

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: September 8, 2025 – September 21, 2025

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Bi-Weekly Status – CalSAWS Infrastructure

1 EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 3.1-1: Status Dashboard

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	<ul style="list-style-type: none"> The CalSAWS System did not experience any unplanned outages during this period.
Defects	<ul style="list-style-type: none"> There are 52 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> <p>RESOLVED: PRB0052333 – Starting at 7:00 AM on September 16, 2025, Semi Annual Reporting Admin (SAR) Dashboard is delayed in production. The most recent version of the dashboard is currently unavailable. The project team is actively working to resolve the issue and Defect CA-294502 has been created to track the fix. An update will be provided when additional information becomes available.</p> <p>Update: Users are now able to view the Semi-Annual Reporting Admin (SAR) Dashboard latest data. The team identified the root cause and plans to deploy a fix tonight, Tuesday, September 16, 2025, to prevent the issue from reoccurring. An update will be provided tomorrow, September 17, 2025.</p> <p>As of 6:00 PM on September 16, 2025, this issue has been resolved with the deployment of Defect CA-294502.</p> <p>RESOLVED: 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:</p> <p style="padding-left: 40px;">Auth, DocStatus, MaxQueue, BenefitInfo, EBTReplace, WelcomeBotSuccess, DocRequest</p> <p>Additionally, users are unable to generate the Intra-Day Canned Report.</p> <p>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.</p> <p>As of 9:00 PM on September 16, 2025, this issue has been resolved by eGain. Users are now able to generate Intra-Day Canned Report and eGain Historical reports that use the custom attributes.</p> <p>RESOLVED: PRB0052336 – Starting at 12:06 PM on September 16, 2025, Kern County users at the 7050 Lake Isabella Blvd, Lake Isabella site are</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>unable to access CalSAWS and associated systems due to a power outage. Kern County users at the Lake Isabella site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has indicated the issue is due to a repair work and the estimated time for power restoration is at 5:00 PM today, September 16, 2025. An update will be provided when the issue is resolved. As of 2:00 PM on September 16, 2025, the issue has been resolved. Power at the Bakersfield site has been restored. Power at the Lake Isabella site has been restored and users are now able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> ▪ RESOLVED: PRB0052314 – Starting at 10:40 AM on September 11, 2025, Kern County users at the 100 E California Ave, Bakersfield site are unable to access CalSAWS and associated systems due to a power outage. Kern County users at the Bakersfield site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has not yet provided an estimate time of restoration for the power outage. The CalSAWS project team is actively monitoring updates from the utility provider. An update will be provided when the issue is resolved. Kern County IT confirmed the power outage at the Bakersfield site is impacting Kern County network connectivity at other Kern County sites. Kern County users will experience issues accessing CalSAWS and associated systems until the issue is resolved. As of 3:16 PM on September 11, 2025, the issue has been resolved. Power at the Bakersfield site has been restored. Kern County users are now able to access CalSAWS and associated systems. ▪ RESOLVED: PRB0052294 – Starting at 7:00 AM on September 8, 2025, the Adhoc Reporting Database is experiencing issues that is impacting latest production data availability in the Adhoc Reporting Database. Users may experience issues accessing the latest production data in the Adhoc Reporting Database and Apex application. However, users are able to generate adhoc reports with the production data that is available prior to Monday, September 8, 2025. The project team is actively working to resolve the issue and an update will be provided when the issue is resolved. As of 11:44 AM on September 8, 2025, the issue has been resolved. Users are now able to access the latest production data in the Adhoc Reporting Database and Apex application without issue. ▪ RESOLVED: 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.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>As of 12:30 PM on September 4, 2025, the issue has been resolved. After the Phase 2 fix was deployed on Thursday, September 4, 2025, the FIS project team confirmed consistent EBT card printing performance. Users are no longer experiencing slowness with EBT card printing.</p>
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 9/21/2025: Deployment - CalSAWS Baseline Release 25.09 (CHG0055851) ▪ 9/19/2025: Maintenance – Imaging Solution (Hyland) ▪ 9/18/2025: Deployment – Priority Release 25.09.18 (CHG00556096) ▪ 9/16/2025: Deployment – Priority Release 25.09.16 (CHG0055952) ▪ 9/15/2025: Deployment – Priority Release 25.09.15 (CHG0056031) ▪ 9/14/2025: Deployment – Priority Release 25.09.14 (CHG0055951) ▪ 9/13/2025: Deployment – Priority Release 25.09.13 (CHG0055903) ▪ 9/11/2025: Deployment – Priority Release 25.09.11 (CHG0055904) ▪ 9/09/2025: Deployment – Priority Release 25.09.09 (CHG0055943) ▪ 9/08/2025: Deployment – Priority Release 25.09.08 (CHG0055902)
Milestones	<ul style="list-style-type: none"> ▪ 9 Production Deployments during this reporting period ▪ 84% of Project laptops requiring Windows 11 update have been refreshed, for those who have been contacted for a refresh please see Tech Support ▪ San Bernardino went live on Windows 11

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<ul style="list-style-type: none"> Monthly cadence of touchpoints created for Regional Managers, Tier 2, Tier 3 and Consortium Service Desks to improve monitoring, training, ageing tickets, escalations and collaboration in support of the counties.

2 PROJECT MANAGEMENT

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

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

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
I-D12	Infrastructure Approach to Automation, Artificial Intelligence and Machine Learning DED	In Consortium Review	9/25 Review complete
I-D02	Appendix I: Capacity Mgmt Plan	FDEL in progress	Submit to Consortium 9/22

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 0111-25 Scheduled Downtime Notification 9/28/2025	2	9/08/2025
	CIT 0110-25 Scheduled Downtime Notification 9/26/2025		9/08/2025
Scheduled CalSAWS Maintenance	CalSAWS application is scheduled for maintenance on Sunday, September 28, 2025, from 2:00 PM to 6:30 PM.	5	9/16/2025
	CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, September 28, 2025, from 12:00 PM to 4:00 PM.		9/16/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	<p>CalSAWS Identity and Access Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, September 26, 2025, until 2:00 AM on Saturday, September 27, 2025.</p> <p>CalSAWS SYS4 and SYS6 environments are scheduled for maintenance from 10:00 AM on Tuesday, September 9, 2025, until 11:59 PM on Wednesday, September 10, 2025.</p> <p>CalSAWS application is scheduled for maintenance on Sunday, September 21, 2025, from 6:00 AM to 1:00 PM.</p>		<p>9/16/2025</p> <p>9/09/2025</p> <p>9/08/2025</p>
Scheduled BenefitsCal Maintenance	<p>BenefitsCal application is scheduled for maintenance on Thursday, September 11, 2025, from 8:00 PM to 9:30 PM.</p> <p>BenefitsCal application is scheduled for maintenance on Sunday, September 21, 2025, from 6:00 AM to 7:30 AM.</p>	2	<p>9/11/2025</p> <p>9/08/2025</p>
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	<p>Resolved - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage</p> <p>New - CalSAWS County Executive Communication – Kern County - Lake Isabella Site - Power Outage</p> <p>Resolved - CalSAWS County Executive Communication – Kern County - Bakersfield Site - CalSAWS Access Issue - Power Outage</p> <p>Update - CalSAWS County Executive Communication – Kern County - Bakersfield Site - CalSAWS Access Issue - Power Outage</p> <p>New - CalSAWS County Executive Communication – Kern County - Bakersfield Site - CalSAWS Access Issue - Power Outage</p>	5	<p>9/16/2025</p> <p>9/16/2025</p> <p>9/11/2025</p> <p>9/11/2025</p> <p>9/11/2025</p>

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
Issue Notification	Resolved – PRB0052333 Resolved – PRB0052232 --- Resolved – PRB0052336 Update – PRB0052333 New – PRB0052336 New – PRB0052333 --- Resolved – PRB0052314 Update – PRB0052314 New – PRB0052314 --- Resolved – PRB0052294 New – PRB0052294 Resolved – PRB0052264	12	9/17/2025 9/17/2025 --- 9/16/2025 9/16/2025 9/16/2025 9/16/2025 --- 9/11/2025 9/11/2025 9/11/2025 --- 9/08/2025 9/08/2025 9/08/2025
Priority Release Requests for Approval	CalSAWS Baseline Release 25.09 (CHG0055851) Priority Release 25.09.18 (CHG0056096) Priority Release 25.09.16 (CHG0055952) Priority Release 25.09.15 (CHG0056031) Priority Release 25.09.14 (CHG0055951) Priority Release 25.09.13 (CHG0055903) Priority Release 25.09.11 (CHG0055904) Priority Release 25.09.09 (CHG0055943) Priority Release 25.09.08 (CHG0055902)	9	9/17/2025 9/18/2025 9/16/2025 9/15/2025 9/12/2025 9/12/2025 9/11/2025 9/09/2025 9/08/2025
Informational Alert	Gold River Facility Alert _ Elevator Inspection and Fire Testing _ 9/19/25 @ 8AM Tech Support >> Informational Alert - JIRA SBX DB Upgrade CalSAWS Informational Alert >> Early Batch Start on Saturday 9/20/2025 Tech Support >> Informational Alert: Monthly Windows Update - Windows 11 Feature Update CalSAWS Informational Alert >> CalSAWS Ad-hoc Reports May Experience Slowness - 9/13/2025 CalSAWS Informational Alert >> CalSAWS Ad-hoc Reports May Experience Slowness - 9/13/2025 Tech Support >> Outage Notification - Gold River Network Wireless change	7	9/18/2025 9/16/2025 9/16/2025 9/15/2025 9/09/2025 9/09/2025 9/09/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CalSAWS	Daily Health Report	10	9/19/2025 9/18/2025 9/17/2025 9/16/2025 9/15/2025 9/12/2025 9/11/2025 9/10/2025 9/09/2025 9/08/2025

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	BenefitsCal Maintenance	9/11/2025 8:00 to 9:30 PM	BenefitsCal will be unavailable during this time.		9/11/2025
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	9/08/2025
BenefitsCal	BenefitsCal Maintenance	9/21/2025 6:00 to 7:30 AM	BenefitsCal will be unavailable during this time.		9/08/2025
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	CIT 0110-25 9/08/2025	9/16/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
			be unavailable during this time.		
CalSAWS	CalSAWS maintenance	9/28/2025 2:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0111-25 9/08/2025	9/16/2025
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.	CIT 0111-25 9/08/2025	9/16/2025

3.3 CRFI/CIT Communication Status

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

Table 3.3-1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0111-25	Scheduled Downtime Notification – 9/28/2025	Informational	September 8, 2025	Communications.Infra	Pete Quijada
0110-25	Scheduled Downtime Notification – 9/26/2025	Informational	September 8, 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 1352	Automation of CDCR's reporting release dates and other member data to counties	Completed
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	Submitted
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	Completed
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 25-525	BenefitsCal Income Verification Service	Discovery & Assessment
SCERFRA 25-527	Integration of the Work Number	Discovery & Assessment
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 - CalWORKs	Completed
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 - Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 - Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 - Central Print (PII Breach)	Completed

4 INFRASTRUCTURE OPERATIONS

This section includes information related to service management, production defects, and technical infrastructure support.

