



California Statewide Automated Welfare System



## Bi-Weekly Status Report

### CalSAWS Infrastructure

Reporting Period: November 3, 2025 – November 16, 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 52 active Infrastructure Production defects.</li> </ul>
Incidents	<ul style="list-style-type: none"> <li><b>FIX IN PROGRESS:</b> PRB0052673 - MEDS transactions generated on November 14, 2025, between 10:52 AM and 1:05 PM in CalSAWS are unavailable as a result, the impacted transactions will not be sent to MEDS until the issue is resolved. The project team is actively working to resolve the issue.</li> <li><b>RESOLVED:</b> PRB0052644 – Starting at 7:20 AM on November 12, 2025, some counties reported display of incorrect time (1 hour ahead of the current time) on managed workstations. Some managed workstation users may experience incorrect appointment and reminder times until the issue is resolved. The CalSAWS project team re-synchronized the time clock on impacted managed workstations and estimates that correct time will be displayed on these workstations by 10:00 am this morning. As of 10:00 PM on November 12, 2025, the issue has been resolved. Impacted managed workstations are displaying correct time.</li> <li><b>RESOLVED:</b> PRB0052639 – Starting at 1:44 PM on November 10, 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. As of 3:20 PM on November 10, 2025, the issue has been resolved. Power at the Rialto site has been restored and users are able to access CalSAWS and associated systems.</li> <li><b>RESOLVED:</b> PRB0052614 – Starting at 11:45 AM on November 5, 2025, customers are receiving an error accessing CalSAWS Lobby Kiosks. Customers will be unable to access CalSAWS Lobby Kiosk until the error is cleared. The issue has been remediated, and counties are advised to click on the Close/Cerrar button as shown below when prompted. If the problem persists, counties must restart the Lobby Kiosk. Note: Lobby Tablets are not impacted by this issue. An update will be provided after confirming with counties on successful access to Lobby Kiosks. As of</li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>12:10 PM on November 5, 2025, the impacted counties are now able to access Lobby Kiosks.</p> <ul style="list-style-type: none"> <li> <b>RESOLVED:</b> PRB0052610 – Starting at 8:00 AM on November 5, 2025, Mono County users at the 107384 US-395, Coleville site are unable to access CalSAWS and associated systems due to a power outage. Mono County users at the Coleville site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is actively monitoring updates from the utility provider, there is currently to estimated time of power restoration. An update will be provided when the issue is resolved. As of 5:37 PM on November 5, 2025, the issue has been resolved, power at the Coleville site was restored. A local county contact confirmed users at the Coleville site are able to access CalSAWS and associated systems. </li> <li> <b>FIX IN PROGRESS:</b> PRB0052601 – Starting at 7:00 AM on November 4, 2025, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems due to a power outage. Sierra County County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has confirmed an unplanned outage in the area and is currently investigating the issue to make necessary repairs. Estimated time of power restoration is currently 1:30 PM. The CalSAWS team is actively monitoring updates from the utility provider. An update will be provided when the issue is resolved. <p>Update: The utility provider has confirmed power has been restored at the site. The project team verified power, however, the Sierra County team advised the site is having a local network issue they are currently troubleshooting. The project team is monitoring updates from Sierra County IT and an update will be provided when the issue is confirmed resolved.</p> </li> <li> <b>FIX IN PROGRESS:</b> PRB0052593 – Starting at 8:38 AM on November 3, 2025, San Bernardino County users at the 7977 Sierra Ave, Fontana site are experiencing slowness while navigating through and performing transactions in CalSAWS. San Bernardino County users at the Fontana site may experience slowness while navigating through and performing transactions in CalSAWS until the issue is resolved. The primary network circuit at the Fontana site is currently experiencing a degraded performance. Connectivity at the site is being served by the secondary circuit. The project team is currently engaged with the telecom provider (TPx) to investigate further with the carrier. As a result, users may experience slowness in CalSAWS and associated systems until the issue is resolved. <p>Update: The carrier, AT&amp;T, rebooted their internet modem, which resolved the performance degradation for the primary circuit. However, San Bernardino County IT advised there are about 25% of managed users that are still experiencing connectivity issues. The project team is currently engaged with the county to further troubleshoot and TPx continues to investigate. An update will be provided when the issue is resolved.</p> </li> </ul>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>Update #2: TPx restarted their hardware last night at 8:00 PM and the project team observed stability with the CalSAWS Network and the circuits at the site. San Bernardino County IT team and the project team continue to investigate potential issues with the local county network that maybe impacting CalSAWS managed workstations.</p> <ul style="list-style-type: none"> <li>• <b>RESOLVED:</b> PRB0052594 – Starting at 9:41 AM on November 3, 2025, users were unable to access CalSAWS Jira to track issues. Users were not able to access CalSAWS Jira until the issue was resolved.</li> </ul> <p>As of 10:02 AM on November 3, 2025, the issue has been resolved. CalSAWS Jira was down for emergency maintenance and users were unable to access it during the impacted period noted above. Users are now able to access CalSAWS Jira to track issues.</p>
Maintenance/ Deployments	<ul style="list-style-type: none"> <li>▪ 11/16/2025: Deployment – Priority Release 25.11.16 (CHG0056771)</li> <li>▪ 11/15/2025: Deployment – Priority Release 25.11.15 (CHG0056718)</li> <li>▪ 11/14/2025: Deployment – Priority Release 25.11.14 (CHG0056717)</li> <li>▪ 11/13/2025: Deployment – Priority Release 25.11.13 (CHG0056766)</li> <li>▪ 11/10/2025: Deployment – Priority Release 25.11.10 (CHG0056716) - afternoon</li> <li>▪ 11/10/2025: Deployment – Priority Release 25.11.10 (CHG0056715) - morning</li> <li>▪ 11/07/2025: Deployment – Priority Release 25.11.07 (CHG0056714)</li> <li>▪ 11/06/2025: Deployment – Priority Release 25.11.06 (CHG0056698)</li> <li>▪ 11/05/2025: Deployment – Priority Release 25.11.05 (CHG0056579)</li> <li>▪ 11/03/2025: Deployment – Priority Release 25.11.03 (CHG0056578)</li> </ul>
Milestones	<ul style="list-style-type: none"> <li>▪ 10 Production Deployments during this reporting period</li> <li>▪ Service Desk training sessions 4 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 Review	Review Complete 11/26
I-D02	Infrastructure Services Plan: Appendix J - Technical Management Plan	FDEL in Review	Review Complete 11/17

## 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	UBJECT	COUNT	DISTRIBUTION DATE(S)
CIT	CIT 1034-25 Scheduled Downtime Notification – 11/23/2025	2	11/03/2025
	CIT 0135-25 CalSAWS Updated Urgent After Business Hours Support		11/03/2025
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 11/23/2025	3	11/10/2025
	Complete - CalSAWS Broadcast >> Emergency ForgeRock Maintenance - 11/4/2025 - 9:45 PM to 10:15 PM		11/04/2025
	New - CalSAWS Broadcast >> Emergency ForgeRock Maintenance - 11/4/2025 - 9:45 PM to 10:15 PM		11/04/2025
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance - 11/5/2025	1	11/05/2025
Scheduled EBT Maintenance	None.		
CalSAWS County Executive Communications	Update #11 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue	23	11/13/2025
	Update #10 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/10/2025
	Resolved - CalSAWS County Executive Communication – San Bernardino County - Rialto Site - Power Outage		11/10/2025
	New - CalSAWS County Executive Communication – San Bernardino County - Rialto Site - Power Outage		11/10/2025
	Update #9 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/07/2025
			11/06/2025

CATEGORY	UBJECT	COUNT	DISTRIBUTION DATE(S)
	Update #8 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/06/2025
	Resolved - CalSAWS County Executive Communication – Mono County - Coleville Site - Power Outage		11/05/2025
	Update #2 - CalSAWS County Executive Communication – Mono County - Coleville Site - Power Outage		11/05/2025
	Update #7 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/05/2025
	Update - CalSAWS County Executive Communication – Mono County - Coleville Site - Power Outage		11/05/2025
	New - CalSAWS County Executive Communication – Mono County - Coleville Site - Power Outage		11/04/2025
	Update #3 - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		11/04/2025
	Update #6 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/04/2025
	Update #2 - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		11/04/2025
	Update #5 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/04/2025
	Update - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		11/04/2025
			11/04/2025



CATEGORY	UBJECT	COUNT	DISTRIBUTION DATE(S)
	Update #4 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		11/03/2025
			11/03/2025
	Update #3 - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/03/2025
	Update #2- CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		11/03/2025
	Update - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		
	New - CalSAWS County Executive Communication – San Bernardino County - Fontana Site - Internet Connectivity Issue		
Issue Notification	New - PRB0052673 --- Resolved - PRB0052644 New - PRB0052644 --- Resolved - PRB0052639 New - PRB0052639 --- Resolved - PRB0052610 --- Resolved - PRB0052614 New - PRB0052614 New - PRB0052610 --- Update #2 - PRB0052593 Update - PRB0052601 New - PRB0052601 --- Update - PRB0052593 Resolved - PRB0052594 New - PRB0052593	15	11/14/2025 --- 11/12/2025 11/12/2025 --- 11/10/2025 11/10/2025 --- 11/06/2025 --- 11/05/2025 11/05/2025 11/05/2025 --- 11/04/2025 11/04/2025 11/04/2025 --- 11/03/2025 11/03/2025 11/03/2025
Priority Release Requests for Approval	Priority Release 25.11.16 (CHG0056771) Priority Release 25.11.15 (CHG0056718) Priority Release 25.11.14 (CHG0056717) Priority Release 25.11.13 (CHG0056766)	10	11/14/2025 11/14/2025 11/14/2025 11/13/2025

