: Deployment – Priority Release 25.09.03 (CHG0055863) ▪ 9/02/2025: Deployment – Priority Release 25.09.02 (CHG0055852) ▪ 8/31/2025: Deployment – Priority Release 25.08.31 (CHG0055797) ▪ 8/29/2025: Deployment – Priority Release 25.08.29 (CHG0055796) ▪ 8/28/2025: Deployment – Priority Release 25.08.28 (CHG0055794)
Milestones	▪ 7 Production Deployments during this reporting period ▪ 100% for all SLA tier 1 and 2 Service Desk tickets in August Project Tech Support number has changed to 916-851-3331 ▪ 80% 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 0105-25 Scheduled Downtime Notification 9/21/2025	2	8/27/2025
	CIT 0103-25 Scheduled Downtime Notification 9/07/2025		8/25/2025
Scheduled CalSAWS Maintenance	The next refresh for the Training Production Environment is scheduled from 6:00 PM on Friday, September 5, 2025, until 8:00 PM on Sunday, September 7, 2025.	4	9/02/2025
	CalSAWS application is scheduled for maintenance on Sunday, September 7, 2025, from 6:00 AM to 2:00 PM.		9/02/2025
	CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, September 7, 2025, from 2:00 PM to 6:00 PM.		9/02/2025
	CalSAWS Identity and Access Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, September 5, 2025, until 2:00 AM on Saturday, September 6, 2025.		9/02/2025

Category	Subject	Count	Distribution Date(s)
Scheduled BenefitsCal Maintenance	BenefitsCal application is scheduled for maintenance on Thursday, August 28, 2025, from 8:00 PM to 10:00 PM.	1	8/27/2025
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Amador County - Sutter Creek Site - CalSAWS Access Issue - Power Outage	12	9/04/2025
	Resolved - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		9/03/2025
	Update - CalSAWS County Executive Communication – Amador County - Sutter Creek Site - CalSAWS Access Issue - Power Outage		9/03/2025
	New - CalSAWS County Executive Communication – Amador County - Sutter Creek Site - CalSAWS Access Issue - Power Outage		9/03/2025
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		9/02/2025
	Resolved - CalSAWS County Executive Communication – Amador County - Sutter Creek Site - CalSAWS Access Issue - Power Outage		9/02/2025
	New - CalSAWS County Executive Communication – Amador County - Sutter Creek Site - CalSAWS Access Issue - Power Outage		9/02/2025
	Update #4 - CalSAWS County Executive Communication – Kern County - CalSAWS Intermittent Slowness		8/27/2025
	Update #3 - CalSAWS County Executive Communication – Kern County - CalSAWS Intermittent Slowness		8/26/2025

Category	Subject	Count	Distribution Date(s)
	Update #2 - CalSAWS County Executive Communication – Kern County - CalSAWS Intermittent Slowness		8/26/2025
	Update - CalSAWS County Executive Communication – Kern County - CalSAWS Intermittent Slowness		8/25/2025
	New - CalSAWS County Executive Communication – Kern County - CalSAWS Intermittent Slowness		8/25/2025
Issue Notification	Update #5 – PRB0052264 Resolved – PRB0052274 Resolved – PRB0052271 Update #4 – PRB0052264 --- Resolved – PRB0052268 Update #3 – PRB0052264 Update – PRB0052271 New – PRB0052274 Update #2 – PRB0052264 Resolved – PRB0052269 New – PRB0052271 New – PRB0052269 --- Update – PRB0052264 New – PRB0052268 Resolved – PRB0052263 New – PRB0052264 New – PRB0052263 --- Update – PRB0052257 New – PRB0052257 Resolved – PRB0052255 --- New – PRB0052232 Update – PRB0052255 New – PRB0052255 Resolved – PRB0052233 --- Update – PRB0052233 New – PRB0052233 --- New – PRB0052228 Resolved - PRB0052203	28	9/04/2025 9/04/2025 9/04/2025 9/04/2025 --- 9/03/2025 9/03/2025 9/03/2025 9/03/2025 9/03/2025 9/03/2025 9/03/2025 9/03/2025 --- 9/02/2025 9/02/2025 9/02/2025 9/02/2025 9/02/2025 --- 8/29/2025 8/29/2025 8/29/2025 --- 8/28/2025 8/28/2025 8/28/2025 8/28/2025 --- 8/26/2025 8/26/2025 --- 8/25/2025 8/25/2025
Priority Release Requests for Approval	Priority Release 25.09.07 (CHG0055854) Priority Release 25.09.04 (CHG0055853) Priority Release 25.09.03 (CHG0055863)	7	9/05/2025 9/04/2025 9/03/2025

Category	Subject	Count	Distribution Date(s)
	Priority Release 25.09.02 (CHG0055852) Priority Release 25.08.31 (CHG0055797) Priority Release 25.08.29 (CHG0055796) Priority Release 25.08.28 (CHG0055794)		9/02/2025 8/29/2025 8/29/2025 8/28/2025
Informational Alert	Informational Alert - Bitbucket SBX DB Upgrade	7	9/03/2025
	Informational Alert - JIRA SBX DB Upgrade		9/03/2025
	CalSAWS Informational Alert >> Early Batch Start on Saturday 9/6/2025		9/03/2025
	Informational Alert: Gold River Wireless Network Maintenance		9/02/2025
	CalSAWS Informational Alert >> Early Batch Start on Friday 9/12/2025 and Saturday 9/13/2025		8/28/2025
	CalSAWS Informational Alert - Changes in ServiceNow for Project Staff		8/28/2025
	CalSAWS Informational Alert >> ServiceNow Changes		8/27/2025
CalSAWS	Daily Health Report	9	9/05/2025 9/04/2025 9/03/2025 9/02/2025 8/29/2025 8/28/2025 8/27/2025 8/26/2025 8/25/2025

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 25.08.28	8/28/2025 8:00 to 9:30 PM	BenefitsCal will be unavailable during this time.		8/27/2025
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	9/02/2025
CalSAWS	CalSAWS maintenance	9/07/2025 6:00 AM to 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0103-25 8/25/2025	9/02/2025
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.	CIT 0103-25 8/25/2025	9/02/2025
CalSAWS	CalSAWS maintenance	9/21/2025 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0105-25 8/27/2025	TBD
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	9/26/2025 10:00 PM to 9/27/2025 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.	TBD	TBD
CalSAWS	CalSAWS maintenance	9/28/2025 1:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	TBD	TBD
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	9/28/2025 12:00 PM to 4:00 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
0105-25	Scheduled Downtime Notification – 9/21/2025	Informational	August 27, 2025	Communications.Infra	Pete Quijada
0103-25	Scheduled Downtime Notification – 9/07/2025	Informational	August 25, 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			Imperial	

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
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	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 25-516	SCERFRA 25-516 - CalWORKs Child Support Forms Revision Efforts	Completed
SCERFRA 25-518	SCERFRA 25-518 - Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
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

CalSAWS ServiceNow Cases Created
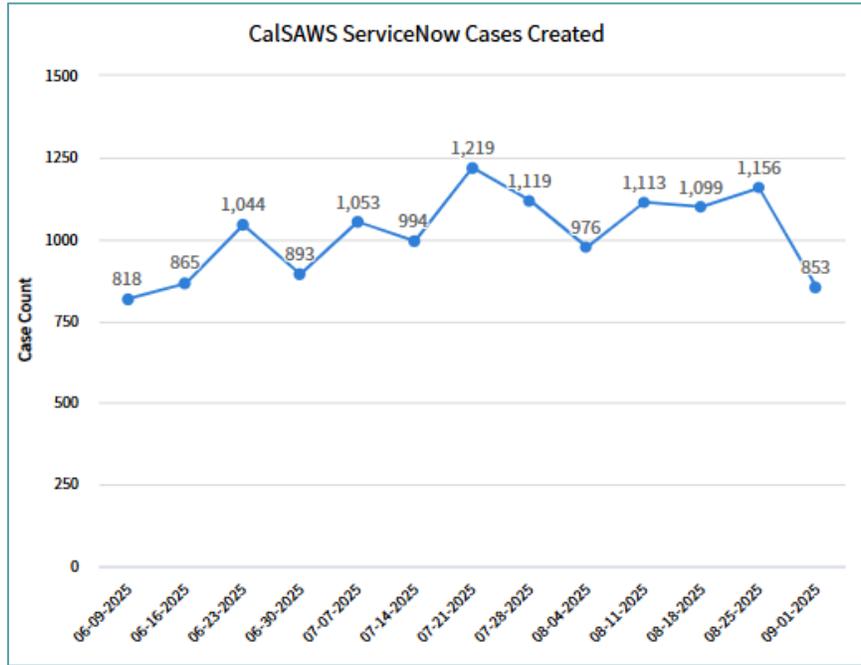
Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