4.1 Service Management

Infrastructure Service Management focuses on incident and problem management. The Service Desk metrics can be found in the following subsections.

4.1.1 CalSAWS Service Desk Metrics

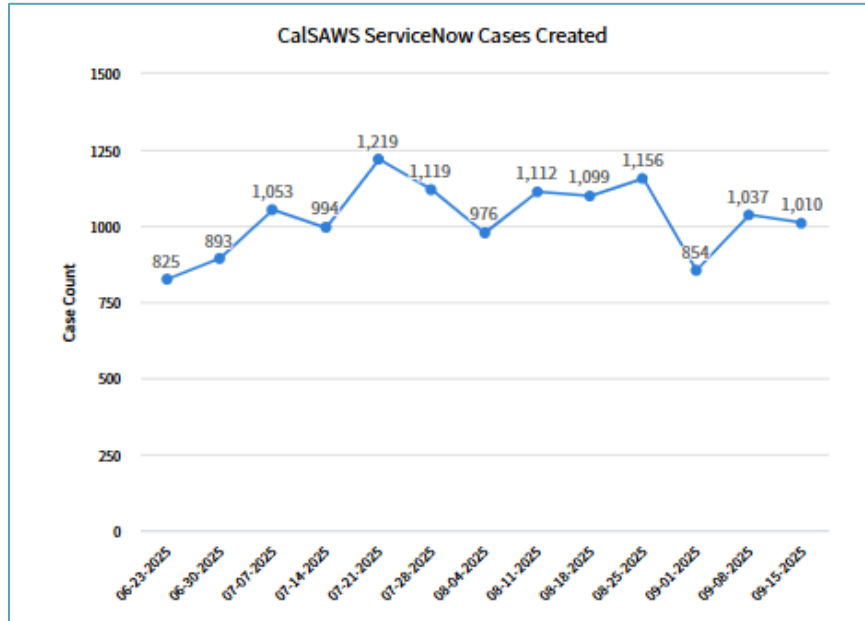


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

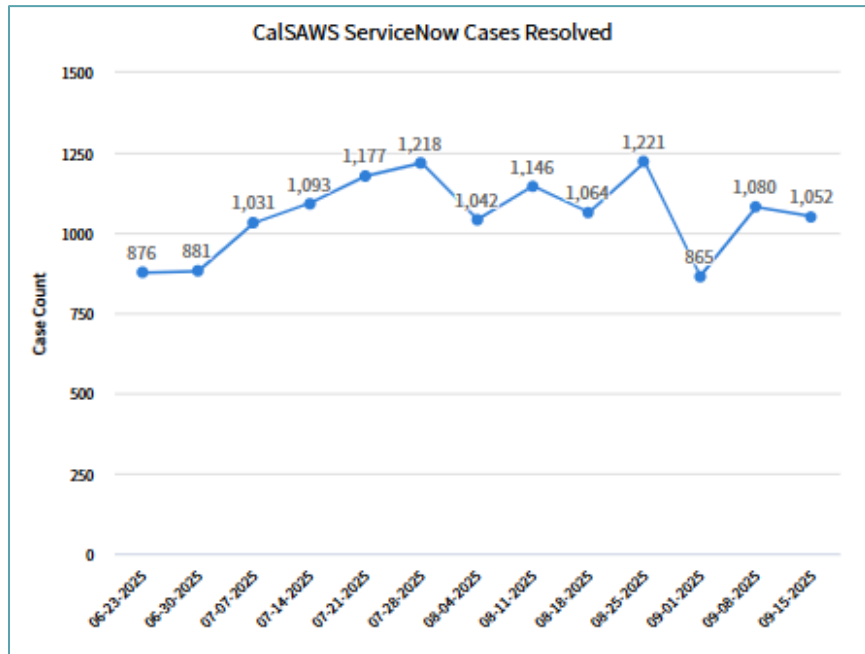


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

Note: The graphs represent the ServiceNow cases associated with all 58 Counties. Cases represent the first level of ticketing that enters the ServiceNow system. The dates in x-axis represent the start of a week but the data is inclusive of

the entire week.

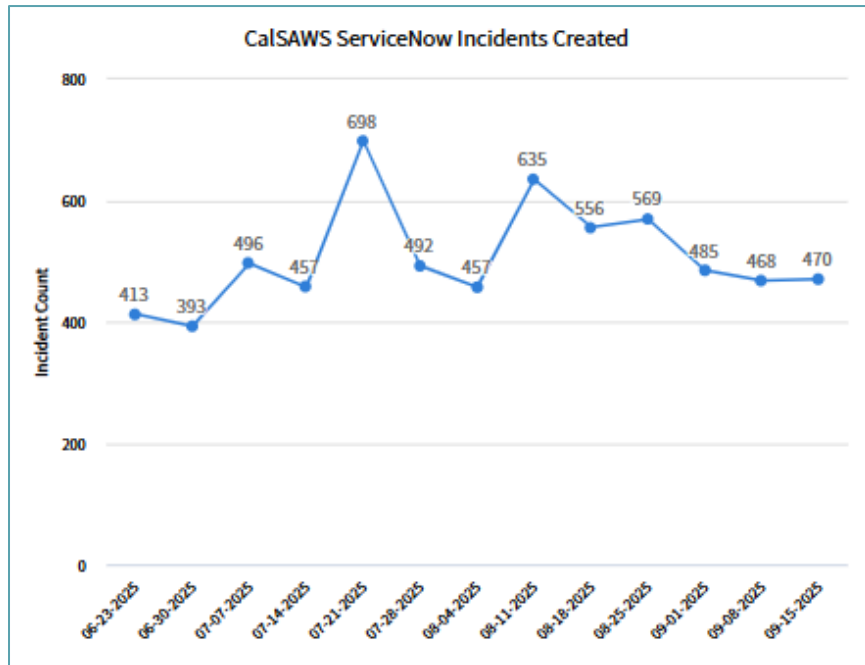


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

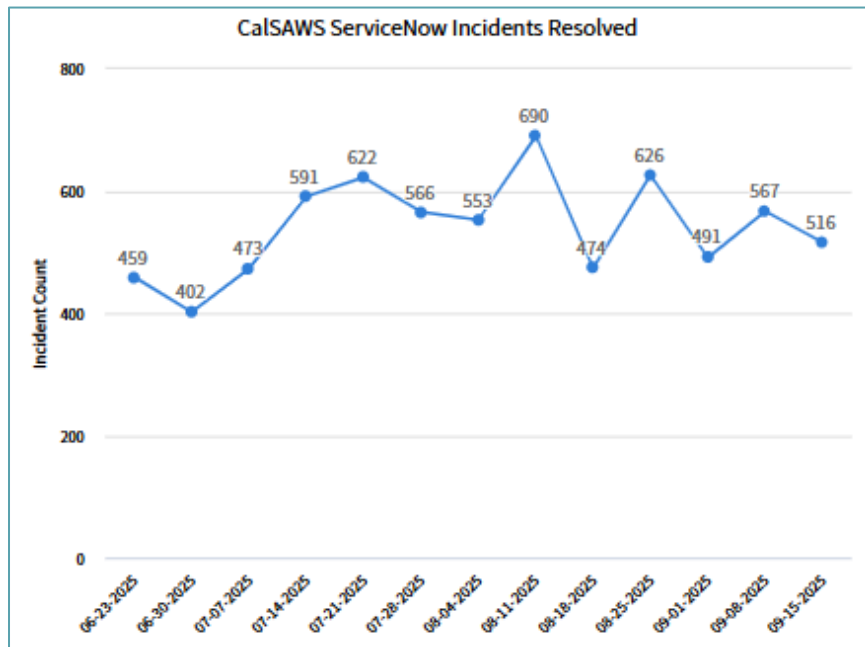


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

Note: The graphs show the ServiceNow Incidents associated with all 58 Counties. Incidents are escalations derived from case attempts to triage the issue. The dates in x-axis represent the start of a week but the data is inclusive of the entire week.