CATEGORY	UBJECT	COUNT	DISTRIBUTION DATE(S)
	Priority Release 25.11.10 (CHG0056716) - afternoon Priority Release 25.11.10 (CHG0056715) - morning Priority Release 25.11.07 (CHG0056714) Priority Release 25.11.06 (CHG0056698) Priority Release 25.11.05 (CHG0056579) Priority Release 25.11.03 (CHG0056578)		11/10/2025 11/07/2025 11/07/2025 11/06/2025 11/05/2025 11/03/2025
Informational Alert	CalSAWS Broadcast >> Informational Alert >> Keeping Up With CalSAWS  CalSAWS Informational Alert >> Government Shutdown has Ended  CalSAWS Informational Alert >> No CalSAWS Batch Operations on 11/11/2025  Update: CalSAWS Informational Alert >> EBT Transactions Not Included in Daily Fiscal Reports  CalSAWS Informational Alert >> EBT Transactions Not Included in Daily Fiscal Reports  CalSAWS Informational Alert >> ServiceNow Changes - 11/7/2025  Update #2 - CalSAWS Informational Alert >> PRT Update: ABAWD	7	11/13/2025  11/13/2025  11/10/2025  11/10/2025  11/07/2025  11/06/2025  11/05/2025
CalSAWS	Daily Health Report	9	11/14/2025 11/13/2025 11/12/2025 11/10/2025 11/07/2025 11/06/2025 11/05/2025 11/04/2025 11/03/2025

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
None			

## 3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
BenefitsCal	BenefitsCal Release 25.11.20	11/20/2025 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		TBD
CalSAWS Imaging	Imaging Solution (Hyland) maintenance	11/21/2025 10:00 PM to 11/22/2025 1:00 AM	Imaging will be unavailable during this time.		TBD
CalSAWS	CalSAWS Release 25.11	11/23/2025 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0134-25 11/03/2025	11/10/2025

## 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
0134-25	Scheduled Downtime Notification – 11/23/2025	Informational	November 3, 2025	Communications.Infrastructure	Pete Quijada
0135-25	CalSAWS Updated Urgent After Business Hours Support	Informational	November 3, 2025	Emma Nisbet	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 24-512	Foster Care Rates Proposal TBL	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 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	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