CalSAWS ServiceNow Cases Resolved
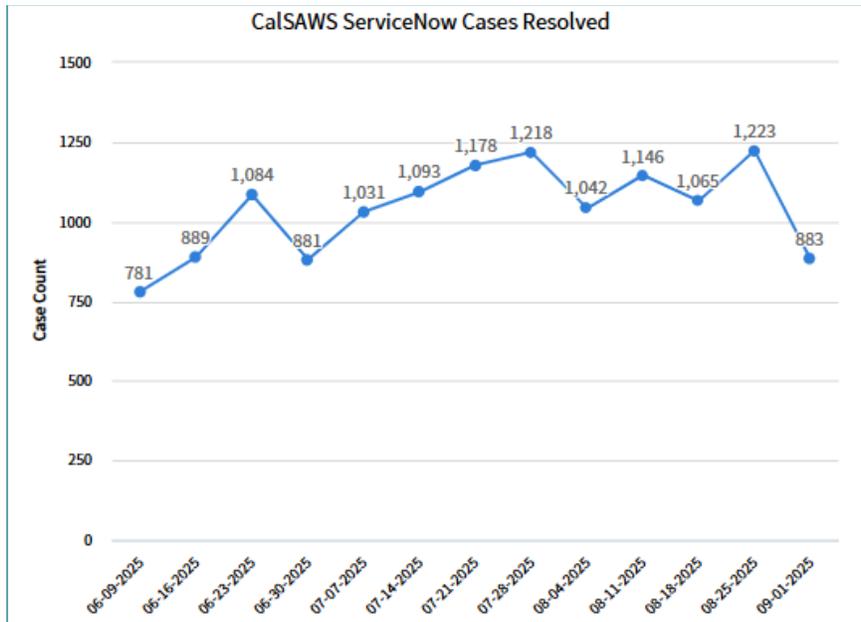
Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.
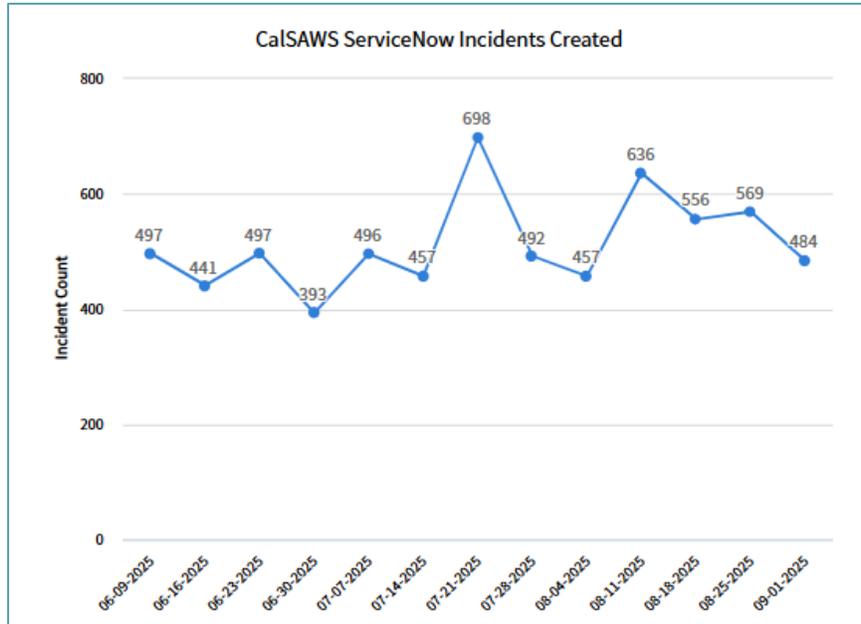
CalSAWS ServiceNow Incidents Created

Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

CalSAWS ServiceNow Incidents Resolved
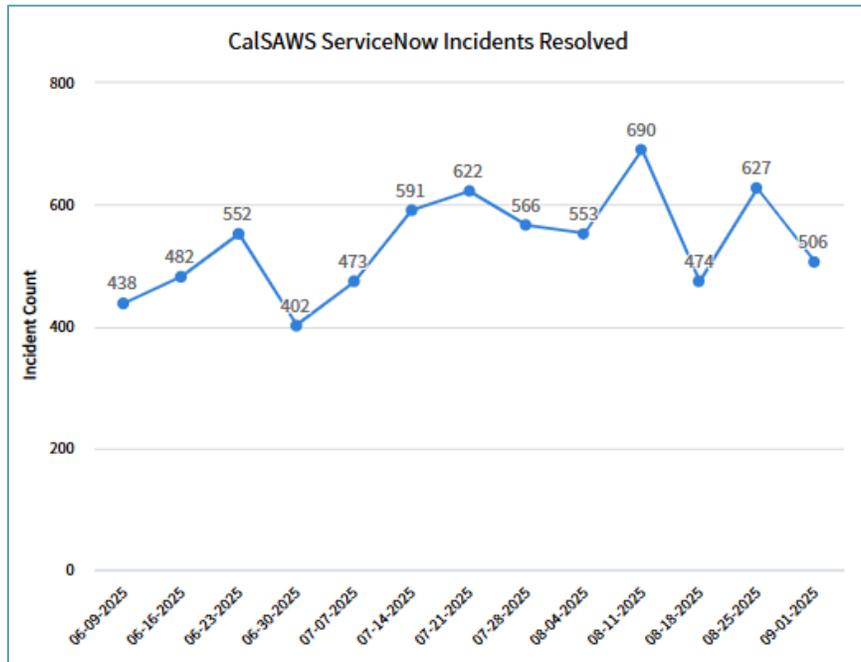
Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.
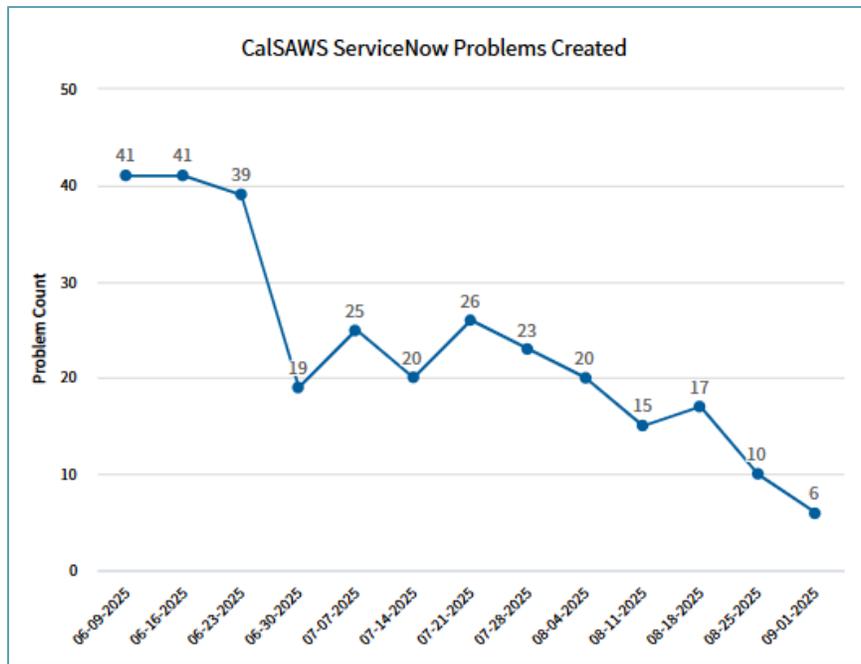
Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.
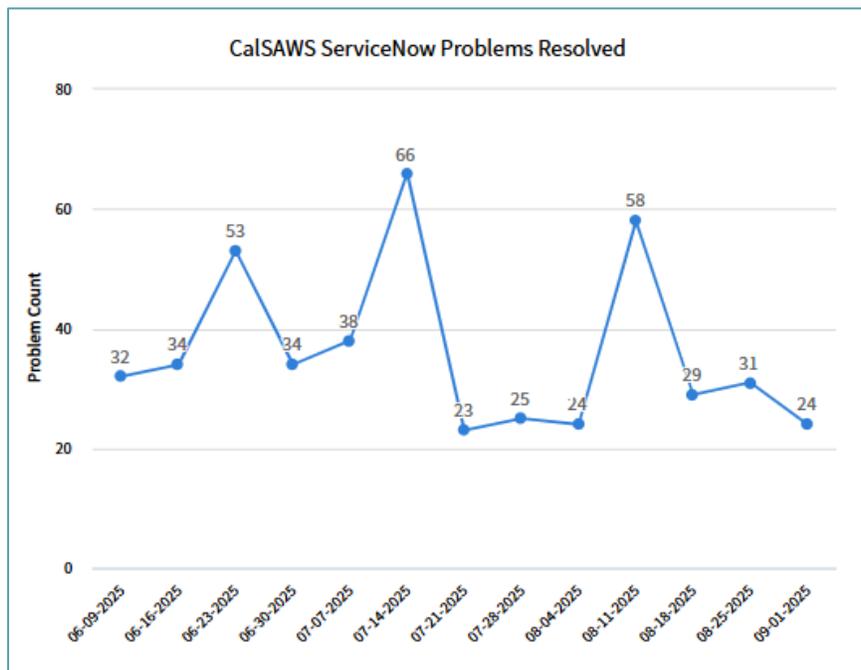
Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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	3	62	0	0	5	2	2	3	77
In progress	5	77	30	14	22	30	30	5	213
On hold	0	51	16	23	73	81	67	28	339
Resolved	4	285	219	297	257	44	21	12	1,139
Closed	13	4	2	43,483	93,473	17,384	11,926	3,516	169,801
Problem in diagnosis	0	0	1	0	1	0	1	0	3
Total	25	483	269	43,817	93,831	17,541	12,047	3,567	171,580

