

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: September 22, 2025 – October 5, 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 50 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> RESOLVED: PRB0052406 - IFDS abstracts file processing for the 2nd quarter of 2025 has been delayed in CalSAWS. Users will not be able to see the IFDS abstracts for the 2nd quarter of 2025 until the issue is resolved. The project team is actively working to resolve the issue and estimates the completion of these IFDS files processing by the end of day Thursday, October 2, 2025. Note: The following counties are impacted by this issue: Alameda, Amador, Contra, Costa, Fresno, Humboldt, Inyo, Kern, Lake, Marin, Merced, Modoc, Orange, Plumas, Riverside, Sacramento, San Benito, San Bernardino, San Diego, San Francisco, San Joaquin, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz, Shasta, Sierra, Siskiyou, Sonoma, Stanislaus, Tehama, Trinity, Tulare, Tuolumne, Ventura, and Yuba. Update: As of 9:00 AM on Thursday, October 2, 2025, IFDS abstracts files for the 2nd quarter of 2025 have been processed successfully for the counties listed below: Amador, Contra Costa, Humboldt, Inyo, Lake, Marin, Merced, Modoc, Plumas, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz, Shasta, Sierra, Siskiyou, Sonoma, Stanislaus, Tehama, Trinity, Tulare, Tuolumne, Ventura, Yuba. The project team continues to process the IFDS files for the remaining impacted counties listed below: Santa Clara, Alameda, Fresno, Kern, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin. As of 7:00 AM on October 3, 2025, this issue has been resolved. IFDS files for all counties have been processed successfully. RESOLVED: PRB0052401 – Starting at 10:53 AM on September 29, 2025, Butte County users at the 202 Mira Loma, 205 Mira Loma and 78 Table Mountain Blvd, Oroville sites are unable to access CalSAWS and associated systems due to a power outage. Butte County users at the impacted sites will experience issues accessing CalSAWS and associated systems until the issue is resolved. Currently there is no estimated time for power restoration from the utility provider. The CalSAWS project team is actively monitoring updates from the utility provider and will provide an update when the issue is resolved. As of 11:35 AM on September 29, 2025, this issue has been resolved. Power at

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>the impacted Oroville sites has been restored and users are able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> ▪ RESOLVED: PRB0052363 – Starting at 11:06 AM on September 22, 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 indicated a power outage at this location and does not have an estimated time for restoration. Additionally, power disruption at this site may impact network connectivity at the other Kern County sites. As of 2:02 PM on September 22, 2025, the issue has been resolved. Power at the Bakersfield site has been restored and users at the Bakersfield site are able to access CalSAWS and associated systems.
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 10/05/2025: Deployment – Priority Release 25.10.05 (CHG0056288) ▪ 10/03/2025: Deployment – Priority Release 25.10.03 (CHG0056287) ▪ 10/02/2025: Deployment – Priority Release 25.10.02 (CHG0056286) ▪ 10/01/2025: Deployment – Priority Release 25.10.01 (CHG0056284) ▪ 9/30/2025: Deployment - Priority Release 25.09.30 (CHG0056272) ▪ 9/29/2025: Deployment - Priority Release 25.09.29 (CHG0056242) ▪ 9/28/2025: Deployment - Priority Release 25.09.28 (CHG0056161) ▪ 9/28/2025: Maintenance – CalSAWS, Adhoc Reporting Database ▪ 9/26/2025: Maintenance – ForgeRock (Ping Identity) Solution ▪ 9/26/2025: Deployment - Priority Release 25.09.26 (CHG0055161) ▪ 9/25/2025: Deployment - Priority Release 25.09.25 (CHG0056211) ▪ 9/25/2025: Deployment - Emergency Deployment 25.09.25 (CA-294665) ▪ 9/23/2025: Deployment - Priority Release 25.09.23 (CHG0056161) ▪ 9/22/2025: Deployment - Priority Release 25.09.22 (CHG0056148)
Milestones	<ul style="list-style-type: none"> ▪ 12 Production Deployments during this reporting period ▪ September Tier 1 and 2 SLA's 100% for September ▪

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 FDED	In Consortium Review	10/7 Review complete
I-D02	Appendix I: Capacity Mgmt Plan	FDEL in progress	Submit to Consortium 10/6

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 0124-25 Scheduled Downtime Notification 10/19/2025	1	10/03/2025
Scheduled CalSAWS Maintenance	CalSAWS application is scheduled for maintenance on Sunday, October 12, 2025, from 6:00 AM to 11:59 PM.	3	9/26/2025
	CalSAWS Adhoc Reporting database is scheduled for maintenance on Sunday, October 12, 2025, from 6:00 AM to 11:59 PM.		9/26/2025
	OCAT is scheduled for maintenance on Sunday, October 12, 2025, from 11:00 AM to 2:00 PM.		9/26/2025
Scheduled BenefitsCal Maintenance	BenefitsCal application is scheduled for maintenance on Sunday, October 12, 2025, from 11:00 AM to 2:00 PM.	1	9/26/2025
Scheduled EBT Maintenance	None.	0	
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Butte County - Oroville Sites - Power Outage	4	9/29/2025
	New - CalSAWS County Executive Communication – Butte County - Oroville Sites - Power Outage		9/29/2025
	Resolved - CalSAWS County Executive Communication – Kern County - Bakersfield Site - Power Outage		9/22/2025
	New - CalSAWS County Executive Communication – Kern County - Bakersfield Site - Power Outage		9/22/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
Issue Notification	Resolved – PRB0052406	7	10/03/2025
	---		---
	Update – PRB0052406		10/02/2025
	---		---
	New – PRB0052406		10/01/2025
	---		---
	Resolved – PRB0052401		9/29/2025
Priority Release Requests for Approval	New – PRB0052401	12	9/29/2025
	---		---
	Resolved – PRB0052363		9/22/2025
	New – PRB0052363		9/22/2025
	---		---
	Priority Release 25.10.05 (CHG0056288)		10/03/2025
	Priority Release 25.10.03 (CHG0056287)		10/03/2025
Informational Alert	Priority Release 25.10.02 (CHG0056286)	5	10/02/2025
	Priority Release 25.10.01 (CHG0056284)		10/01/2025
	Priority Release 25.09.30 (CHG0056272)		9/30/2025
	Priority Release 25.09.29 (CHG0056242)		9/29/2025
	Priority Release 25.09.28 (CHG0056161)		9/26/2025
	Priority Release 25.09.26 (CHG0056161)		9/26/2025
	Priority Release 25.09.25 (CHG0056211)		9/25/2025
	Emergency Deployment 25.09.25 (CA-294665)		9/25/2025
	Priority Release 25.09.23 (CHG0056161)		9/23/2025
	Priority Release 25.09.22 (CHG0056148)		9/22/2025
	---		---
CalSAWS	Informational Alert - Jenkins Upgrade	10	10/03/2025
	Informational Alert: Wi-Fi outage tonight at the Gold River office.		9/30/2025
	Informational Alert: Wi-Fi outage tonight at the Gold River office.		9/26/2025
	Informational Alert: CalSAWS Tech Support Phone Number Update		9/24/2025
	CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update - CalSAWS 25.09 Release		9/22/2025
CalSAWS	Daily Health Report	10	10/03/2025
			10/02/2025
			10/01/2025
			9/30/2025
			9/29/2025
			9/26/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
			9/25/2025 9/24/2025 9/23/2025 9/22/2025

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	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.	CIT 0110-25 9/08/2025	9/16/2025
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
CalSAWS	CalSAWS maintenance	10/12/2025 6:00 AM to 11:59 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0097-25 8/13/2025	9/26/2025
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting	10/12/2025 6:00 AM to 11:59 PM	CalSAWS Ad hoc Reporting will be	CIT 0097-25 8/13/2025	9/26/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
	Database maintenance		unavailable during this time.		
BenefitsCal	BenefitsCal maintenance	10/12/2025 11:00 AM to 2:00 PM	BenefitsCal will be unavailable during this time.	CIT 0097-25 8/13/2025	9/26/2025
OCAT	OCAT maintenance	10/12/2025 11:00 AM to 2:00 PM	OCAT will be unavailable during this time.	CIT 0097-25 8/13/2025	9/26/2025
CalSAWS	CalSAWS maintenance	10/19/2025 1:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0124-25 10/03/2025	TBD
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	10/19/2025 12:00 PM to 4:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0124-25 10/03/2025	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
0124-25	Scheduled Downtime Notification – 10/19/2025	Informational	October 3, 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	
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	Completed
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

SIRFRA 1454	Adult Expansion Freeze Additional Outreach	Discovery & Assessment
SCERFRA 24-524	Alternate Formatted Forms - CDSS	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-503	BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs)	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed
SCERFRA 25-509	WTW Flow Proposal	Completed
SCERFRA 25-511	SCERFRA 25-511 - Print/Postage/Adobe estimates	Completed
SCERFRA 25-512	SCERFRA 25-512 - Non-Citizen Discontinuance NOA	Completed
SCERFRA 25-514	SCERFRA 25-514 – BenefitsCal Homeless Automation	Completed
SCERFRA 25-516	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	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 - CalWORKs	Completed
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and 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