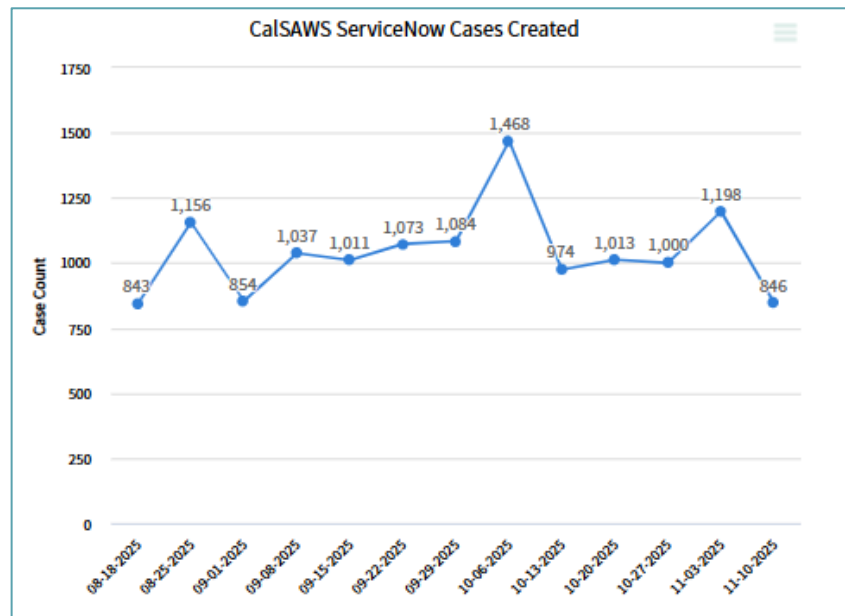


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

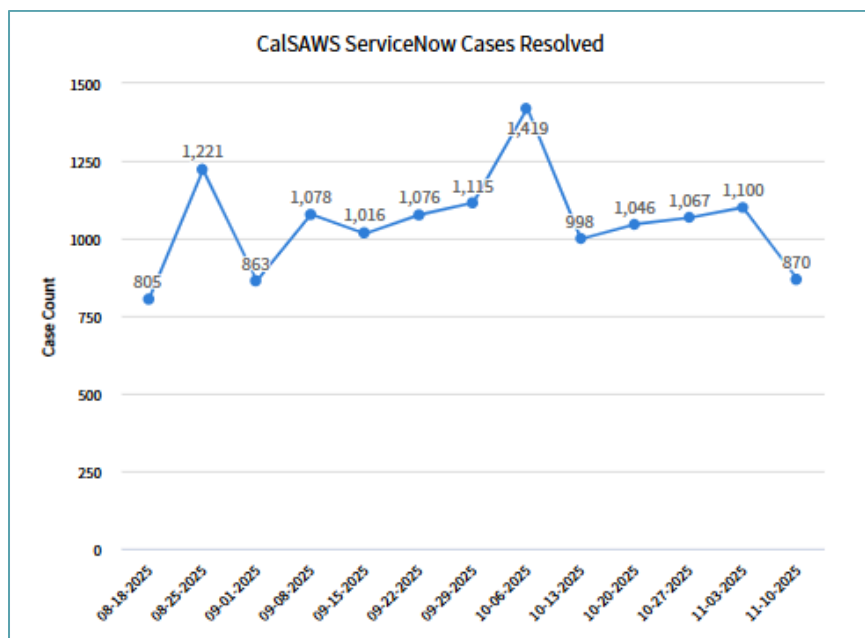


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

**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.

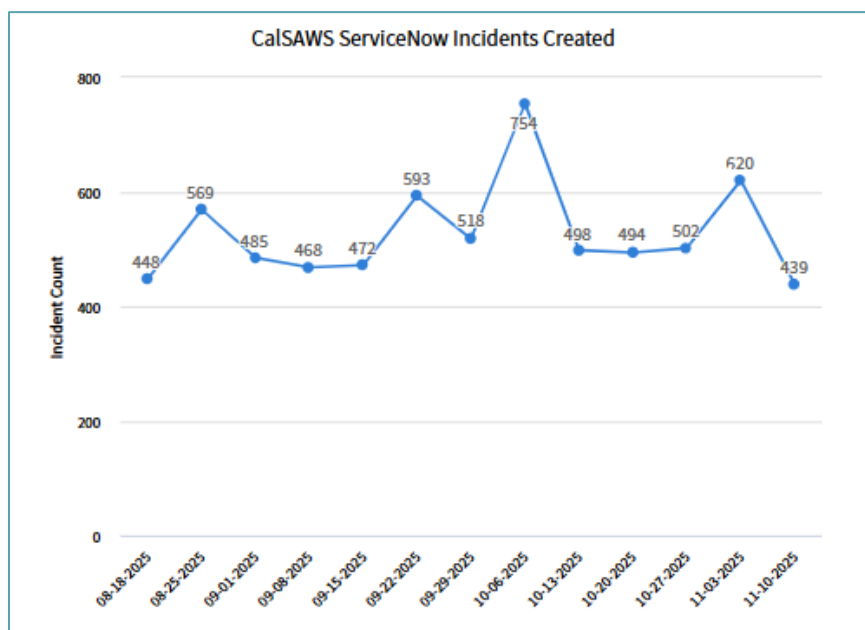


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created



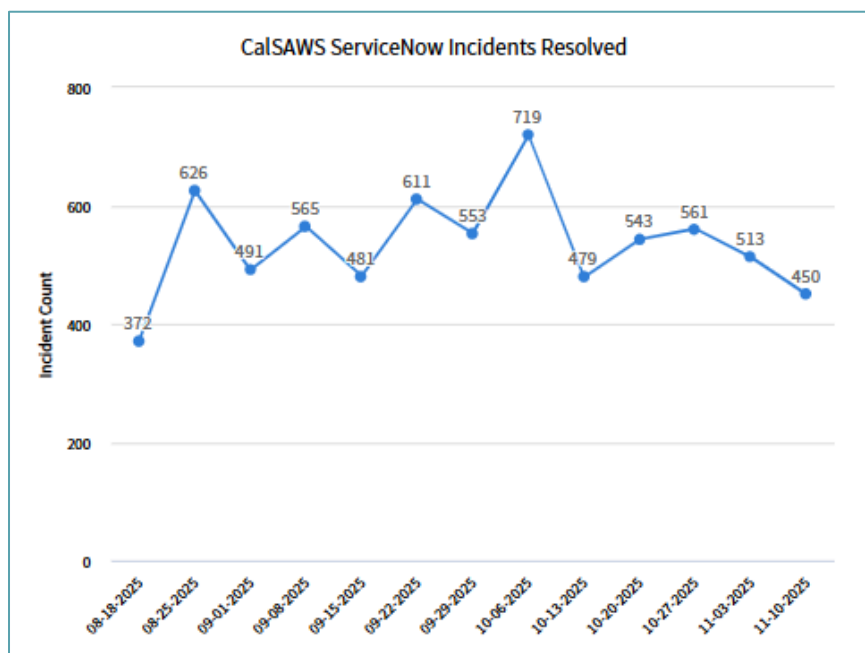


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

**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.

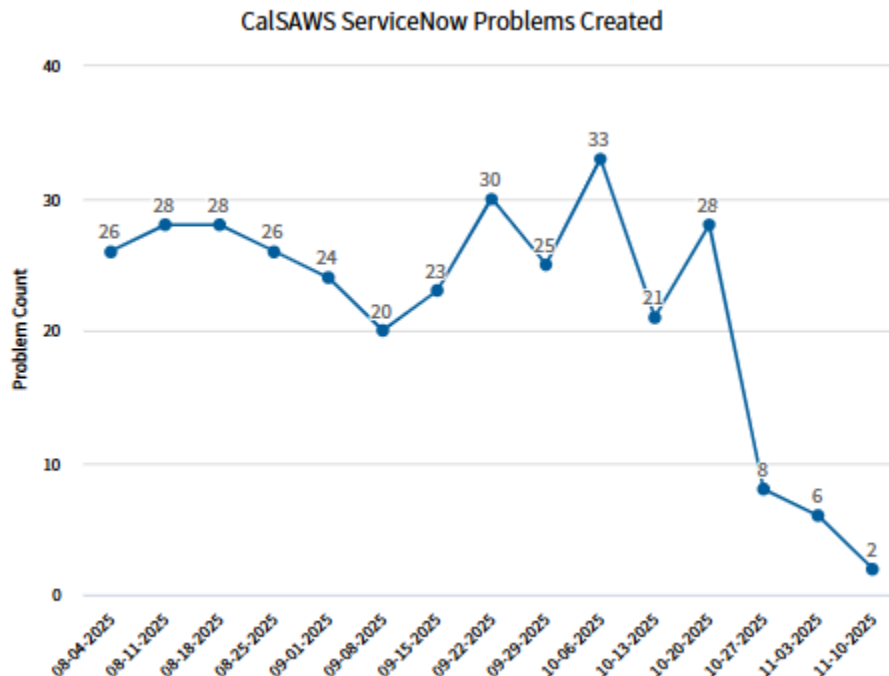


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

**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.

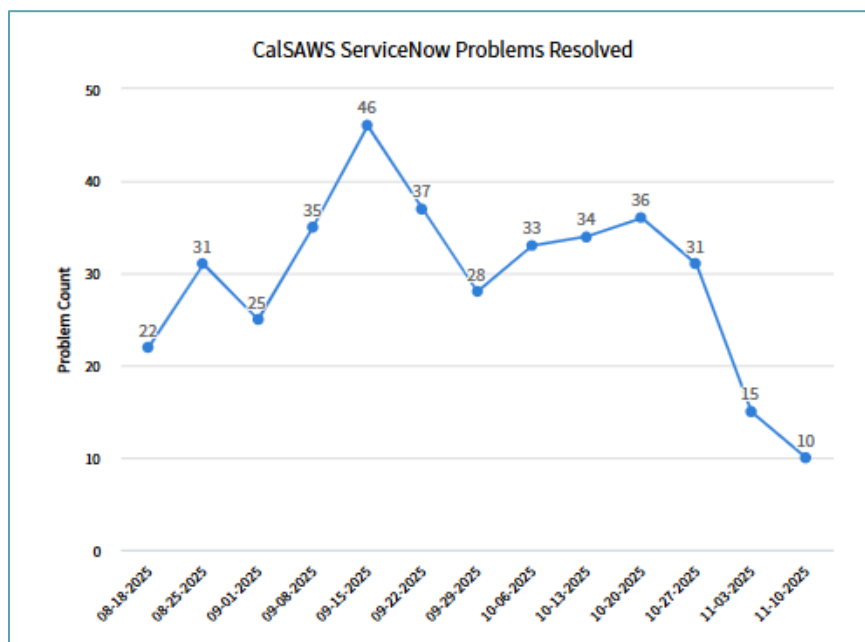


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

**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	16	28	2	1	4	0	6	2	59
IN PROGRESS	1	67	14	11	20	29	39	13	194
ON HOLD	0	72	38	37	54	40	26	20	287
RESOLVED	2	187	326	340	114	33	20	6	1,028
CLOSED	13	5	2	45,526	96,575	17,740	12,089	3,557	175,507
PROBLEM IN DIAGNOSIS	0	1	1	0	0	0	1	0	3
TOTAL	32	360	383	45,915	96,767	17,842	12,181	3,598	177,078

**Note:** For BenefitsCal Deloitte aging ticket statistics, please see the BenefitsCal Bi-Weekly Status Report.

- New: State of an incident when assigned to field is empty
- In progress: State of an incident once the "Assigned to" is working on the incident
- On hold:
  - Pending Problem Fix: State of an incident that is linked to a problem record that is in fix in progress

- Pending Additional Information: State of an incident that requires additional information to resolve the issue (e.g., information from Affected End User or Tier one)
  - Pending Change Request: State of an incident that is associated with a technical ServiceNow change request
  - Pending Consortium Review: State of an incident that requires information/action from a Consortium group to resolve the issue. If the Consortium group cannot be selected in the assigned to field, update the state to On Hold/Pending Consortium Review
  - Pending External Partner Action: State of an incident that requires information/action from an external partner (e.g., CalHEERS, Electronic Benefit Transfer (EBT vendor) to resolve the issue)
  - Problem in Diagnosis: State of an incident that is linked to a problem record that is still being investigated (problem state is one of the following: New Assess, Root Cause Analysis)
- Resolved: State of an incident once the issue has been resolved. Linked case will be automatically set to resolved
  - Closed: State of an incident that has been resolved for 15 calendar days and has not been reopened. ServiceNow automatically updates state from Resolved to Closed.

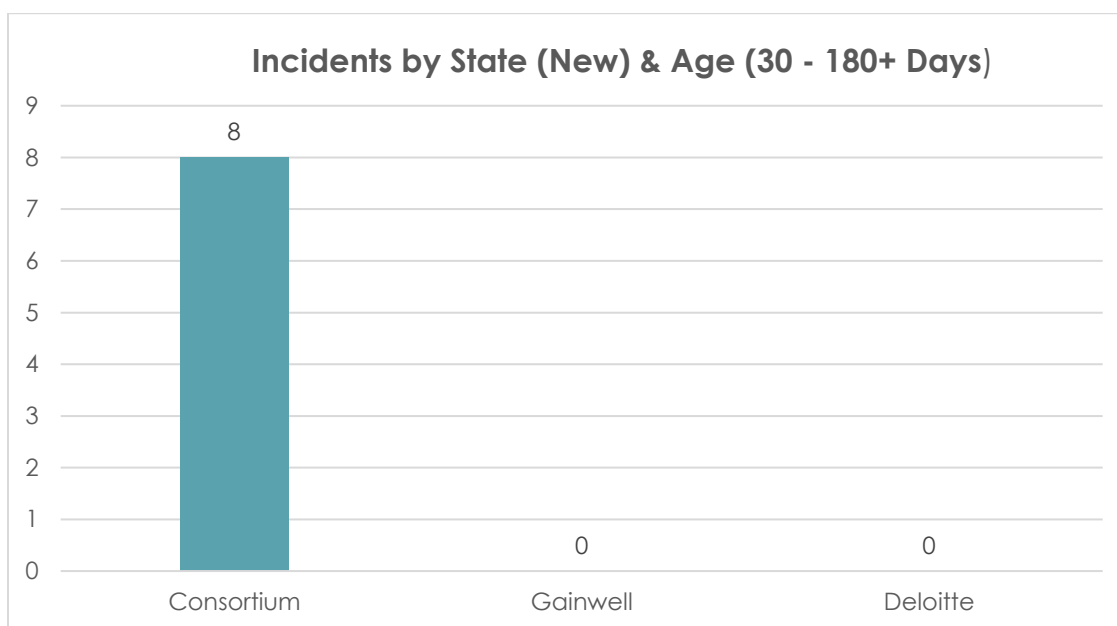


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	8	0	<b>8</b>
Gainwell	0	0	<b>0</b>
Deloitte	0	0	<b>0</b>

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Total	8	0	8

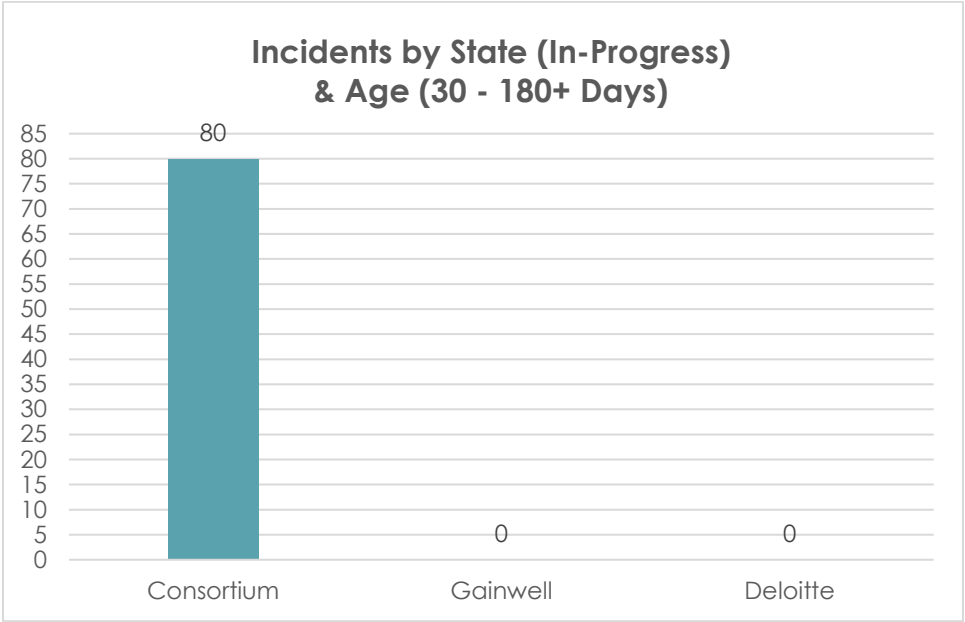


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	80	0	80
Gainwell	0	0	0
Deloitte	0	0	0
Total	80	0	80