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.

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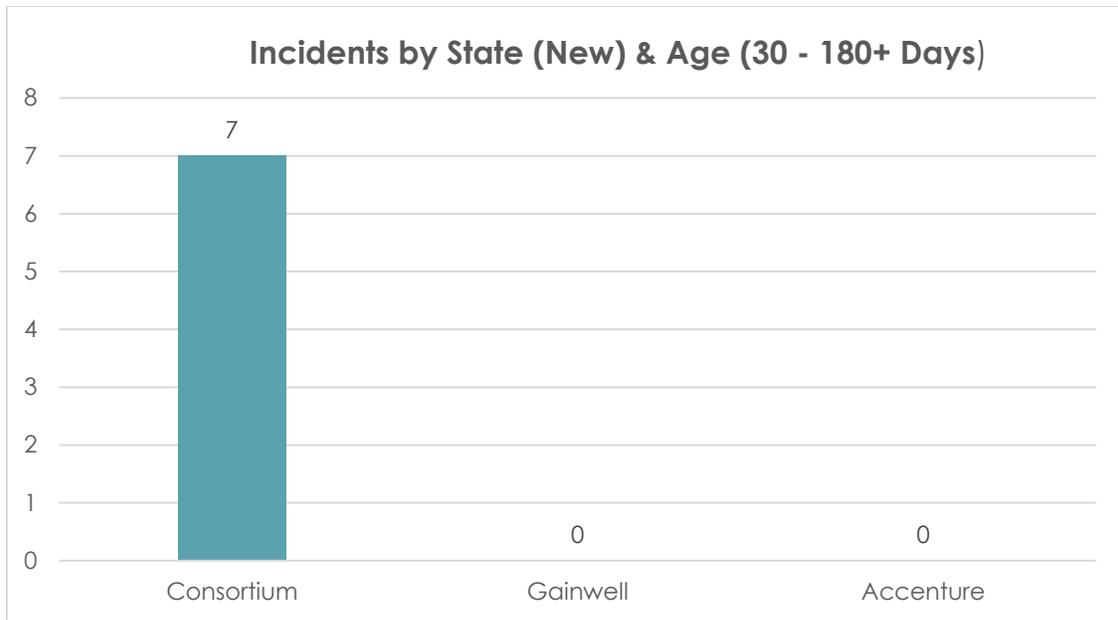
Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

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

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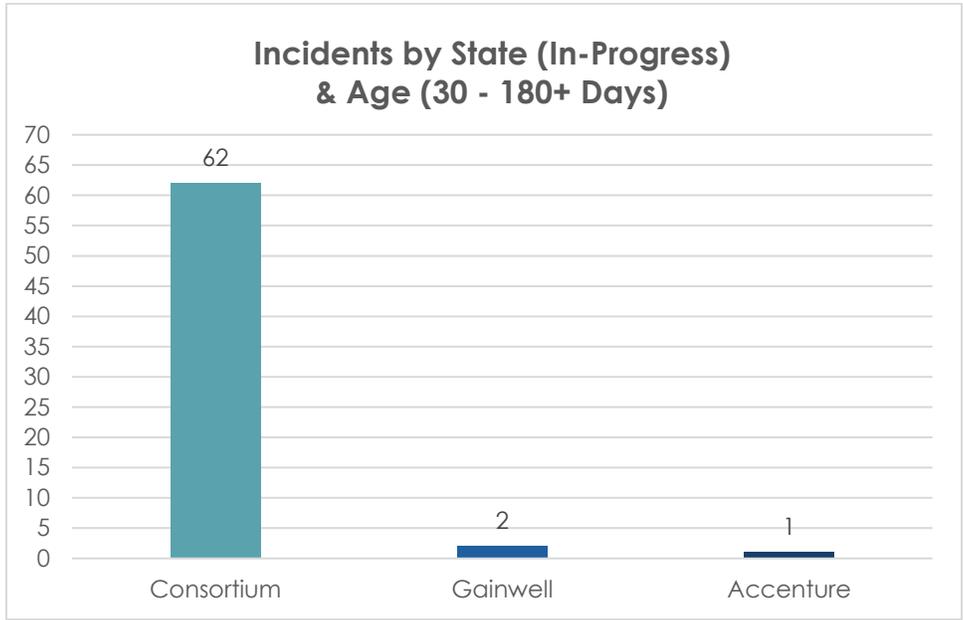
Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	62	0	**62**
Gainwell	2	0	**2**
Accenture	1	0	**1**
Total	**65**	**0**	**65**

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

	1-Jun	15-Jun	29-Jun	13-Jul	27-Jul	10-Aug	24-Aug	7-Sep
Consortium	60	60	50	51	48	47	53	69
Gainwell	4	6	5	8	7	5	2	2
Accenture	16	10	2	3	0	0	0	1

Figure 4.1.1-9:Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code - BWSR

Legend:
- Not a System E... = 798 (15.93%)
- Defect Fixed = 793 (15.83%)
- How To - Steps... = 702 (14.02%)
- Customer Confi... = 700 (13.98%)
- Outage / Perfo... = 514 (10.26%)
- Linked to SCR = 447 (8.93%)
- Multiple Outre... = 395 (7.89%)
- Solved (Perman... = 256 (5.11%)
- Customer Reque... = 209 (4.17%)
- Duplicates = 59 (1.18%)
- Other = 135 (2.7%)

Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	798	15.93%
Defect Fixed	793	15.83%
How To - Steps to Proceed Provided	702	14.02%
Customer Confirmed Issue is Resolved	700	13.98%
Outage / Performance Degradation	514	10.26%
Linked to SCR	447	8.93%
Multiple Outreach Attempts – No Response	395	7.89%
Solved (Permanently)	256	5.11%
Customer Requested Closure	209	4.17%
Duplicates	59	1.18%
Other	135	2.7%
Total	**5,008**	**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 > ... = 304 (7.59%)
- CalSAWS Applic... = 162 (4.04%)
- CalSAWS Applic... = 159 (3.97%)
- CalSAWS Applic... = 152 (3.79%)
- CalSAWS Applic... = 129 (3.22%)
- CalSAWS Applic... = 113 (2.82%)
- CalSAWS Applic... = 111 (2.77%)
- CalSAWS Inform... = 105 (2.62%)
- CalSAWS Applic... = 102 (2.55%)
- Non-CalSAWS Mi... = 89 (2.22%)
- CalSAWS Applic... = 83 (2.07%)
- CalSAWS Applic... = 78 (1.95%)
- Other = 2,420 (60.39%)

