

# CalSAWS

California Statewide Automated Welfare System



## Bi-Weekly Status Report

### CalSAWS Infrastructure

Reporting Period: October 20, 2025 – November 2, 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"> <li>The CalSAWS System did not experience any unplanned outages during this period.</li> </ul>
Defects	<ul style="list-style-type: none"> <li>There are 57 active Infrastructure Production defects.</li> </ul>
Incidents	<ul style="list-style-type: none"> <li><b>FIX IN PROGRESS:</b> PRB0052574 – Starting at 12:00 PM on October 30, 2025, some users from Napa and Solano counties are experiencing intermittent delay issues receiving One Time Passcode (OTP) email used for logging into CalSAWS and associated systems. Impacted users may experience issues receiving OTP email until the issue is resolved. The project team is actively investigating the issue with the county IT team and AWS vendor. An update will be provided as additional information becomes available. Update: The AWS vendor and project team investigated the issue and found OTP emails are being sent from CalSAWS to users as expected. Napa and Solano County IT continue to troubleshoot and engaging with their email security software vendor for further investigation. An update will be provided when the issue is resolved.</li> <li><b>FIX IN PROGRESS:</b> PRB0052519 – Starting at 2:10 PM on October 20, 2025, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems. Sierra County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is actively investigating the issue. An update will be provided as additional information becomes available.  Update: A local county contact confirmed there is no internet connectivity to the only workstation used to access CalSAWS from the Downieville site. As requested by the county user, a troubleshooting call has been scheduled at 11:00 AM tomorrow to investigate the connectivity issue.  Update #2: The project team confirmed CalSAWS network connectivity to the site is operating as normal. A technical point of contact from Sierra County confirmed they continue to investigate the local network connectivity issue and estimates to resolve the issue by end of day Thursday, October 23, 2025. An update will be provided by 10:00 AM Friday, October 24, 2025.</li> <li><b>RESOLVED:</b> PRB0052580 – Starting at 8:00 PM on October 30, 2025, BenefitsCal customers are unable to search for an office under the Help</li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>Center section in BenefitsCal portal. BenefitsCal customers will not be able to search for an office under the Help Center section in BenefitsCal portal until the issue is resolved. The BenefitsCal project team is actively working to resolve the issue. Defect CSPM-82012 has been created and targeted for deployment by tonight, October 31, 2025. Note: This issue does not impact office search under the Application for Benefits flow.</p> <p>As of 2:30 PM on October 31, 2025, this issue has been resolved with the deployment of the fix for CSPM-82012. Customers are now able to search for an office under the Help Center section in BenefitsCal portal.</p> <p>Note: A BenefitsCal Emergency Maintenance was completed to address this issue from 2:00 PM – 2:30 PM by the BenefitsCal project team.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED:</b> PRB0052575 – Starting at 1:34 PM on October 30, 2025, San Bernardino County users at the 1175 W Foothill Blvd Rialto site are unable to access CalSAWS and associated systems due to a power outage. San Bernardino County users at the Rialto site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS team is actively monitoring updates from the utility provider. Currently there is no estimated time for power restoration. An update will be provided when the issue is resolved.</li> </ul> <p>As of 5:00 PM on October 30, 2025, the issue has been resolved. Power at the Rialto site has been restored and users are able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED:</b> PRB0052565 – Starting at 9:27 AM on October 29, 2025, Plumas County users at the 270 County Hospital Rd, Quincy, site are unable to access CalSAWS and associated systems. Plumas County users at the Quincy site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The local utility provider did not indicate any power outages at the site. The project team engaged TPx to investigate the issue, and an update will be provided when the issue is resolved. As of 9:49 AM on October 29, 2025, this issue has been resolved. Users at the Quincy site experienced internet connectivity issues due local internet outage. Internet connectivity at the Quincy site has been restored and users are now able to access CalSAWS and associated system.</li> <li>▪ <b>RESOLVED:</b> PRB0052549 – Starting at 3:25 PM on October 24, 2025, Humboldt County users at the 929 Koster St, Eureka site are unable to access CalSAWS and associated systems due to a local power outage. Humboldt County users at the Eureka site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The local utility provider is currently working on repairing the cause of the issue, with an estimated time of restoration of 5:15 PM today. The CalSAWS project team is actively monitoring updates from the utility provider and will provide an update when the issue is resolved. As of 7:08 PM on October 24, 2025, this issue is resolved. Power at the Eureka site has been restored and users are able to access CalSAWS and associated systems.</li> <li>▪ <b>RESOLVED:</b> PRB0052542 – Starting at 7:00 AM on October 24, 2025, some Forms and Notices of Action (NOAs) from October 23, 2025, batch run</li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>have not been generated. Printing and mailing of impacted Forms and NOAs will be delayed until the issue is resolved. The Project team identified an issue with an external vendor software that impacted the batch run. As a result, some Forms/NOAs did not generate. As of 11:00 AM this morning, the issue has been remediated by the external vendor. Impacted Forms/NOAs will be generated with the nightly batch run on October 24, 2025. An update will be provided when the impacted Forms/NOAs are generated. As of 7:00 AM on October 25, 2025, the issue has been resolved. Users are now able to Print and mail the impacted Forms and NOAs.</p> <ul style="list-style-type: none"> <li>▪ <b>RESOLVED:</b> PRB0052533 – Starting at 11:30 PM on October 22, 2025, Users were unable to log into CalSAWS, BenefitsCal and other ForgeRock connected applications noted below. Users experienced issues accessing CalSAWS, BenefitsCal and other ForgeRock connected applications until the issue was resolved. The project team remediated the issue and is investigating the cause. As of 11:45 PM on October 22, 2025, the issue has been resolved. Users are now able to access CalSAWS, BenefitsCal and other ForgeRock connected applications.</li> <li>▪ <b>RESOLVED:</b> PRB0052518 – Starting at 8:09 AM on October 20, 2025, CalSAWS Calabrio users may experience intermittent performance issues while navigating in Calabrio, including time-outs while performing actions. CalSAWS Calabrio users may experience slowness and time-out issues until the issue is resolved. The project team reported intermittent slowness and time-outs while navigating through Calabrio. The team has engaged the Calabrio vendor to further investigate the issue. There is currently no estimated time of restoration. An update will be provided when additional information becomes available.  Update: The Calabrio vendor confirmed the Calabrio degradation in performance is the result of ongoing AWS outages impacting multiple regions. The vendor is currently working on making necessary changes to address issues impacting Calabrio users. The project team has seen improvement in performance and continues to monitor for updates. There is currently no estimated time of restoration. An update will be provided when additional information becomes available.  As of 6:30 AM on October 21, 2025, the issue has been resolved. Calabrio services are fully restored, and response times are back to normal.</li> <li>▪ <b>RESOLVED:</b> PRB0052430 – Starting at 7:00 AM on October 6, 2025, some lobby kiosks are experiencing issues with the virtual keyboard, including: <ul style="list-style-type: none"> <li>- Virtual keyboard not displaying when clicking on text fields.</li> <li>- Virtual keyboard not being displayed and/or not re-displaying after it's been closed.</li> <li>- For kiosks with persistent virtual keyboard present, users may not be able to move the keyboard window if it is covering portions of the screen.</li> </ul> Users will not be able to enter texts within the lobby kiosks until the issue is resolved. Workaround: Counties can restart the kiosk to receive the latest update for the keyboard and/or can add a physical keyboard as an alternate procedure.</li> </ul>



TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>As part of the Lobby Modernization update, some lobby kiosks with certain monitor components may not have received the latest keyboard update. The project team is actively working to resolve the issue. It is recommended that county PPOCs share the current Lobby Modernization Hypercare Bridge call with the appropriate staff to join for assistance, and/or submit a ticket following your county process with the affected kiosk workstation ID and/or serial number.</p> <p>Update: Issues related to the persistent virtual keyboard have been resolved. To improve the user experience for kiosks that currently have the persistent virtual keyboard, a deployment is scheduled for this weekend (10/17 – 10/19) to update the specific devices. A CalSAWS Informational Alert broadcast, with further details, has been sent. The team will continue to monitor, and an update will be provided on Monday, October 20th.</p> <p>As of 8:00 AM on October 20, 2025, the issue has been resolved. The deployment over the weekend to improve user experience for the lobby kiosks with a persistent virtual keyboard was implemented successfully. If users experience additional issues with lobby kiosks, please submit a ticket to the CalSAWS Project following your county process.</p>
Maintenance/ Deployments	<ul style="list-style-type: none"> <li>11/01/2025: Deployment - Priority Release 25.11.01 (CHG0056577)</li> <li>10/31/2025: Maintenance – Identity and Access Management Solution (ForgeRock)</li> <li>10/31/2025: Deployment - Priority Release 25.10.31 (CHG0056576)</li> <li>10/30/2025: Deployment - Priority Release 25.10.30 (CHG0056545)</li> <li>10/29/2025: Deployment - Priority Release 25.10.29 (CHG0056604)</li> <li>10/28/2025: Deployment - Priority Release 25.10.28 (CHG0056575)</li> <li>10/26/2025: Deployment - Priority Release 25.10.26 (CHG0056519)</li> <li>10/24/2025: Maintenance – Imaging (Hyland)</li> <li>10/24/2025: Deployment - Priority Release 25.10.24 (CHG0056518)</li> <li>10/23/2025: Deployment - Priority Release 25.10.23 (CHG0056517)</li> <li>10/22/2025: Deployment - Priority Release 25.10.22 (CHG0056465)</li> </ul>
Milestones	<ul style="list-style-type: none"> <li>9 Production Deployments during this reporting period</li> <li>Service Desk training sessions 1 of 4 completed</li> </ul>

## 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	DDEL in Progress	Submit DDEL 11/12

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
N/A	Facilities Plan	FDEL in Review	11/3

### 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 0132-25 Lobby Kiosks - Microsoft Intune Network Service Endpoint Change	1	10/29/2025
Scheduled CalSAWS Maintenance	A Forms Refresh is scheduled in both the Hyland Training and Training Production Environments starting on Saturday, November 1 at 8:00 AM and will complete the refresh by Sunday, November 2 at 8:00 AM.	3	10/23/2025
	CalSAWS Identity and Access Management Solution (ForgeRock) is scheduled for maintenance from 10:00 PM on Friday, October 31, 2025, until 2:00 AM on Saturday, November 1, 2025.		10/21/2025
	CalSAWS Learning Management System (LMS) is scheduled for maintenance from 7:00 PM to 11:00 PM on Friday, October 24, 2025.		10/20/2025
Scheduled BenefitsCal Maintenance	Completed - CalSAWS Broadcast >> BenefitsCal Emergency Maintenance	3	10/31/2025
	CalSAWS Broadcast >> BenefitsCal Emergency Maintenance		10/31/2025
	BenefitsCal application is scheduled for maintenance on Thursday, October 30, 2025, from 8:00 PM to 10:00 PM.		10/29/2025
Scheduled EBT Maintenance	None.		



CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – San Bernardino County - Rialto Site - Power Outage	14	10/31/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Rialto Site - Power Outage		10/30/2025
	Resolved - CalSAWS County Executive Communication – Plumas County - Quincy Site - Local Internet Outage		10/29/2025
	New - CalSAWS County Executive Communication – Plumas County - Quincy Site - Local Internet Outage		10/29/2025
	Resolved - CalSAWS County Executive Communication – Humboldt County - Eureka Site - Power Outage		10/27/2025
	Resolved - CalSAWS County Executive Communication – Humboldt County - Eureka Site - Power Outage		10/27/2025
	New - CalSAWS County Executive Communication – Humboldt County - Eureka Site - Power Outage		10/24/2025
	Update #3 - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		10/24/2025
	Resolved - CalSAWS County Executive Communication – ForgeRock Access Issue		10/23/2025
	Update - CalSAWS County Executive Communication – ForgeRock Access Issue		10/23/2025
	New - CalSAWS County Executive Communication – ForgeRock Access Issue		10/22/2025
	Update #2 - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		10/21/2025
	Update - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		10/20/2025
			Y

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		10/20/2025
Issue Notification	Resolved - PRB0052580	20	10/31/2025
	New - PRB0052580		10/31/2025
	Resolved - PRB0052575		10/31/2025
	---		---
	Update - PRB0052574		10/30/2025
	New - PRB0052575		10/30/2025
	New - PRB0052574		10/30/2025
	---		---
	Resolved - PRB0052565		10/29/2025
	New - PRB0052565		10/29/2025
	---		---
	Resolved - PRB0052549		10/27/2025
	---		---
	Resolved - PRB0052542		10/25/2025
	Resolved - PRB0052542		10/25/2025
	---		---
	New - PRB0052549		10/24/2025
	New - PRB0052542		10/24/2025
	---		---
	Resolved - PRB0052533		10/23/2025
	---		---
	Update - PRB0052519		10/21/2025
	Resolved - PRB0052518		10/21/2025
	---		---
	Resolved - PRB0052430		10/20/2025
	New - PRB0052519		10/20/2025
	Update - PRB0052518		10/20/2025
	New - PRB0052518		10/20/2025
Priority Release Requests for Approval	Priority Release 25.11.01 (CHG0056577)	9	10/31/2025
	Priority Release 25.10.31 (CHG0056576)		10/31/2025
	Priority Release 25.10.30 (CHG0056545)		10/30/2025
	Priority Release 25.10.29 (CHG0056604)		10/29/2025
	Priority Release 25.10.28 (CHG0056575)		10/28/2025
	Priority Release 25.10.26 (CHG0056519)		10/24/2025
	Priority Release 25.10.24 (CHG0056518)		10/24/2025
	Priority Release 25.10.23 (CHG0056517)		10/23/2025
	Priority Release 25.10.22 (CHG0056465)		10/22/2025
Informational Alert	CalSAWS Informational Alert >> Federal Government Shutdown - Impact on CalFresh Benefits	6	10/28/2025
	Update #2 - CalSAWS Informational Alert >> HR1 Ad-Hoc Reports		10/28/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Update: CalSAWS Informational Alert >> PRT Update: ABAWD		10/27/2025
	CalSAWS Informational Alert >> PRT Update: ABAWD		10/27/2025
	CalSAWS Broadcast >> County Alert Transmittal (CAT) >> CAT-004-2025 - CalFresh and CalWORKs program impacts due to Government shutdown		10/23/2025
	Update - CalSAWS Informational Alert >> HR1 Ad-Hoc Reports		10/23/2025
CalSAWS	Daily Health Report	10	10/31/2025 10/30/2025 10/29/2025 10/28/2025 10/27/2025 10/24/2025 10/23/2025 10/22/2025 10/21/2025 10/20/2025

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
None			

## 3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS Imaging	Imaging Solution (Hyland)	10/24/2025 10:00 PM to	Imaging will be unavailable during this time.		10/13/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
	maintenance	10/25/2025 1:00 AM			
BenefitsCal	BenefitsCal maintenance	10/30/2025 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		10/29/2025
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	10/31/2025 10:00 PM to 11/01/2025 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 0128-25 10/14/2025	10/21/2025

### 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
0132-25	Lobby Kiosks - Microsoft Intune Network Service Endpoint Change	Informational	October 29, 2025	Arturo Ramirez	Nonie Small-Reyes

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	

### 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	Completed
SIRFRA 1455	Record Telephonic Signature in CalSAWS	Completed
SIRFRA 4030	SAR 2, AR 2, and AR 2 SAR	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	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 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	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