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

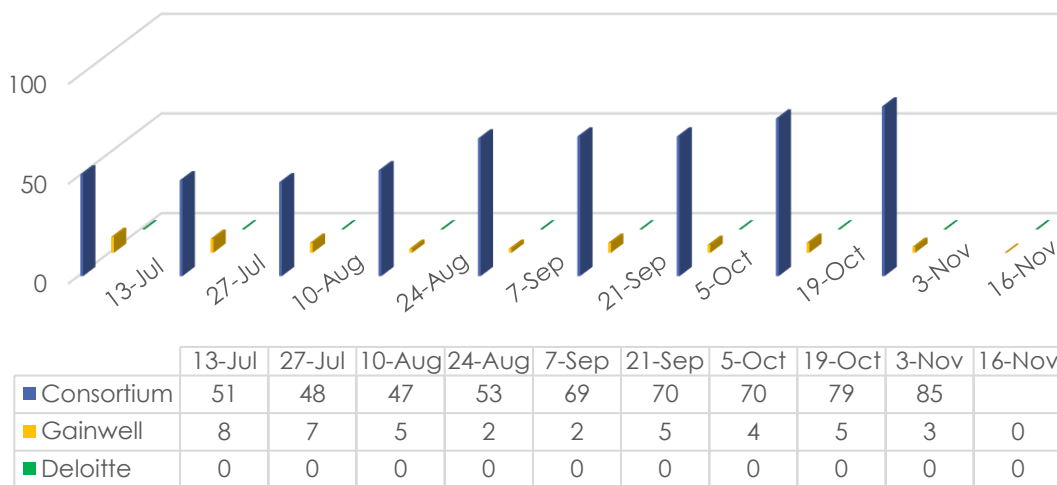


Figure 4.1.1-9: Aging Incident Backlog

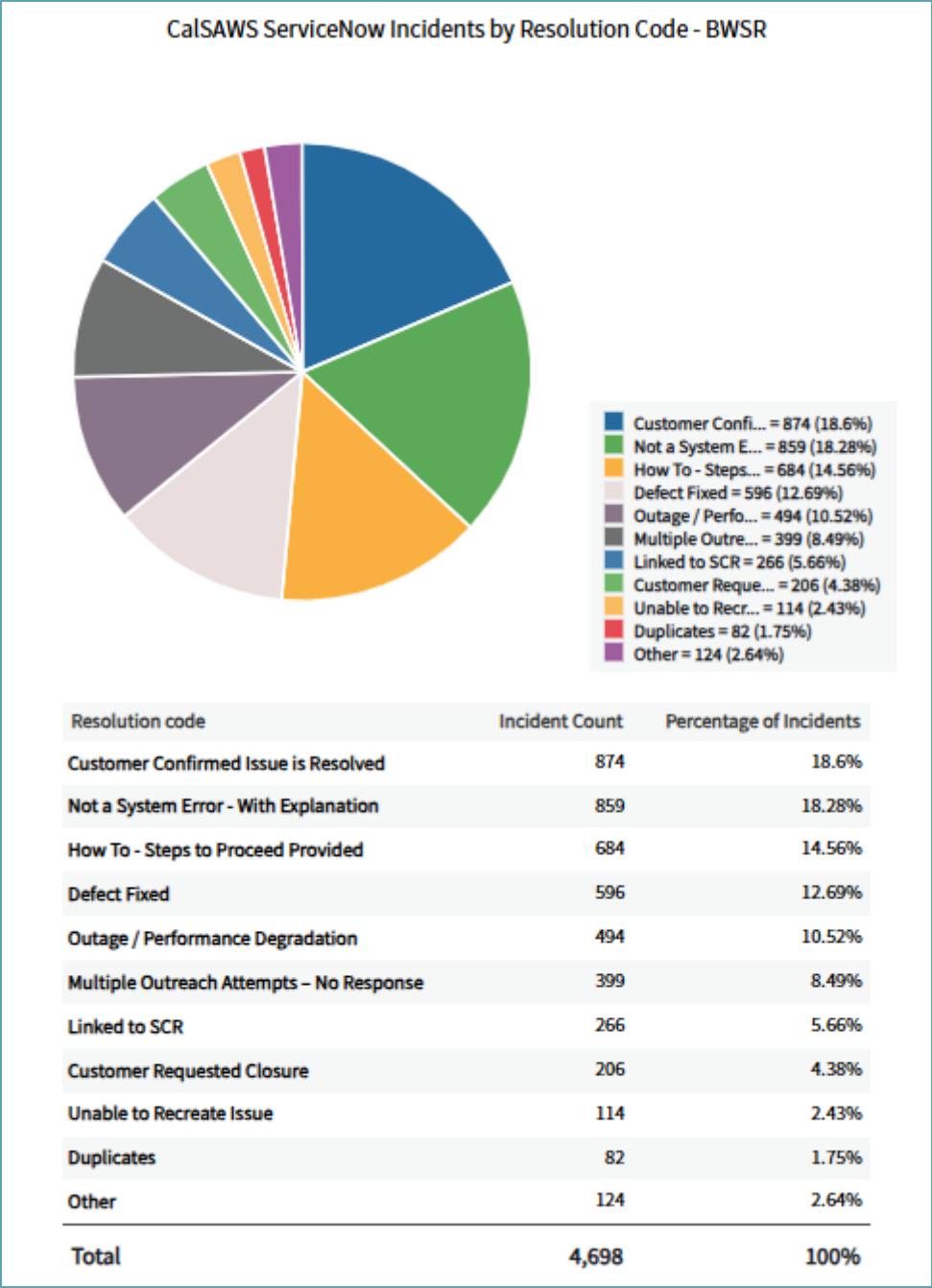


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

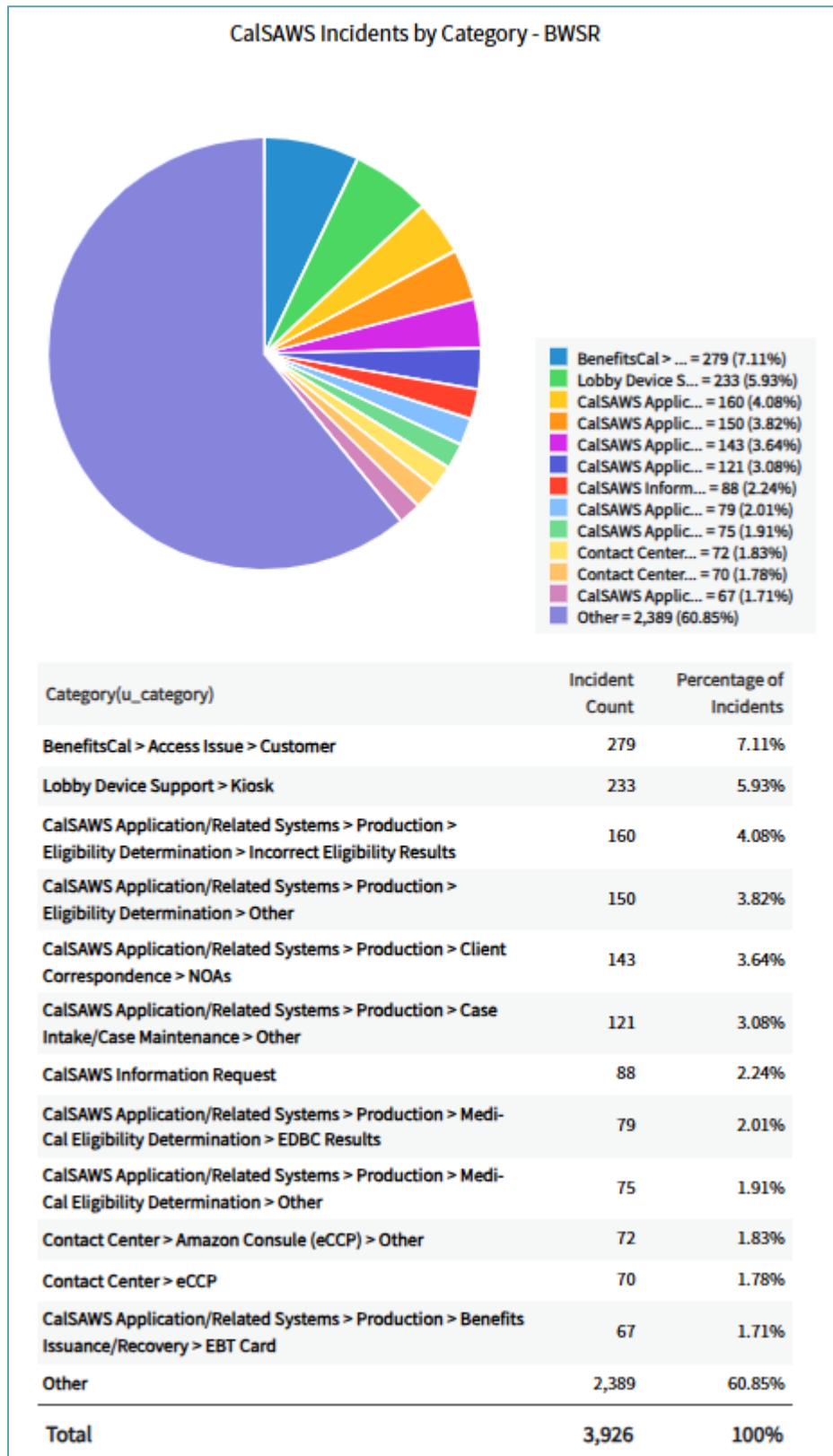




Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 2,389 listed as Other are for selected categories that had less than 67 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,926 incidents.