| Category(u_category)	Incident Count	Percentage of Incidents
BenefitsCal > Access Issue > Customer	304	7.59%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Other	162	4.04%
CalSAWS Application/Related Systems > Production > Eligibility Determination > Incorrect Eligibility Results	159	3.97%
CalSAWS Application/Related Systems > Production > Case Intake/Case Maintenance > Other	152	3.79%
CalSAWS Application/Related Systems > Production > Client Correspondence > NOAs	129	3.22%
CalSAWS Application/Related Systems > Production > Error Encountered > Tasks	113	2.82%
CalSAWS Application/Related Systems > Production > Reports > On Request	111	2.77%
CalSAWS Information Request	105	2.62%
CalSAWS Application/Related Systems > Production > Medi-Cal Eligibility Determination > Other	102	2.55%
Non-CalSAWS Miscellaneous > Other	89	2.22%
CalSAWS Application/Related Systems > Production > Benefits Issuance/Recovery > EBT Card	83	2.07%
CalSAWS Application/Related Systems > Production > Error Encountered > Updating/Saving System Page	78	1.95%
Other	2,420	60.39%
Total	**4,007**	**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 2,420 listed as Other are for selected categories that had less than 78 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 4,007 incidents.
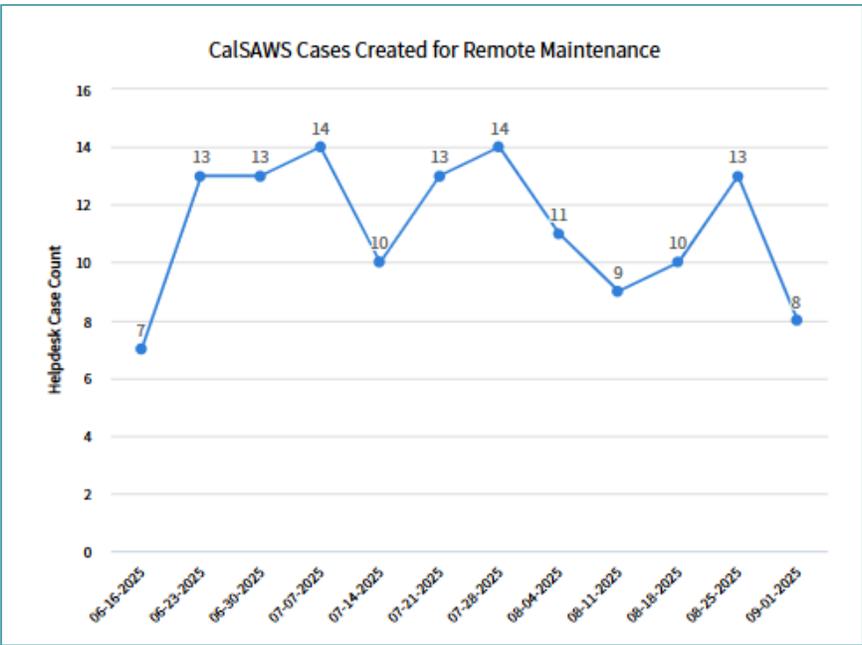
Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 September Month to Date (MTD) is 100%

Monthly Tiers 1 and 2 Service Desk Diagnosis

Month	Monthly SLA %
02/25	100%
03/25	99.53%
04/25	99.9%
05/25	99.94%
06/25	99.93%
07/25	99.91%
08/25	100 %
09/25	100 %

Legend: Monthly SLA % · SLA Target 98%
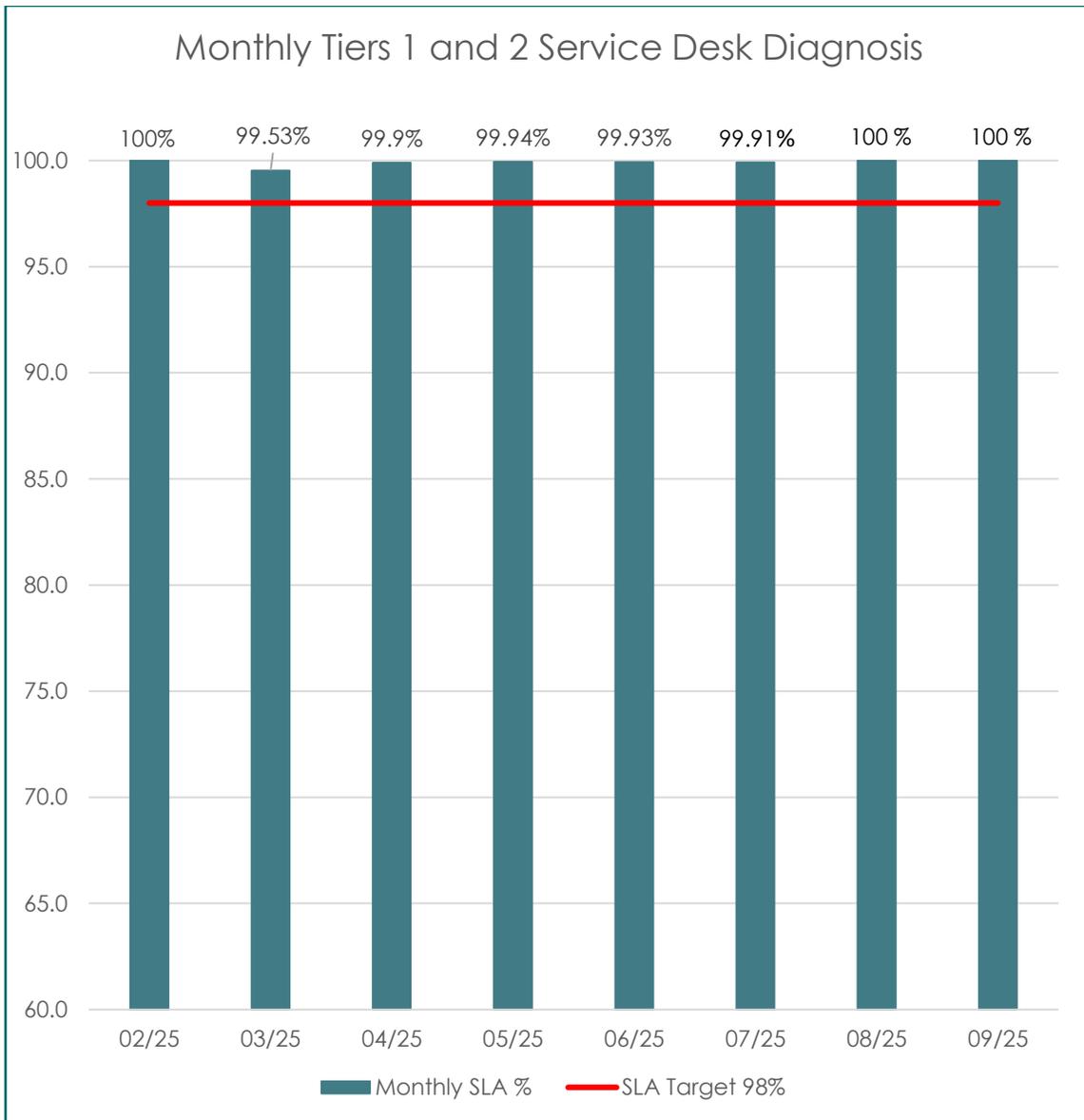
Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 0 incidents missed the SLA in September MTD.
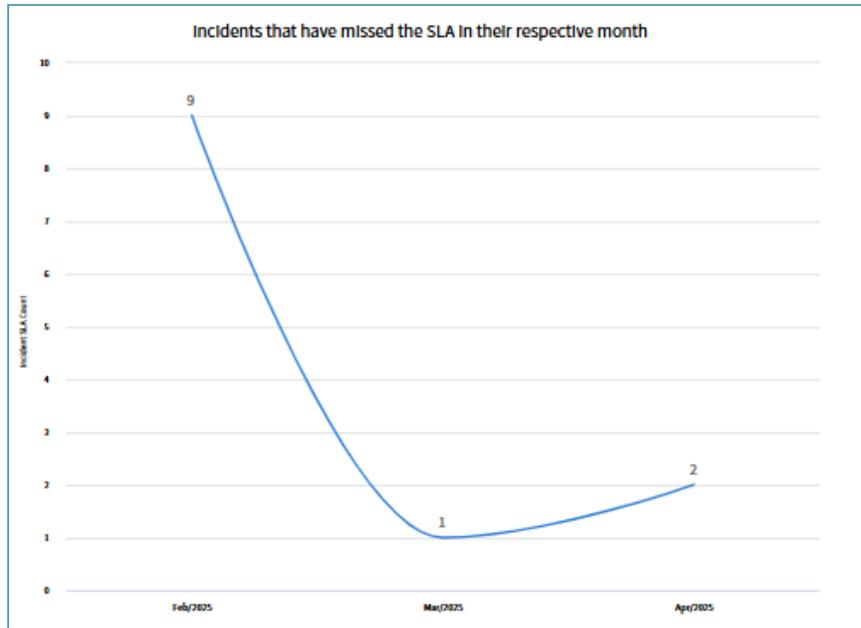
Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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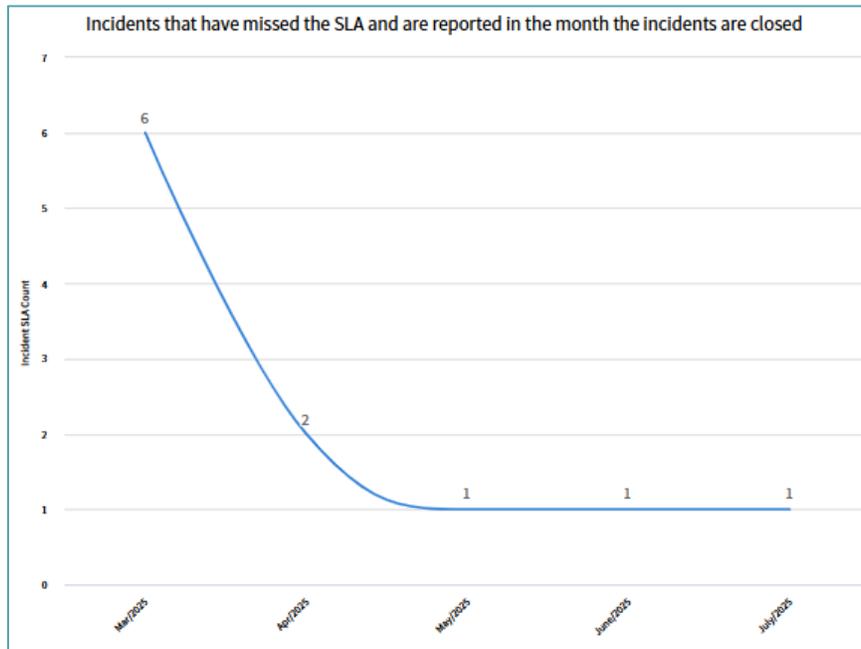
Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