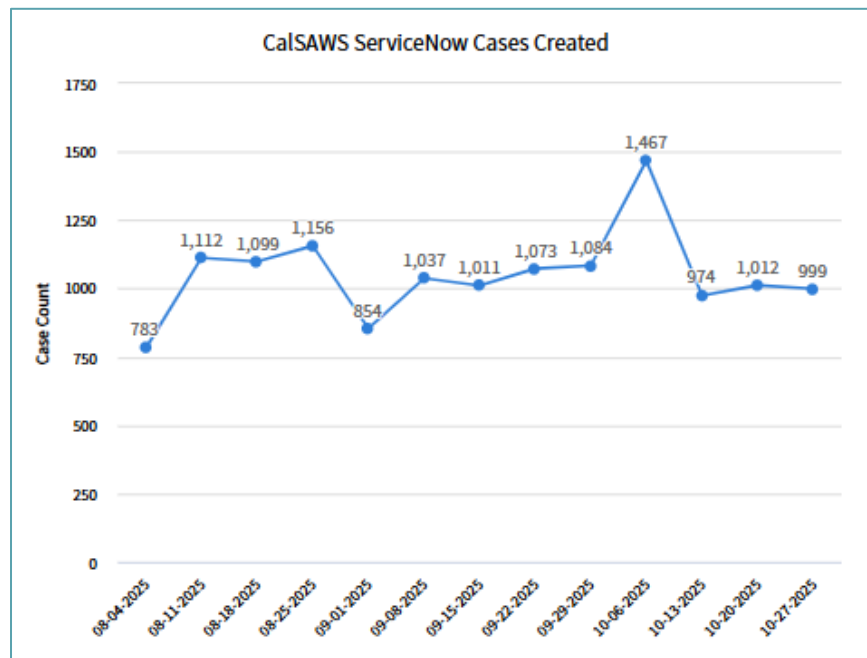


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

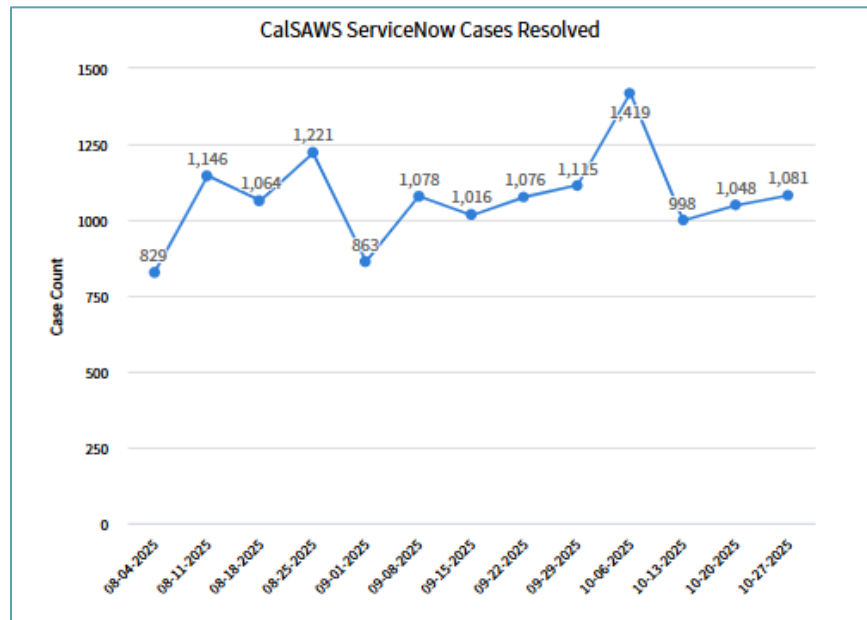


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

**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.

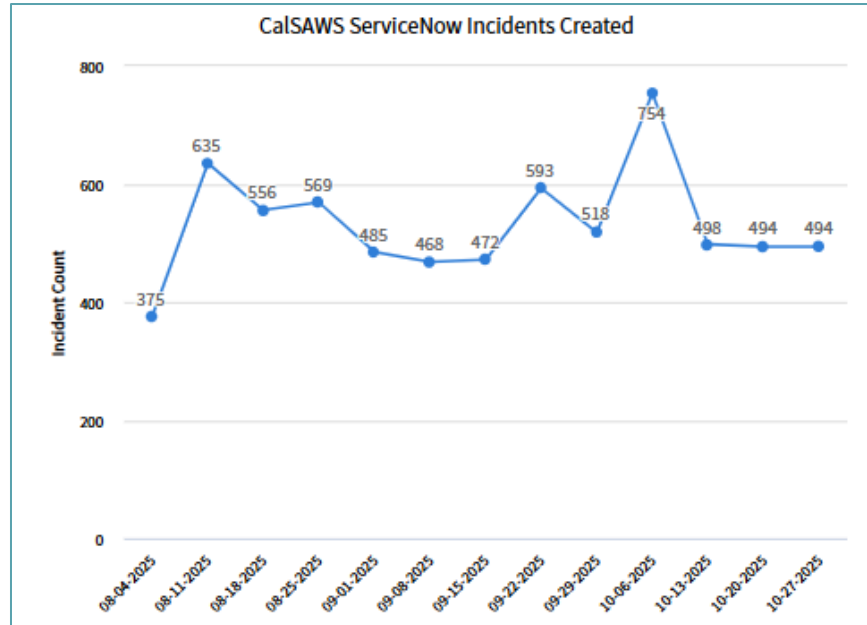


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

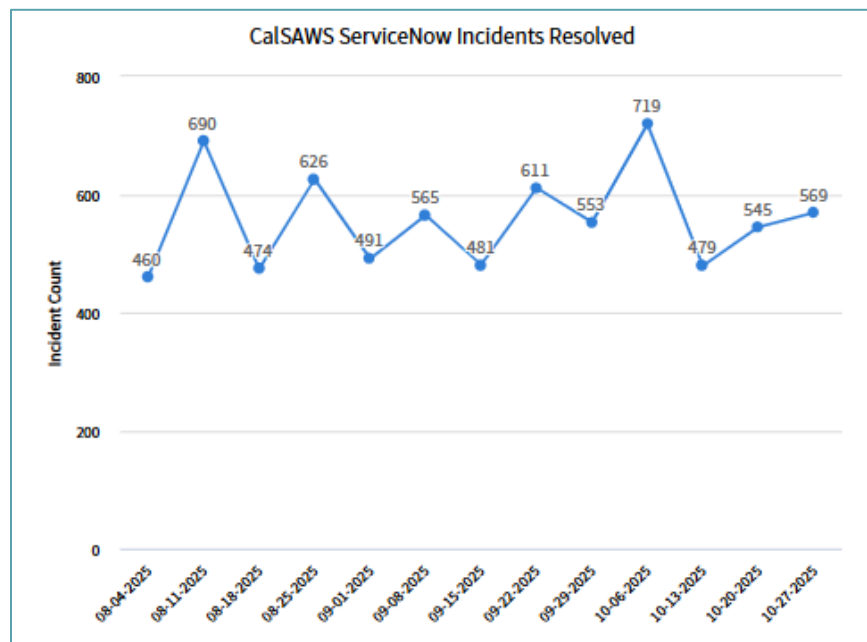


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

**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.

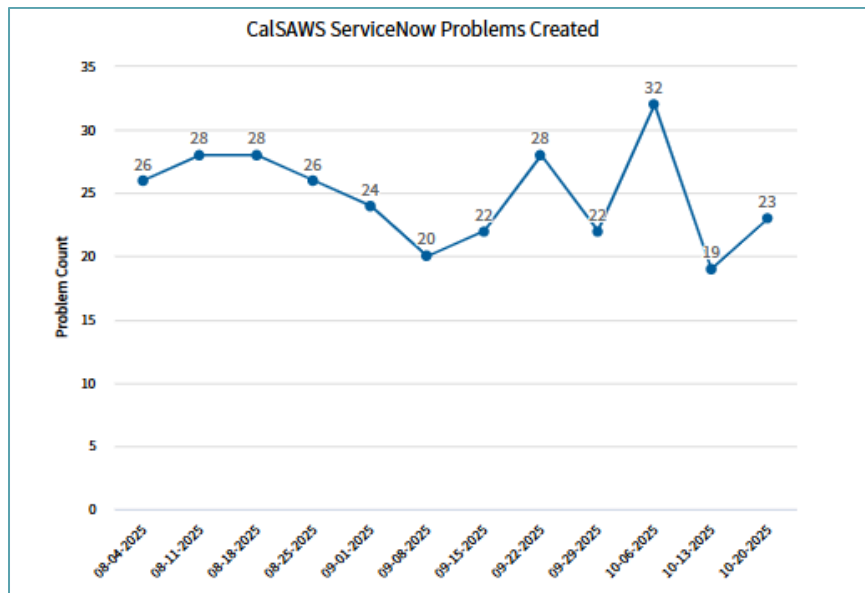


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

**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.

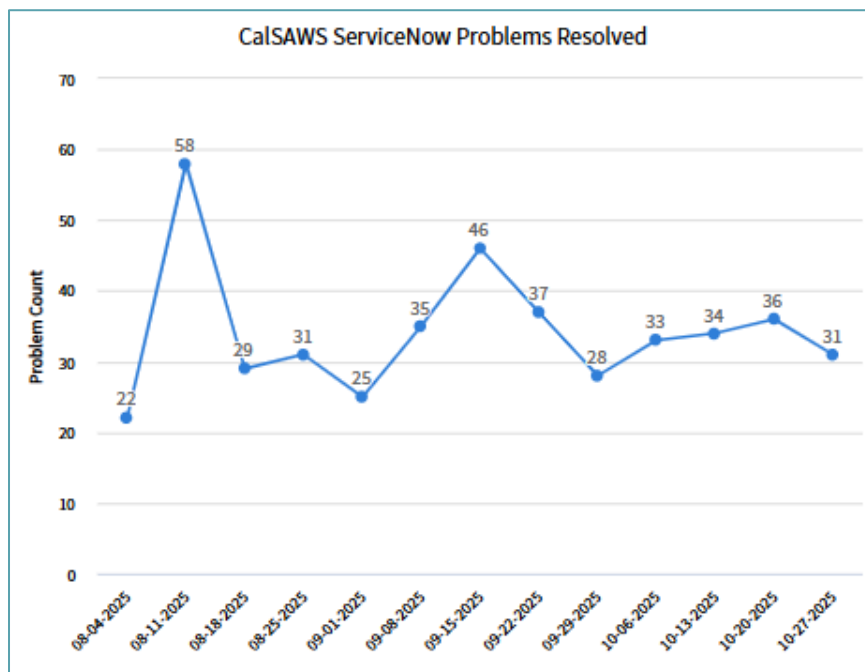


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

**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	4	15	7	2	2	5	5	2	42
IN PROGRESS	1	41	11	9	24	30	35	11	162
ON HOLD	0	57	22	12	40	33	32	19	215
RESOLVED	4	274	285	269	226	37	18	6	1119
CLOSED	13	5	2	45,133	95,961	17,681	12,068	3,554	174,417
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	1	0	1
TOTAL	22	392	327	45,425	96,253	17,786	12,159	3,592	175,956

**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.

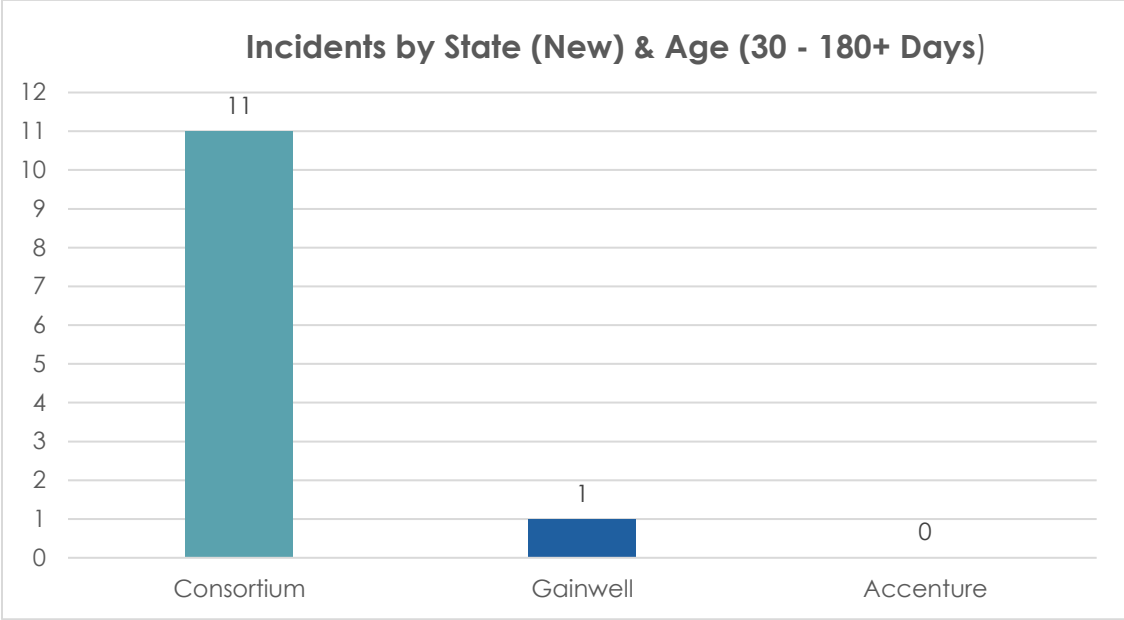


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	11	0	11
Gainwell	1	0	1
Accenture	0	0	0
Total	12	0	12

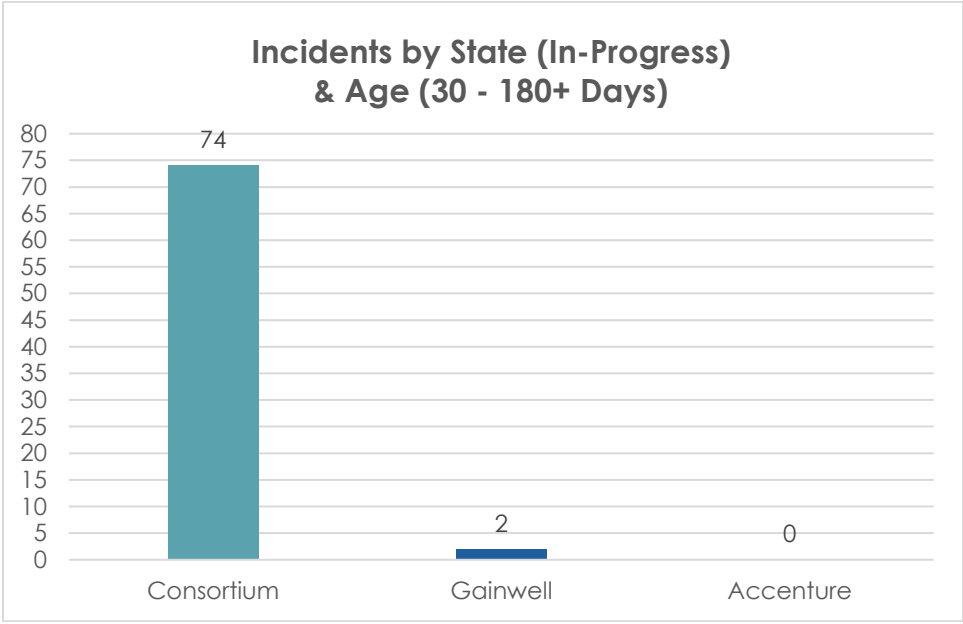


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	74	0	74
Gainwell	2	0	2
Accenture	0	0	0
Total	76	0	76



