

# CalSAWS | Agenda

Meeting: Lobby Management Committee  
 Location: Microsoft Teams  
 Date: September 25<sup>th</sup>, 2025  
 Time: 10:00 AM – 11:30 AM  
 Attendees:

| NAME   | NAME   | NAME   |
|--|--|--|
| <input checked="" type="checkbox"/> <b>R1</b> Francis Delgado  | <input checked="" type="checkbox"/> <b>R4</b> Doris Sons (Catrina Doxey) | <input checked="" type="checkbox"/> <b>RM</b> Justin Stephenson  |
| <input type="checkbox"/> <b>R1</b>                             | <input type="checkbox"/> <b>R4</b> Jessica Lannin                        | <input checked="" type="checkbox"/> <b>RM</b> Melissa Thomas     |
| <input checked="" type="checkbox"/> <b>R1</b> Jennifer Servin  | <input type="checkbox"/> <b>R4</b> Lori Whitehead                        | <input type="checkbox"/> <b>RM</b> Yolanda Banuelos              |
| <input type="checkbox"/> <b>R1</b> Judy Perez                  | <input checked="" type="checkbox"/> <b>R4</b> Russell Pehrson            | <input checked="" type="checkbox"/> <b>CDSS</b> Sherice Sterling |
| <input type="checkbox"/> <b>R1</b>                             | <input type="checkbox"/> <b>R4</b> Virginia Melgoza                      |  |
| <input type="checkbox"/> <b>R2</b> Carlos Urbieto              | <input checked="" type="checkbox"/> <b>R5</b> Cindy Aguirre              |  |
| <input checked="" type="checkbox"/> <b>R2</b> Ilda Torrez      | <input checked="" type="checkbox"/> <b>R5</b> Patricia Gonzalez          |  |
| <input checked="" type="checkbox"/> <b>R2</b> Theresa Agarenzo | <input checked="" type="checkbox"/> <b>R5</b> Felix Sanchez              |  |
| <input type="checkbox"/> <b>R2</b> William Wren-Rodriguez      | <input checked="" type="checkbox"/> <b>R5</b> Robin Gonzalez             |  |
| <input type="checkbox"/> <b>R2</b>                             | <input checked="" type="checkbox"/> <b>R5</b> Rosa Vizcarra              |  |
| <input type="checkbox"/> <b>R3</b> Dayna Boggs                 | <input type="checkbox"/> <b>R6</b>                                       |  |
| <input type="checkbox"/> <b>R3</b> Patty Strom                 | <input checked="" type="checkbox"/> <b>R6</b> Kelly Young                |  |
| <input type="checkbox"/> <b>R3</b>                             | <input type="checkbox"/> <b>R6</b> Rachid Ameer                          |  |
| <input type="checkbox"/> <b>R3</b>                             | <input checked="" type="checkbox"/> <b>R6</b> Richard Luscombe           |  |
| <input type="checkbox"/> <b>R3</b>                             | <input checked="" type="checkbox"/> <b>R6</b> Stephanie Hunter           |  |

The use of Artificial Intelligence (AI) solutions, including AI bots or assistants, transcriptions, or recordings, is prohibited in all CalSAWS meetings without prior authorization, according to the CalSAWS Artificial Intelligence Policy. ADA assistive devices are not prohibited by this policy.

| Time                 | Lead       | Topic   | Notes  |
|----------------------|------------|---|--|
| 10:00 AM<br>(10 min) | Sowmya     | <b>Welcome Items</b> <ul style="list-style-type: none"> <li>Roll Call</li> <li>Meeting Notes – R4 (Due 10/3/25)</li> </ul>  |  |
| 10:10 AM<br>(60 min) | Lobby Team | <b>Lobby Modernization</b> <ul style="list-style-type: none"> <li>SCR CA-213363 Go Live Discussion               <ul style="list-style-type: none"> <li>Release Weekend Activities</li> <li>Recommended County Actions</li> <li>Support Resources and Bridge Calls</li> </ul> </li> </ul> | <b>Go Live Plan</b> <ol style="list-style-type: none"> <li>Project Preparation               <ol style="list-style-type: none"> <li>Accounts have been given</li> <li>Loaded additional software</li> <li>Distribute Forge Rock Credentials</li> </ol> </li> </ol> |