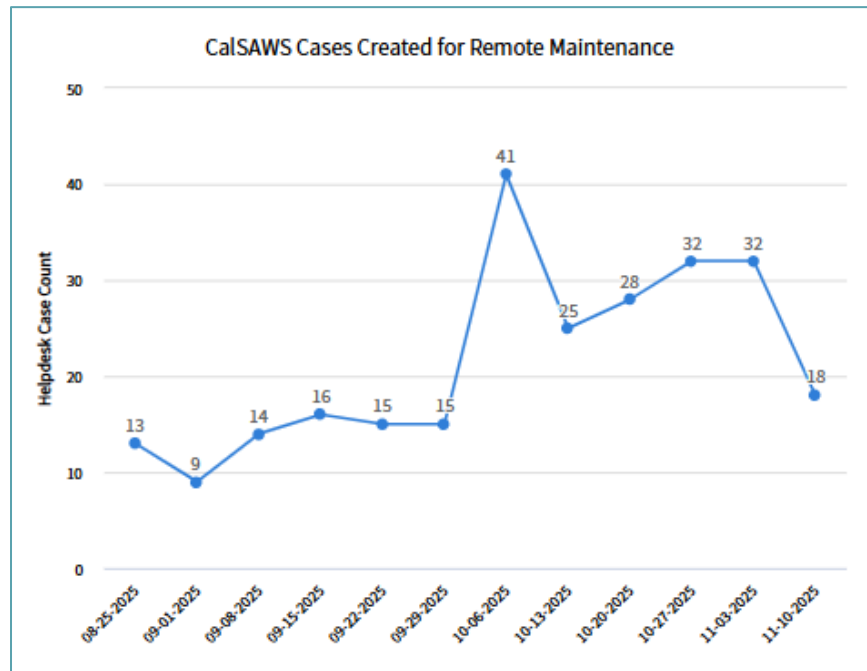


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 November MTD (Month to Date) is 99.68%.

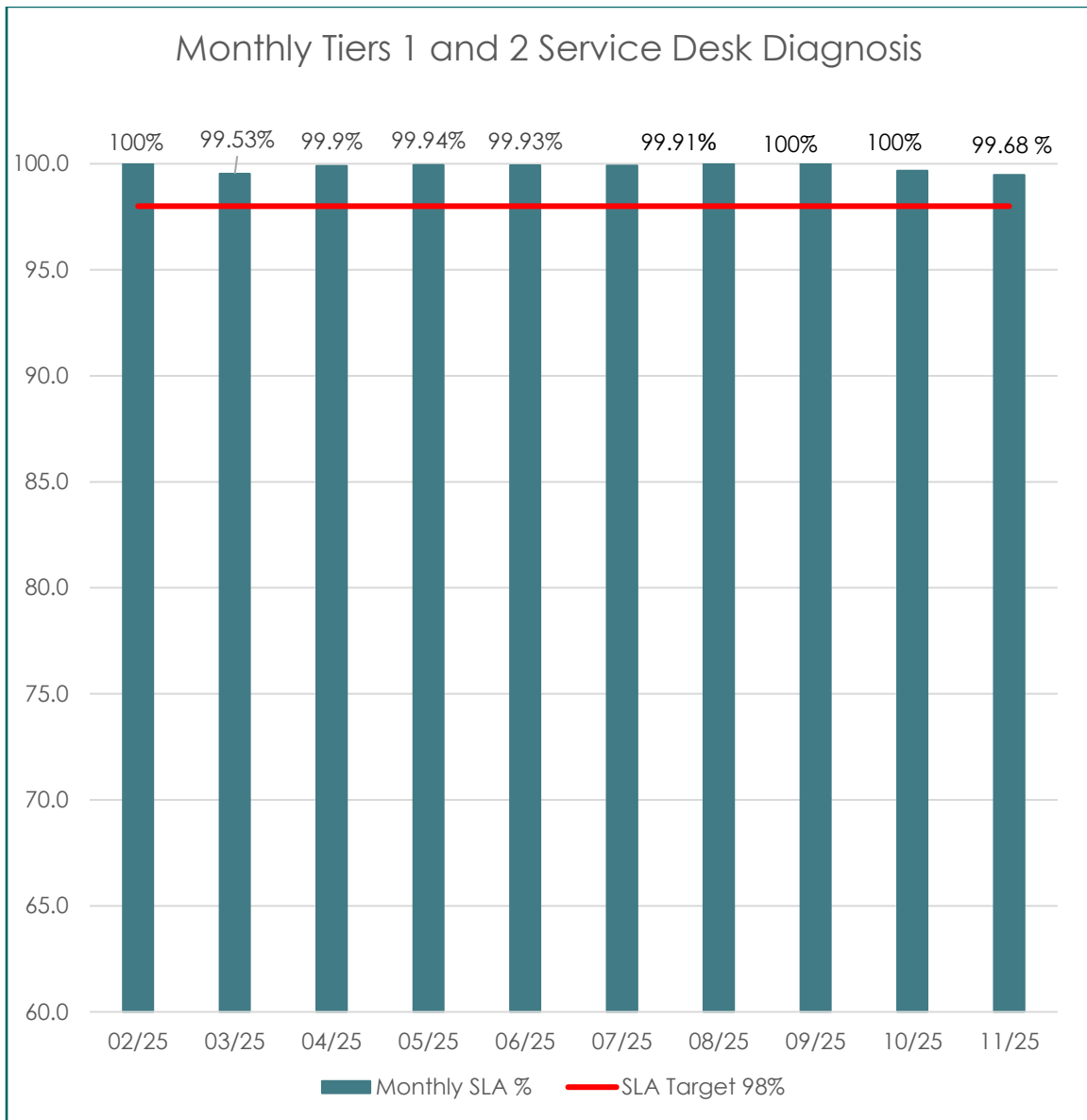


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 4 incidents missed the SLA in November MTD.

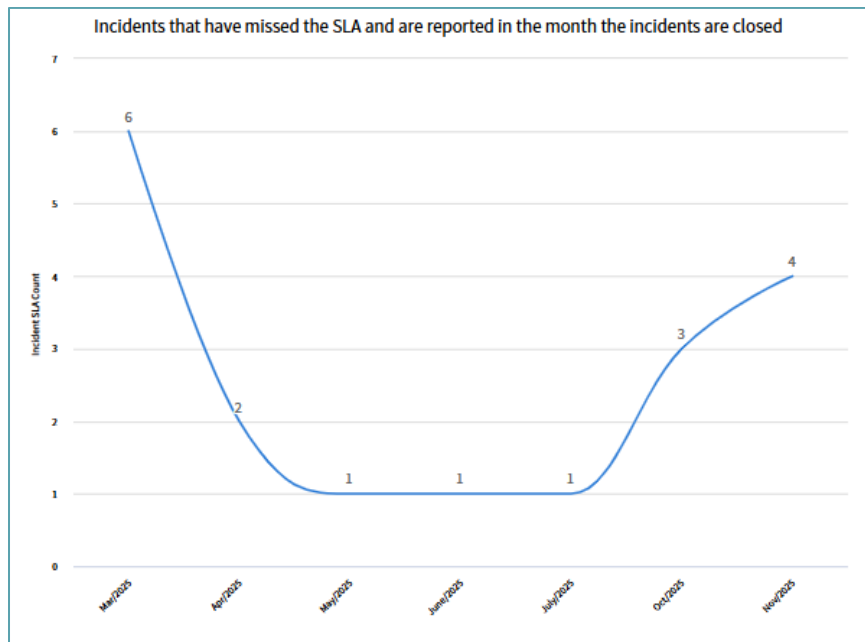


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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. 1 closed incident missed the SLA in November MTD.