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

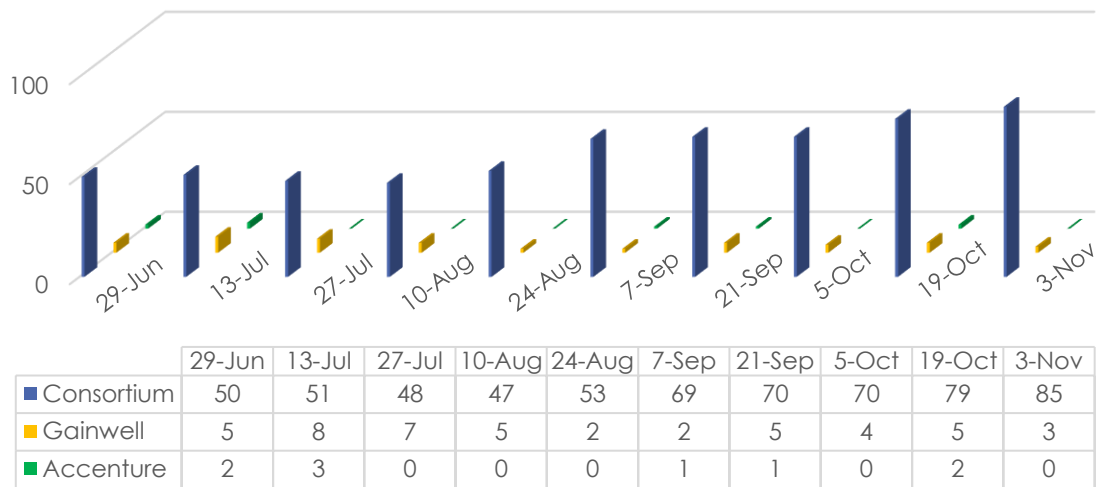


Figure 4.1.1-9:Aging Incident Backlog

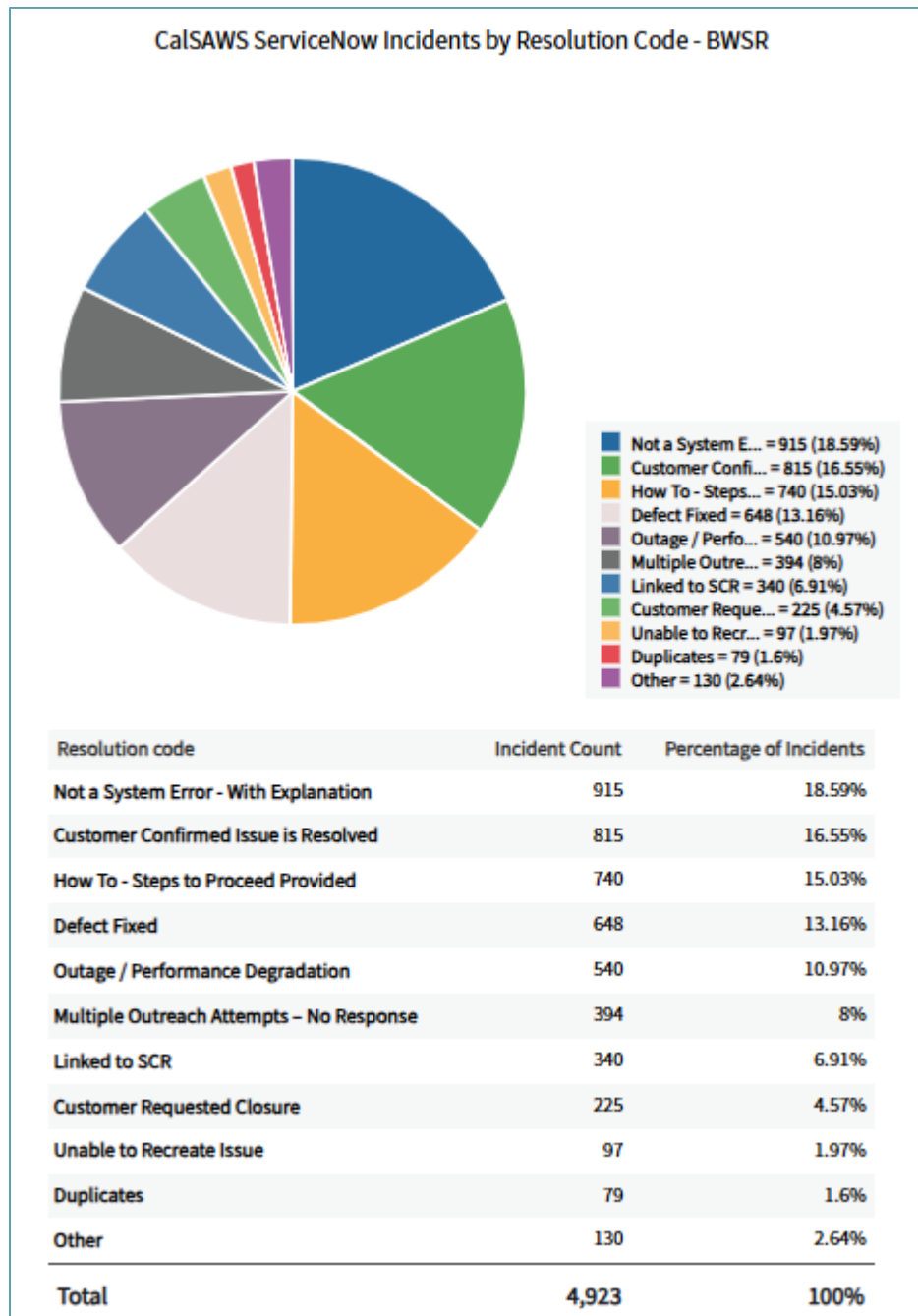


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

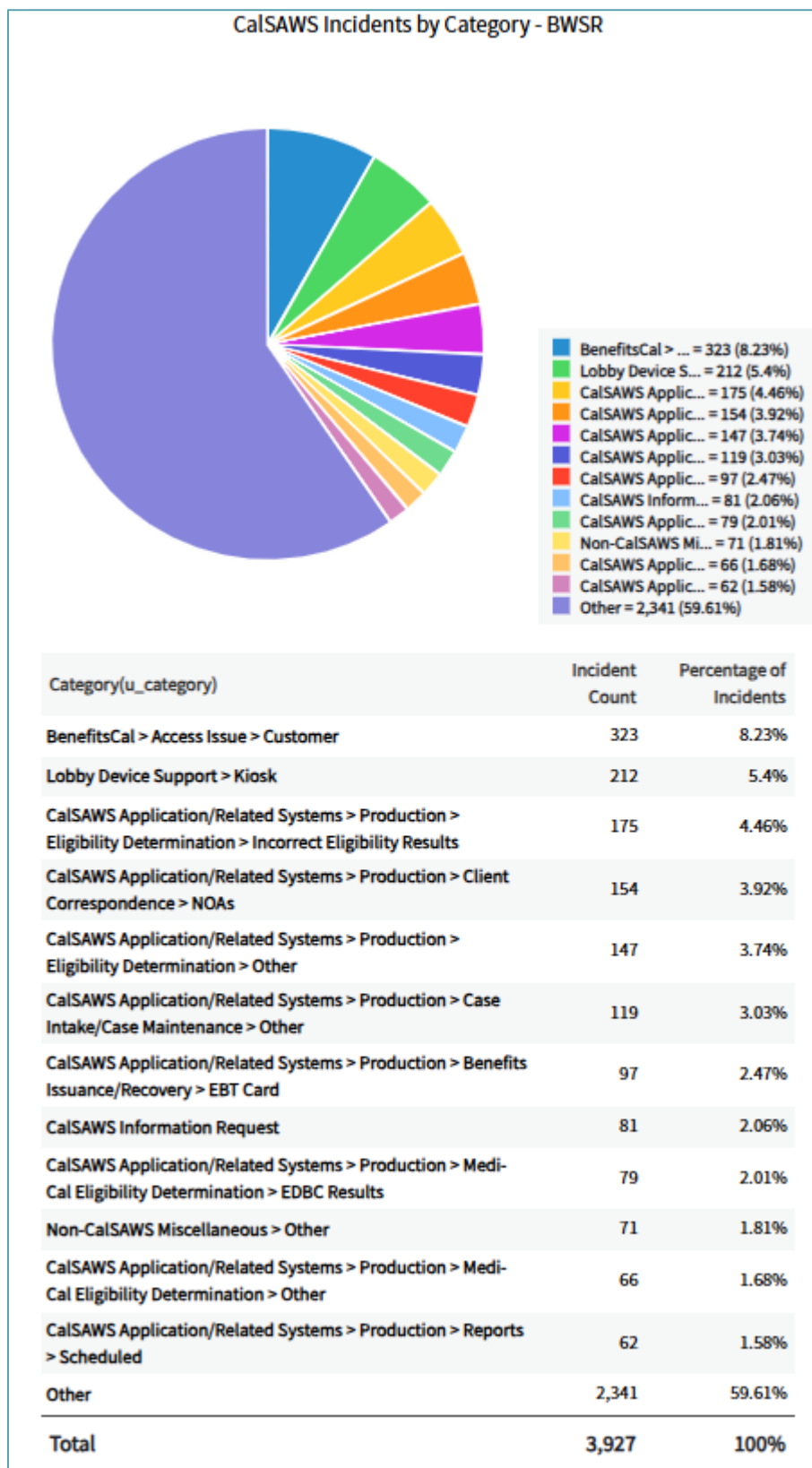


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 2,341 listed as Other are for selected categories that had less than 62 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,927 incidents.

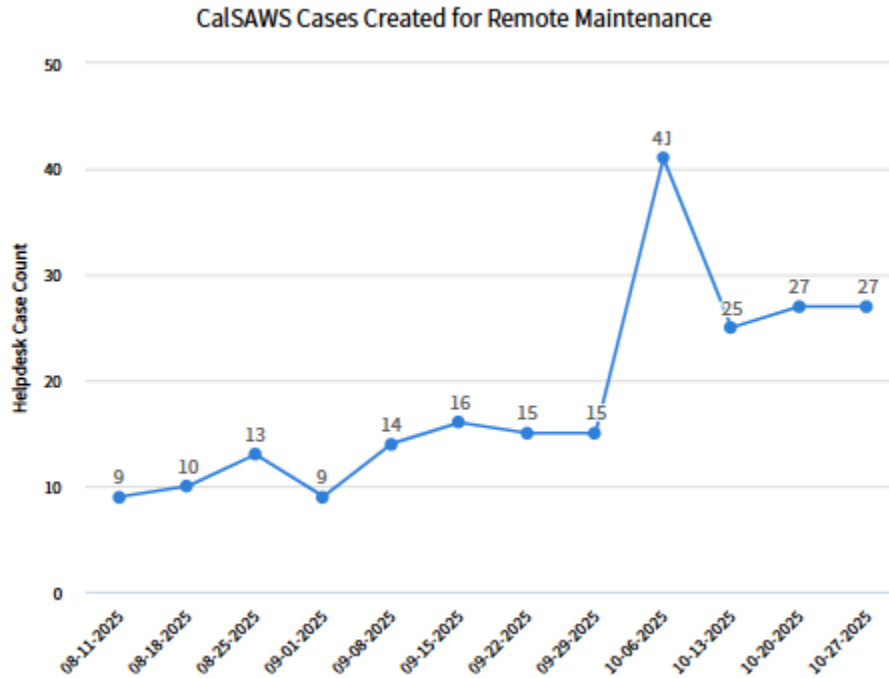


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 99.68%.