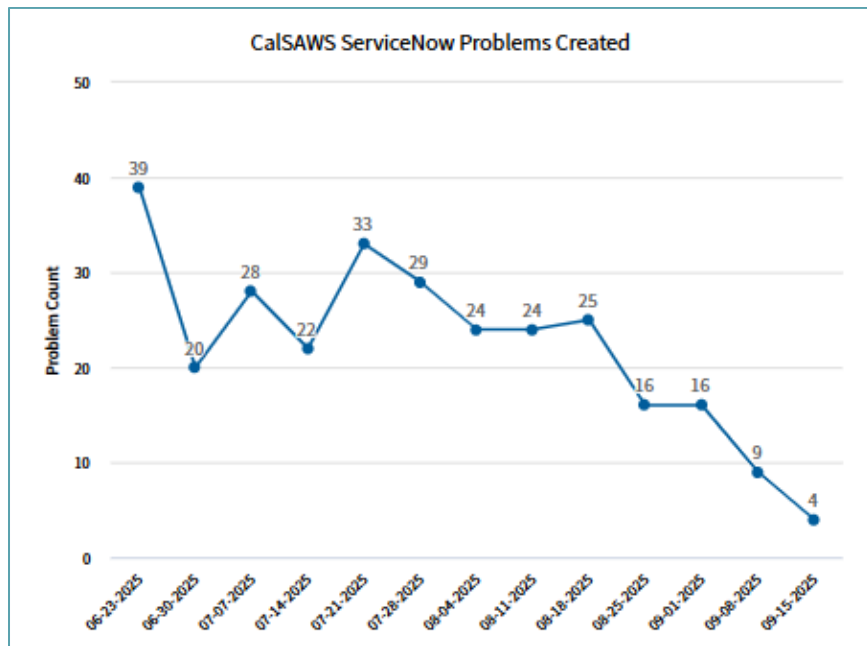


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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

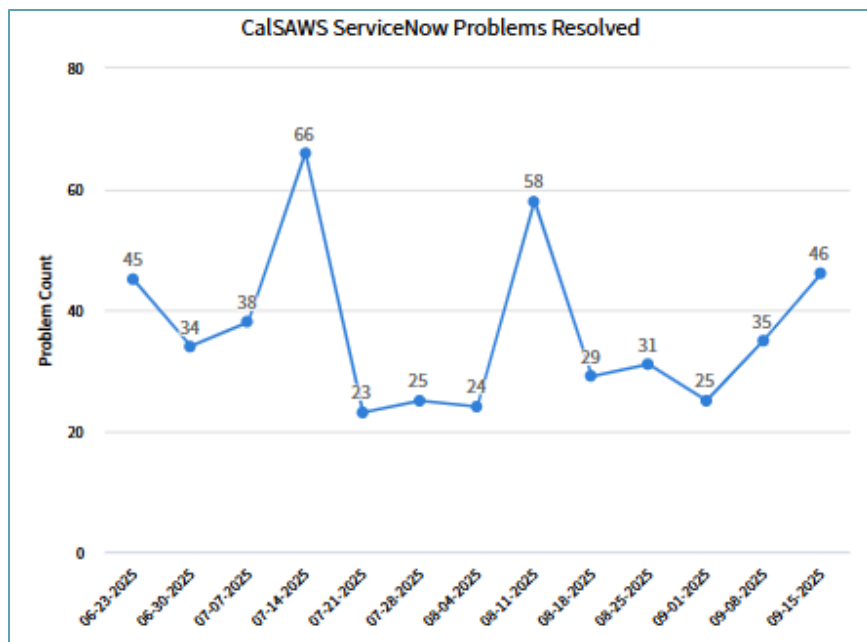


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

Note: The graph represents the ServiceNow problems associated to 58 Counties. Problems represent issues that can have a many to one relationship with incidents and the final step in escalation. The dates in x-axis represent the start of the week but the data is inclusive of the entire week

Table 4.1.1-1: CalSAWS ServiceNow Incidents by State and Age

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	2	25	4	3	7	4	2	5	52
IN PROGRESS	0	71	23	10	25	28	33	7	197
ON HOLD	0	72	25	13	34	50	48	18	260
RESOLVED	0	239	221	286	217	93	53	16	1125
CLOSED	13	4	2	43,823	94,159	17,438	11,946	3,527	170,912
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	1	0	1
TOTAL	15	411	275	44,135	94,442	17,613	12,083	3,574	172,548

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.

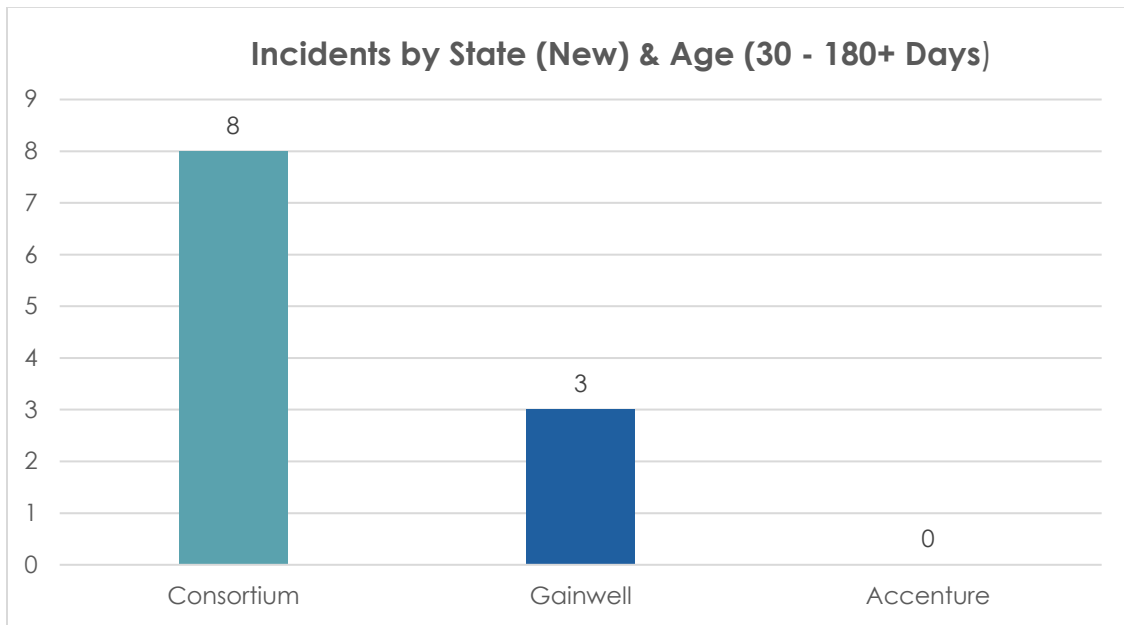


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	8	0	8
Gainwell	3	0	3
Accenture	0	0	0
Total	11	0	11