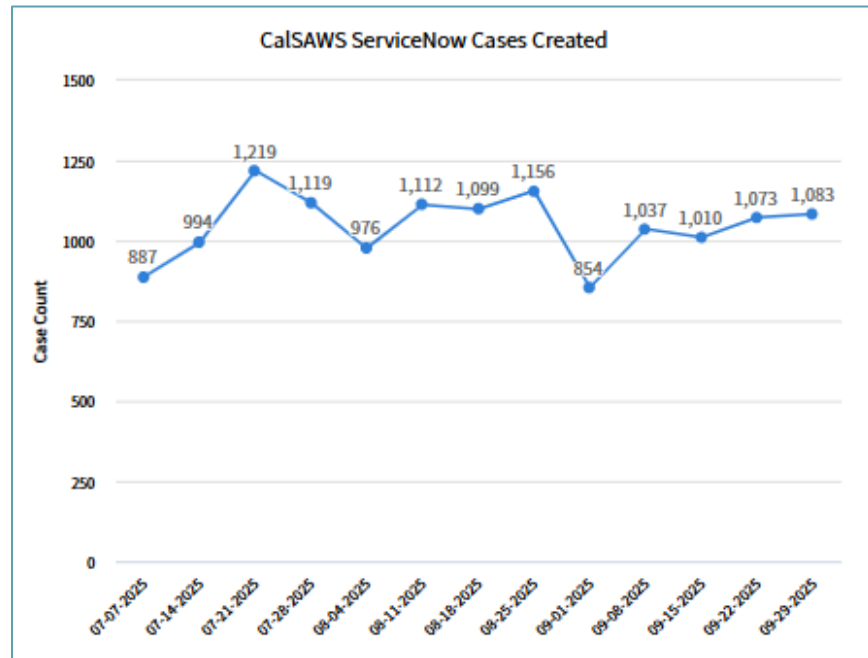


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

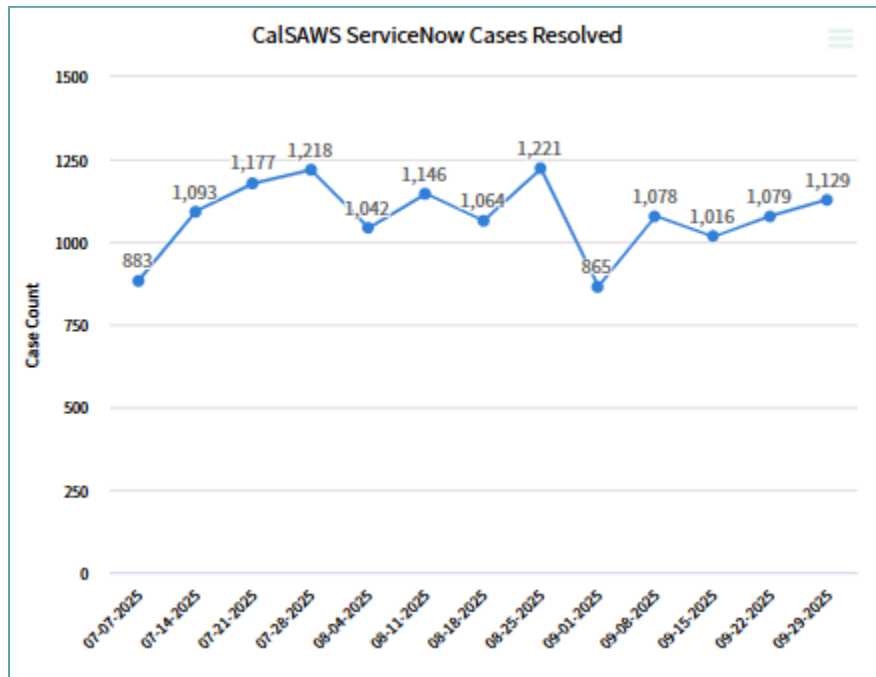


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

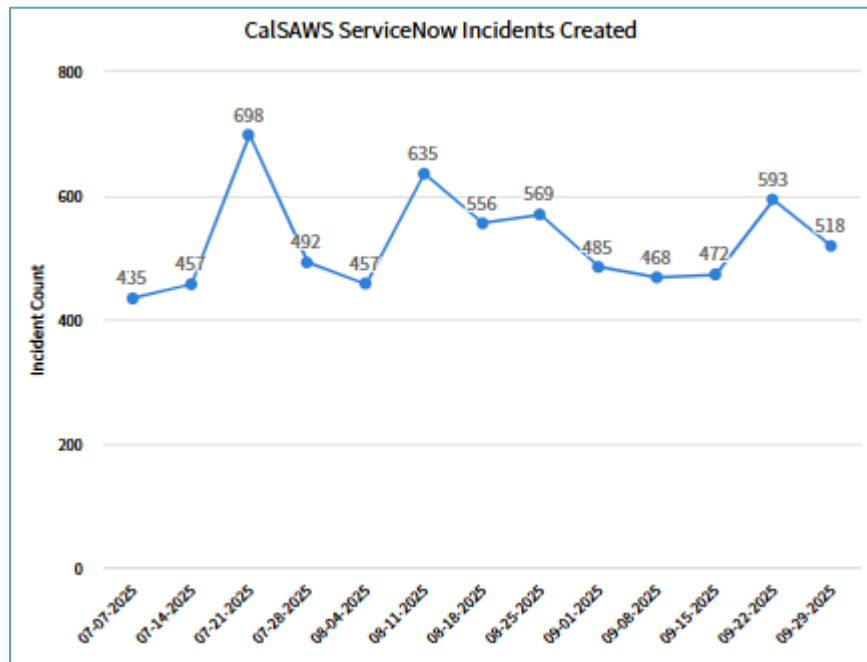


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

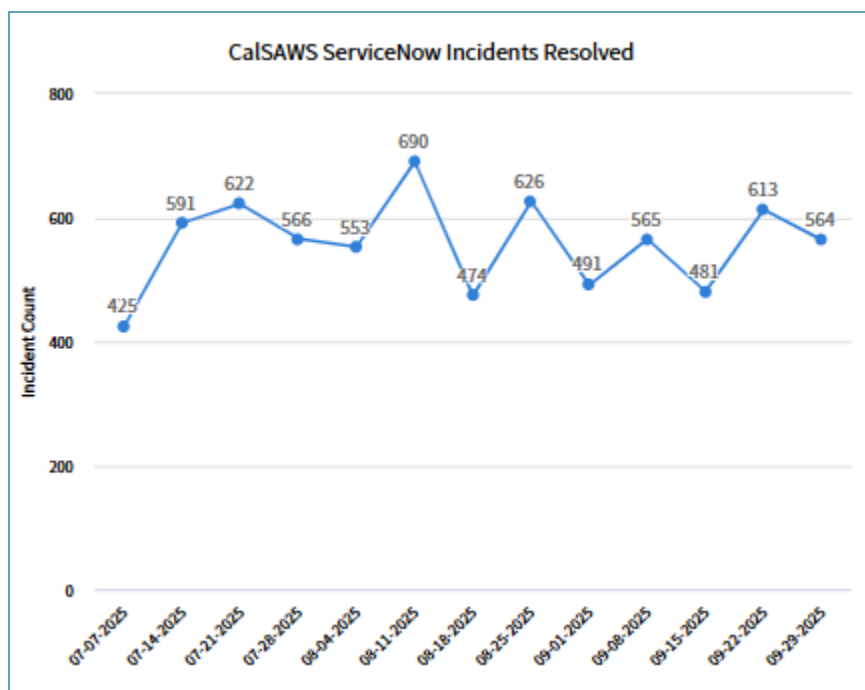


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

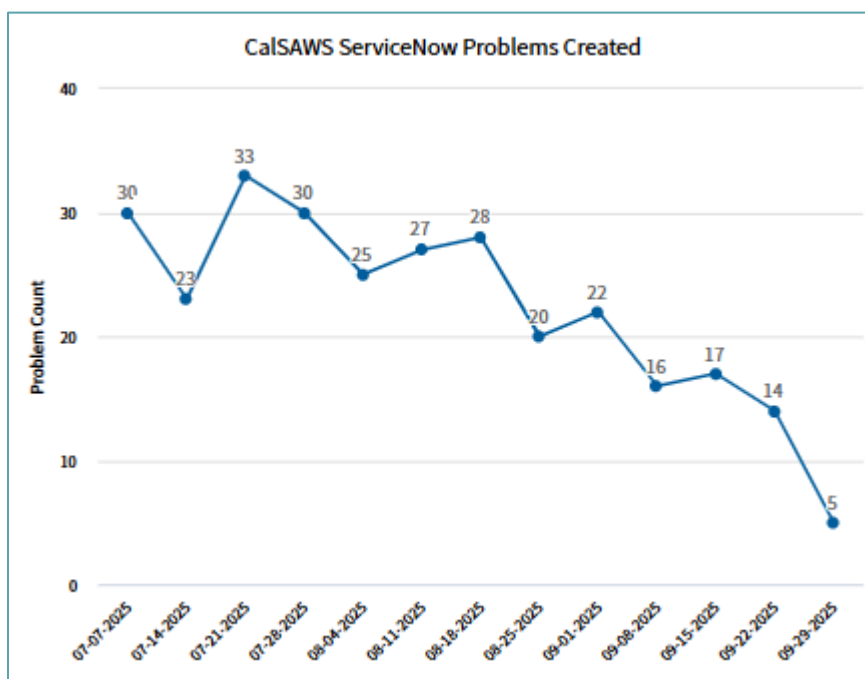


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.