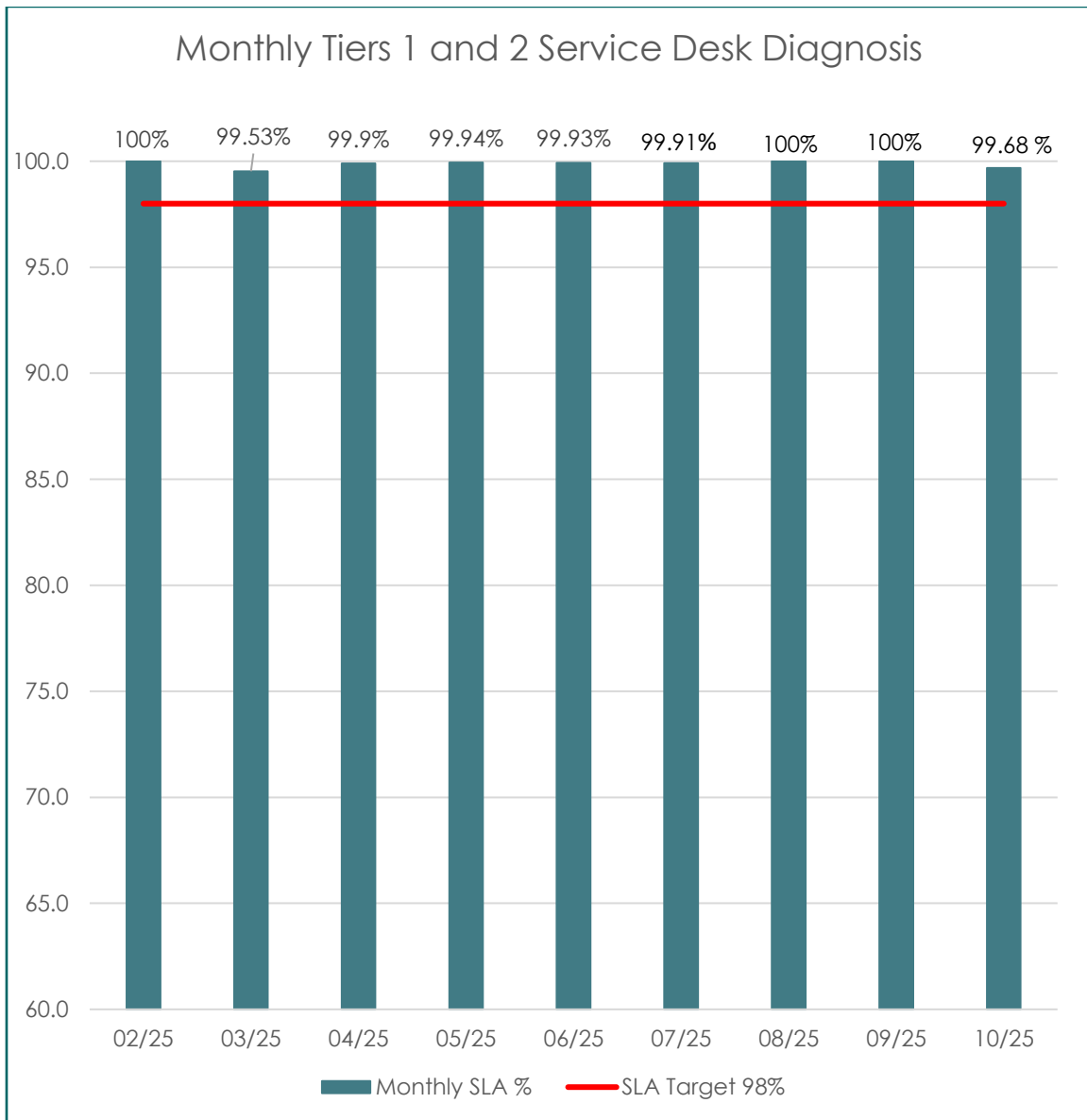


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 3 incidents missed the SLA in October MTD.

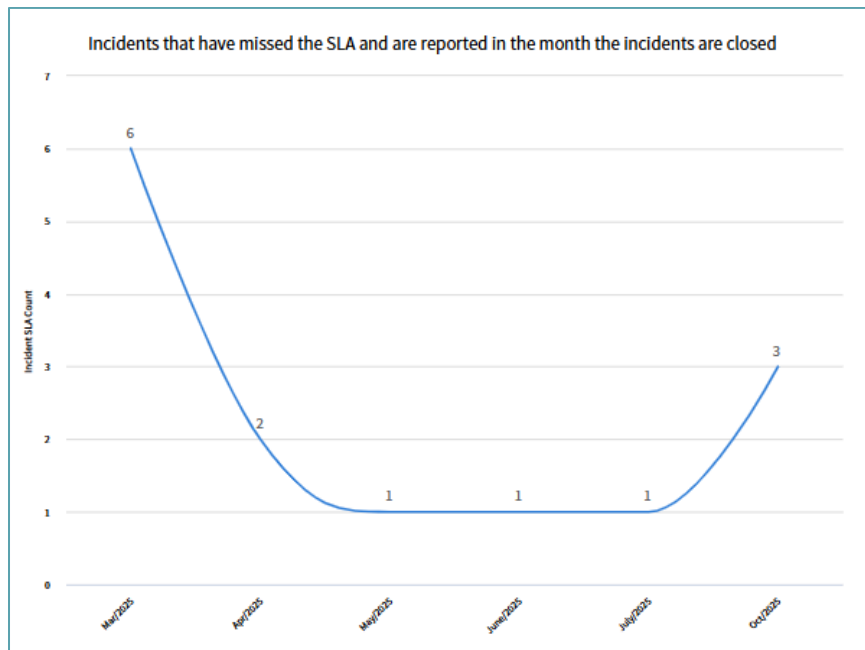


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. 3 closed incidents missed the SLA in October MTD.

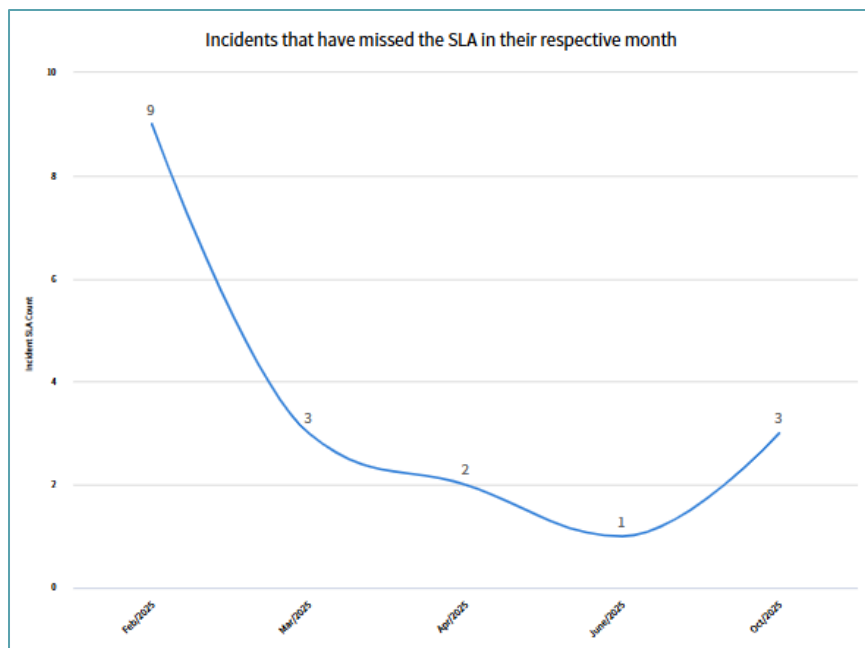


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.