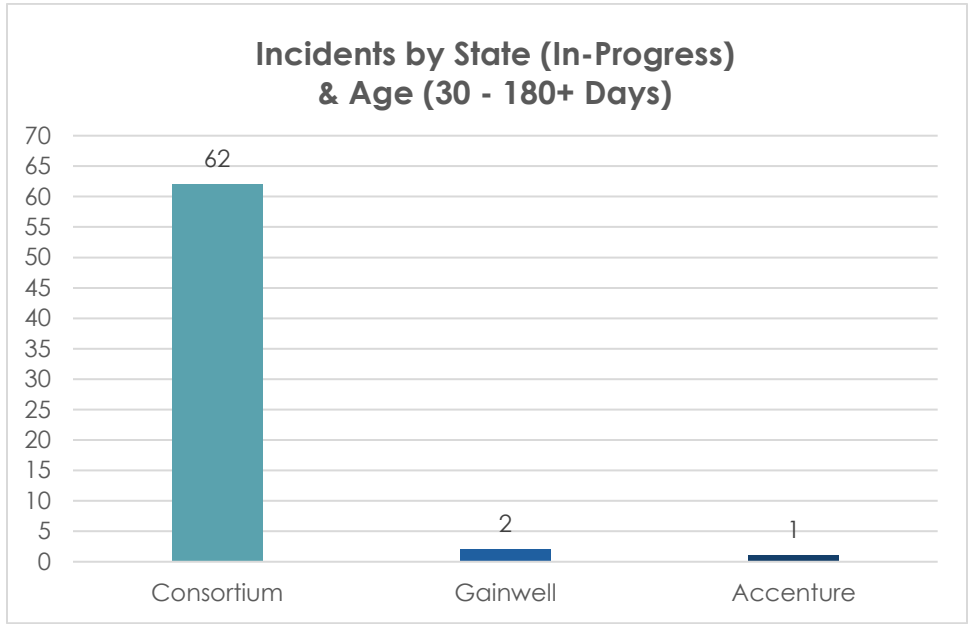


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

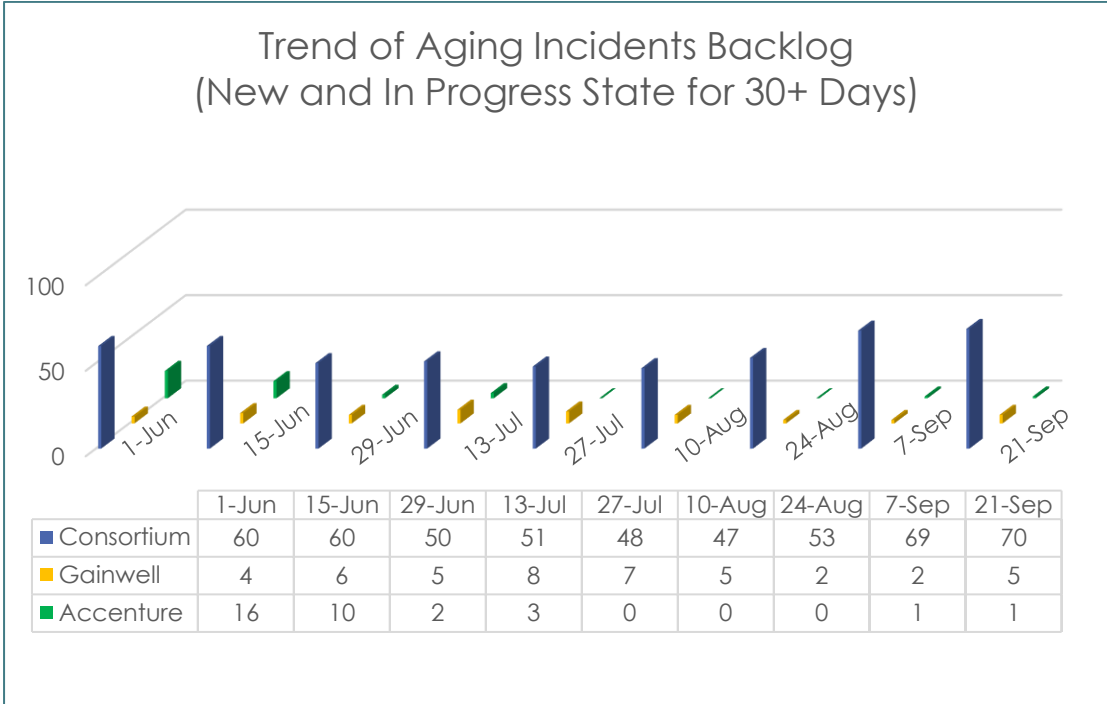


Figure 4.1.1-9:Aging Incident Backlog

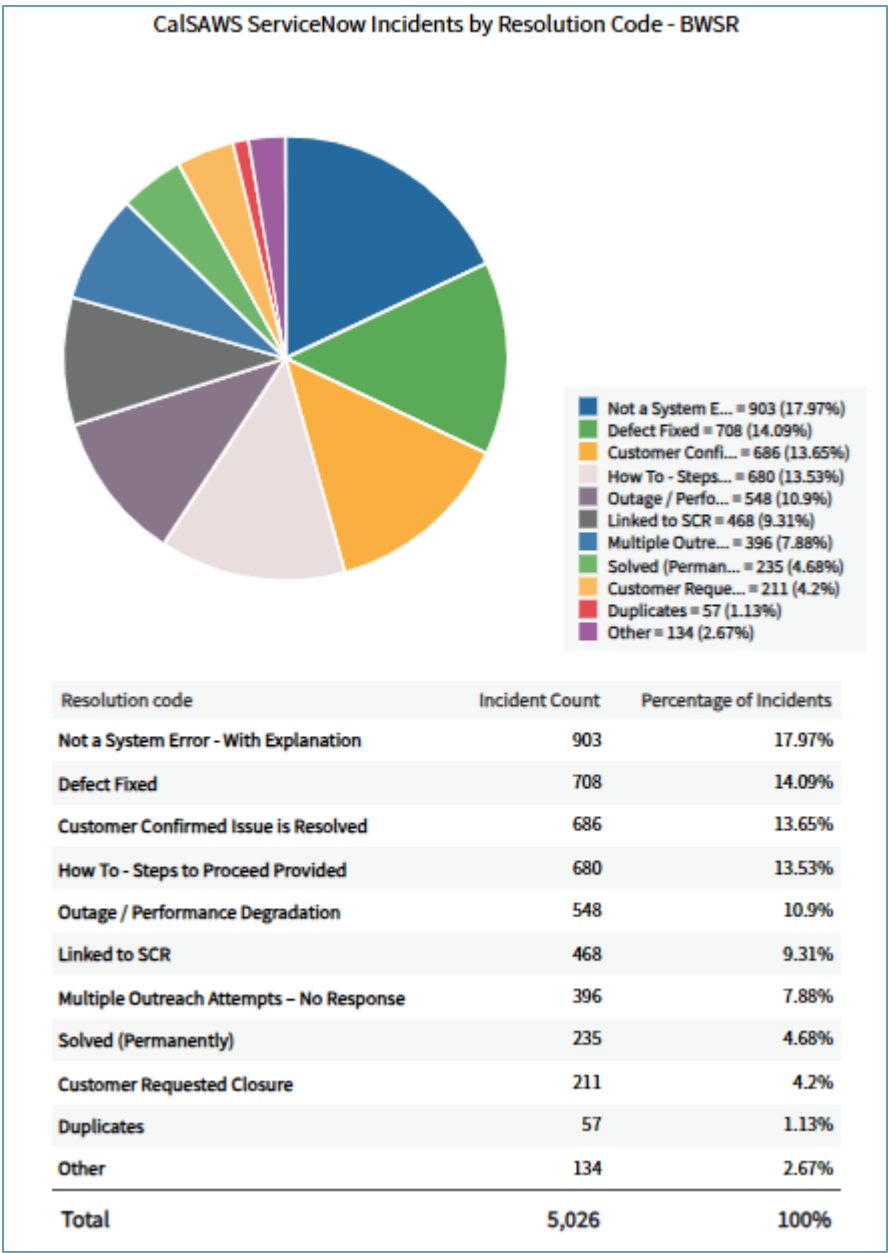


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

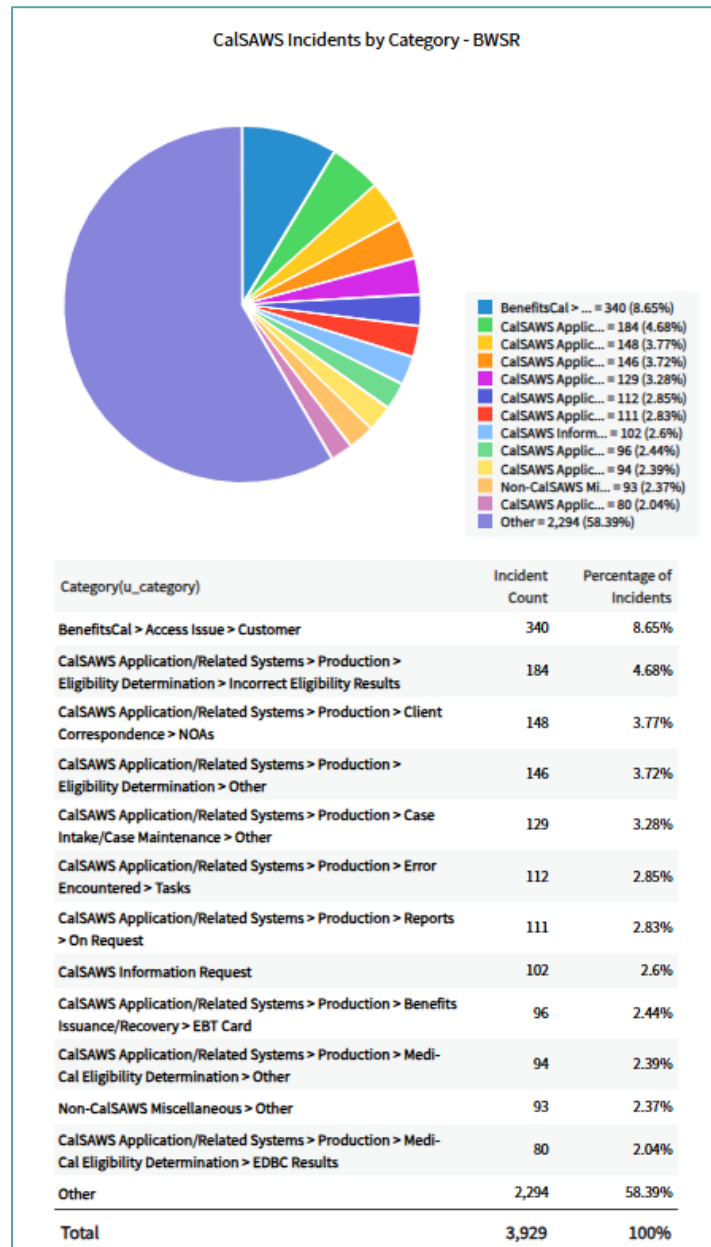


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,420 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.

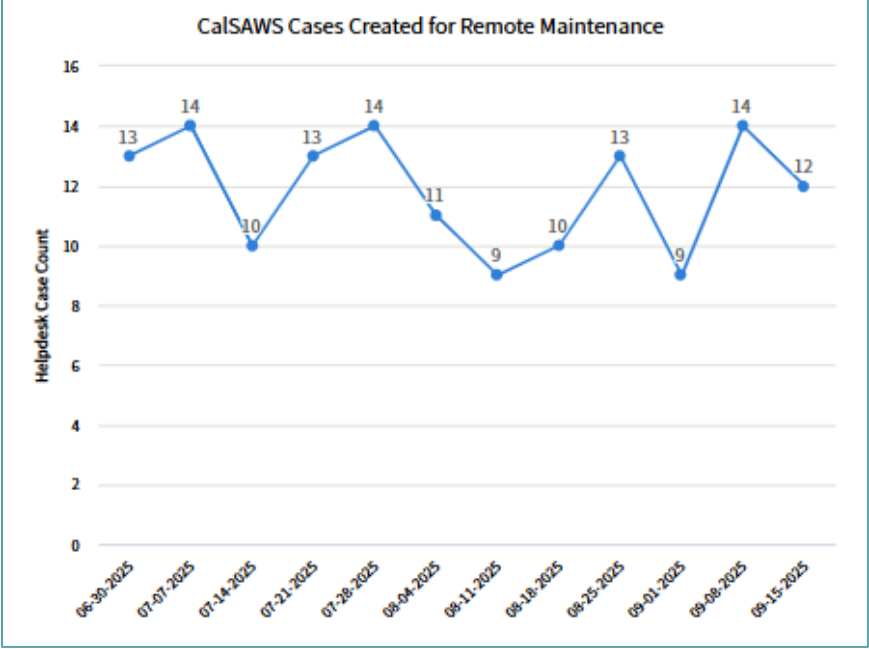


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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%.