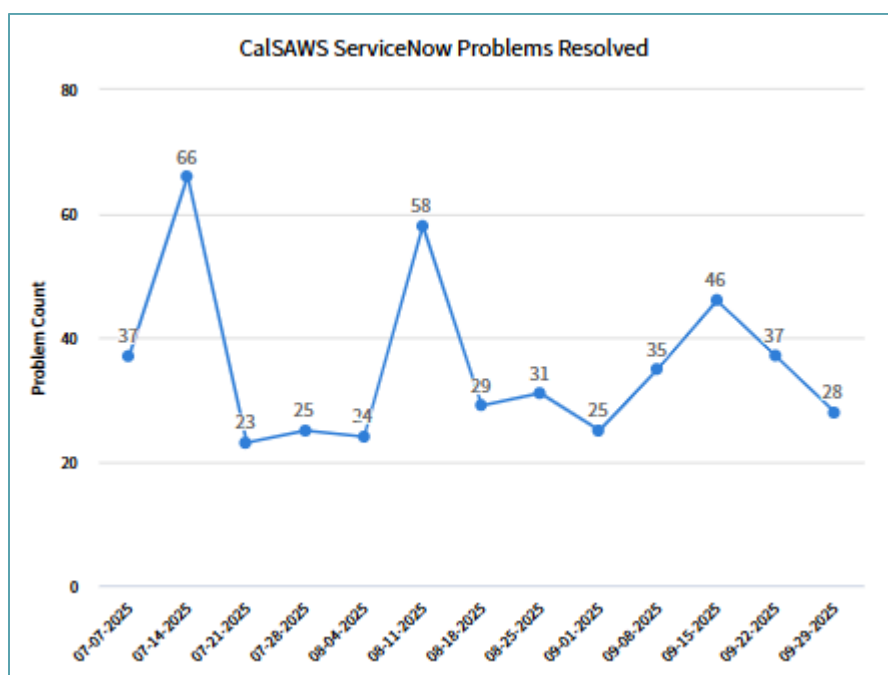


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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	5	35	2	1	4	3	3	2	55
IN PROGRESS	0	53	16	9	27	23	36	10	174
ON HOLD	0	78	27	15	50	30	41	18	259
RESOLVED	0	280	348	282	195	53	38	19	1,215
CLOSED	13	4	2	44,181	94,710	17,550	12,001	3,529	171,990
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	1	0	1
TOTAL	18	450	395	44,488	94,986	17,659	12,120	3,579	173,695

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.

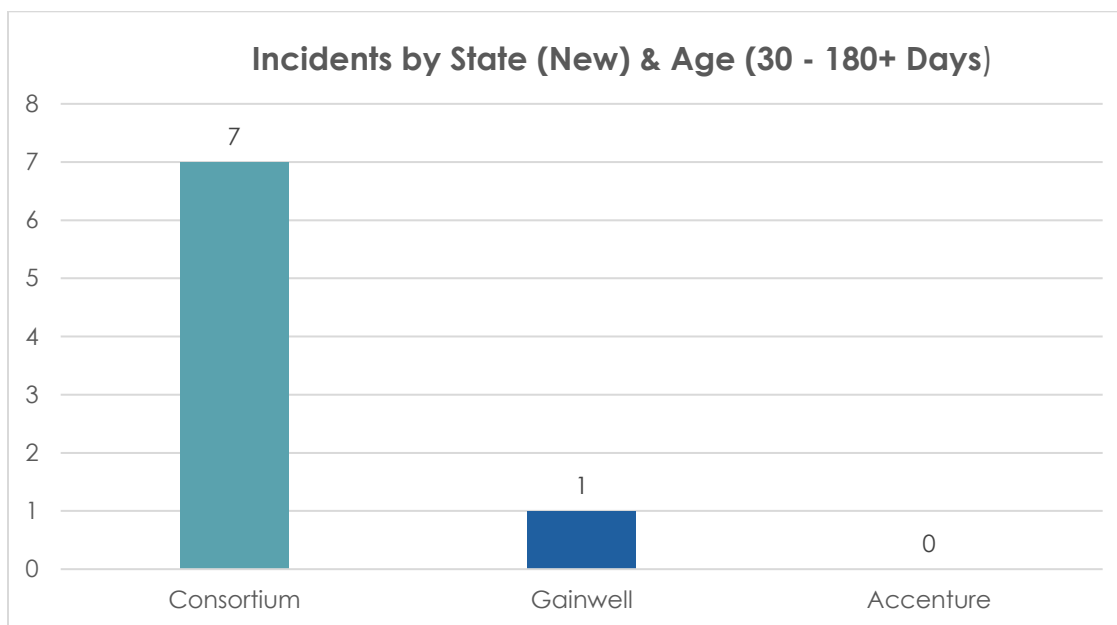


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	7	0	7
Gainwell	1	0	1
Accenture	0	0	0
Total	8	0	8

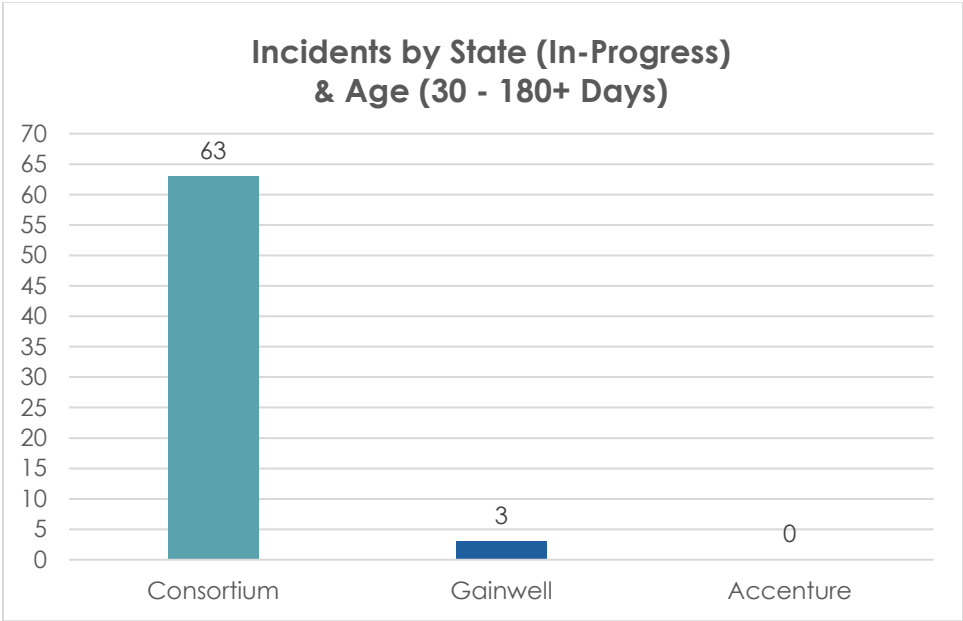


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	63	0	63
Gainwell	3	0	3
Accenture	0	0	0
Total	66	0	66

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

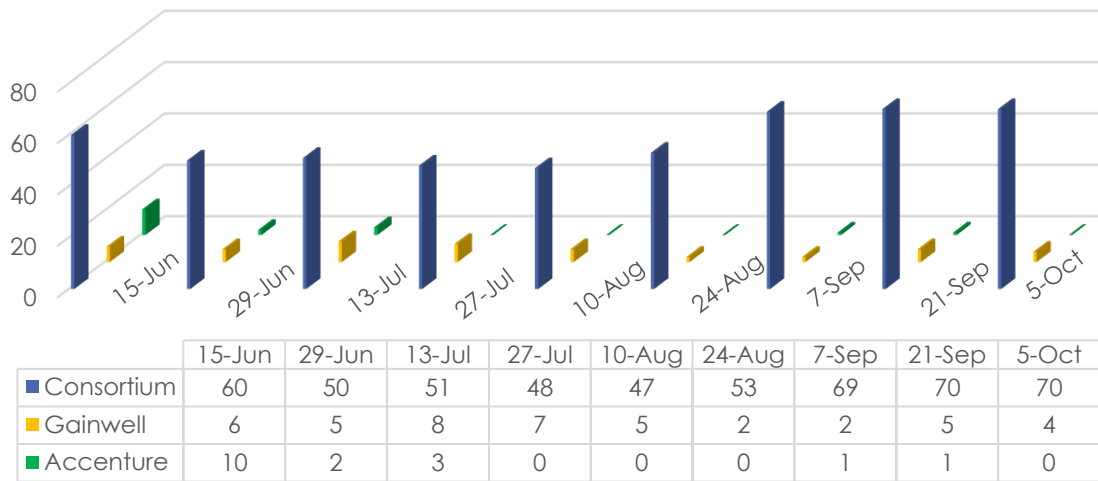
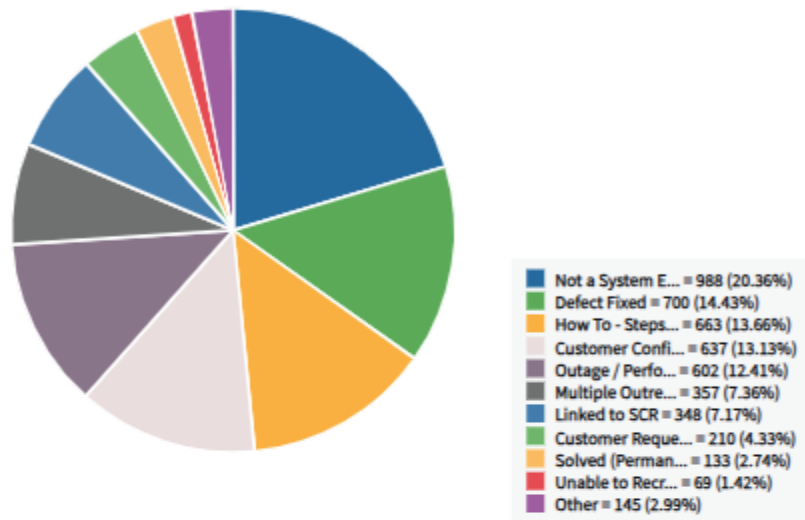