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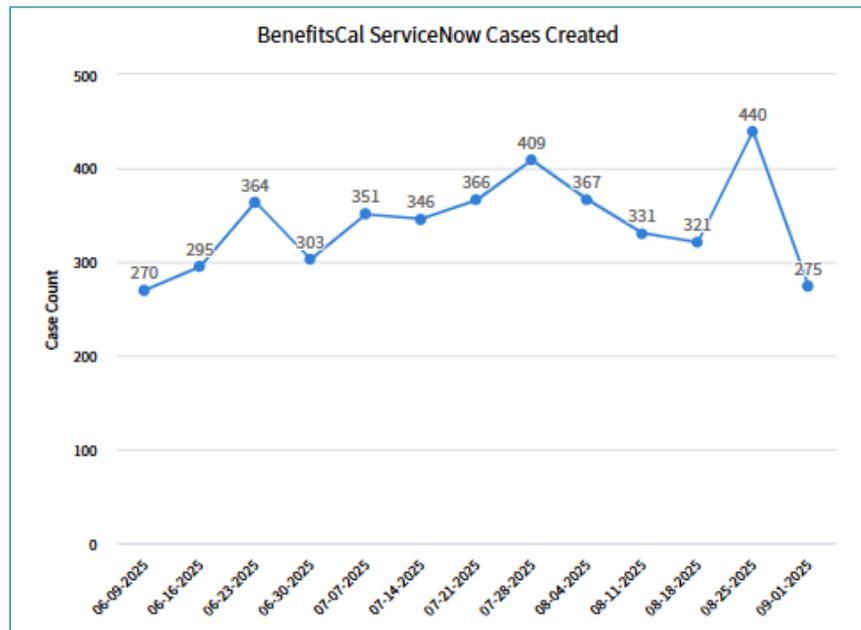
Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.
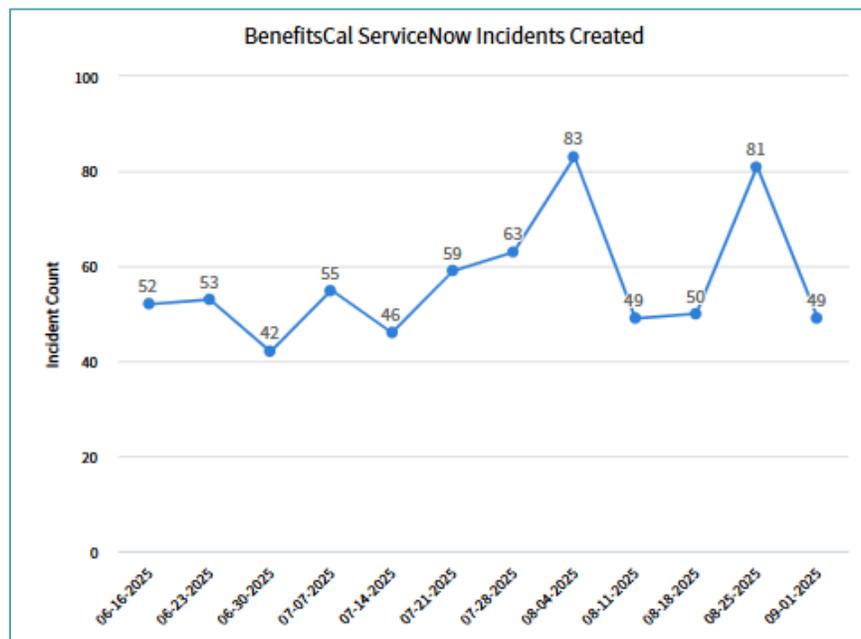
Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.
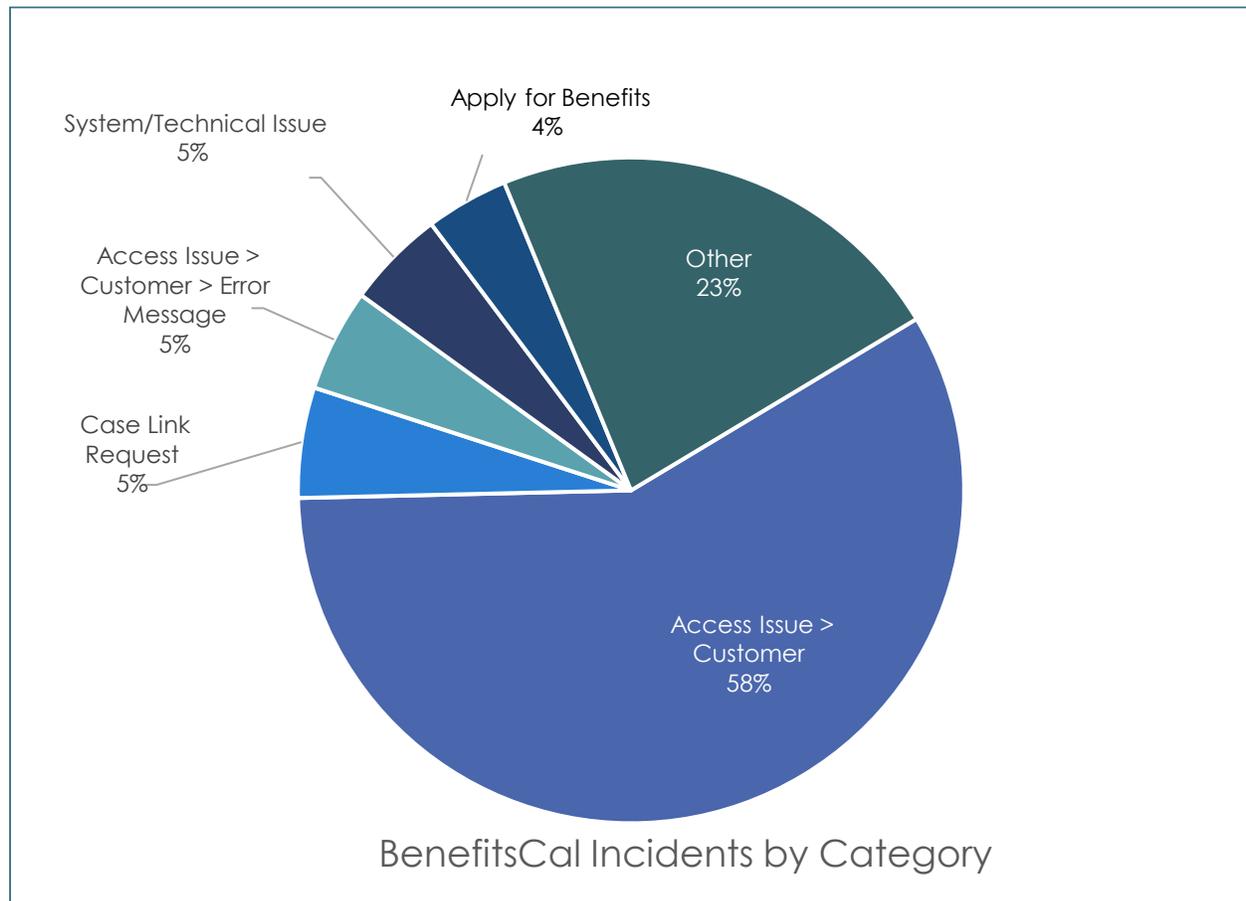

Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 23% 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
387	Domain Controller Access Issue - Gold River Site	8/18/2025	Network
390	EBT Tasks Processing Delay by RPA BOTs	8/26/2025	Contact Center
391	Unable to Generate Some eGain Historical Reports	8/26/2025	External - eGain

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
392	RPA BOTs Not Processing EBT and BIC Card Replacement Tasks	8/29/2025	Contact Center

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
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
CA-294289	9/7/2025	Infra Contact Center	RPA Pop-up Flow Adjustment for Edge Update	Test Complete
CA-294266	9/5/2025	Infra Contact Center	EXTERNAL AGENCY - AWS - Tasks Based Reporting Edge Case Count	New
CA-294201	9/3/2025	Infra Contact Center	Consistently place metrics graph Y-axis name	New
CA-294192	9/3/2025	Infra Contact Center	Email List Lambda Layer Cleanup	New
CA-294191	9/3/2025	Infra Tech Ops	[Fiscal] Qlik Sense Task missing for Integrated CAPI Issuance Detail Claiming Report	Test Complete
CA-294179	9/3/2025	Infra Contact Center	Los Angeles - "Suite" mispronounced	Test Complete
CA-294176	9/3/2025	Infra Contact Center	Update case sensitive prompts in S3	New
CA-294047	8/27/2025	Infra Imaging	External Agency - Routing a legacy document result in an error	New
CA-294042	8/26/2025	Infra Imaging	External Agency - Scan Mode will automatically change from Flatbed to Automatic	New
CA-294041	8/26/2025	Infra Imaging	External Agency - OCR splitting documents by page	New

Jira ID	Created	Infrastructure Team	Description	Status
CA-294030	8/26/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Unable to view 2023 data	Pending Rejection
CA-294016	8/25/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Inability to run reports	New
CA-293998	8/25/2025	Infra Contact Center	eCCP Logout Delayed	In Development
CA-293775	8/15/2025	Infra Contact Center	Not all agents are showing updated status	System Test
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	Test Complete
CA-293679	8/13/2025	Infra Contact Center	Courtesy Callback admin page has delay showing enabled/disabled status	Test Complete
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	Test Complete
CA-293595	8/11/2025	Infra Imaging	Case level documents on Shasta County case #2114952 are not transferring	Assigned
CA-293582	8/11/2025	Infra DBA	Analytics failures and long running jobs in production	Assigned
CA-293560	8/8/2025	Infra Contact Center	Los Angeles - CCB Historical Report Wait Time	Test Complete
CA-293558	8/8/2025	Infra Contact Center	Ventura - Transferred Max Queue Message not playing	Test Complete
CA-293487	8/6/2025	Infra Contact Center	External Agency - Calabrio screen capture delayed processing	New
CA-293278	7/30/2025	Infra Contact Center	ECCP supervisor email notifications are not working	Test Complete
CA-293233	7/29/2025	Infra GenAI	External Agency - Spanish Fresno GenAI Incorrect DOB Format Capture	Assigned

Jira ID	Created	Infrastructure Team	Description	Status
CA-293143	7/25/2025	Infra Contact Center	CCB time Configuration Options sometimes does not display time	In Development
CA-292819	7/14/2025	Infra Contact Center	Metrics visualization peak cut-off	Test Complete
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-292233	6/19/2025	Infra Tech Ops	Reception Log Lobby Monitor Call Error	Assigned
CA-291973	6/12/2025	Infra Contact Center	Deploy CA-280263 changes to Los Angeles County	Assigned
CA-291952	6/12/2025	Infra Contact Center	External Agency - Transferred call data is not matching between eGain and AWS	Assigned
CA-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	Infra GenAI	EXTERNAL AGENCY - AWS - Event received early (Recurrence)	Assigned
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	Infra 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

Jira ID	Created	Infrastructure Team	Description	Status
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
8/25/25	8/26/25	Create new ut3saws Virtual Delphix Database for Accenture team
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	8/26/25	STANDARD - Weekly creation Change and Security Updates - Monday (August 25)
8/25/25	8/25/25	DR, Upgrade Java (Online + Batch) and July 2025 WLS Online) - coreapp-prod (#851725240334) (us-east1)

Date(s)		Activity Description
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	Emergency-15008- Bakersfield- No traffic is passing on the 100x100 circuit , and TPx has recommended rebooting the 100x100 AT&T modem to troubleshoot the issue.
8/26/25	8/26/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (August 26)
8/27/25	9/4/25	enable cloudwatch logging for Lambda@Edge function - coreapp-staging 339650810458
8/27/25	9/2/25	Remove Security Response Headers from CARES API Gateway
8/27/25	8/28/25	Update sys7 confluent secret name in coreapp-development (#650244008899)
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	9/3/25	Streamline Forgerock app logs in coreapp-production log archive
8/27/25	8/27/25	Standard Change: ForgeRock Staging Environment Build 2025.08.27
8/27/25	8/29/25	Remove Security Response Headers from CARES API Gateway
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	Enable retention to Cloudwatch log groups for OS logs non-prod
8/27/25	9/4/25	Update Cloudwatch Logs destination in AWS Accounts for OS/System logs DR regions and set retention
8/27/25	9/4/25	Enable retention to Cloudwatch log groups for OS logs in prod
8/27/25	8/29/25	Decommission coreapp logs delivery stream in coreapp-production-log-archive
8/27/25	8/28/25	Allow sandbox Jira and BB for offshore workspaces (workspaces-development-offshore #248969292625)
8/27/25	8/27/25	Update Web site cert (cswcmg001.calsaws.org) in PROD
8/27/25	8/29/25	Update Riverside county SFTP IP address coreapp-prod account (851725240334)
8/27/25	9/2/25	Update the instance type to r7i.2xlarge for lrs dashboard in PROD

Date(s)		Activity Description
8/27/25	8/28/25	Allow GlobalProtect VPN subnets to connect to Solar Wind SQL server database
8/28/25	9/3/25	Standard Change: ForgeRock Testing in SandBox Environment 08/28-09/03
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	ECR: Establish connection between Gainwell Procurement and CalACES Tenant for Procurement / Licensing
8/28/25	8/28/25	Standard Change: ForgeRock Dev Release 25.08.28
8/28/25	8/28/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (August 28)
8/28/25	8/28/25	CalSAWS Priority Release 25.08.28
8/28/25	8/28/25	Moving Gold RIver Wireless controller HA ports
8/28/25	8/28/25	Integrate County Site UPS Devices into SolarWinds Monitoring- 33081
8/28/25	8/28/25	Integrate County Site UPS Devices into SolarWinds Monitoring-33093
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)
8/29/25	8/29/25	CalSAWS Priority Release 25.08.29
8/30/25	8/31/25	July 2025 patching on coreapp-prod Oracle Enterprise Manager and agents
8/30/25	8/30/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 -22:30 (August 30)
8/31/25	8/31/25	Windows Server Updates - August 2025
8/31/25	8/31/25	CalSAWS Priority Release 25.08.31
9/1/25	9/2/25	STANDARD - Weekly creation Change and Security Updates - Monday (Sep. 1)
9/2/25	9/2/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Sep. 2)
9/2/25	9/2/25	CalSAWS Priority Release 25.09.02
9/3/25	9/3/25	analytics-nonproduction-la: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager

Date(s)		Activity Description
9/3/25	9/3/25	analytics-development: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/3/25	9/3/25	application-development: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/3/25	9/3/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep. 3)
9/3/25	9/3/25	CalSAWS Priority Release 25.09.03
9/3/25	9/3/25	Add SNMP privacy options on 2 Cisco devices
9/3/25	9/5/25	Update WAF IP Set for County Internet Users coreapp-production-tools (271562797580)
9/3/25	9/4/25	Allow Riverside County new SFTP address access to CalSAWS services
9/4/25	9/4/25	Jira Aurora Postgres RDS database upgrade from Postgres version 14.12 to 16.3 in coreapp-sandbox (#883685621503)
9/4/25	9/4/25	Provisioning of Generic Accounts and Role Access for Security Tool Use
9/4/25	9/4/25	Standard Change: ForgeRock Staging Environment Build 2025.09.04
9/4/25	9/4/25	Standard Change: ForgeRock AT Release 25.09.04
9/4/25	9/4/25	Standard Change: ForgeRock Dev Release 25.09.04
9/4/25	9/4/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Sep. 4)
9/4/25	9/4/25	coreapp-development: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/4/25	9/4/25	coreapp-staging: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/4/25	9/4/25	coreapp-training: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/4/25	9/4/25	CalSAWS Priority Release 25.09.04
9/4/25	9/4/25	ServiceNow Release 09.04.2025 (Part B)
9/4/25	9/4/25	Update Web site cert (awstec003.calaces.org) in PROD
9/5/25	9/5/25	Bitbucket Aurora Postgres RDS database upgrade from Postgres version 14.17 to 16.10 in coreapp-sandbox (#883685621503)
9/5/25	9/5/25	Standard Change: ForgeRock AT DR Release 25.09.05
9/5/25	9/7/25	September 2025 Refresh for Case Data removal for the Training Production environment
9/5/25	9/5/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Sep. 5)

DATE(S)		ACTIVITY DESCRIPTION
9/5/25	9/5/25	forgerock-staging: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/5/25	9/6/25	ForgeRock Security Production Release 25.09.05
9/6/25	9/6/25	ServiceNow [CSM-DEV] Security Patch: Install Patch
9/6/25	9/6/25	ServiceNow [CSM-TEST] Security Patch: Install Patch
9/6/25	9/6/25	ServiceNow [CSM-TRAINING] Security Patch: Install Patch
9/6/25	9/6/25	Oracle database RMAN Oracle Secure Backup (OSB) Certificate update in ATCOMP EC2 instance - ATREPO database
9/6/25	9/6/25	Rotate administrative credentials Delphix Masking and Virtualization Engine
9/6/25	9/6/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Sep. 6)
9/7/25	9/7/25	Increase volume size for RPA EC2 Robot Server Instance
9/7/25	9/7/25	Activate Qlik Sense Production Repository PostgreSQL from 14.13 to 16.9
9/7/25	9/7/25	July 2025 Oracle DB RU 19.28.0.0 .0 patching on Coreapp prod, coreapp county, coreapp-production-tools and coreapp training databases
9/7/25	9/7/25	Security DR Production Release 25.09.07
9/7/25	9/7/25	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
9/7/25	9/7/25	ECR- Exchange Failover (SV1 to LA3)
9/7/25	9/7/25	CalSAWS Priority Release 25.09.07

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
9/8/25	9/9/25	STANDARD - Weekly creation Change and Security Updates - Monday (Sep. 8)
9/8/25	9/8/25	Standard Change: ForgeRock DEV DR Release 25.09.08
9/8/25	9/9/25	Contra Costa County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
9/8/25	9/8/25	CalSAWS Priority Release 25.09.08
9/8/25	9/9/25	Yolo County	IOS Upgrade for County Cisco device from IOS current version 17.12.03a to 17.12.05a
9/9/25	9/9/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Sep. 9)
9/10/25	9/12/25	Whitelist Below URLS so Offshore can access non-prod childcare accounts from offshore Workspaces

DATE(S)		ACTIVITY DESCRIPTION
9/10/25	9/10/25	Data Encryption TCPS Certificate Renewal for ATST-DB and STG-DB1 Database Host
9/10/25	9/11/25	Create and attach a new IAM policy to WAFAPI-Lambda development environment roles - coreapp-development 650244008899
9/10/25	9/12/25	Enable Offshore access to API domain endpoints through AWS offshore workspaces.
9/10/25	9/12/25	Export old cloudwatch log groups to s3 in unused application accounts
9/10/25	9/12/25	Lassen County	IOS Upgrade for County Cisco device from IOS current version 17.12.3a to 17.12.05a
9/10/25	9/10/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep. 10)
9/10/25	9/10/25	CalSAWS Priority Release 25.09.10
9/10/25	9/10/25	coreapp-county: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/10/25	9/11/25	Enable lifecycle policy for S3 bucket in coreapp-production-log-archive Part 2
9/10/25	9/10/25	analytics-production-la: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/10/25	9/10/25	analytics-production: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/10/25	9/12/25	Need to allow access to AT and ST application url from the coreapp-dev lambda - smoketesting
9/10/25	9/11/25	Allow GlobalProtect VPN subnets to connect to Prod Apex App EC2 Instances
9/11/25	9/11/25	Create new Application Database User for RPA Application in coreapp-development CC1, SYS2 and SYS4 environment.
9/11/25	9/11/25	SandBox : Upgrade Jenkins from 2.492.3 to 2.516.2 on Sandbox-Jenkins
9/11/25	9/11/25	Standard Change: ForgeRock AT Release 25.09.11
9/11/25	9/11/25	Standard Change: ForgeRock Staging Environment Build 2025.09.11
9/11/25	9/11/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Sep. 11)
9/11/25	9/11/25	CalSAWS Priority Release 25.09.11
9/11/25	9/11/25	coreapp-production-network: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/11/25	9/11/25	ServiceNow Release 25.09.11
9/11/25	9/11/25	coreapp-production: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager

DATE(S)		ACTIVITY DESCRIPTION
9/11/25	9/11/25	coreapp-prod: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/11/25	9/12/25	Update Splunk UF credentials file on Equinix SV-1 ProLiant physical Linux server
9/12/25	9/12/25	Standard Change: ForgeRock AT DR Release 25.09.12
9/12/25	9/12/25	Standard Change: ForgeRock Dev Release 25.09.12
9/12/25	9/12/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Sep. 12)
9/12/25	9/13/25	Oracle database RMAN Oracle Secure Backup (OSB) Certificate update in coreapp-development databases
9/12/25	9/12/25	coreapp-production-tools: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/13/25	9/13/25	Oracle database RMAN Oracle Secure Backup (OSB) Certificate update in coreapp-staging and coreapp-training databases
9/14/25	9/14/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for 9/14/25 Release

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 25.09.07	9/07/2025
Priority Release 25.09.04	9/04/2025
Priority Release 25.09.03	9/03/2025
Priority Release 25.09.02	9/02/2025
Priority Release 25.08.31	8/31/2025
Priority Release 25.08.29	8/29/2025
Priority Release 25.08.28	8/28/2025

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

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

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

Activity Description	Start Date	Start Time	End Date	End Time	Communication Method	Communication Sent Date
ForgeRock Maintenance	09/05/25	10:00 PM	09/06/25	2:00 AM	CIT 0102-25	8/21/2025
					Broadcast Email	9/2/2025
Training Production Maintenance	09/05/25	6:00 PM	09/07/25	8:00 PM	Broadcast Email	9/2/2025
Production Maintenance	09/07/25	6:00 AM	09/07/25	2:00 PM	CIT 0103-25	8/25/2025
					Broadcast Email	9/2/2025
Adhoc Reporting Database Maintenance	09/07/25	2:00 PM	09/07/25	6:00 PM	CIT 0103-25	8/25/2025
					Broadcast Email	9/2/2025
Imaging (Hyland) Maintenance	09/19/25	10:00 PM	09/20/25	1:00 AM	Broadcast Email	TBD
CalSAWS Release 25.09	09/21/25	6:00 AM	09/21/25	1:00 PM	CIT 0105-25	8/27/2025
					Broadcast Email	TBD
BenefitsCal Release 25.09.25	09/25/25	8:00 PM	09/25/25	9:30 PM	Broadcast Email	TBD
ForgeRock Maintenance	09/26/25	10:00 PM	09/27/25	2:00 AM	CIT 00XX-25	TBD
					Broadcast Email	TBD
Adhoc Reporting Database Maintenance	09/28/25	12:00 PM	09/28/25	4:00 PM	CIT 00XX-25	TBD
					Broadcast Email	TBD
Production Maintenance	09/28/25	1:00 PM	09/28/25	6:30 PM	CIT 00XX-25	TBD
					Broadcast Email	TBD

Figure 4.3.4-: CalSAWS Production Planned Outages Calendar

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

5 LOBBY MANAGEMENT

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

Table 4.3.4-1: Lobby Management Updates

COUNTY	UPDATES
Merced	RITM0093572 Both Kiosk PCs have been enrolled to intune. 1 of the Kiosks was imaged at the Gold River office and is pending install.
Monterey	Awaiting a response from the Kiosk vendor Meridian, regarding printer brackets for Monterey Kiosks.
San Bernardino	San Bernardino is currently working with the Kiosk vendor Meridian, in getting updated housing for the Kiosk Scanners.
San Francisco	No new update to provide regarding the ADA compliant Kiosk Chassis.