## 4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

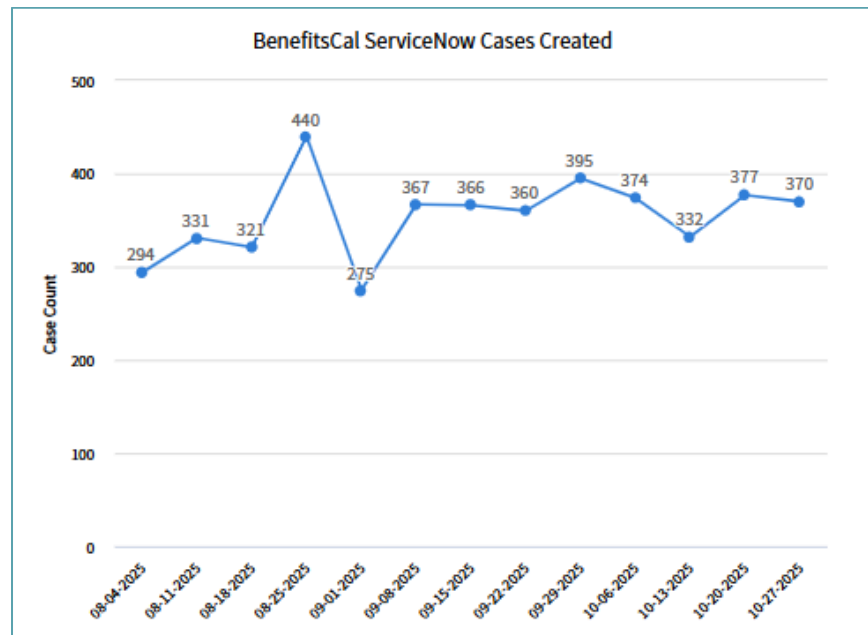


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

**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.

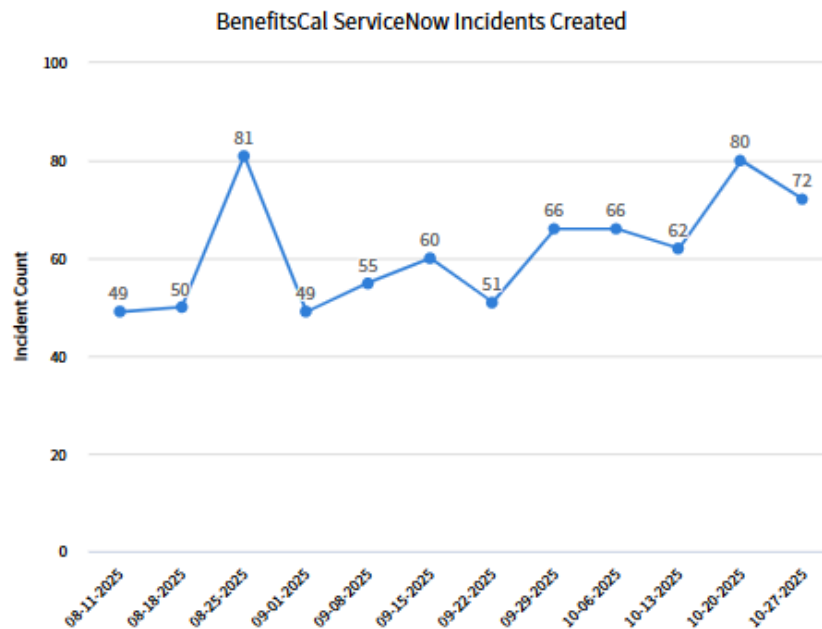


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

**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.

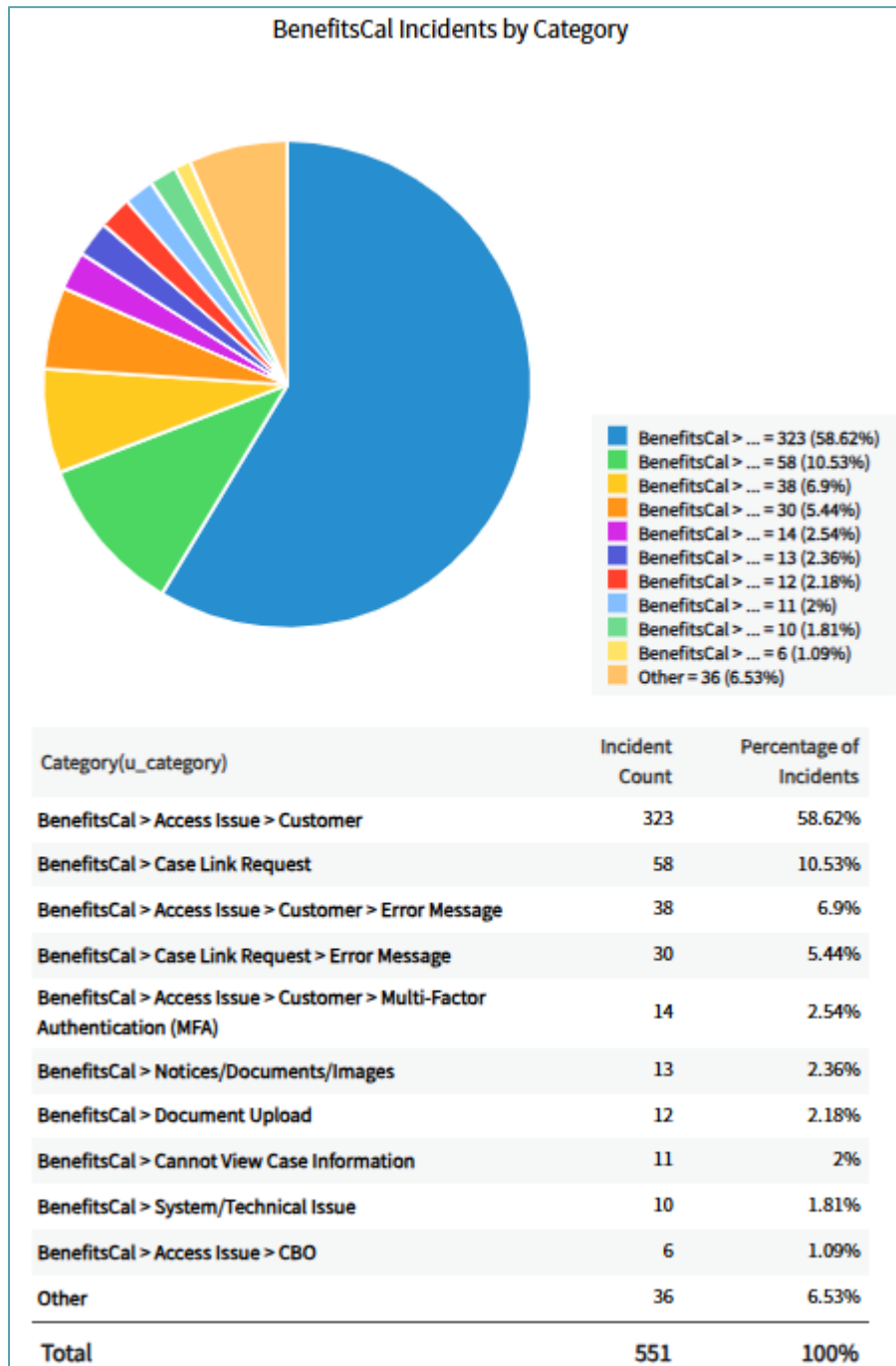


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 6.5% 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
399	Hyland DR Failover	10/12/2025	External - Hyland
400	ForgeRock Access Issue	10/22/2025	Infrastructure - ForgeRock
401	Confluent API End Point Change	10/24/2025	External - Confluent

## 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
CA-295509	10/30/2025	Infra Contact Center	Occasional error adding RPA journal entries	New
CA-295508	10/30/2025	Infra Contact Center	CA-291384 - LA task exception naming difference	New
CA-295490	10/30/2025	Infra Contact Center	San Bernardino - Spanish accent announcing the language and program	New
CA-295488	10/30/2025	Infra Contact Center	LA DCFS - missing IAM role	Assigned
CA-295437	10/28/2025	Infra Contact Center	Occasional Tsign lambda error	New
CA-295375	10/24/2025	Infra Contact Center	ca_ivr 25.10.09 code fix	New
CA-295374	10/24/2025	Infra Contact Center	Decommission electron package	New
CA-295371	10/24/2025	Infra Contact Center	Tsign KVS package updates	New
CA-295368	10/24/2025	Infra Contact Center	ECCP Supervisor Email Notifications Not Sent After 55 Minutes	New

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-295361	10/24/2025	Infra Contact Center	San Bernardino - add S3 triggers for agent metrics	Test Complete
CA-295332	10/23/2025	Infra Contact Center	25.10.09 kinesivideo package	In Development
CA-295330	10/23/2025	Infra Contact Center	25.10.09 axios packages	In Development
CA-295294	10/22/2025	Infra Tech Support	Splunk logs have a limited line limit and truncates the request payload if the encrypted text is too long (GAGR Service)	New
CA-295286	10/22/2025	Infra Contact Center	25.10.09 upgrade build tools	New
CA-295283	10/22/2025	Infra Contact Center	25.10.09 axios packages	Development Complete
CA-295282	10/22/2025	Infra Contact Center	25.10.09 repository config	New
CA-295280	10/22/2025	Infra Contact Center	25.10.09 unit test package	New
CA-295279	10/22/2025	Infra Contact Center	25.10.09 form-data packages	New
CA-295203	10/17/2025	Infra Contact Center	Monterey - Not Playing 'May be Recorded' prompt in Default Outbound	Test Complete
CA-295183	10/17/2025	Infra Tech Support	1st receipt not being printed post workstation restart for new Lobby Application on Kiosk device	In Development
CA-295043	10/9/2025	Infra Contact Center	Only one day of Historical Metrics causes error in eCCP	In Development
CA-295013	10/9/2025	Infra Contact Center	Some Agent Contact History not populating in eCCP Agent Profile	Test Complete
CA-295011	10/9/2025	Infra GenAI	FresnoGenAiKinesisProcessor Lambda error causing Summary to fail	Assigned
CA-294983	10/8/2025	Infra Contact Center	RPA Report Bots occasionally stick in pending	Assigned
CA-294918	10/7/2025	Infra Contact Center	Los Angeles - API Contacts being greater than Successful	Assigned
CA-294890	10/6/2025	Infra Contact Center	External Agency - AWS race condition when agent flow is longer than customer flow	Assigned
CA-294859	10/3/2025	Infra Contact Center	San Bernardino - C36_AuthenticationLexBot	Test Complete

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
			English selection being sent to Set Voice: Spanish	
CA-294856	10/3/2025	Infra Contact Center	TSign_CollectDOB prompt always plays in English	Test Complete
CA-294835	10/2/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Unable to group by Agent	Assigned
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	In Development
CA-294688	9/25/2025	Infra Contact Center	eCCP - Agent status Unknown when searching by name in Supervisor View	Reopened
CA-294573	9/18/2025	Infra Contact Center	External Agency - CCB stuck in the real time queue statistics in eCCP	New
CA-294550	9/17/2025	Infra Contact Center	CCP Contact Control Panel popping up	Assigned
CA-294315	9/8/2025	Infra Contact Center	IVR task call creating task for temporary programs	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-293741	8/14/2025	Infra Contact Center	RPA manager bot process error handling to add alert when fails.	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-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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-288055	2/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	In Development
CA-286673	1/10/2025	Infra Contact Center	External Agency - AWS-Duplicate Chat Received with Chat History	Assigned
CA-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-1436	8/8/2025	ServiceNow	Incident/problem warning for conversion to P1 tickets	Done
NOW-1452	10/8/2025	ServiceNow	POA&M ACLs / List Edit lock down	To Do
NOW-1433	8/1/2025	ServiceNow	ENV access request: verbiage removal	Done
NOW-1438	8/18/2025	ServiceNow	SLAs do not reattach for old vendor when sla cancels and vendor updates at same time	DOCUMENTING
NOW-1422	6/5/2025	ServiceNow	PROD SLA malfunction	To Do

## 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
10/20/25	10/21/25	STANDARD - Weekly creation Change and Security Updates - Monday (Oct. 20)



DATE(S)		ACTIVITY DESCRIPTION
10/20/25	10/22/25	NXOS Upgrade of LA3 Cisco devices from version 10.3(5)(M)) to 10.3(6)
10/20/25	10/20/25	Standard Change: ForgeRock DEV DR Release 25.10.20
10/20/25	10/20/25	Standard Change: ForgeRock DEV DR Release 25.10.20
10/21/25	10/21/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 20:30 (Oct. 21)
10/22/25	10/25/25	NON-PROD: Upgrade Java (Online + Batch) and October 2025 WLS Patches (Online) in coreapp-development (#650244008899)
10/22/25	10/29/25	Deploy the cloudformation template to create a event rule scheduler for Alameda County
10/22/25	10/22/25	Allow the use of additional optional connected experiences in Office
10/22/25	10/24/25	Complete the pending list of tasks after creation of separate Email API for ST in Coreapp-development account.
10/22/25	10/28/25	AMI deregistration and deletion older than 4 weeks (Creation of Lambda Role, AMI Lambda Function, and Eventbridge Event)
10/22/25	10/23/25	3-Faulty UPS Replacement at 24001-Merced,2115 Wardrobe Ave, Merced, CA 95341
10/22/25	10/22/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Oct. 22)
10/22/25	10/22/25	CalSAWS Priority Release 25.10.22
10/22/25	10/28/25	Update SNS Topic and Subscriptions to use correct endpoint and email addresses
10/22/25	10/24/25	Allow VPN Access to RDS instances in coreapp-production-network
10/22/25	10/24/25	Rotate passwords for all CalSAWS network devices (routers, switches, firewalls, load balancers, etc.) every 60 days to comply with internal security policies
10/22/25	10/23/25	Set Logging Behavior to info for the calsaws-courtesy-callback-connecttaskapi-lambda-prod lambda
10/22/25	10/24/25	Creation of Eventbridge Rule to receive alert when an instance is deregistered from their respective Target Groups
10/22/25	10/24/25	Allow VPN Access to RDS instances in OCAT-PERF
10/23/25	10/29/25	Standard Change: ForgeRock Testing in SandBox Environment 25.10.23-25.10.29
10/23/25	10/23/25	Upgrade Delphix masking engine to version 2025.5.0.2 in coreapp-staging
10/23/25	10/27/25	Coreapp-sandbox : Upgrade Sandbox Bitbucket to LTS 9.4.12