Figure 4.1.1-9:Aging Incident Backlog

CalSAWS ServiceNow Incidents by Resolution Code - BWSR



Resolution code	Incident Count	Percentage of Incidents
Not a System Error - With Explanation	988	20.36%
Defect Fixed	700	14.43%
How To - Steps to Proceed Provided	663	13.66%
Customer Confirmed Issue is Resolved	637	13.13%
Outage / Performance Degradation	602	12.41%
Multiple Outreach Attempts - No Response	357	7.36%
Linked to SCR	348	7.17%
Customer Requested Closure	210	4.33%
Solved (Permanently)	133	2.74%
Unable to Recreate Issue	69	1.42%
Other	145	2.99%
Total	4,852	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

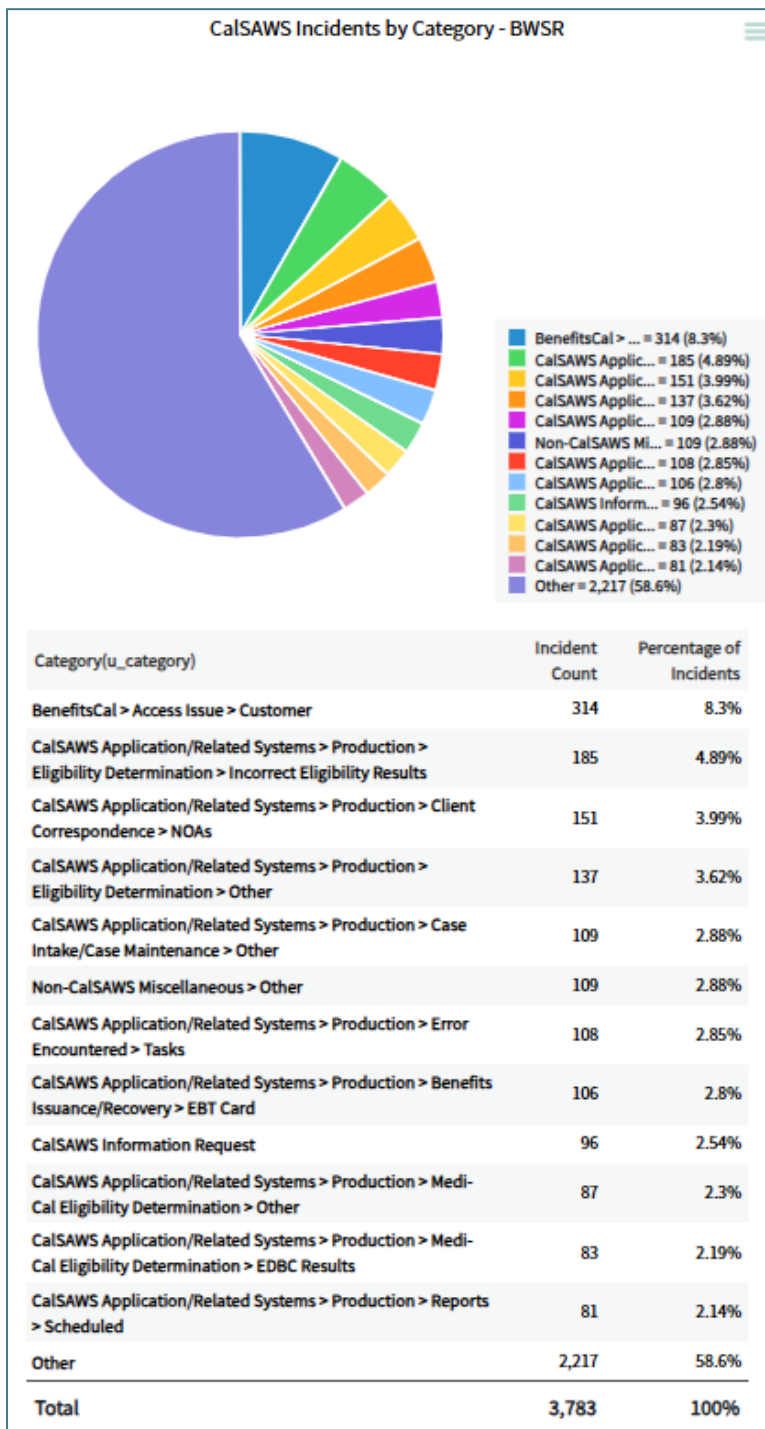


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,217 listed as Other are for selected categories that had less than 8 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,783 incidents.

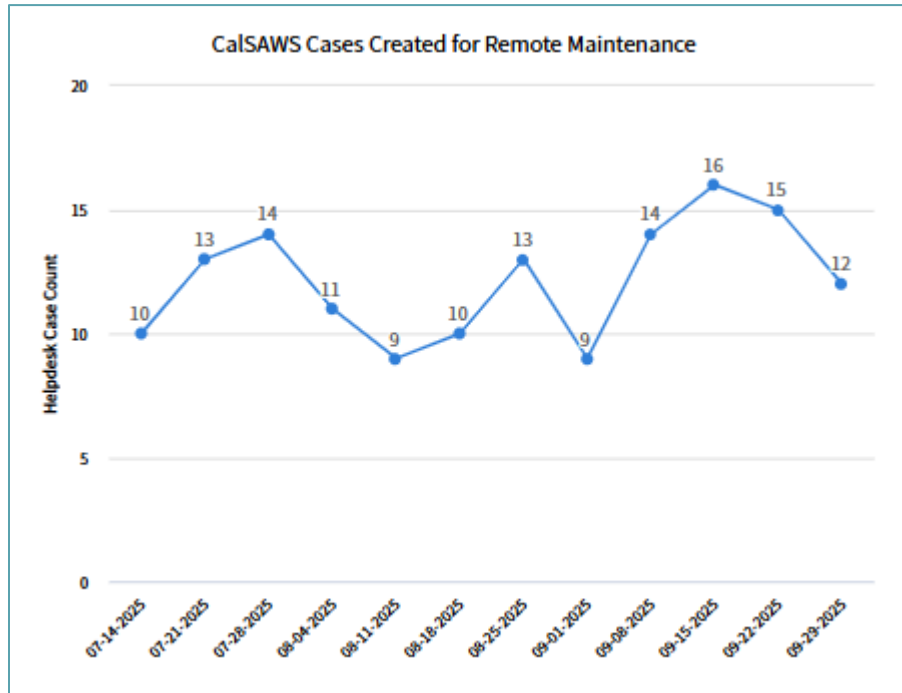


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 October MTD (Month to Date) is 100%.

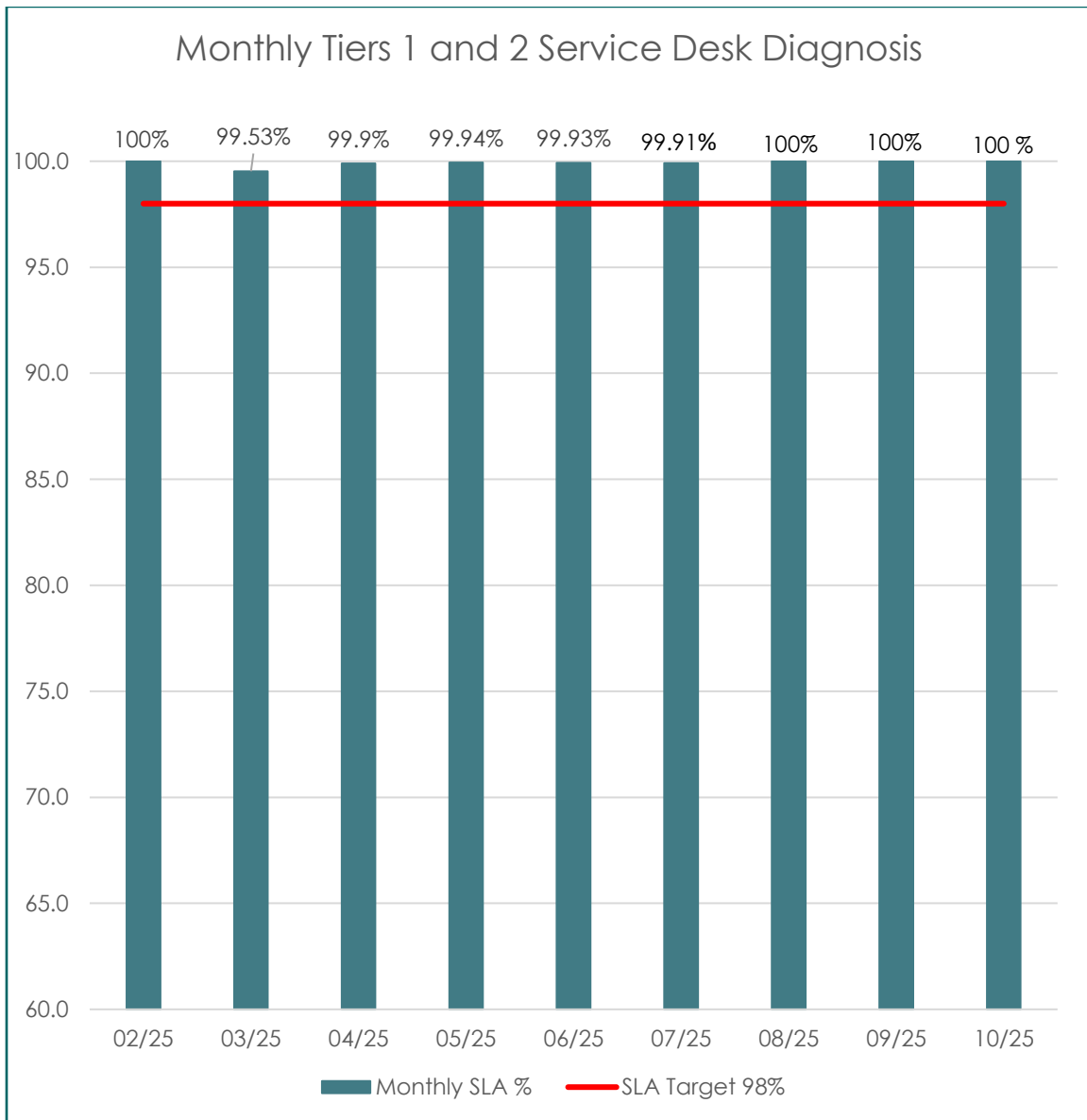


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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.