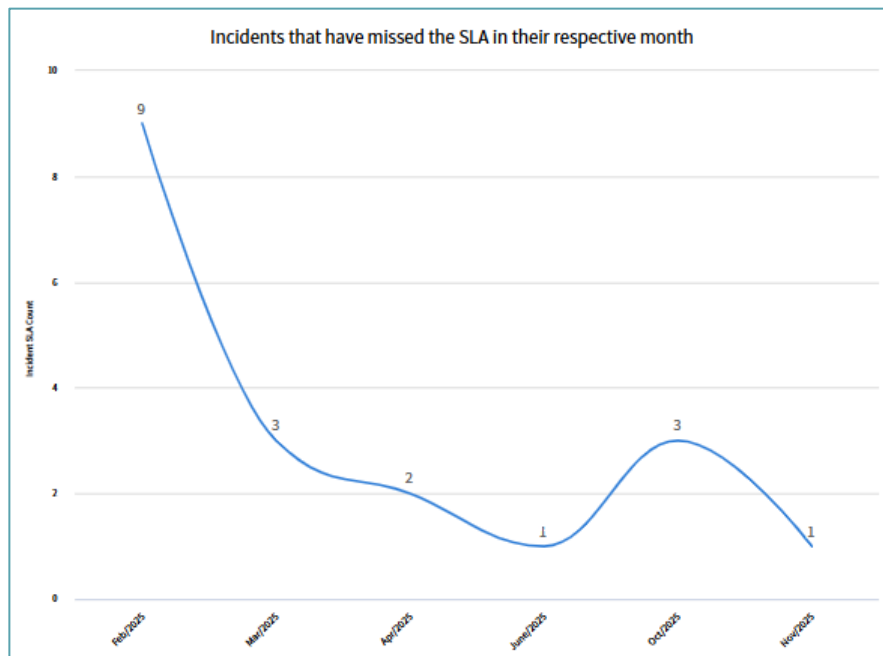


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

## 4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

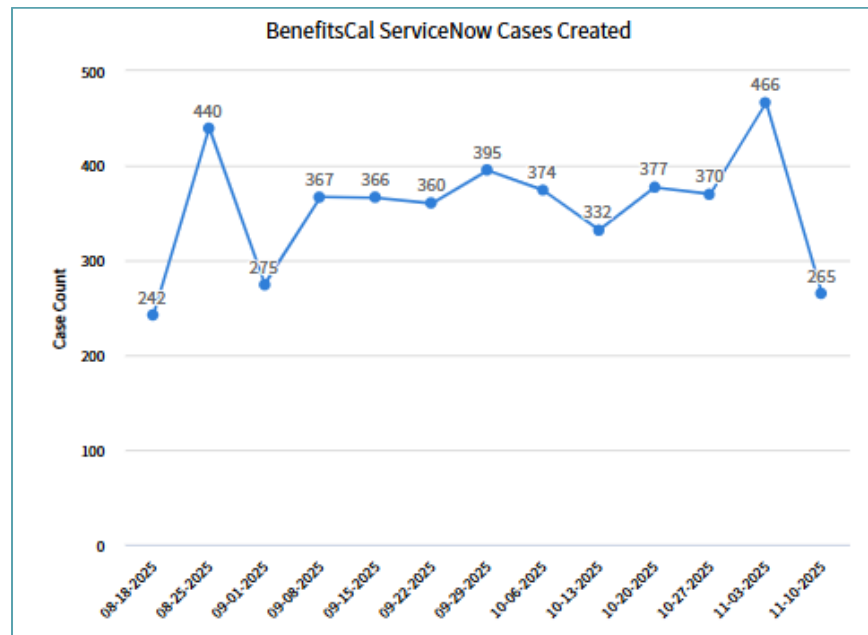


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

**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.

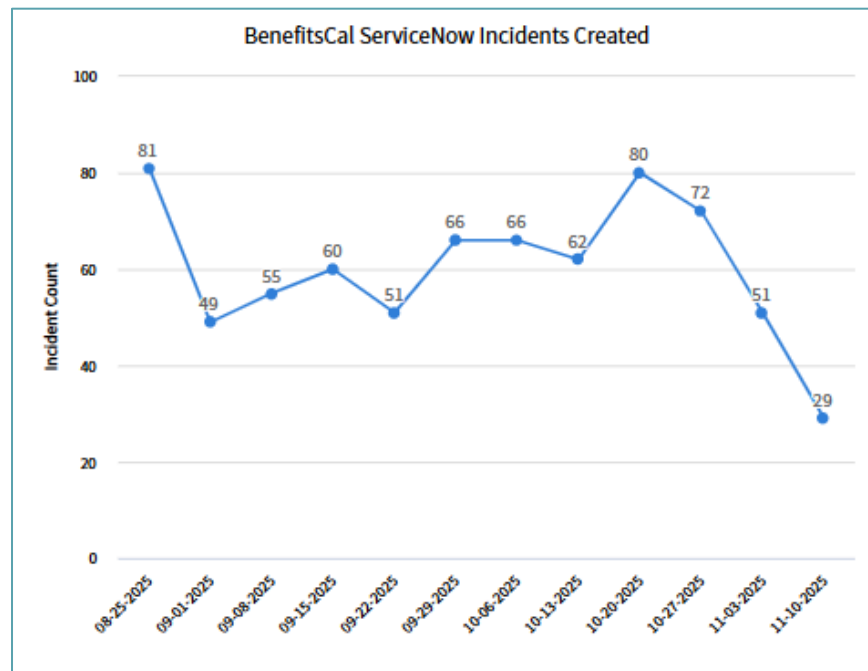


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

**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.

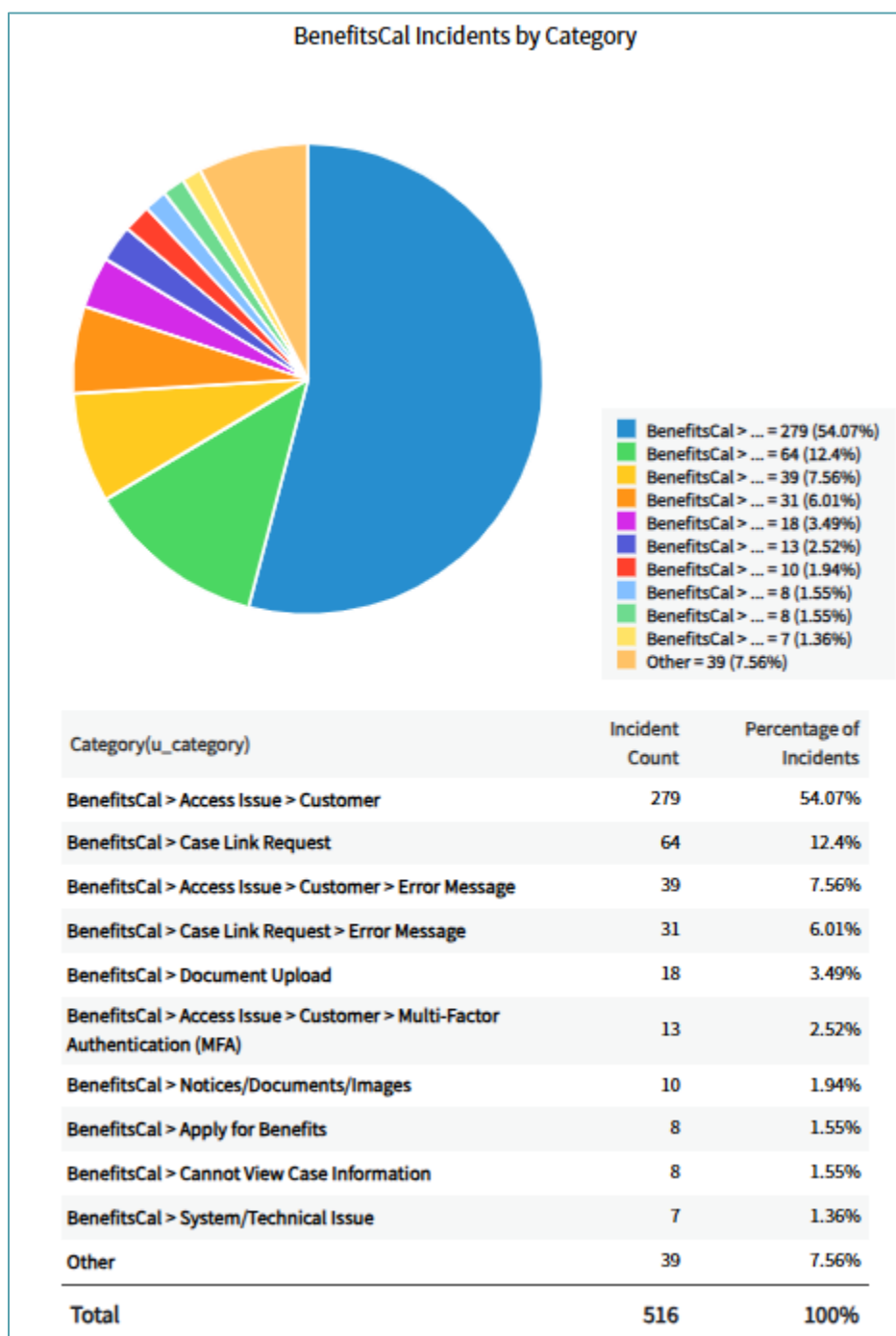


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

**Note:** The pie chart above represents Incidents by Category created within the past two months. The 39 listed as Other are for selected categories that had less than 1.3 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
403	Lobby Kiosk Issue	11/5/2025	Infrastructure – Cloud Team

## 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-295808	11/14/2025	Infra Contact Center	ca_connect_lambda 25.10.09 code fix	New
CA-295803	11/14/2025	Infra Contact Center	San Diego - WelcomeBot report configuration	Test Complete
CA-295619	11/6/2025	Infra Contact Center	San Bernardino - configure Queue Voice report	Development Complete
CA-295594	11/5/2025	Infra Contact Center	EXTERNAL AGENCY - Calabrio - Unable to fully report completed Evaluations	Assigned
CA-295543	11/3/2025	Infra Tech Ops	JRASERVER-78485: Text Visibility issue in Quick Search bar	New
CA-295541	11/3/2025	Infra Contact Center	Agent Daily Statistics Not Populating in ECCP Agent Management Tab	Assigned
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 RPA task exception naming difference	System Test
CA-295490	10/30/2025	Infra Contact Center	San Bernardino - Spanish accent announcing the language and program	In Development