DATE(S)		ACTIVITY DESCRIPTION
10/23/25	10/24/25	Install jobexecutor patch from Bicsuite vendor to prevent potential error in batch execution.
10/23/25	10/23/25	Decommissioning of network devices at San Bernardino site - 36023
10/23/25	10/23/25	Standard Change: ForgeRock Staging Environment Build 25.10.23
10/23/25	10/24/25	Faulty UPS Replacement at 24005-Merced,947 W Pacheco Blvd Ste C, Los Banos, CA 93635
10/23/25	10/23/25	Standard Change: ForgeRock AT Release 25.10.23
10/23/25	10/23/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Oct. 23)
10/23/25	10/23/25	CalSAWS Priority Release 25.10.23
10/23/25	10/23/25	ENV access request: Detail verbiage removal
10/23/25	10/23/25	PROD: Update September 2025 Pitney Bowes Spectrum EGM Data Set
10/23/25	10/23/25	ServiceNow Release 2025.10.23 - POA&M Workflow changes
10/23/25	10/23/25	Remove 36ext routes for TAD Worker
10/23/25	10/24/25	Reimaging the firewall to restore SSH access at Goldcamp site
10/24/25	10/24/25	Standard Change: ForgeRock AT DR Release 25.10.24
10/24/25	10/31/25	ECR: Implement account base settings in new account "OracleDBInfra" AWS Account
10/24/25	10/24/25	Standard Change: ForgeRock Dev Release 25.10.24
10/24/25	10/24/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Oct. 24)
10/24/25	10/24/25	CalSAWS Priority Release 25.10.24
10/25/25	10/26/25	coreapp-prod, coreapp-training, and coreapp-county: Upgrade Jenkins from 2.492.3 to 2.516.2 LTS
10/25/25	10/25/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Oct. 25)
10/26/25	10/26/25	Windows Server Updates - October 2025
10/26/25	10/26/25	Upgrade Delphix virtualization engines to version 2025.5.0.2
10/26/25	10/26/25	Upgrade Dynatrace OneAgent Version on Production Static Linux Servers
10/26/25	10/26/25	Windows Server Updates - Oct 2025
10/26/25	10/26/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for 10/26/25 Release
10/26/25	10/26/25	CalSAWS Priority Release 25.10.26 w/ GAGR PUB Push

DATE(S)		ACTIVITY DESCRIPTION
10/27/25	10/29/25	IOS Upgrade for LA3 (Exchange) Devices from IOS Current Version 17.12.3 to 17.15.03
10/27/25	10/28/25	STANDARD - Weekly creation Change and Security Updates - Monday (Oct. 27)
10/27/25	10/27/25	Standard Change: ForgeRock DEV DR Release 25.10.27
10/27/25	10/27/25	Install Splunk App Admins Little Helper
10/28/25	10/28/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
10/28/25	10/28/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Oct. 28)
10/28/25	10/28/25	CalSAWS Priority Release 25.10.28
10/29/25	10/30/25	Upgrade Cisco VPN LA3VPN001 to Address Vulnerabilities
10/29/25	10/29/25	ECR: Update the Trust Policy for role "tfc2-automation_access_mgmt" in OracleDBInfra AWS account to complete CHG0056558
10/29/25	10/31/25	Create database resource link tables in shared functions account (654016806412)
10/29/25	10/30/25	33081-Add a new UPS to replace the existing county UPS connected to calsaws devices.
10/29/25	10/30/25	Aurora Postgres RDS database will be upgrade to version 15.10 from current PostgreSQL version 15.3
10/29/25	10/31/25	Allow Database access through Global Protect VPN - contactcenter-training
10/29/25	10/31/25	Rename PERF CloudWatch Alarms to prevent naming collisions
10/29/25	10/29/25	Decommission eGain lambda functions across training accounts
10/29/25	11/1/25	October 2025 Oracle RU 19.29.0.0 .0 DB patching on coreapp-sandbox account databases
10/29/25	10/30/25	Delete the AWS Services in analytics-nonproduction-santaclara account 195666275053
10/29/25	10/29/25	ECR: Block Fireflies AI app from Microsoft Teams via Teams Admin Center to mitigate data exposure risks.
10/29/25	10/31/25	Allow SSH access via the GlobalProtect VPN to OPerf2-MainDB in coreapp-development VPC
10/29/25	10/29/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Oct. 29)
10/29/25	10/29/25	CalSAWS Priority Release 25.10.29

DATE(S)		ACTIVITY DESCRIPTION
10/29/25	10/30/25	Delete the AWS Services in analytics-production-santaclara account 097063319374
10/29/25	10/31/25	corapp-prod: Create Lambda Role, Snapshot Function, and Eventbridge Event
10/29/25	10/29/25	Test RPA Orchestrator access to Oracle production database
10/29/25	10/30/25	IAM policy fix in contactcenter-production-sharedfunctions (654016806412)
10/29/25	10/31/25	Enable the secret access for DataSlicer job for case copy.
10/30/25	10/30/25	Amazon QuickSight Lambda for new users assignment
10/30/25	10/30/25	ECR: Global block of adobeforbusiness.com, fireflies.ai , tactiq.io and all of its sub domains
10/30/25	10/31/25	Non-PROD: Update License Key on Spectrum Servers
10/30/25	10/30/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
10/30/25	10/30/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Oct. 30)
10/30/25	10/30/25	CalSAWS Priority Release 25.10.30
10/30/25	10/30/25	Override TRUNCATE parameter in Splunk Universal Forwarder on Base Springboot EC2 instance
10/30/25	10/30/25	ServiceNow Release 25.10.30 (B)
10/31/25	10/31/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Oct. 31)
10/31/25	10/31/25	ServiceNow Release 25.10.31
10/31/25	11/1/25	October 2025 Oracle DB RU 19.29.0.0 .0 patching on Development, and Assembly Test databases
10/31/25	11/1/25	Security Production Release 25.10.31
11/1/25	11/1/25	Failover from Vacaville Data Center to Gold Camp to Prevent Business Impact Due to Scheduled Power Maintenance
11/1/25	11/2/25	coreapp-production-tools: Upgrade CALSAWS PROD Jira to 10.3.10 LTS
11/1/25	11/1/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Nov. 1)
11/1/25	11/1/25	CalSAWS Priority Release 25.11.01
11/2/25	11/2/25	Security DR Production Release 25.11.02
11/2/25	11/2/25	Terminate ForgeRock PROD Non-Live Stack EC2 Instances

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
11/3/25	11/4/25	STANDARD – Weekly creation Change and Security Updates - Monday (Nov. 3)
11/3/25	11/3/25	CalSAWS Priority Release 25.11.03
11/4/25	11/4/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Nov. 4)
11/4/25	11/4/25	CalSAWS Priority Release 25.11.04
11/5/25	11/7/25	Enabling Calsaws-LRS-Lookup functionality for the environments that has CalSAWS Service enabled.
11/5/25	11/7/25	Enable the secret access for DataSlicer job for case copy.
11/5/25	11/7/25	Enable network connectivity between coreapp-staging ART Jenkins instance and the STG6 environment
11/5/25	11/7/25	Remove the Imaging service from TR1
11/5/25	11/6/25	Add connect:ListRoutingProfiles to the iam-role-ivr-egain role (RITM)
11/5/25	11/6/25	Enable the Outbound Campaigns feature with the Amazon Connect instance assigned to the NonProd ServiceDesk account. (RITM0097517)
11/5/25	11/7/25	Enabling Calsaws-LRS-Lookup functionality for the environments that has CalSAWS Service enabled.
11/5/25	11/6/25	Delete "UserData" of "br1-job-executor-AL2023" EC2 instance to resolve Terraform drift
11/5/25	11/5/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Nov. 5)
11/5/25	11/5/25	PROD: Update License Key on Spectrum Servers
11/5/25	11/6/25	Remove access to the EmailNotificationLambda in Prod from the SNS Topic hosted in coreapp-production-shared-services
11/6/25	11/6/25	Decommissioning of network devices at Kern site - 15001
11/6/25	11/6/25	Decommissioning of network devices at Kern site - 15010
11/6/25	11/6/25	Standard Change: ForgeRock Staging Environment Build 25.11.06
11/6/25	11/7/25	Request New Connect Instance IVR Line for San Mateo, CA-294828 (Training / 840282767625)
11/6/25	11/6/25	Standard Change: ForgeRock AT Release 25.11.06
11/6/25	11/6/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Nov. 6)
11/6/25	11/6/25	ServiceNow Release 25.11.06
11/6/25	11/6/25	Configure extensions in Splunk to enable creation of authentication tokens

DATE(S)		ACTIVITY DESCRIPTION
11/7/25	11/7/25	Decommissioning of network devices at Kern site - 15014
11/7/25	11/7/25	Standard Change: ForgeRock AT DR Release 25.11.07
11/7/25	11/7/25	Standard Change: ForgeRock Dev Release 25.11.07
11/7/25	11/7/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Nov. 7)
11/7/25	11/8/25	October 2025 Oracle DB RU 19.29.0.0 .0 patching on System Test and Performance Test databases
11/8/25	11/8/25	Creating new schema for new workspace in Apex production in coreapp-prod (851725240334)
11/8/25	11/8/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Nov. 8)
11/8/25	11/8/25	ServiceNow [CSM-TRAINING] Security Patch: Install Patch 10 Hot Fix 1a on SNC Instance - calsawstraining
11/8/25	11/8/25	ServiceNow [CSM-TEST] Security Patch: Install Patch 10 Hot Fix 1a on SNC Instance - calsawstest
11/8/25	11/8/25	ServiceNow [CSM-DEV] Security Patch: Install Patch 10 Hot Fix 1a on SNC Instance - calsawsdev

### 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 25.11.01	11/01/2025
Priority Release 25.10.31	10/31/2025
Priority Release 25.10.30	10/30/2025
Priority Release 25.10.29	10/29/2025
Priority Release 25.10.28	10/28/2025
Priority Release 25.10.26	10/26/2025
Priority Release 25.10.24	10/24/2025
Priority Release 25.10.23	10/23/2025
Priority Release 25.10.22	10/22/2025

### 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
BenefitsCal Release 25.11.20	11/20/25	8:00 PM	11/20/25	9:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available
Imaging (Hyland) Maintenance	11/21/25	10:00 PM	11/22/25	1:00 AM	Available	Reduced Availability	Unavailable	Available	Available	Available	Available	Available	Available
CalSAWS Release 25.11	11/23/25	6:00 AM	11/23/25	1:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available
Communication Method													Communication Sent Date
Broadcast Email													TBD
Broadcast Email													TBD
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	The County has initiated a Tablet Refresh for Lobby Tablets. Devices will be procured by Merced County and enrolled to MDM and asset tag by the CalSAWS project. Devices have been asset tagged. Printers in use at Merced will need to be updated for Compatibility. Existing printers in use are not compatible with the new Lobby Application.
Monterey	Replacement printer brackets for Monterey County are currently in production as confirmed by Meridian.
Riverside	Riverside Tablet refresh is ongoing. Riverside County is currently exploring their options on how the devices are to be managed.
San Bernardino	We are still awaiting feedback from Meridian regarding the scanner housing.