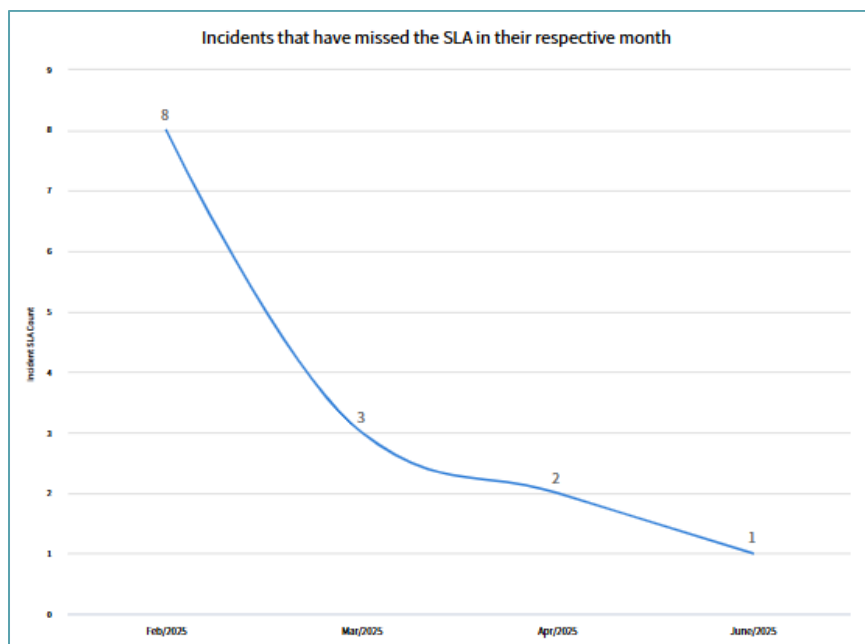


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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.