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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	Assigned
CA-295368	10/24/2025	Infra Contact Center	ECCP Supervisor Email Notifications Not Sent After 55 Minutes	In Assembly Test
CA-295332	10/23/2025	Infra Contact Center	25.10.09 kinesishvideo 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-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	In Development
CA-294890	10/6/2025	Infra Contact Center	External Agency - AWS race condition when agent flow is longer than customer flow	Assigned
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



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-294550	9/17/2025	Infra Contact Center	CCP Contact Control Panel popping up	Assigned
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
CA-288055	2/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	Development Complete
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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-232534	8/23/2021	Infra Imaging	External Agency - Technical Only - Hyland Business Insight Audit User Sync Failures	In Development
NOW-1452	10/8/2025	ServiceNow	POA&M ACLs / List Edit lock down	To Do
NOW-1438	8/18/2025	ServiceNow	SLAs do not reattach for old vendor when sla cancels and vendor updates at same time	DOCUMENTING
NOW-1433	8/1/2025	ServiceNow	ENV access request: verbiage removal	Done
NOW-1422	6/5/2025	ServiceNow	PROD SLA malfunction	To Do
NOW-1383	1/2/2025	ServiceNow	Roll On workflow activity location mismatch	READY

## 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
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	ECR: Reconfigure AM in ForgeRock Prod Environment
11/5/25	11/5/25	Configure Microsoft 365 Copilot Chat for Innovation Group Testing
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	11/14/25	Add and configure services for account findings
11/5/25	11/7/25	Enable network connectivity between coreapp-staging ART Jenkins instance and the STG6 environment

DATE(S)		ACTIVITY DESCRIPTION
11/5/25	11/7/25	Enable the secret access for DataSlicer job for case copy.
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	Enabling Calsaws-LRS-Lookup functionality for the environments that has CalSAWS Service enabled.
11/5/25	11/7/25	Remove the Imaging service from TR1
11/5/25	11/13/25	MISC Oct DB creation in perf environment for testing - Oct 2025
11/5/25	11/6/25	Update the Confluent license in PAT Confluent servers coreapp-staging(339650810458)
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	CalSAWS Priority Release 25.11.05
11/5/25	11/5/25	PROD: Update License Key on Spectrum Servers
11/5/25	11/7/25	Update SanBenito SFTP IP address coreapp-production-network (839113706656)
11/5/25	11/10/25	Add missing S3 triggers to the save historical metrics lambdas for San Bernardino County Contact Center
11/5/25	11/6/25	Remove access to the EmailNotificationLambda in Prod from the SNS Topic hosted in coreapp-production-shared-services
11/5/25	11/5/25	ECR: Reconfigure AM in ForgeRock Prod DR Environment
11/6/25	11/12/25	Standard Change: ForgeRock Testing in SandBox Environment 25.11.06-25.11.12
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	11/7/25	Request New Connect Instance IVR Line for San Mateo, CA-294828 (Training / 840282767625)
11/6/25	11/6/25	Standard Change: ForgeRock Staging Environment Build 25.11.06
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	CalSAWS Priority Release 25.11.06
11/6/25	11/6/25	ServiceNow Release 25.11.06
11/7/25	11/7/25	Decommissioning of network devices at Kern site - 15014

DATE(S)		ACTIVITY DESCRIPTION
11/7/25	11/7/25	Standard Change: ForgeRock AT DR Release 25.11.07
11/7/25	11/10/25	Issue SSL Certificate for RPA Application
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	11/7/25	CalSAWS Priority Release 25.11.07
11/7/25	11/10/25	Request New Connect Instance IVR Line for San Mateo, CA-294828 (Prod / 164511074279)
11/7/25	11/8/25	October 2025 Oracle DB RU 19.29.0.0 .0 patching on System Test and Performance Test databases
11/7/25	11/10/25	Request New Connect Instance IVR Line for San Mateo, CA-294828 (Non Prod / 578801790039)
11/7/25	11/9/25	Update the Confluent license in Prod Confluent servers coreapp-prod(851725240334)
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-DEV] Security Patch: Install Patch
11/8/25	11/8/25	ServiceNow [CSM-TRAINING] Security Patch: Install Patch
11/8/25	11/8/25	ServiceNow [CSM-TEST] Security Patch: Install Patch
11/10/25	11/10/25	CalSAWS Priority Release 25.11.10 (Morning CA-295487) - 1 of 2
11/10/25	11/11/25	STANDARD - Weekly creation Change and Security Updates - Monday (Nov. 10)
11/10/25	11/10/25	Standard Change: ForgeRock DEV DR Release 25.11.10
11/10/25	11/10/25	CalSAWS Priority Release 25.11.10 (Afternoon Items) - 2 of 2
11/11/25	11/11/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Nov. 11)
11/12/25	11/12/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
11/12/25	11/12/25	Enable Contact Lens in contactcenter-nonproduction-placer
11/12/25	11/15/25	NON-PROD: Upgrade Java (Online + Batch) and October 2025 WLS Patches (Online) in coreapp-development (#650244008899)
11/12/25	11/14/25	Enable eccp access of non-prod counties from offshore workspaces

DATE(S)		ACTIVITY DESCRIPTION
11/12/25	11/13/25	Enable Kinesis for Amazon Connect for contactcenter-nonproduction-ladcfs (841162670806)
11/12/25	11/13/25	2-Faulty UPS Replacement at 33081-Riverside,541 N San Jacinto St Hemet, CA 92543 US
11/12/25	11/13/25	Creation of IAM user Calabrio_WFM_External for the contactcenter-nonproduction-ladcfs account
11/12/25	11/14/25	Updating CloudWatch Alarm names in CoreApp Development Account
11/12/25	11/14/25	Provision Cloudfront resources for TR2 in coreapp-training (#058264522586)
11/12/25	11/12/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Nov. 12)
11/12/25	11/13/25	ECR: Schedule routing profile sync from Connect to eCCP (SCR: CA-294517)
11/12/25	11/14/25	Deletion of Unused AWS Components in OCAT-PERF Account
11/12/25	11/13/25	Updating CloudWatch Alarm names in Coreapp-Prod DR US-east-1 #851725240334
11/12/25	11/14/25	DR ftp connectivity configuration fix
11/13/25	11/14/25	Upgrade Invicti software from 25.7.0 to 25.9.1
11/13/25	11/13/25	Standard Change: ForgeRock AT Release 25.11.13
11/13/25	11/13/25	Standard Change: ForgeRock Staging Environment Build 25.11.13
11/13/25	11/13/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
11/13/25	11/13/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Nov. 13)
11/13/25	11/13/25	CalSAWS Priority Release 25.11.13
11/13/25	11/14/25	Create and deploy the platform SSO and File Vault policy in Microsoft Intune for MacBook's for their successful enrollment to Intune.
11/13/25	11/13/25	ServiceNow Release 25.11.13
11/13/25	11/14/25	Creation of IAM user Calabrio_WFM_External for the contactcenter-production-ladcfs account
11/13/25	11/15/25	Update SCCM (System Center Configuration Manager) to 2503
11/14/25	11/14/25	Standard Change: ForgeRock AT DR Release 25.11.14
11/14/25	11/15/25	NON-PROD: Upgrade Java (Online + Batch) and October 2025 WLS Patches (Online) in coreapp-staging (#339650810458)
11/14/25	11/14/25	Standard Change: ForgeRock Dev Release 25.11.14

DATE(S)		ACTIVITY DESCRIPTION
11/14/25	11/14/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Nov. 14)
11/14/25	11/14/25	CalSAWS Priority Release 25.11.14
11/15/25	11/15/25	CalSAWS Priority Release 25.11.15
11/15/25	11/15/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Nov. 15)
11/16/25	11/16/25	October 2025 Oracle DB RU 19.29.0.0 .0 patching on Coreapp Staging and Batch Performance databases
11/16/25	11/16/25	CalSAWS Priority Release 25.11.16
11/16/25	11/16/25	GAGR CC PROD PUB PUSH and IMPLEMENTATION PLAN (IP) for 11/16/25 Release

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
11/17/25	11/18/25	STANDARD - Weekly creation Change and Security Updates - Monday (Nov. 17)
11/17/25	11/18/25	ECR: Create ODB Networks , Exadata infrastructures and VM clusters and Exadata VM clusters
11/17/25	11/17/25	Standard Change: ForgeRock DEV DR Release 25.11.17
11/18/25	11/18/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Nov. 18)
11/18/25	11/18/25	Configure extensions in Splunk to enable creation of authentication tokens
11/19/25	11/19/25	Apply security data filters to tables in PROD
11/19/25	11/19/25	Create a new Lambda to deregister Quicksight users
11/19/25	11/20/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (Secondary devices)
11/19/25	11/21/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary Devices)
11/19/25	11/21/25	Updating CloudWatch Alarm names in CoreApp Staging Account
11/19/25	11/21/25	Updating CloudWatch Alarm names in CoreApp County Account
11/19/25	11/21/25	Updating CloudWatch Alarm names in CoreApp Training Account
11/19/25	11/20/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary Devices)
11/19/25	11/20/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary Devices)