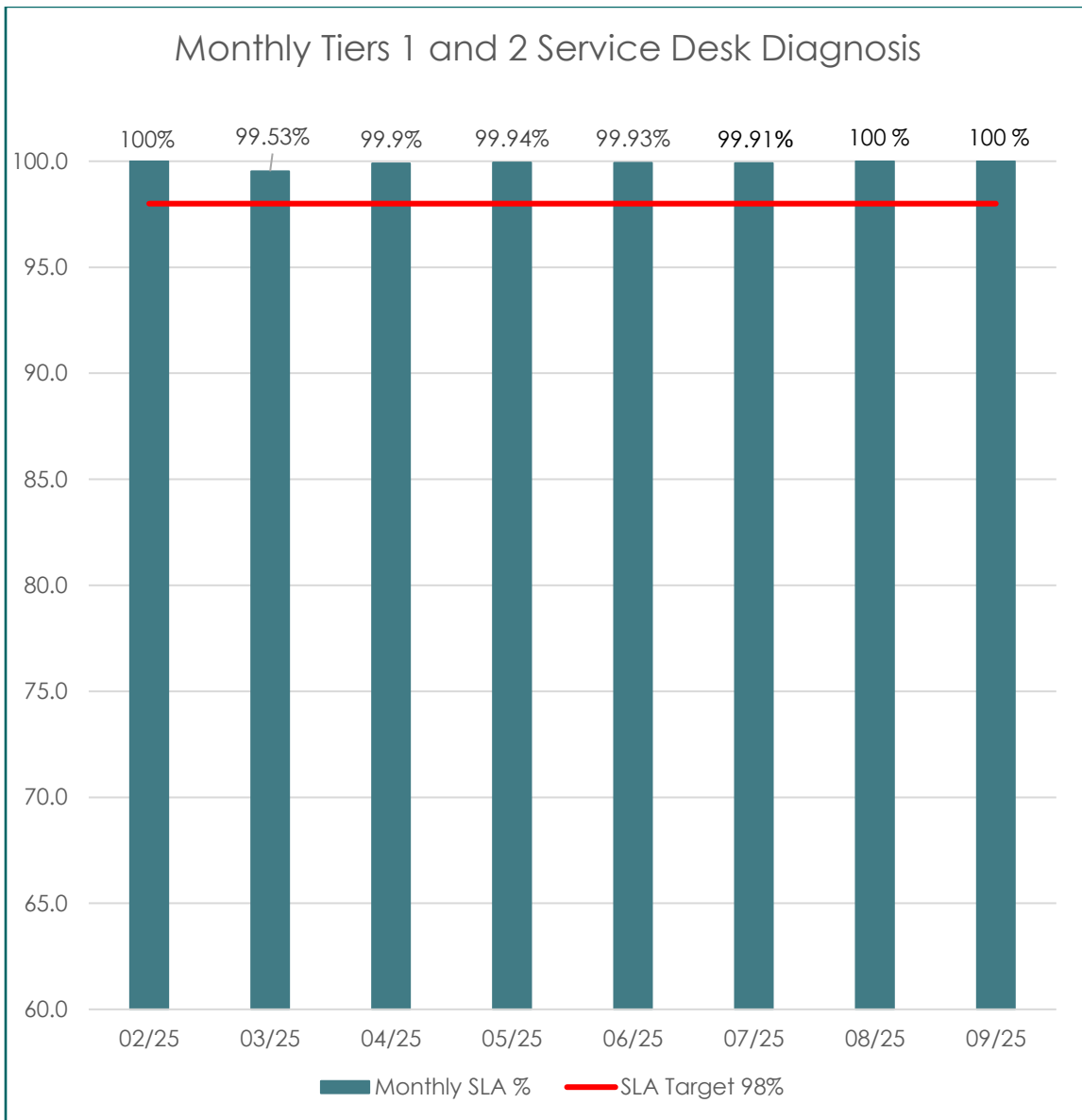


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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.

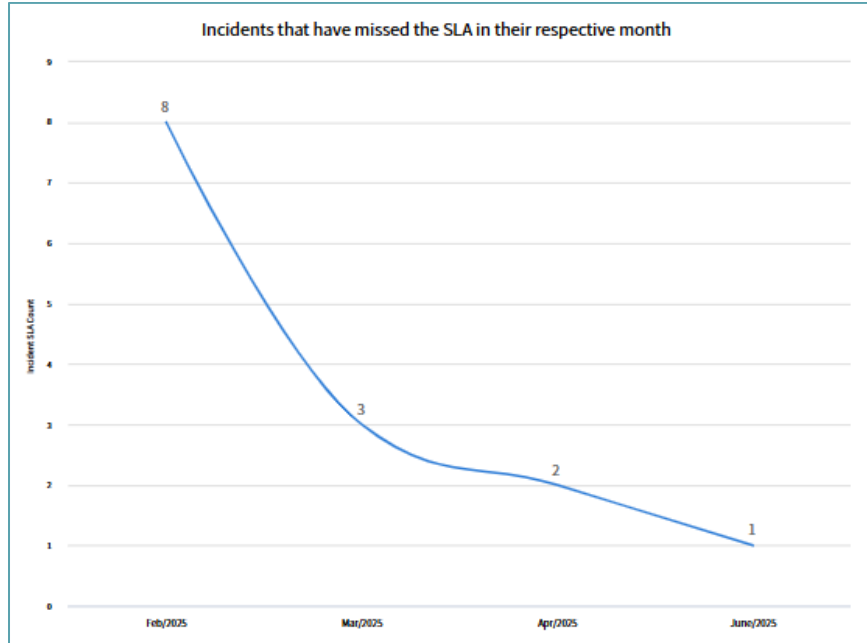


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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.