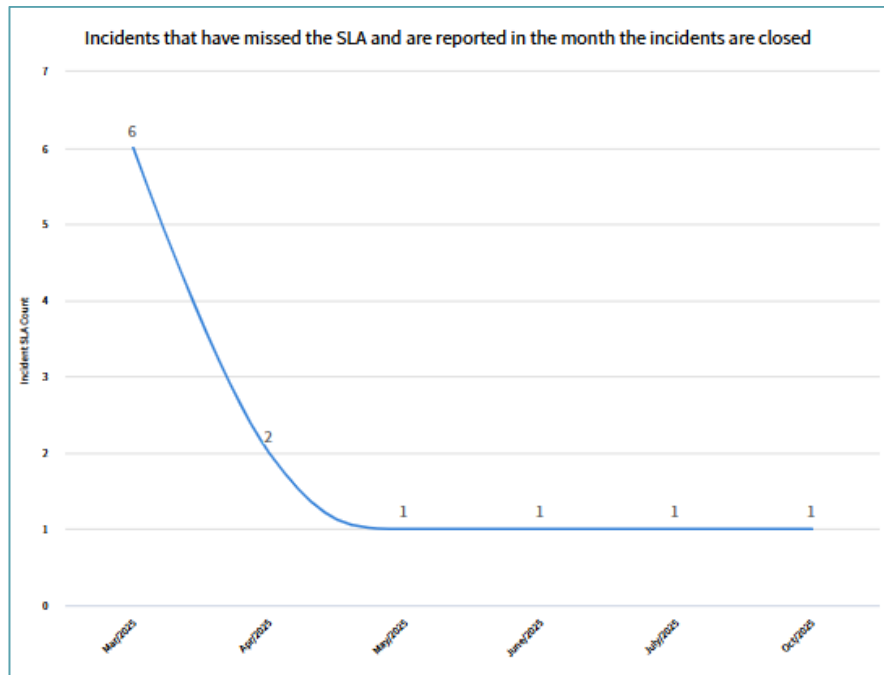


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

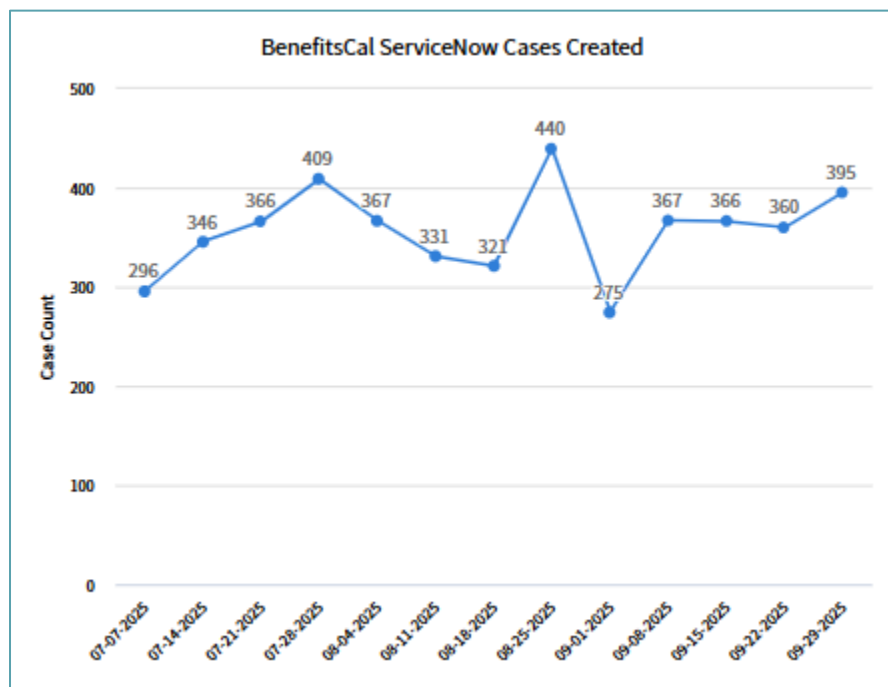


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

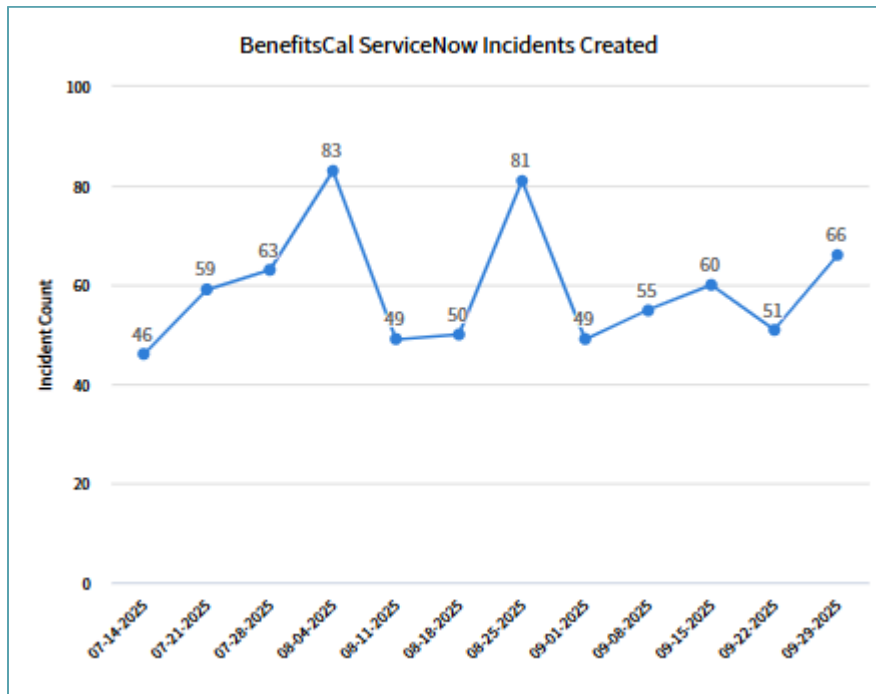


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

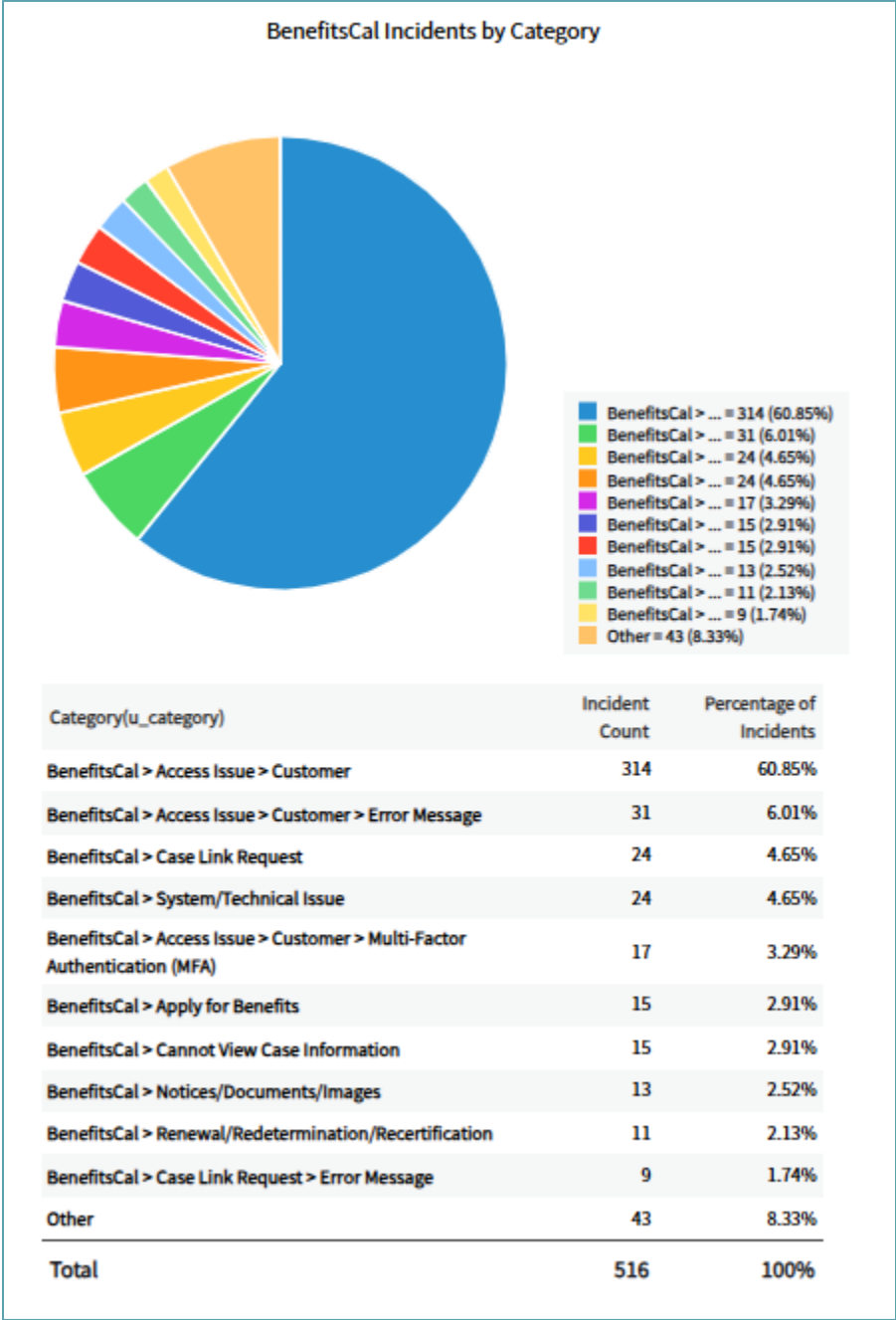


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

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
396	Delay In Batch Processing Due To Expired iText Licence Key	9/25/2025	Infrastructure

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-294859	10/3/2025	Infra Contact Center	San Bernardino - C36_AuthenticationLexBot English selection being sent to Set Voice: Spanish	System Test
CA-294857	10/3/2025	Infra Tech Ops	Incorrect DR an_config.py file	In Development
CA-294856	10/3/2025	Infra Contact Center	TSign_CollectDOB prompt always plays in English	Assigned
CA-294835	10/2/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Unable to group by Agent	New
CA-294774	9/30/2025	Infra Central Print	Return Mail Imaging Application- Resolve errors in code reported by Snyk	New
CA-294711	9/26/2025	Infra Contact Center	Occasional race condition when opting into CCB	New
CA-294703	9/26/2025	Infra Contact Center	Quick Connect labels not updating in drop down list	Assigned
CA-294688	9/25/2025	Infra Contact Center	eCCP - Agent status Unknown when searching by name in Supervisor View	Assigned
CA-294598	9/19/2025	Infra Tech Arch	Return Mail - Incorrect Address Correction Report Task Status when Engine Restarts	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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	Test Complete
CA-294550	9/17/2025	Infra Contact Center	CCP Contact Control Panel popping up	Assigned
CA-294539	9/17/2025	Infra GenAI	Fresno GenAI - Customer Name/Details Repeating in Call Summary	System Test
CA-294459	9/12/2025	Infra Contact Center	Role update to ensure After Call Work supervisor email sends	Development Complete
CA-294438	9/11/2025	Infra Contact Center	Alameda, Fresno, Sonoma - Historical Metrics missing data	Test Complete
CA-294397	9/10/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Real-Time Queue Historical Metrics	Pending Rejection
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
CA-294201	9/3/2025	Infra Contact Center	Consistently place metrics graph Y-axis name	Test Complete
CA-294192	9/3/2025	Infra Contact Center	Email List Lambda Layer Cleanup	Test Complete
CA-294176	9/3/2025	Infra Contact Center	Update case sensitive prompts in S3	Test Complete
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	Test Complete
CA-293775	8/15/2025	Infra Contact Center	Not all agents are showing updated status	Test Complete
CA-293741	8/14/2025	Infra Contact Center	RPA manager bot process error handling to add alert when fails.	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-293678	8/13/2025	Infra Contact Center	Los Angeles - Epoch time entered for Max Wait Time	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	Test Complete
CA-292576	7/2/2025	Infra Contact Center	BIC request bot needs to match on age regardless of recent birthday	New
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-290447	4/29/2025	Infra GenAI	EXTERNAL AGENCY - AWS - Event received early (Recurrence)	Test Complete
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-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-1422	6/5/2025	ServiceNow	PROD SLA malfunction	To Do
NOW-1438	8/18/2025	ServiceNow	SLAs do not reattach for old vendor when sla cancels	DOCUMENTING

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
			and vendor updates at same time	
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-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
9/22/25	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
9/22/25	9/22/25	CalSAWS Priority Release 25.09.22
9/23/25	9/23/25	ECR: Update Python Runtime version to 3.10 in TF Registry for Weekly Patching
9/23/25	9/23/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Sep. 23)
9/23/25	9/23/25	CalSAWS Priority Release 25.09.23
9/24/25	9/26/25	Upgrade security group rules
9/24/25	9/25/25	Remove Outbound Security Group rule
9/24/25	9/25/25	Add new RPA policies to Ui Path CalSAWS and Windows roles in contactcenter-nonproduction-sharedfunctions (AWS #378306706021)
9/24/25	9/26/25	Update SNS Subscription for Fortinet WAF rule for AT1
9/24/25	9/26/25	Upgrade all non-prod DEV environments using the latest version of api-gateway Terraform code

DATE(S)		ACTIVITY DESCRIPTION
9/24/25	10/1/25	Welcome & Auth Bots setup in San Diego Training (AWS #876526050009)
9/24/25	9/26/25	Update Python Runtime version to 3.10 in TF Registry for Environment Automated Shutdown
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	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Sep. 24)
9/24/25	9/26/25	Update httpd.conf to redirect traffic from http to https in coreapp-development account (#650244008899)
9/24/25	9/25/25	Add header to resolve security defects
9/24/25	9/26/25	Update the AdobeSaaS prefix list in coreapp-county with the new IPs provided by the vendor
9/24/25	9/26/25	Enable aws health dashboard and coreapp sns notifications email distribution addon
9/25/25	10/1/25	Standard Change: ForgeRock Testing in SandBox Environment 09/25-10/01
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)
9/25/25	9/25/25	CalSAWS Priority Release 25.09.25
9/25/25	9/26/25	ECR: Vacaville Cisco Security Vulnerability Mitigations
9/25/25	9/26/25	ECR: SV1 Security Vulnerability Mitigations
9/25/25	9/27/25	ECR: Goldcamp Security Vulnerability Mitigations
9/25/25	9/27/25	ECR: LA3 Security Vulnerability Mitigations
9/26/25	9/26/25	Standard Change: ForgeRock AT DR Release 25.09.26
9/26/25	9/30/25	Allow Database access through Global Protect VPN - coreapp-nonpdoduction-sandiego
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	9/26/25	CalSAWS Priority Release 25.09.26
9/26/25	9/27/25	Rotate administrative system credentials - system test , performance test databases

DATE(S)		ACTIVITY DESCRIPTION
9/26/25	9/27/25	Rotate administrative system credentials - development and assembly test databases
9/26/25	9/30/25	Enable auto scaling group maintenance policy for production springboot services
9/26/25	9/28/25	Update the AdobeSaaS prefix list in coreapp-training with the new IPs provided by the vendor (#058264522586)
9/26/25	9/30/25	Allow Database access through Global Protect VPN
9/26/25	9/29/25	Update WAF IP Set for County Internet Users coreapp-production-tools (271562797580)
9/26/25	9/29/25	Creation of dbbuild_user secrets and IAM role to access them for jenkins to oracle and rds databases taking builds - coreapp-prod DR
9/26/25	9/26/25	Decommission old Snapshots coreapp-production-tools (271562797580)
9/26/25	9/26/25	Decommission old Snapshots coreapp-production-network (839113706656)
9/26/25	9/27/25	Data Encryption TCPS Certificate Renewal for AT-DB2 Database Host
9/26/25	9/26/25	IOS Upgrade for GRWLC001 and GRWLC002 - 17.15.3
9/26/25	9/26/25	Decommission old Snapshots coreapp-prod (851725240334)
9/26/25	9/26/25	coreapp-county: Change OS tag of Delphix engine from "RHEL7" to "Ubuntu"
9/26/25	9/26/25	Decommission old Snapshots coreapp-production (774917615573)
9/26/25	10/1/25	Enable access to gitlab.com for offshore workspaces for AppDev team
9/26/25	9/29/25	Customer requested EBT/BIC card in the last 90 days is failing due to misconfiguration in production-sharedfunctions (AWS #654016806412)
9/26/25	9/26/25	Monthly Equinix LA-3 OS patching - September (9/26)
9/26/25	9/27/25	Security Production Release 25.09.26
9/26/25	9/29/25	Add header to resolve security defects
9/27/25	9/27/25	ServiceNow 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	9/27/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Sep. 27)
9/27/25	9/28/25	Monthly Production Database Linux OS Patching - September
9/28/25	9/28/25	Windows Server Updates - September 2025