DATE(S)		ACTIVITY DESCRIPTION
11/19/25	11/21/25	Decommission dev-email-service route 53 entry in coreapp-development (#650244008899)
11/19/25	11/19/25	Update httpd.conf in Perf environment to redirect traffic from http to https coreapp-development account (#650244008899)
11/19/25	11/20/25	Qualys connector issue
11/19/25	11/21/25	Riverside County   IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary Devices)
11/19/25	11/19/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Nov. 19)
11/19/25	11/19/25	Enable Quicksight in PROD sharedfunctions account (654016806412)
11/19/25	11/20/25	Qualys EDR Log Integration to Splunk
11/20/25	11/20/25	ServiceNow Release 25.11.20 - Contra Costa's ServiceNow Integration
11/20/25	11/20/25	Standard Change: ForgeRock AT Release 25.11.20
11/20/25	11/20/25	Standard Change: ForgeRock Staging Environment Build 25.11.20
11/20/25	11/21/25	Upgrade DynaTrace Agent Version on Non-prod Static EC2 Instances
11/20/25	11/21/25	Update CloudFront Distribution origin domain name for Rest API and WebSocket for all contactcenter-production accounts
11/20/25	11/20/25	Enable log messages rate-limiting on LA3 Exchange routers
11/21/25	11/21/25	Standard Change: ForgeRock AT DR Release 25.11.21
11/21/25	11/21/25	Standard Change: ForgeRock Dev Release 25.11.21
11/21/25	11/21/25	ServiceNow Release 25.11.21
11/21/25	11/21/25	Update Ansible license renewal
11/22/25	11/22/25	ServiceNow [CSM-PROD] Security Patch: Install Patch
11/23/25	11/23/25	CalSAWS Release 25.11

### 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 25.11.16	11/16/2025
Priority Release 25.11.15	11/15/2025



RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 25.11.14	11/14/2025
Priority Release 25.11.13	11/13/2025
Priority Release 25.11.10 - afternoon	11/10/2025
Priority Release 25.11.10 - morning	11/10/2025
Priority Release 25.11.07	11/07/2025
Priority Release 25.11.06	11/06/2025
Priority Release 25.11.05	11/05/2025
Priority Release 25.11.03	11/03/2025

### 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
BenefitsCal Release 25.11.20	11/20/25	8:00 PM	11/20/25	9:30 PM											Broadcast Email	TBD
Imaging (Hyland) Maintenance	11/21/25	10:00 PM	11/22/25	1:00 AM											Broadcast Email	TBD
CalSAWS Release 25.11	11/23/25	6:00 AM	11/23/25	1:00 PM											CIT 0134-25	11/3/2025
															Broadcast Email	11/10/2025
ForgeRock Maintenance	12/05/25	10:00 PM	12/06/25	2:00 AM											CIT 00XX-25	TBD
															Broadcast Email	TBD
Adhoc Reporting Database Maintenance	12/07/25	12:00 PM	12/07/25	4:00 PM											CIT 00XX-25	TBD
															Broadcast Email	TBD
Production Maintenance	12/07/25	1:00 PM	12/07/25	6:30 PM											CIT 00XX-25	TBD
															Broadcast Email	TBD

Figure 4.3.4-: CalSAWS Production Planned Outages Calendar

**Notes:**

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

## 5 LOBBY MANAGEMENT

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

Table 4.3.4-1: Lobby Management Updates

COUNTY	UPDATES
Merced	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.
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 November Monthly GAGR Correspondence Service Maintenance Release was successfully completed on 11/16/2025. The release included 1 SCR for one (1) county with the modification of 26 NOAs for 40 Reason Codes.
- The Shasta County GAGR Automated Solution Opt-in (GAGR-753) county purchase order will be delivered with release 26.05. Design in progress.
- The Kern County GAGR Automated Solution Opt-In (GAGR-763) county purchase order estimate for Exstream Development and Exstream Licenses is complete and pending delivery to the county for approval.
- The San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) county purchase order estimation for Exstream Development and Exstream Licenses is in progress.

## 7 ADDITIONAL PROJECTS

The following subsections provide information on larger projects managed by the Infrastructure team. The Infrastructure team may also be participating in M&E led projects reported upon in the M&E status report.

### 7.1 ServiceNow IT Operations Management Discovery / Hardware Asset Management / Software Asset Management (TLM-13, TLM-14, TLM-15)

- 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 Oracle@AWS Migration

- Initial Implementation of security measures is complete
- Executed an Oracle kick-off and several discovery and planning sessions
- Exadata account able to be activated setting the stage to begin Test migration activities as soon as we have CCB approval

### 7.3 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

### 7.4 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	Infra Tech Ops	Standardize OCAT Scanning - Qualsys	New
GAGR-911	11/5/2025	Client Correspondence	Replace current GR NOA Back for Orange County - Phase 2	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-910	10/27/2025	Client Correspondence	Assistance requested to help map the correct application date variable	System Test
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-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
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	Design in Progress
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	Design in Progress
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 4 Discontinuance	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-295811	11/14/2025	Contact Center	Yolo County request to update verbiage for msg_C19_RPA_Pickup_Success	New
CA-295806	11/14/2025	Infra Central Print	El Dorado County Return Mail Processing and Return Mail Imaging	Design in Progress
CA-295804	11/14/2025	Infra Contact Center	LA County - Re-enable the IVR flow option for in-office pickup	System Test
CA-295802	11/14/2025	Infra Contact Center	Orange - Remove recently added IVR queues	Test Complete
CA-295769	11/13/2025	Infra Imaging	Enable FCC Backup for documents routed to OCR	New
CA-295758	11/13/2025	Infra Contact Center	Yuba - Call Routing for GA calls	New
CA-295757	11/13/2025	Infra Contact Center	LA County is requesting to add an additional Message on Hold (MOH) and a change in the order in which the MOH are being played.	New
CA-295756	11/13/2025	Infra Contact Center	Update Placer County Lincoln's Birthday Holiday in the CalSAWS County Calendar	New
CA-295731	11/12/2025	Infra Tech Ops	Upgrade Kafka and Schema Registry clients to supported Confluent v7.8.4	New
CA-295719	11/12/2025	Infra Contact Center	Update CC 2026 Holidays	Design in Progress
CA-295667	11/7/2025	Infra Imaging	Routing for Reindexed Portal documents	New
CA-295645	11/6/2025	Infra Contact Center	Smart Routing for all Counties Interactive Voice Response to allow caller to skip authentication and speak to a worker	New
CA-295638	11/6/2025	Infra ForgeRock	PROD and CT ForgeRock API client for Santa Barbara (42)	New
CA-295565	11/4/2025	Infra Central Print	Merced County opting in to the Return Mail Imaging Solution	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-295560	11/4/2025	Infra Contact Center	Update UIPath display fields	System Test
CA-295539	11/3/2025	Infra Contact Center	RPA processing logic analysis and logic update	New
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	Design in Progress
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	System Test
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	Pending Approval
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 - Multi-Phase Modernization	New
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	Test Complete
CA-294281	9/5/2025	Infra Contact Center	Update contactcenter-training-la lambdas	System Test
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	Pending Approval
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-294128	8/29/2025	Infra Contact Center	Contra Costa - Apply Contact Attributes to Measure Calls Diverted by - Maximum Contacts in Queue™ Threshold	New



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-294115	8/29/2025	Infra Contact Center	Fresno-IVR - Call Tree Change (Max Call Queue Capacity)	Test Complete
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
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



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 Environment Integration 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
CA-292433	6/26/2025	Infra Contact Center	Welcome Bot Smart Routing-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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			better view - Calabrio Vendor - PFR	
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
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	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			related to ITOM Gainwell Implementation	
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	Pending Approval
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
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 & bots to understand all threshold languages	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-283265	10/2/2024	Infra Contact Center	Add threshold languages currently supported by IVR to bots.	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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 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-278880	6/5/2024	Infra Contact Center	Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only	Design in Progress
CA-278831	6/4/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	6/4/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	Design in Progress
CA-278828	6/4/2024	Infra Contact Center	Add ability to customize system message in eCCP to display in BenefitsCal web chat	New
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement - Reporting of Skipped Calls	New
CA-278377	5/24/2024	Infra Contact Center	Placeholder - Implement Contact Center Disaster Recovery Solution on one Single county	New
CA-278071	5/20/2024	Infra Contact Center	**Placeholder** POC AWS Contact Lens	New
CA-277932	5/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
CA-277481	5/6/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276974	4/23/2024	Infra Tech Ops	Upgrade Oracle Apex to 24.1	New
CA-276824	4/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Design in Progress
CA-276763	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Allow multiple users to be selected from the parameters search	New
CA-276762	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Add a search option to allow to search by EW	New
CA-276632	4/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New
CA-276527	4/12/2024	Infra Contact Center	Update eCCP Courtesy Call Back verbiage	New
CA-276411	4/10/2024	Infra Contact Center	Notify Multiple Courtesy Call Back Requests	In Development
CA-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	PFR - Routing profile to be reverted to default at 8 PM daily	New
CA-276407	4/10/2024	Infra Contact Center	External Agency - eGain = Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report	New
CA-276406	4/10/2024	Infra Contact Center	PFR - Los Angeles County - Call Center - eGain - Calls routed to each EW not available on the EW summary report	New
CA-276403	4/10/2024	Infra Contact Center	PFR - IVR/Contact Center eGAIN Report Update	New
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in eGAIN	Design in Progress

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



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	2/7/2024	Infra Contact Center	PFR - Calabrio - Ability to live monitor multiple workers at a time	New
CA-273894	2/7/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-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



JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	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-1454	10/9/2025	ServiceNow	POA&M Control choice updates for Rev5	PENDING FOR VALIDATION
NOW-1453	10/9/2025	ServiceNow	Request to update permissions for County Users	Done
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-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
- Continued in readiness meetings for M&E transition
- Supported M&E Transition for Production Operations, Tech Recovery and Security

# 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**