COUNTY	UPDATES
San Luis Obispo	The scanner housing for Kiosks scanners is still under review with the Kiosk vendor Meridian.
Contra Costa	Contra Costa Kiosks have purchased the Windows 10 ESU as County network investigates why the Kiosks are blocking Microsoft update services to allow the move to Windows 11.

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, San Francisco, 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 was approved on October 29<sup>th</sup> and will begin implementation.
- 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)

- Hardware Asset Management (HAM)

Configuration Management Plan meetings underway. HAM documentation will be included in the Configuration Management Plan review process.

- Software Asset Management (SAM)

SAM development activities are continuing. SAM documentation will be included in the Configuration Management Plan review process.

### 7.2 Lobby Modernization

- Production deployment completed on 10/5/2025



- Issue was identified affecting 213 kiosk touchscreens where native Windows virtual keyboard was not appearing on touch input - work around of having a permanent virtual keyboard was deployed for impacted kiosks
- On 10/19/2025, second deployment was completed to address virtual keyboard issues for impacted kiosks
- Participated in Lobby Modernization Lessons Learned

### 7.3 Oracle@AWS Migration

- Project Plan and Resource plan reviewed by Gainwell Leadership
- Implementation of security measures is still underway to enable our activation
- Kicking off the Oracle migration team engagement to finalize technical process details

### 7.4 Communications Portal

- Project Kick Off completed
- Sprint 1 Planning completed
- Currently redefining the Site Map and Reviewing with Stakeholders
- Upcoming: Finalizing the Portal Solution Layout Design
- Continuing to meet with Workgroup 1 twice per week to elicit questions and suggestions for the Main Page and the Project Summary Dashboard Page

### 7.5 Log of Open SCRs

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

Table 7.5-1: 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 Solution Development and Implementation	New
GAGR-872	7/18/2025	Client Correspondence	Creating County Version of M44-350K - NOA Components Needed	Design in Progress
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-837	5/19/2025	Client Correspondence	Automate GA Form SL 700	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 GAGR Correspondence Service	New
GAGR-738	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 3 Denial	New
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 4 Discontinuance	New
GAGR-586	4/18/2024	Client Correspondence	Auth Rep name not present in drop down when MANUALLY generating corresp from GAGR Service.	Design in Progress
GAGR-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-295439	10/28/2025	Infra Tech Ops	Atlassian Jira and Bitbucket Installation on Amazon Linux 2023 (AL2023)	New
CA-295412	10/27/2025	Infra Contact Center	San Francisco - Office Moving to new location	New
CA-295411	10/27/2025	Infra Contact Center	Marin - Request to change IVR message for working hours.	Design in Progress
CA-295310	10/22/2025	Infra Contact Center	Add in SIRFRA 1015-1016-1017 Data into SB1289 Reporting	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-295233	10/21/2025	Infra ForgeRock	ForgeRock: Increase the limits for the maximum open file descriptors	Test Complete
CA-295200	10/17/2025	Infra Contact Center	Temporarily replace (End of Dec 2025) BenefitsCal Informational message in IVR with EBT reissuance Informational message.	Approved
CA-295199	10/17/2025	Infra Contact Center	Santa Cruz - Information and MOH Message Update	Design in Progress
CA-295198	10/17/2025	Infra Contact Center	LA County - Message on Hold (MOH) Updates	In Development
CA-295193	10/17/2025	Infra Contact Center	Wait time for CCB is provided with oldest caller wait time upon entry to a queue	New
CA-295119	10/15/2025	Infra Tech Ops	Confluent Upgrade to 7.8.4	New
CA-294828	10/2/2025	Infra Contact Center	San Mateo - Requesting new IVR Local phone number tied to new Queue	Design in Progress
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 9.4.12	In Development
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	System Test
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€œ Multi-Phase Modernization	New
CA-294517	9/16/2025	Infra Contact Center	Schedule routing profile sync from Connect to eCCP	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-294513	9/16/2025	Infra Imaging	County Purchase - Alameda - Move Person Images for Confidential FC/AAP/KG Cases	System Test
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	Approved
CA-294283	9/5/2025	Infra Contact Center	Update contactcenter-production java lambdas	Approved
CA-294282	9/5/2025	Infra Contact Center	Evaluate contactcenter-production "met" lambdas	Design in Progress
CA-294281	9/5/2025	Infra Contact Center	Update contactcenter-training-la lambdas	Design in Progress
CA-294280	9/5/2025	Infra Contact Center	Update contactcenter-outbound lambdas	Approved
CA-294279	9/5/2025	Infra Contact Center	Update contactcenter-development lambdas	Approved
CA-294254	9/4/2025	Infra Contact Center	San Diego County banked Lambda logic update	Design in Progress
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 "Maximum Contacts in Queue"™ Threshold	New
CA-294115	8/29/2025	Infra Contact Center	Fresno-IVR - Call Tree Change (Max Call Queue Capacity)	In Development
CA-294069	8/27/2025	Infra Tech Ops	Update Lobby Monitor Calling To-Text-Speech Software	Design in Progress
CA-294027	8/26/2025	Infra Tech Ops	Qlik Sense and NPrinting Major Version Upgrade	New
CA-293932	8/21/2025	Infra Contact Center	Sacramento-Closure of General Information Line	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	Test Complete
CA-292918	7/16/2025	Infra Tech Ops	OCAT Gitlab Environment Integration with Snyk for AppSec Testing M&O	Test Complete
CA-292881	7/15/2025	Infra Tech Ops	Upgrade Jira to 10.3.10 LTS version	Test Complete
CA-292834	7/14/2025	Infra Tech Ops	Create user account in CalSAWS for Dynatrace monitoring	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-292433	6/26/2025	Infra Contact Center	Welcome Bot-IVR Call Flow Intent & program update	Design in Progress
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-291514	6/2/2025	Security	OCAT Environment Integration for AppSec Testing to Support Deloitte M&E Transition; AppSec and Defect Reverse Shadow Efforts	Test Complete
CA-291454	5/30/2025	Infra Tech Ops	Validate new Application DBA Roles	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-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
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-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	Online	Adding a new baby to a Medical only Case Using RPA	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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	Design in Progress



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



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
CA-281708	8/14/2024	Infra ForgeRock	MFA delivery choice at Login Journey - Implementation	System Test
CA-281316	8/6/2024	ServiceNow	CalSAWS ServiceNow integration with county helpdesk tool - Contra Costa ServiceNow	Design in Progress
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	7/24/2024	Infra Contact Center	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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			CalSAWS and the Contact Center	
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Design in Progress
CA-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	PFR - Routing profile to be reverted to default at 8 PM daily	New
CA-276407	4/10/2024	Infra Contact Center	External Agency - eGain = Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report	New
CA-276406	4/10/2024	Infra Contact Center	PFR - Los Angeles County - Call Center - eGain - Calls routed to each EW not available on the EW summary report	New
CA-276403	4/10/2024	Infra Contact Center	PFR - IVR/Contact Center eGAIN Report Update	New
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in eGAIN	Design in Progress
CA-276401	4/10/2024	Infra Contact Center	Percent allocation setting to Post Call Survey	New
CA-276400	4/10/2024	Infra Contact Center	Post Call Survey reporting format update	New
CA-276399	4/10/2024	Infra Contact Center	eGain: CCB Historical report â€œ essential data elements	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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: Microsoft Data Security P1	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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
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-272404	1/3/2024	Infra Imaging	Remove CSF 141 from Imaging	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-256497	2/9/2023	Online	Robotic Processing Automation (RPA) - 18 - 21 Year Old Adult and Child Not Aided in Household	New
CA-256495	2/9/2023	Online	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-1455	10/16/2025	ServiceNow	POA&M Workflow Additional Changes	DOCUMENTING
NOW-1454	10/9/2025	ServiceNow	POA&M Control choice updates for Rev5	DOCUMENTING
NOW-1453	10/9/2025	ServiceNow	Request to update permissions for County Users	To Do
NOW-1451	10/7/2025	ServiceNow	Allow Cross scope privilege from 'AWS Service Management Connector' app to "sc_cat_item_category" table	DOCUMENTING
NOW-1450	10/3/2025	ServiceNow	new AWS Change Request type	DOCUMENTING
NOW-1443	9/4/2025	ServiceNow	New Catalog Item and Workflow - Project Maintenance	To Do
NOW-1441	8/26/2025	ServiceNow	Category Routing Updates County Preview, PRT, Sandbox, and Training environments	To Do
NOW-1434	8/1/2025	ServiceNow	County Submitter/Fulfiller ACL update to reduce Ticket Handling Reminders	DOCUMENTING
NOW-1424	6/5/2025	ServiceNow	Request to create new catalog item "Project Maintenance"	To Do

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
NOW-1420	6/3/2025	ServiceNow	Add Workaround Field from JIRA Defect to the ServiceNow Problem	To Do
NOW-1412	5/1/2025	ServiceNow	Incident and sc_req_item metric view access	To Do
NOW-1408	3/20/2025	ServiceNow	Potential defect with sys_audit unarchive, + hardening for Xanadu upgrade	To Do

## 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
- Participated in readiness meeting for M&E transition

# 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**