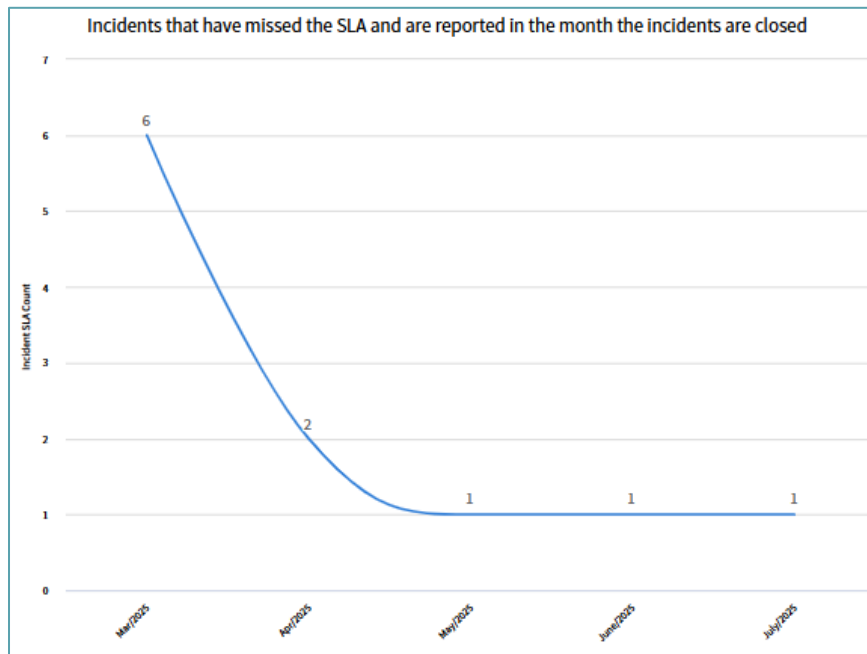


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

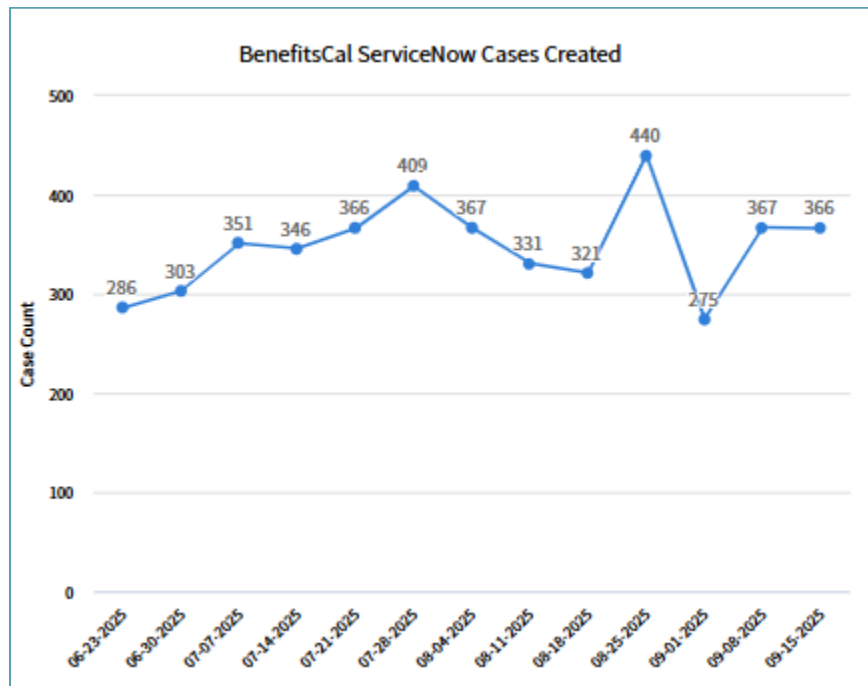


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

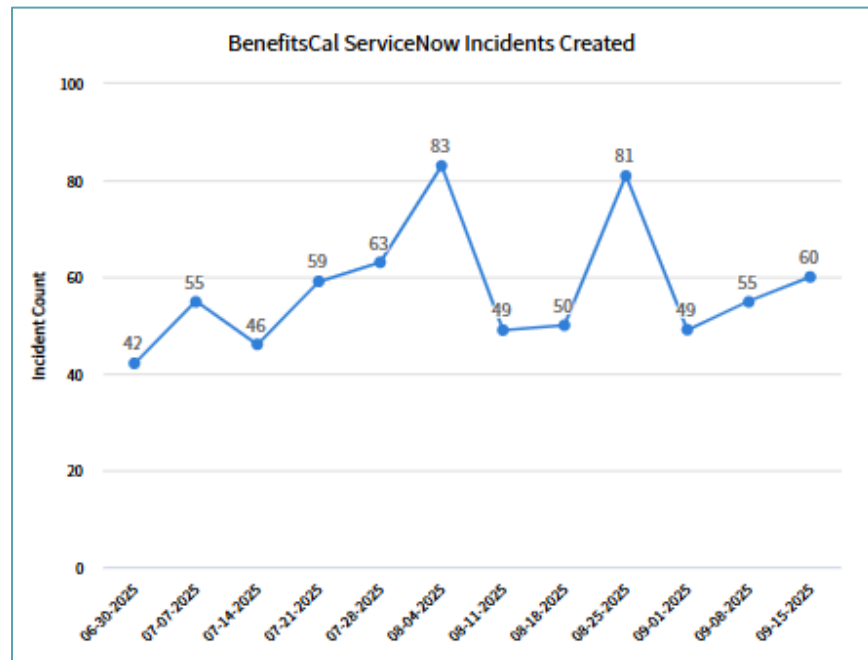


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

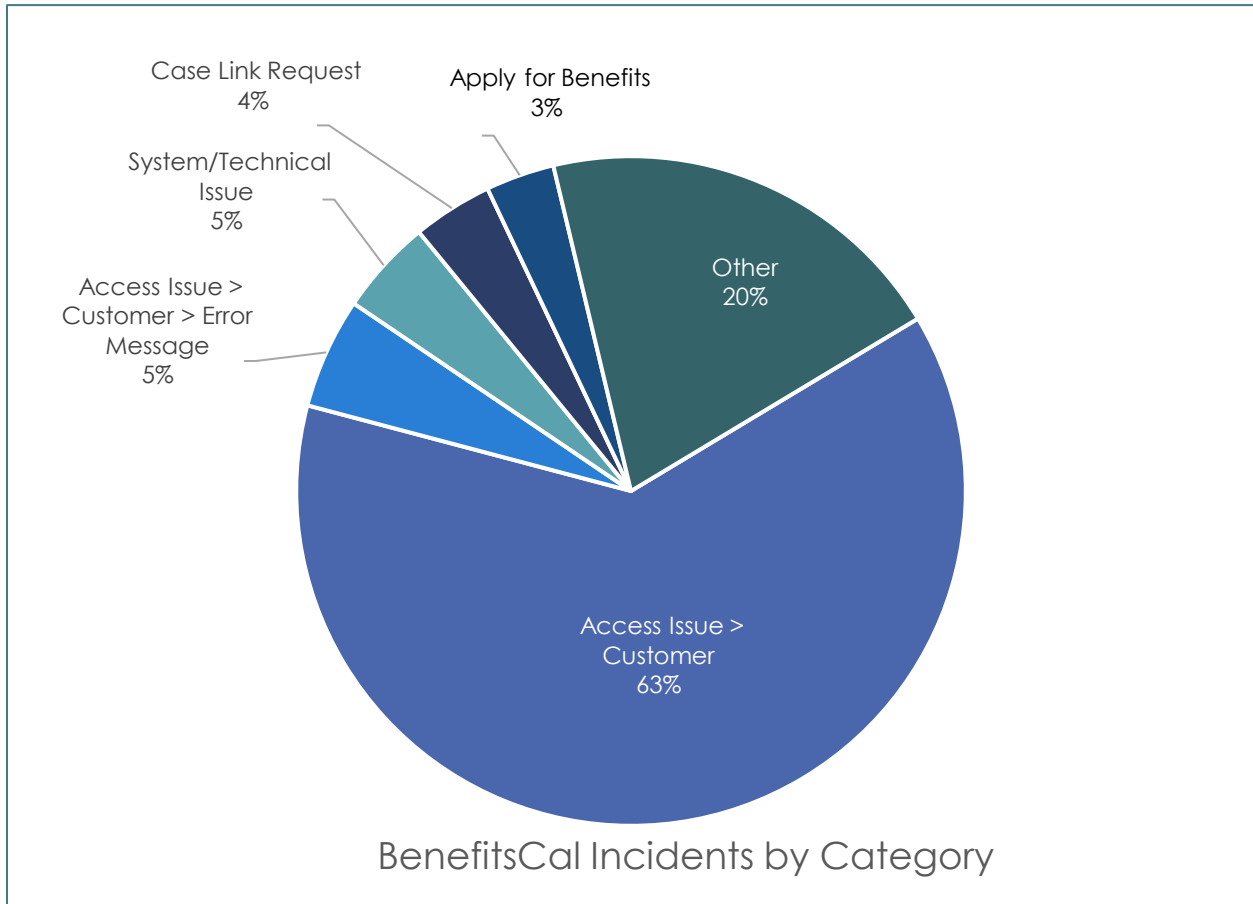


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 20% listed as Other are for selected categories that had less than 3 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
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

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-294598	9/19/2025	Client Correspondence	San Diego County - No task created for the cases 1B4W704 & 1BD8F30	New
CA-294573	9/18/2025	Infra Contact Center	External Agency - CCB stuck in the real time queue statistics in eCCP	New
CA-294565	9/18/2025	Infra Contact Center	Call flow update to ensure RCC supervisor notification email sends	New
CA-294550	9/17/2025	Infra Contact Center	CCP Contact Control Panel popping up	New
CA-294539	9/17/2025	Infra GenAI	Fresno GenAI - Customer Name/Details Repeating in Call Summary	In Development
CA-294459	9/12/2025	Infra Contact Center	Role update to ensure After Call Work supervisor email sends	New
CA-294439	9/11/2025	Infra Contact Center	Role update for calsaws-ebt-replacement-checks-trigger-lambda-prod	New
CA-294438	9/11/2025	Infra Contact Center	Alameda, Fresno, Sonoma - Historical Metrics missing data	New
CA-294397	9/10/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Real-Time Queue Historical Metrics	New
CA-294315	9/8/2025	Infra Contact Center	IVR task call creating task for temporary programs	New
CA-294266	9/5/2025	Infra Contact Center	EXTERNAL AGENCY - AWS - Tasks Based Reporting Edge Case Count	New

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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	In Assembly Test
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 system document results 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
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	Test Complete
CA-293766	8/15/2025	Infra Contact Center	CCB is not marked as completed	System Test
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-293678	8/13/2025	Infra Contact Center	Los Angeles - Epoch time entered for Max Wait Time	New
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-293487	8/6/2025	Infra Contact Center	External Agency - Calabrio screen capture delayed processing	New
CA-293143	7/25/2025	Infra Contact Center	CCB time Configuration Options sometimes does not display time	In Development
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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-291973	6/12/2025	Infra Contact Center	Deploy CA-280263 changes to Los Angeles County	In Development
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	Pending Rejection
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	Test Complete
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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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
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	ECR: Disable Copilot Chat Pinning in O365 Apps
9/9/25	9/9/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Sep. 9)
9/9/25	9/9/25	CalSAWS Priority Release 25.09.09
9/9/25	9/11/25	ECR-Modoc County IP Address Changes for Domain Controller
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	9/12/25	Enable Offshore access to API domain endpoints through AWS offshore workspaces.
9/10/25	9/12/25	Allow non-production S3 access to copy GA/GR correspondence templates
9/10/25	9/18/25	Use CloudFront Distribution for API Gateway custom domain names to disable weak ciphers for contactcenter-nonproduction-contracosta
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	9/15/25	Cleanup remaining Cloudwatch alarms in coreapp-development (#650244008899)
9/10/25	9/12/25	Export old cloudwatch log groups to s3 in unused application accounts
9/10/25	9/12/25	Create and attach a new IAM policy to WAF-API-Lambda development environment roles - coreapp-development 650244008899
9/10/25	9/10/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep. 10)
9/10/25	9/17/25	Validate Fix for Automation patch jobs failed with ForceFailureStep
9/10/25	9/10/25	analytics-production-1a: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/10/25	9/11/25	Update awsmon001.ad.calsaws.org Server Cert in PROD
9/10/25	9/11/25	Enable lifecycle policy for S3 bucket in coreapp-production-log-archive Part 2
9/10/25	9/19/25	Streamline Forgerock app logs in coreapp-production log archive Part - 2
9/10/25	9/17/25	Streamline App logs in coreapp-production log archive DR
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	9/10/25	coreapp-county: 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	9/11/25	Allow GlobalProtect VPN subnets to connect to Prod Apex App EC2 Instances
9/11/25	9/17/25	Standard Change: ForgeRock Testing in SandBox Environment 09/11-09/17

DATE(S)		ACTIVITY DESCRIPTION
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	Upgrade F5 Software on SV1F5001/SV1F5002 from Version 17.15.0 to 17.15.1
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	coreapp-production: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/11/25	9/11/25	coreapp-prod: Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
9/11/25	9/11/25	ECR: Rollback for RITM0070029 - EDR access
9/11/25	9/11/25	ServiceNow Release 25.09.11
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-training databases
9/13/25	9/13/25	Oracle database RMAN Oracle Secure Backup (OSB) Certificate update in coreapp-staging databases
9/13/25	9/13/25	CalSAWS Priority Release 25.09.13 (COLA)
9/14/25	9/14/25	Add debug logging to cPROD-CF-Edge-Authorization function code - coreapp-prod 851725240334
9/14/25	9/14/25	CalSAWS Priority Release 25.09.14 (GAGR PUB Push)
9/14/25	9/14/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for 9/14/25 Release

DATE(S)		ACTIVITY DESCRIPTION
9/15/25	9/16/25	Upgrade Invicti software from 25.5.0 to 25.7.0
9/15/25	9/16/25	STANDARD - Weekly creation Change and Security Updates - Monday (Sep. 15)
9/15/25	9/15/25	Standard Change: ForgeRock DEV DR Release 25.09.15
9/15/25	9/15/25	CalSAWS Priority Release 25.07.x2
9/16/25	9/16/25	ECR: Update ForgeRock IDM script and restart the service
9/16/25	9/16/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Sep. 16)
9/16/25	9/16/25	CalSAWS Priority Release 25.09.16
9/17/25	9/17/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
9/17/25	9/19/25	Create new Application Database User for databricks in coreapp-development SYS4 environment.
9/17/25	9/17/25	HTTP/HTTPS Revert Perf changes to perf.calsaws.net redirect
9/17/25	9/19/25	Create new Application Database User for RPA Application in coreapp-development CC1, SYS2 and SYS4 environment.
9/17/25	9/19/25	Open port 32732 for outbound traffic from Stg1, Stg2, Stg6 and PAT CALSAWS service to MEDS
9/17/25	9/19/25	Update FCED-AdoptionAssist Lambda's Resource Policy ARN for CARES environments
9/17/25	9/17/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep. 17)
9/17/25	9/19/25	Decommission old Snapshots coreapp-training (05826452258)
9/17/25	9/17/25	ServiceNow Release 25.09.17
9/17/25	9/18/25	Update Web Authentication cert for AWSSEC001.ad.calsaws.org Server
9/17/25	9/18/25	Update the instance type to r7i.2xlarge for lrs dashboard in DR
9/17/25	9/19/25	Create and deploy a GPO to configure Microsoft Edge site permissions, allowing specific sites under "Pop-ups and redirects" for CalSAWS.org on RPA server.
9/18/25	9/19/25	coreapp-sandbox : Upgrade Sandbox Jira to LTS 10.3.10
9/18/25	9/18/25	Update logging data retention configuration to keep one week of logging data on the BicSuite non-prod scheduler servers.
9/18/25	9/18/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates

DATE(S)		ACTIVITY DESCRIPTION
9/18/25	9/19/25	Add HSTS header to ALB to resolve security defects in application-development account
9/18/25	9/18/25	Decommission old Snapshots Coreapp Sandbox (883685621503)
9/18/25	9/18/25	Standard Change: ForgeRock Staging Environment Build 2025.09.18
9/18/25	9/18/25	Standard Change: ForgeRock AT Release 25.09.18
9/18/25	9/19/25	Upgrade DynaTrace Agent Version on Non-prod EC2 Instances
9/18/25	9/18/25	Decommission old Snapshots coreapp-staging (339650810458)
9/18/25	9/18/25	Decommission old Snapshots application-development (443252421478)
9/18/25	9/18/25	CalSAWS Priority Release 25.09.18
9/18/25	9/19/25	Devices management Certificates Update for Exchanges F5 load balancers
9/19/25	9/19/25	Standard Change: ForgeRock AT DR Release 25.09.19
9/19/25	9/19/25	Standard Change: ForgeRock Dev Release 25.09.19
9/19/25	9/19/25	Decommission old Snapshots coreapp-development(650244008899)
9/19/25	9/19/25	Modify a Group policy "Server.Software.Edge.AllowPopups.RPA", allowing specific sites under "Pop-ups and redirects" for CalSAWS.org on RPA server AWSRPA110.
9/19/25	9/19/25	Decommission old Snapshots coreapp-county (730335359990)
9/19/25	9/20/25	Data Encryption TCPS Certificate Renewal for SYS-DB1, AT-DB1 and OPERF2-MAINDB Database Host
9/21/25	9/21/25	CalSAWS Release 25.09

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
9/22/25	9/23/25	STANDARD - Weekly creation Change and Security Updates - Monday (Sep. 22)
9/22/25	9/22/25	Standard Change: ForgeRock DEV DR Release 25.09.22
9/23/25	9/23/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Sep. 23)
9/24/25	9/26/25	Upgrade security group rules
9/24/25	9/26/25	Upgrade all non-prod DEV environments using the latest version of api-gateway Terraform code
9/24/25	9/26/25	Allow Database access through Global Protect VPN - coreapp-nonpdoduction-sandiego
9/24/25	9/26/25	Update SNS Subscription for Fortinet WAF rule for AT1

DATE(S)		ACTIVITY DESCRIPTION
9/24/25	9/25/25	Remove Outbound Security Group rule
9/24/25	9/26/25	Update Python Runtime version to 3.9 in TF Registry for Environment Automated Shutdown
9/24/25	9/26/25	Setup start/stop schedule for new LA batch servers - BatPerf2
9/24/25	9/26/25	Update the Data Transformation Lambda name in Amazon Data Firehose for Placer and Yolo counties
9/24/25	9/24/25	coreapp-staging: Change OS tag of Delphix engines from "RHEL7" to "Ubuntu"
9/24/25	9/24/25	coreapp-development: Change OS tag of Delphix engines from "RHEL7" to "Ubuntu"
9/24/25	9/24/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep. 24)
9/24/25	9/25/25	Add HSTS header to ALB to resolve security defects
9/24/25	9/26/25	Enable aws health dashboard and coreapp sns notifications email distribution addon
9/24/25	9/26/25	Update the AdobeSaaS prefix list in coreapp-county with the new IPs provided by the vendor
9/25/25	9/25/25	Standard Change: ForgeRock Staging Environment Build 2025.09.25
9/25/25	9/25/25	Standard Change: ForgeRock AT Release 25.09.25
9/25/25	9/25/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Sep. 25)
9/26/25	9/26/25	Standard Change: ForgeRock AT DR Release 25.09.26
9/26/25	9/26/25	Standard Change: ForgeRock Dev Release 25.09.26
9/26/25	9/26/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Sep. 26)
9/26/25	9/28/25	Update the AdobeSaaS prefix list in coreapp-training with the new IPs provided by the vendor
9/26/25	9/27/25	Data Encryption TCPS Certificate Renewal for AT-DB2 Database Host
9/26/25	9/26/25	coreapp-county: Change OS tag of Delphix engine from "RHEL7" to "Ubuntu"
9/26/25	9/27/25	Rotate administrative system credentials - development and assembly test databases
9/26/25	9/27/25	Rotate administrative system credentials - system test , performance test databases
9/26/25	9/26/25	Decommission old Snapshots coreapp-production (774917615573)

DATE(S)		ACTIVITY DESCRIPTION
9/26/25	9/26/25	Decommission old Snapshots coreapp-production-network (839113706656)
9/26/25	9/26/25	Decommission old Snapshots coreapp-prod (851725240334)
9/26/25	9/26/25	Decommission old Snapshots coreapp-production-tools (271562797580)
9/26/25	9/26/25	Monthly Equinix SV-1 OS patching - September (9/26)
9/26/25	9/26/25	IOS Upgrade for GRWLC001 and GRWLC002 - 17.15.3
9/26/25	9/27/25	ForgeRock Security Production Release 25.09.26
9/27/25	9/27/25	ServiceNow [CSM-PROD] Security Patch: Install Patch
9/27/25	9/27/25	Rotate administrative system credentials - PRT, CT, Staging, Training databases
9/27/25	9/27/25	Update logging data retention configuration to keep one week of logging data on the BicSuite Prod scheduler server.
9/27/25	9/28/25	Monthly Production Database Linux OS Patching - September
9/27/25	9/27/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Sep. 27)
9/28/25	9/28/25	Windows Server Updates - September 2025
9/28/25	9/28/25	Update Dynatrace ActiveGate agent on Dynatrace-ActiveGate-PROD-1-RHEL9 and Dynatrace-ActiveGate-PROD-2-RHEL9 to current version.
9/28/25	9/28/25	Rotate administrative system credentials - Production databases
9/28/25	9/28/25	Security DR Production Release 25.09.28
9/28/25	9/28/25	Production SBSAWS1 Adhoc database memory reservation increase
9/28/25	9/28/25	Windows Server Updates - Sep 2025
9/28/25	9/28/25	Activate Qlik Sense Production Repository PostgreSQL from 14.13 to 16.9
9/28/25	9/28/25	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
9/28/25	9/28/25	NTP servers ami refresh in shared services - September (9/28)
9/28/25	9/28/25	Monthly Equinix LA-3 OS patching - September (9/28)
9/28/25	9/28/25	Monthly Patching - cPROD-Confluent - September (9/28)
9/28/25	9/28/25	Monthly Instance refresh for AutoScale SMTP - September (9/28)

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
CalSAWS Baseline Release 25.09	9/21/2025
Priority Release 25.09.18	9/18/2025
Priority Release 25.09.16	9/16/2025
Priority Release 25.09.15	9/15/2025
Priority Release 25.09.14	9/14/2025
Priority Release 25.09.13	9/13/2025
Priority Release 25.09.11	9/11/2025
Priority Release 25.09.09	9/09/2025
Priority Release 25.09.08	9/08/2025

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

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

4.3.4 CalSAWS Production Planned Outages Calendar

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

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

Legend														Communication Method	Communication Sent Date
Activity Description															
Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CallHeers	OCAI	Central Print	Training Production		
09/11/25	8:00 PM	09/11/25	9:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	9/11/2025
09/19/25	10:00 PM	09/20/25	1:00 AM	Available	Reduced Availability	Unavailable	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	9/8/2025
09/21/25	6:00 AM	09/21/25	1:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	Available	CIT 0105-25	8/27/2025
09/21/25	6:00 AM	09/25/25	7:30 AM	Unavailable	Unavailable	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	9/8/2025
09/25/25	8:00 PM	09/25/25	9:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD
09/26/25	10:00 PM	09/27/25	2:00 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Reduced Availability	Unavailable	Available	Available	CIT 0110-25	9/8/2025
09/28/25	12:00 PM	09/28/25	4:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	Broadcast Email	TBD
09/28/25	2:00 PM	09/28/25	6:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Reduced Availability	Unavailable	Available	Available	CIT 0111-25	9/8/2025
10/12/25	6:00 AM	10/12/25	11:59PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Unavailable	Reduced Availability	Unavailable	Available	Available	Broadcast Email	TBD
10/12/25	6:00 AM	10/12/25	11:59PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	CIT 0097-25	8/13/2025
10/12/25	6:00 AM	10/12/25	11:59PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	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 This task has been completed and is pending confirmation from Merced County. Both PCs have been enrolled to Intune and have been setup at the Wardrobe office. One of the Kiosks was moved and will need to have Merced County configure its network.
Monterey	Request to have the existing printer brackets reviewed by Meridian is currently under investigation by Meridian's engineering team.
San Bernardino	San Bernardino is currently working with the Kiosk vendor Meridian, in getting updated housing for the Kiosk Scanners.
San Francisco	Counties will be given the following update regarding ADA Kiosks. Option 1: Retrofit the cards swipe placement to ensure it is below the 48inch requirement. Option 2: Initiate a CPO for an ADA compliant Kiosk. Option 3: Provide reasonable accommodation to visitors requiring assistance. A CIT will be drafted to communicate the above.

COUNTY	UPDATES
San Luis Obispo	A ticket has been raised with Meridian requesting review of the Scanner Guards used with the Scanner Housing for Kiosks. San Luis Obispo has reported that the existing paper guard in place causes uneven scans.

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, 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 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 completed.
- The San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) requirements gathering sessions are in progress.
- The September Monthly GAGR Correspondence Service Maintenance Release was successfully completed on 9/14/2025. The release included 6 SCRs for six (6) counties.