| Time | Lead | Topic | Notes  |
|------|------|-------|--|
|      |      |       | <p>2. Tasks to be completed by the weekend of 10/03</p> <ul style="list-style-type: none"> <li>a. Remotely register all Kiosks</li> <li>b. Push new URLs to all devices, based on device configuration the URLS all Kiosks to be fully Functional on 10/06</li> </ul> <p>3. County Prep due by October 3</p> <ul style="list-style-type: none"> <li>a. Ensure all devices are turned on and connected to WI-Fi by the close of business Friday, 10/03</li> <li>b. Share URL</li> <li>c. Tablets are not in low power/sleep mode.</li> </ul> <p><b>4. <u>Count Preparations – Required</u></b></p> <p>Counties must complete the following before close of business, Friday 10/3</p> <ul style="list-style-type: none"> <li>✓ Ensure all devices are turned on and connected to network/WIFI</li> <li>✓ Share new Lobby/Kiosk URL with appropriate Staff: counties can use this URL to complete Device Registration if needed</li> <li>✓ Share ForgeRock device registration credentials with appropriate staff.</li> </ul> <p><b><u>County Preparations - Recommendations</u></b></p> <p>Counties should complete the following actions before business opens on Monday 10/6</p> <p><b><u>Kiosks</u></b></p> <ul style="list-style-type: none"> <li>✓ Confirm Kiosk Devices were successfully registered</li> <li>✓ Confirm kiosks devices were successfully configured</li> </ul> |

| Time | Lead | Topic | Notes  |
|------|------|-------|--|
|      |      |       | <ul style="list-style-type: none"> <li>✓ Kiosks Devices have a flow assigned</li> <li>✓ Print a test receipt from kiosk</li> <li>✓ Scan a test document from kiosk</li> </ul> <p><b><u>Tablets</u></b></p> <ul style="list-style-type: none"> <li>✓ Confirm devices were successfully registered</li> <li>✓ Confirm devices were successfully configured</li> <li>✓ Devices have a flow assigned</li> <li>✓ Print a test receipt from tablet</li> <li>✓ Scan a test document from tablet</li> </ul> <p><b><u>Hypercare Bridge October 5<sup>th</sup> &amp; 6<sup>th</sup></u></b></p> <ul style="list-style-type: none"> <li>• Teams Conference call will be open, to assist and help resolve issues</li> <li>• October 5<sup>th</sup> 3:00 PM to 5:00 PM</li> <li>• October 6<sup>th</sup> 7:00 AM to 4:00PM</li> <li>• Links to call will be shared via email and posted on web portal.</li> </ul> <p><b><u>Assumptions</u></b></p> <ul style="list-style-type: none"> <li>• Flows Counties have already set up will not changed or be removed.</li> <li>• Devices already on Device Assignment will not be removed. Counties do not have to add devices.</li> <li>• To use new features the flows will need to be updated by the Counties after the updates.</li> </ul> |

| Time                 | Lead   | Topic   | Notes   |
|----------------------|--------|---|---|
|                      |        | <ul style="list-style-type: none"> <li>Q&amp;A</li> </ul>   | <p><b><u>Questions:</u></b></p> <p>Q. When will the county own devices will be allowed to register in CalSAWS?</p> <p>R. A separate CIT is currently in the process of being documented that will have detailed information on how new device(s) can be added to use the new lobby application. This is scheduled to be distributed post the SCR CA-213363 release /</p> <p>Q. Scanning issue brought up with tester on site during device testing.</p> <p>R. Document will only read the first page bar code.</p> <p>This is by design each separate document will need to be scanned individual</p> |
|                      |        | <ul style="list-style-type: none"> <li>SCR CA-294069- Align Lobby Monitoring Software with AWS Native Software</li> </ul> | <p>Replace Responsive Voice with like software to support CalSAWS enterprise: Teams have met with AWS and explored the use of AWS Polly, the recommendation is to replace Responsive voice with AWS Polly. This software will also provide more opportunities for future functionality and languages.</p>   |
| 11:10 AM<br>(10 min) | Sowmya | <p><b>Meeting Closeout</b></p> <ul style="list-style-type: none"> <li>Next Meeting -October 23</li> </ul>                 |   |

## Follow Up

| # | Action Item | Who | Due |
|---|-------------|-----|-----|
|---|-------------|-----|-----|

| # | Decision Made | Who | Date |
|---|---------------|-----|------|
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