DATE(S)		ACTIVITY DESCRIPTION
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	Production SBSAWS1 Adhoc database memory reservation increase
9/28/25	9/28/25	Security DR Production Release 25.09.28
9/28/25	9/28/25	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
9/28/25	9/30/25	Add 2 TB volume to QlikShare server AWSVIZ109 - Prod
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	Monthly Instance refresh for AutoScale SMTP - September (9/28)
9/28/25	9/28/25	Monthly Patching - cPROD-Confluent - September (9/28)
9/28/25	9/28/25	Monthly Equinix SV-1 OS patching - September (9/28)
9/28/25	9/28/25	NTP servers ami refresh in shared services - September (9/28)
9/28/25	9/28/25	CalSAWS Priority Release 25.09.28
9/29/25	9/30/25	STANDARD - Weekly creation Change and Security Updates - Monday (Sep. 29)
9/29/25	9/29/25	Standard Change: ForgeRock DEV DR Release 25.09.29
9/29/25	9/30/25	ECR: Aurora Postgres RDS database will be upgrade to version 15.14 from current PostgreSQL version 15.3
9/29/25	9/29/25	CalSAWS Priority Release 25.09.29
9/29/25	10/3/25	Allow new DCSS IPs for migration of SFTP services from CDT to Azure Government Cloud (CGEN CALSAWS)
9/29/25	9/29/25	Add Kiosk IP to Firewall Object Group for Lobby Kiosk Management
9/29/25	10/1/25	ACL Update to Whitelist External Splunk IP Addresses
9/30/25	10/1/25	Faulty UPS Replacement at 36062-San Bernardino, 1627 E Holt Blvd, Ontario, CA 91761
9/30/25	9/30/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Sep. 30)
9/30/25	9/30/25	CalSAWS Priority Release 25.09.30
10/1/25	10/5/25	ECR: Aurora Postgres RDS database will be upgrade to version 15.10 from current PostgreSQL version 15.3
10/1/25	10/1/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update

DATE(S)		ACTIVITY DESCRIPTION
10/1/25	10/3/25	Set version for Fortinet WAF rule - Coreapp-Staging
10/1/25	10/3/25	Set version for Fortinet WAF rule - Coreapp-Development
10/1/25	10/3/25	Provide connection to RPA MSSQL database from VPN - Non-Prod
10/1/25	10/3/25	Downscale the instance type from r6i.2xlarge to r6i.large (STG6)
10/1/25	10/3/25	Enable HTTP communication from offshore workspaces to CalSAWS application in Perf environment
10/1/25	10/3/25	Downscale the instance type from r6i.2xlarge to r6i.large
10/1/25	10/1/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Oct. 1)
10/1/25	10/2/25	coreapp-staging: Change OS tag of Delphix engines from "RHEL7" to "Ubuntu"
10/1/25	10/1/25	CalSAWS Priority Release 25.10.01
10/1/25	10/3/25	Open port 32732 for outbound traffic from PROD and DR CALSAWS service to MEDS
10/1/25	10/2/25	Enable iam permission for ami refresh automation in DR region
10/1/25	10/3/25	Add permission policy for user
10/1/25	10/3/25	Set Logging Behavior to debug for the calsaws-courtesy-callback-connecttaskapi-lambda-prod lambda
10/1/25	10/3/25	Enable access to cyarasolutions.zendesk.com for offshore workspaces for Contact Center Team
10/1/25	10/2/25	Decommission forgerock logs delivery stream in coreapp-production-log-archive
10/1/25	10/1/25	ECR: Whitelist updated SFTP endpoint in Production Network Firewall
10/1/25	10/2/25	Update M365 Manager Plus and AD Manager Plus Build to latest version
10/1/25	10/3/25	Display Warning Banner When Logging into a Linux EC2 Instance via Session Manager
10/1/25	10/3/25	Open port 32732 for outbound traffic from TR2 and PTrain CALSAWS & Online service to MEDS
10/1/25	10/2/25	[ECR] Add missing Adobe IPs to the network firewall allow list
10/1/25	10/1/25	ServiceNow: Restore Roll Off dates in Roster table for impacted records.
10/1/25	10/3/25	Lab Devices IOS Upgrade for Cisco LAB devices from IOS current version 17.12.04 to 17.15.03
10/2/25	10/2/25	Disaster Recovery (DR) first dry run 10/02/2025

DATE(S)		ACTIVITY DESCRIPTION
10/2/25	10/2/25	Upgrade DynaTrace Agent Version on CALSAWS-FORGEROCK-AL2 base EC2 instance
10/2/25	10/2/25	TPx 500M Circuit Upgrade at site 15009 (4175 Mount Vernon Ave Bakersfield, CA)
10/2/25	10/2/25	Standard Change: ForgeRock AT Release 25.10.02
10/2/25	10/2/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
10/2/25	10/2/25	Standard Change: ForgeRock Staging Environment Build 25.10.02
10/2/25	10/2/25	TPx 500M Circuit Upgrade at site 15008 (100 E California Ave, Bakersfield, CA 93307)
10/2/25	10/2/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Oct. 2)
10/2/25	10/2/25	CalSAWS Priority Release 25.10.02
10/2/25	10/2/25	ServiceNow Release 25.10.02
10/2/25	10/2/25	Cisco Firewall Mgmt Centers (FMC) certificate renewal
10/3/25	10/3/25	Standard Change: ForgeRock AT DR Release 25.10.03
10/3/25	10/3/25	Standard Change: ForgeRock Dev Release 25.10.03
10/3/25	10/3/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Oct. 3)
10/3/25	10/3/25	CalSAWS Priority Release 25.10.03
10/3/25	10/4/25	Add new RPA policies to Ui Path CalSAWS and Windows roles in contactcenter-production-sharedfunctions (AWS #654016806412)
10/4/25	10/5/25	coreapp-development and coreapp-staging: Upgrade Jenkins from 2.492.3 to 2.516.2 LTS
10/4/25	10/4/25	Data Encryption TCPS Certificate Renewal for cBatPerf2-MainDB1 and STG-PUT-PAT-MainDB1 Database Host
10/4/25	10/5/25	Create new Application Database User for RPA Application in coreapp-prod PRMAINDB1-PRSAWS, SRMAINDB1-SRSAWS, DR-MAINDB1-DRSAWS database environment.
10/4/25	10/4/25	Apply Exchange SE Update to AWSADM001.calaces.org Server.
10/4/25	10/4/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Oct. 4)
10/5/25	10/5/25	Oracle database RMAN Oracle Secure Backup (OSB) Certificate update in coreapp-prod databases
10/5/25	10/5/25	CalSAWS Priority Release 25.10.05

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
10/6/25	10/7/25	STANDARD - Weekly creation Change and Security Updates - Monday (Oct. 6)
10/6/25	10/6/25	Standard Change: ForgeRock DEV DR Release 25.10.06
10/6/25	10/6/25	Integrate County Site UPS Devices into SolarWinds Monitoring-36050
10/6/25	10/6/25	Integrate County Site UPS Devices into SolarWinds Monitoring-36040
10/7/25	10/7/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Oct. 7)
10/7/25	10/7/25	Integrate County Site UPS Devices into SolarWinds Monitoring-36086
10/7/25	10/7/25	Integrate County Site UPS Devices into SolarWinds Monitoring-36061
10/8/25	10/8/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
10/8/25	10/10/25	Update API Gateway Details for OCAT Service in coreapp-development 650244008899.
10/8/25	10/10/25	2-Faulty UPS Replacement at 33336-Riverside, 2300 Market Street Riverside, CA 92501 US
10/8/25	10/10/25	Role update for iam-role-ivr-getdocumentstatusinfo-lambda across Contact Center Non Production Accounts
10/8/25	10/10/25	SYS2 online target group is misnamed
10/8/25	10/10/25	Enable access to jenkins1.appsbx.aws.calsaws.net to offshore workspace -Techops
10/8/25	10/8/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Oct. 8)
10/8/25	10/8/25	CalSAWS Priority Release 25.10.08
10/8/25	10/8/25	ServiceNow Release 25.10.08
10/8/25	10/10/25	IAM user key rotation for OCAT - non-prod
10/8/25	10/8/25	IOS Upgrade for AWSWLC001 - Upgrade from 17.12.4 to 17.15.3
10/8/25	10/10/25	Removal of stale entries from Standard IP Access List 85 from all network devices from Attached Excel sheet
10/8/25	10/10/25	IAM Users Key Rotation - Dev/Test
10/8/25	10/9/25	Enable vpn access to dr prod database
10/8/25	10/10/25	TPx 200M Spectrum circuit install at new site 4080 Lemon St, Riverside (33012)
10/9/25	10/9/25	Disaster Recovery (DR) second dry run 10/09/2025

DATE(S)		ACTIVITY DESCRIPTION
10/9/25	10/9/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
10/9/25	10/10/25	Faulty UPS Replacement at 33342-Riverside, 517 Parkridge Ave, Norco, CA 92860
10/9/25	10/10/25	Ventura & Solano County domain change, CA-290515 & CA-287845
10/9/25	10/9/25	Standard Change: ForgeRock AT Release 25.10.09
10/9/25	10/9/25	Standard Change: ForgeRock Staging Environment Build 25.10.09
10/9/25	10/9/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Oct. 9)
10/9/25	10/9/25	CalSAWS Priority Release 25.10.09
10/9/25	10/9/25	ServiceNow Release 25.10.09
10/10/25	10/10/25	Standard Change: ForgeRock AT DR Release 25.10.10
10/10/25	10/10/25	Standard Change: ForgeRock Dev Release 25.10.10
10/10/25	10/10/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Oct. 10)
10/10/25	10/10/25	CalSAWS Priority Release 25.10.10
10/12/25	10/12/25	Disaster Recovery (DR) test on 10/12/2025