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Los Angeles, 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:

- The San Bernardino Exstream License/Appstream county purchase order is approved. The county has received user access and login instructions to validate access to Exstream.
- 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 have been extended to September 8.
- The San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) requirements 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. CMDB Database being maintained.

- Hardware Asset Management (HAM)

HAM development complete. Validation has begun. Configuration Management Plan meetings underway. HAM documentation will be included in the Configuration Management Plan.

- Software Asset Management (SAM)

SAM development activities have kicked off. SAM documentation will be included in the Configuration Management Plan.

7.2 Lobby Modernization

- Finalized project schedule with all tasks and dependencies to deliver in a priority Release.

- Monitoring and controlling project work. Tracking progress, identifying blockers, developing failover/contingency plans.
- Built Kiosk deployed via Intune and SCCM.
- Built Android tablet deployed via ME MDM.

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-896	9/5/2025	Client Correspondence	Turn on Return Mail tasks for Riverside County	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-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-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

Jira ID	Created	Infra Team	Description	Status
GAGR-851	6/4/2025	Client Correspondence	Request to create new manual variables for GA Form 341	Design in Progress
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	In Development
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-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-294254	9/4/2025	Infra Contact Center	San Diego County banked Lambda logic update	New
CA-294234	9/4/2025	Infra Contact Center	Add Ability to Update Future Agent Activity Status for Chat Agents in eCCP	New

Jira ID	Created	Infra Team	Description	Status
CA-294232	9/4/2025	Infra Contact Center	Add Customer Phone Number to Chat History in eCCP	New
CA-294190	9/3/2025	Infra Contact Center	Contact Center - Butte-Add Christmas Eve 12/24/25 as County Holiday	New
CA-294180	9/3/2025	Infra Tech Ops	Exchange Failover (SV1 to LA3)	New
CA-294151	9/2/2025	Infra Contact Center	SB1289 Report - Enable on QuickSight POC	New
CA-294130	8/29/2025	Infra Contact Center	San Bernardino - AWS Contact Attributes	New
CA-294128	8/29/2025	Infra Contact Center	Contra Costa - Apply Contact Attributes to Measure Calls Diverted by Maximum Contacts in Queue™ Threshold	New
CA-294115	8/29/2025	Infra Contact Center	Fresno-IVR - Call Tree Change (Max Call Queue Capacity)	New
CA-294069	8/27/2025	Infra Tech Ops	Align Lobby Monitoring Software with AWS Native Software	New
CA-294066	8/27/2025	Infra Imaging	Add IMG 685 Appeals Case Review to CalSAWS	New
CA-294027	8/26/2025	Infra Tech Ops	Qlik Sense and NPrinting Major Version Upgrade	New
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	System Test
CA-293932	8/21/2025	Infra Contact Center	Sacramento-Closure of General Information Line	Design in Progress
CA-293931	8/21/2025	Infra Contact Center	Los Angeles-New Long Term Care Queues	In Development
CA-293916	8/21/2025	Infra ForgeRock	Log-In MFA Improvements to Customer Experience (CSPM-79752)	New
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	Test Complete
CA-293453	8/5/2025	Infra Tech Ops	Exchange Failover (LA3 to SV1)	Approved
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-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 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-292881	7/15/2025	Tech Ops	Upgrade Jira to 10.3.9 LTS 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
CA-292061	6/16/2025	Infra Imaging	Inactivate form name "Affidavit" in the Imaging Solution	Pending Approval

Jira ID	Created	Infra Team	Description	Status
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCal EBT/BIC card request processing logic enhancement	Design in Progress
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 Gitlab 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	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
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

Jira ID	Created	Infra Team	Description	Status
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	In Assembly Test
CA-289583	4/7/2025	Infra Tech Arch	Add FCED Services to AT 2 Environment	New
CA-289432	4/2/2025	Security	Add Additional Security Role to Hide CPS Program	New
CA-289327	3/31/2025	Infra Contact Center	Calabrio - Sync Live Monitoring with session timeout	New
CA-289238	3/27/2025	Infra Contact Center	AWS - Ability to filter data by Contact Origin	New
CA-288958	3/18/2025	Infra Tech Ops	CDSS: Provide data to CDSS for 523 EDR tables directly in AWS S3	Approved
CA-288774	3/12/2025	Infra Tech Ops	POC - Amazon Q integration to enhance Developer productivity	New
CA-288706	3/11/2025	Infra Tech Ops	Kings County to switch from managed to non managed Contact Service Center	New
CA-288448	3/4/2025	Infra Contact Center	DCFS - eGain enablement	New
CA-288288	2/27/2025	Infra Contact Center	LA - RMR - No Warm Hand Off Capability AWS	New
CA-288030	2/19/2025	Infra Contact Center	Update MC RR Script to state it will take approx 8 min	New
CA-287484	2/5/2025	Infra Contact Center	RPA report should take failed instances into account	New
CA-287326	1/31/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	1/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 P2	New
CA-284676	11/7/2024	Infra Contact Center	Add Data Retention Policy to AWS Call Recordings (Audio Calls) for All Counties	New
CA-284309	10/29/2024	Infra Contact Center	DRAFT - Calabrio - Insights and Deprecation of Data Explorer	New
CA-283862	10/17/2024	Infra Contact Center	Humboldt Call Center (BenefitsCal Web Chat)ChatBot enablement	New
CA-283358	10/4/2024	Infra Contact Center	IVR Response Timeout Issue for Customers - Policy compliance	New
CA-283266	10/2/2024	Infra Contact Center	Update IVR, welcome bot and authentication bot to understand all threshold languages	New

Jira ID	Created	Infra Team	Description	Status
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	In Development
CA-282933	9/23/2024	Infra Contact Center	Provide View only access to Admin Profile team in AWS Connect console	New
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New
CA-282568	9/11/2024	Infra Contact Center	Update Appointment Reminder Text Message to include Appointment location	New
CA-282108	8/27/2024	Infra Contact Center	Calabrio - Auto assign new users from county Default team	New
CA-282025	8/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared functions production account	New
CA-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	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			helpdesk tool - Contra Costa ServiceNow	
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	System Test
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	System Test
CA-278880	6/5/2024	Infra Contact Center	Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only	Design in Progress
CA-278831	6/4/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	6/4/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	Design in Progress
CA-278828	6/4/2024	Infra Contact Center	Add ability to customize system message in eCCP to display in BenefitsCal web chat	New
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement - Reporting of Skipped Calls	New

Jira ID	Created	Infra Team	Description	Status
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
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	New

Jira ID	Created	Infra Team	Description	Status
			Center - eGain - Missed calls by each EW not available on the EW summary report	
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" 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	Data Security P1	New
CA-275754	3/26/2024	Infra Imaging	Enhance the fields in the "Add to Workflow" window	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test 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
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

Jira ID	Created	Infra Team	Description	Status
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 eCCP Security rights	Design in Progress
CA-260717	4/26/2023	Infra Contact Center	Update IVR language from "Welfare to Work Reimbursement" to "Welfare to Work Payment"	New
CA-256497	2/9/2023	Infra Contact Center	Robotic Processing Automation (RPA) - 18 - 21 Year Old Adult and Child Not Aided in Household	New
CA-256495	2/9/2023	Infra Contact Center	Robotic Processing Automation (RPA) - Identify Cases with Expenses Amount Higher Than Income	New
CA-255662	1/25/2023	Infra Contact Center	eCCP - Update QueueStats, AgentStats, VideoHistory, and AgentScorecard display	New
CA-250838	9/30/2022	Infra Contact Center	Outbound Call Campaign: Create Call Result Record for Each Attempt	Design in Progress
CA-245925	5/25/2022	Infra Contact Center	RPA BIC Bot CalSAWS Contact Center-Interactive Voice Response (IVR) Solution	New
CA-245839	5/24/2022	Infra Contact Center	Update Wording from Medi-Cal Redetermination to Medi-Cal Renewal	Design in Progress
NOW-1410	4/9/2025	ServiceNow	RITM0082693 - Create new Service Request workflow for County Operational Requests	Done
NOW-1408	3/20/2025	ServiceNow	Potential defect with sys_audit unarchive, +	To Do

Jira ID	Created	Infra Team	Description	Status
			hardening for Xanadu upgrade	

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 began beta testing on Monday, August 25th
  - Project Staff Laptop Refresh and Windows 11 Update:
    - 80% of staff needing a refresh have been issued a replacement.
- Upcoming tasks:
  - All counties move to Production Roll-Out prior to 10/14.

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