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

- Monitoring and controlling project work. Tracking progress, identifying blockers, developing failover/contingency plans.
- Validation of the Android tablet ME MDM deployment completed.
- Validation of the Kiosk SCCM deployment completed.
- System Test validation of the R25.07 defects completed.
- System Test of Content Revision 3 completed.

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 - Qualys	New
GAGR-889	8/18/2025	Return Mail	Replace current GR NOA Back for Orange County	Design in Progress
GAGR-893	8/20/2025	Client Correspondence	Update CalSAWS 2-Orange and End Date Reason Code (RC)	New
GAGR-892	8/19/2025	Client Correspondence	San Joaquin County GAGR Exstream Automated Solution Development and Implementation	New
GAGR-889	8/18/2025	Client Correspondence	Replace current GR NOA Back for Orange County	Design in Progress
GAGR-888	8/18/2025	Client Correspondence	Suppress automation CSF 77, CSF 6, CSC 35, and CSF 47 for San Francisco	Test Complete
GAGR-882	8/7/2025	Client Correspondence	County requests assistance to clone Denial NOA RC XAS909 for 'ineligible non-citizen'	New
GAGR-879	7/24/2025	Return Mail	GAGR- Regression Testing Release 25.09	Test Complete
GAGR-875	7/23/2025	Client Correspondence	Add NOA CDS 476 GA Disc 12 Mo Fraud Sanction Investigations	New
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-866	7/9/2025	Client Correspondence	Santa Clara request to replace using county GAGR SAR 7 with state version	New
GAGR-857	6/17/2025	Client Correspondence	Do not send request for deceased or non HH member - status should be active	New
GAGR-856	6/17/2025	Client Correspondence	Remove 'Customer ID' from GAGR Forms and NOA Headers	New
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-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-763	1/17/2024	Client Correspondence	Kern County Opting into the GAGR Automated Solution - Exstream Service and New Forms / NOAs	New
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			NOA - CalSAWS 4 Discontinuance	
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-294597	9/19/2025	Client Correspondence	Automation of the Monthly Return Mail Image Processing Report	New
CA-294588	9/19/2025	Consortium	Communication Portal "Multi-Phase Modernization	New
CA-294521	9/16/2025	Client Correspondence	Sacramento County opting in to the Return Mail Imaging Solution	New
CA-294517	9/16/2025	Infra Contact Center	Schedule routing profile sync from Connect to eCCP	New
CA-294513	9/16/2025	Infra Imaging	County Purchase - Alameda - Move Person Images for Confidential FC/AAP/KG Cases	Pending Approval
CA-294426	9/11/2025	Infra Contact Center	Fresno-IVR Queue Enhancements	Pending Approval
CA-294400	9/10/2025	Infra Tech Arch	Return Mail Service - Update Task/Journal template for NCOA	Design in Progress
CA-294319	9/8/2025	Infra Contact Center	External Agency - Update eGain lambdas with eGain version 21.22	New
CA-294296	9/8/2025	Infra Contact Center	Replace RPA Browser Popup Allow-listing with GPO	Test Complete
CA-294284	9/5/2025	Infra Contact Center	Update contactcenter-production nodejs lambdas	New
CA-294283	9/5/2025	Infra Contact Center	Update contactcenter-production java lambdas	New
CA-294282	9/5/2025	Infra Contact Center	Evaluate contactcenter-production "met" lambdas	New
CA-294281	9/5/2025	Infra Contact Center	Update contactcenter-training-la lambdas	New
CA-294280	9/5/2025	Infra Contact Center	Update contactcenter-outbound lambdas	New
CA-294279	9/5/2025	Infra Contact Center	Update contactcenter-development lambdas	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	Test Complete
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-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	In Development
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	System Test
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			to Ansible Automation Platform (AAP) 2.3.0	
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-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 10.3.10 LTS version	System Test
CA-292433	6/26/2025	Infra Contact Center	Welcome Bot-IVR Call Flow Intent & program update	New
CA-292164	6/18/2025	Infra Contact Center	CCB is not offered on a transferred call	System Test
CA-292061	6/16/2025	Infra Imaging	Inactivate form name "Affidavit" in the Imaging Solution	Approved
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-291514	6/2/2025	Security	OCAT Environment Integration for AppSec Testing to Support Deloitte M&E Transition; AppSec and Defect Reverse Shadow Efforts	Design in Progress
CA-291454	5/30/2025	Infra Tech Ops	Validate new Application DBA Roles	Approved
CA-291384	5/29/2025	Infra Contact Center	RPA BenefitsCal EBT card/BIC replacement task search enhancement	Approved
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	Pilot - 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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Development Complete
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-288948	3/18/2025	Infra Tech Ops	Install Spring Tools version 4.22.1 and Snyk Eclipse plugin 3.2.0	In Development
CA-288774	3/12/2025	Infra Tech Ops	POC - Amazon Q integration to enhance Developer productivity	New
CA-288706	3/11/2025	Infra Tech Ops	Kings County to switch from managed to non managed Contact Service Center	New
CA-288448	3/4/2025	Infra Contact Center	DCFS - eGain enablement	New
CA-288288	2/27/2025	Infra Contact Center	LA - RMR - No Warm Hand Off Capability AWS	New
CA-288030	2/19/2025	Infra Contact Center	Update MC RR Script to state it will take approx 8 min	New
CA-287484	2/5/2025	Infra Contact Center	RPA report should take failed instances into account	New
CA-287326	1/31/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	1/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
CA-287323	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	DMDP-21: Data Security	New
CA-284676	11/7/2024	Infra Contact Center	Add Data Retention Policy to AWS Call Recordings (Audio Calls) for All Counties	New
CA-284309	10/29/2024	Infra Contact Center	DRAFT - Calabrio - Insights and Deprecation of Data Explorer	New
CA-283862	10/17/2024	Infra Contact Center	Humboldt Call Center (BenefitsCal Web Chat)ChatBot enablement	New
CA-283358	10/4/2024	Infra Contact Center	IVR Response Timeout Issue for Customers - Policy compliance	New
CA-283266	10/2/2024	Infra Contact Center	Update IVR, 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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			summing to Total Abandonment	
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-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 helpdesk tool - Contra Costa ServiceNow	New
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	7/24/2024	Infra Contact Center	San Mateo - Interactive Voice Response IVR Text for Courtesy Call Back CCB	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-280587	7/18/2024	Infra Contact Center	Deployment of Operata - Contact Center Agent Monitoring to 33 Counties.	New
CA-280529	7/17/2024	Infra Contact Center	Sacramento - *Pending CPO* Calabrio Support	New
CA-279531	6/19/2024	Infra Contact Center	Fresno- Contact Center: Max Queue Data Stats- Report	Design in Progress
CA-279402	6/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	New
CA-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	Test Complete
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 Center - eGain - Missed calls by each EW not available on the EW summary report	New
CA-276406	4/10/2024	Infra Contact Center	PFR - Los Angeles County - Call Center - eGain - Calls routed to each EW not available on the EW summary report	New
CA-276403	4/10/2024	Infra Contact Center	PFR - IVR/Contact Center eGAIN Report Update	New
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in eGAIN	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276401	4/10/2024	Infra Contact Center	Percent allocation setting to Post Call Survey	New
CA-276400	4/10/2024	Infra Contact Center	Post Call Survey reporting format update	New
CA-276399	4/10/2024	Infra Contact Center	eGain: CCB Historical report essential data elements	New
CA-276398	4/10/2024	Infra Contact Center	PFR - eGain: CCB Real-time report essential data elements	New
CA-276397	4/10/2024	Infra Contact Center	Calabrio - Live Monitor to Include Audio	Pending Rejection
CA-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page	New
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page to allow for WAV files and foreign language handling.	New
CA-276392	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Informational Messages" - Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	PFR - Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution)	New
CA-276389	4/10/2024	Infra Contact Center	eCCP - Post Call Status after Outbound Call	New
CA-275994	4/1/2024	Infra Contact Center	Amazon Connect Copy - Environment Reset	New
CA-275845	3/27/2024	Security	DMDP-21: Data Security	New
CA-275754	3/26/2024	Infra Imaging	Enhance the fields in the "Add to Workflow" window	New
CA-275645	3/21/2024	Infra Contact Center	Stanislaus - Call Center Enhancements	New
CA-275420	3/14/2024	Infra Contact Center	"Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)	"
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	System Test
CA-273487	1/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	1/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
CA-273448	1/30/2024	Infra Contact Center	Quick Connect Admin Page Updates	New
CA-273447	1/30/2024	Infra Contact Center	Teams (units) copy from AWS to eCCP	New
CA-273446	1/30/2024	Infra Contact Center	CSC IVR Call Limits	New
CA-273442	1/30/2024	Infra Contact Center	Update to AWS Headset Options	New
CA-273439	1/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New
CA-273252	1/25/2024	Infra Contact Center	Update Agent Status if eCCP times out while in specific statuses.	Design in Progress
CA-273209	1/24/2024	Infra Contact Center	Add a Pending Not Ready Status to the eCCP	New
CA-272919	1/17/2024	Infra Contact Center	Reconfigure Queue Assignment in Contact Flows	New
CA-272600	1/9/2024	Infra Contact Center	Enhance eCCP Timer to include Minutes and Seconds	Design in Progress
CA-270818	11/20/2023	Infra Contact Center	Add a Static Dial Pad on eCCP	New
CA-266244	8/11/2023	Infra Contact Center	Migrate the CalSAWS Service Desk to the CalSAWS Contact Center Environment	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-1408	3/20/2025	ServiceNow	Potential defect with sys_audit unarchive, + hardening for Xanadu upgrade	To Do
NOW-1344	8/12/2024	ServiceNow	County Lower ENV access request	To Do
NOW-1320	6/19/2024	ServiceNow	ENV access req: user field clarity	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 began beta testing on Monday, August 25th
 - Project Staff Laptop Refresh and Windows 11 Update:

- ✦ 84% of staff needing a refresh have been issued a replacement.
- Upcoming tasks:
 - All counties move to Production Roll-Out prior to 10/14.
 - San Bernardino County rolled to Production on 9/18.

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
- 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