4.3.2 Deployments

The CalSAWS Infrastructure team successfully deployed the following releases from the last reporting period:

Table 4.3.2-: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 25.10.05	10/05/2025
Priority Release 25.10.03	10/03/2025
Priority Release 25.10.02	10/02/2025
Priority Release 25.10.01	10/01/2025
Priority Release 25.09.30	9/30/2025
Priority Release 25.09.29	9/29/2025
Priority Release 25.09.28	9/28/2025
Priority Release 25.09.26	9/26/2025
Priority Release 25.09.25	9/25/2025

RELEASE NUMBER	DEPLOYMENT DATE
Emergency Deployment 25.09.25	9/25/2025
Priority Release 25.09.23	9/23/2025
Priority Release 25.09.22	9/22/2025

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															
	Unavailable														
	Reduced Availability														
	Available														
Activity Description	Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeers	OCAT	Central Print Training Production	Communication Method	Communication Sent Date
Production Maintenance	10/12/25	6:00 AM	10/12/25	11:59PM										CIT 0097-25	8/13/2025
													Broadcast Email	9/26/2025 9/30/2025	
Adhoc Reporting Database Maintenance	10/12/25	6:00 AM	10/12/25	11:59PM										CIT 0097-25	8/13/2025
													Broadcast Email	9/26/2025 9/30/2025	
BenefitsCal Maintenance	10/12/25	11:00 AM	10/12/25	2:00 PM										CIT 0097-25	8/13/2025
													Broadcast Email	9/26/2025 9/30/2025	
OCAT Maintenance	10/12/25	11:00 AM	10/12/25	2:00 PM										CIT 0097-25	8/13/2025
													Broadcast Email	9/26/2025 9/30/2025	
Adhoc Reporting Database Maintenance	10/19/25	12:00 PM	10/19/25	4:00 PM										CIT 0124-25	10/3/2025
													Broadcast Email	TBD	
Production Maintenance	10/19/25	1:00 PM	10/19/25	6:30 PM										CIT 0124-25	10/3/2025
													Broadcast Email	TBD	
Imaging (Hyland) Maintenance	10/24/25	10:00 PM	10/25/25	1:00 AM										Broadcast Email	TBD
BenefitsCal Release 25.10.30	10/30/25	8:00 PM	10/30/25	9:30 PM										Broadcast Email	TBD
ForgeRock Maintenance	10/31/25	10:00 PM	11/01/25	2:00 AM										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 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.
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 San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) requirements gathering sessions are complete.

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 completed. 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 Kiosk Intune deployment completed.
- County validation completed.
- Intune, SCCM, Android deployment planning completed.
- Failover/Contingency planning completed.
- CIT communications delivered with county readiness instructions.
- Production deployment completed on 10/5/2025.

7.3 Oracle@AWS Migration

- Almost finalized the migration project planning, and resourcing plan
- Completed initial security reviews and currently enacting the implementation of security measures to enable our activation of the Oracle at AWS linking.
- Executed several technical workshops with Oracle to ramp our technical team on the Oracle migration paths, tools, and architecture.

7.4 Log of Open SCRs

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

Table 7.4-1: Other Open SCRs

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
OCAT-11	3/28/2025		Standardize OCAT Scanning - Qualsys	New
GAGR-892	8/19/2025	Client Correspondence	San Joaquin County GAGR Exstream Automated	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Solution Development and Implementation	
GAGR-889	8/18/2025	Client Correspondence	Replace current GR NOA Back for Orange County	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-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	1/17/2025	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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			GAGR Correspondence Service	
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-463	10/24/2023	Client Correspondence	Test on Deferred test cases from all previous releases from 21.11 to 23.09	System Test
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-294828	10/2/2025	Infra Contact Center	San Mateo - Requesting new IVR Local phone number tied to new Queue	New
CA-294802	10/1/2025	Infra Central Print	Turn Off Return Mail Warning Tasks for Humboldt County	Test Complete
CA-294755	9/30/2025	Infra Tech Ops	Enable CalSAWS Access for the Service Accounts	New
CA-294733	9/29/2025	Infra Tech Ops	Upgrade Bitbucket to LTS 9.4.11	New
CA-294719	9/26/2025	Infra Contact Center	San Bernardino - 5/1/26 Update the Contact Center Queue Prompts and the Menu Prompts	New
CA-294718	9/26/2025	Infra Contact Center	San Bernardino - 4/16/26-4/30/26 Update the Contact Center Queue Prompts and the Menu Prompts	New
CA-294693	9/25/2025	Infra Contact Center	Enhance Existing Consortium Informational Message in IVR	New
CA-294678	9/25/2025	Infra Contact Center	Riverside - Queue message Addition	Design in Progress
CA-294650	9/24/2025	Infra Contact Center	San Bernardino - 1/5/26 - 4/15/26 Update the Contact Center Queue Prompts and the Menu Prompts	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-294635	9/23/2025	Infra Imaging	Change Person Selection field to blank if the Case Number field is changed	New
CA-294588	9/19/2025	Consortium	Communication Portal â€“ Multi-Phase Modernization	New
CA-294517	9/16/2025	Infra Contact Center	Schedule routing profile sync from Connect to eCCP	Approved
CA-294513	9/16/2025	Infra Imaging	County Purchase - Alameda - Move Person Images for Confidential FC/AAP/KG Cases	Design in Progress
CA-294426	9/11/2025	Infra Contact Center	Fresno-IVR Queue Enhancements	System Test
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-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
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-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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Maximum Contacts in Queue™ Threshold	
CA-294115	8/29/2025	Infra Contact Center	Fresno-IVR - Call Tree Change (Max Call Queue Capacity)	Design in Progress
CA-294069	8/27/2025	Infra Tech Ops	Update Lobby Monitor Calling TTS 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	Approved
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	Test Complete
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-293093	7/24/2025	Infra Contact Center	Enhance Reschedule appointment functionality - Existing Functionality	New
CA-293031	7/22/2025	Infra Tech Arch	Migrate to Oracle DB@AWS & Upgrade to Oracle version 23ai	New
CA-292919	7/16/2025	Security	Gainwell M&O Team - OCAT Environment Integration	Design in Progress
CA-292918	7/16/2025	Infra Tech Ops	OCAT Gitlab Environment Integration with Snyk for AppSec Testing M&O	Design in Progress
CA-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-292061	6/16/2025	Infra Imaging	Inactivate form name "Affidavit" in the Imaging Solution	Test Complete
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	Design in Progress
CA-291514	6/2/2025	Security	OCAT Gitlab Environment Integration	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	In Development
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-291073	5/19/2025	Infra Tech Support	Pilot - AI-Driven Documentation, Code Generation and Code Pilot	Design in Progress
CA-290964	5/14/2025	Infra Contact Center	2025 SSApp Update R&R and Estate Recovery Language	New
CA-290959	5/14/2025	Infra Tech Ops	AT7 Environment Upgrade to support Deloitte M&E Transition 25.09 SCR and Defect Reverse Shadow Efforts	Design in Progress
CA-290863	5/12/2025	Infra Tech Support	Managed Lobby Equipment Management in InTune	New
CA-290856	5/12/2025	ServiceNow	ServiceNow SAML Entity Upgrades - Implementation	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-290827	5/9/2025	Infra Contact Center	Non-utilized queues removal	System Test
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 BenefitsCal 10/30 Release	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	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 plug-in 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-287484	2/5/2025	Infra Contact Center	RPA report should take failed instances into account	New
CA-287326	1/31/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	1/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
CA-287323	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	Design in Progress
CA-287322	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow ITOM Discovery Gainwell Implementation	Test Complete
CA-287321	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Software Asset Mgmt (SAM) Gainwell Implementation	Design in Progress
CA-286827	1/16/2025	Infra Contact Center	Annual Update of Telephonic Signature Rights and Responsibilities 2025	New
CA-286281	12/26/2024	Infra Contact Center	County purchase -Los Angeles MOD Hotline into AWS	New
CA-285780	12/12/2024	Infra Tech 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 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-283862	10/17/2024	Infra Contact Center	Humboldt Call Center (BenefitsCal Web Chat) ChatBot enablement	New
CA-283358	10/4/2024	Infra Contact Center	IVR Response Timeout Issue for Customers - Policy compliance	New
CA-283266	10/2/2024	Infra Contact Center	Update IVR, welcome bot and authentication bot to understand all threshold languages	New
CA-283265	10/2/2024	Infra Contact Center	Welcome bot to add threshold languages currently supported by IVR.	New
CA-283075	9/26/2024	Infra Contact Center	External Agency AWS- Abandon Interval not summing to Total Abandonment	New
CA-283043	9/25/2024	Infra Contact Center	Access to Nuance to retrieve real time and historical voice biometrics data	New
CA-283041	9/25/2024	Infra Contact Center	Integrate 10 Key and Drop Down for eCCP	New
CA-283040	9/25/2024	Infra Contact Center	Caller's wait time should be preserved through their call transfer	New
CA-283037	9/25/2024	Infra Contact Center	Enable Spanish Transcriptions in Calabrio recordings for Spanish calls	New
CA-283031	9/25/2024	Infra Contact Center	Gamification Enhancements for eCCP	New
CA-283028	9/25/2024	Infra Contact Center	Update RPA EBT replacement IVR call flow from Global to County Message	New
CA-282933	9/23/2024	Infra Contact Center	Provide View only access to Admin Profile team in AWS Connect console	Design in Progress
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

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	DMDP-21: 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)	New
CA-275376	3/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-275373	3/13/2024	Infra Contact Center	Amazon Connect/eGain Back End Database Access	New
CA-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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

7.5 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 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
- 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

