

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: November 17, 2025 – November 30, 2025

1 EXECUTIVE SUMMARY.....	3
2 PROJECT MANAGEMENT	4
3 COMMUNICATIONS MANAGEMENT.....	4
3.1 Distributed Communications	4
3.2 Planned Outages.....	8
3.3 CRFI/CIT Communication Status	9
3.4 SIRFRA/SCERFRA Information.	10
4 INFRASTRUCTURE OPERATIONS	12
4.1 Service Management	12
4.1.1 CalSAWS Service Desk Metrics	12
4.1.2 BenefitsCal Technical Service Desk Metrics	24
4.1.3 Root Cause Analysis (RCA)	25
4.2 Production Defect Backlog	26
4.3 Technical Infrastructure Support.....	29
4.3.1 Maintenance.....	29
4.3.2 Deployments	35
4.3.3 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)	35
4.3.4 CalSAWS Production Planned Outages Calendar.....	35
5 LOBBY MANAGEMENT.....	36
6 GA/GR CORRESPONDENCE.....	37
7 ADDITIONAL PROJECTS	37
7.1 ServiceNow IT Operations Management Discovery / Hardware Asset Management / Software Asset Management (TLM-13, TLM-14, TLM-15)	37
7.2 Lobby Modernization.....	Error! Bookmark not defined.
7.3 Oracle@AWS Migration.....	37
7.4 Communications Portal.....	38
7.5 Log of Open SCRs.....	38
8 TRANSITION SUPPORT.....	52
8.1 M&E Transition	52
1 APPENDIX A - COUNTY PURCHASES STATUS REPORT	53
2 APPENDIX B - COUNTY PURCHASE AGING REPORT	53
3 APPENDIX C - COUNTY PURCHASE HARDWARE REPORT	53

TABLE OF TABLES

Table 3.1-1: Status Dashboard	3
Table 3.1-1: Overall Summary of Deliverable Status for Current Reporting Period.....	4
Table 3.1-1: Communications	5

Table 3.1-2: Enhanced Communications	8
Table 3.2-1: Planned Outage Communications	8
Table 3.3-2: CRFIs	9
Table 3.3-3: Overdue CRFI	10
Table 4.1.1-1: CalSAWS ServiceNow Incidents by State and Age	15
Table 4.2-1: Infrastructure Production Defects	26
Table 4.3.1-1: CalSAWS Completed Maintenance	29
Table 4.3.2-: CalSAWS Deployments Completed.....	35
Table 4.3.4-1: Lobby Management Updates	36
Table 8.3-1: Other Open SCRs	38

TABLE OF FIGURES

Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created	12
Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved	13
Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created.....	13
Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved.....	14
Figure 4.1.1-5: CalSAWS ServiceNow Problems Created.....	14
Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved.....	15
Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)	16
Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)	17
Figure 4.1.1-9: Aging Incident Backlog	18
Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code	19
Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category	20
Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance.....	21
Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance	22
Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months.....	23
Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.....	23
Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created	24
Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created	24
Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category.....	25

Bi-Weekly Status – CalSAWS Infrastructure

1 EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 3.1-1: Status Dashboard

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
Availability	<ul style="list-style-type: none">The CalSAWS System did not experience any unplanned outages during this period.
Defects	<ul style="list-style-type: none">There are 52 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none">RESOLVED: PRB0052708 - Starting at 8:53 AM, Merced County users were experiencing issues accessing CalSAWS and associated systems due to a countywide internet outage. As of 5:00 PM, the issue has been resolved by the telecommunication provider (TPx). Internet connectivity to the site has been restored and a local county contact confirmed users are now able to access CalSAWS and associated systemsRESOLVED: PRB0052714 - Starting at 4:00 PM, Kern County users at the 100 E California Ave, Bakersfield site are unable to access CalSAWS and associated systems. As of 5:30 PM, the issue has been resolved. Users at the Bakersfield site are now able to access CalSAWS and associated systems.RESOLVED: PRB0052678 – Starting at 4:00 AM on November 17, 2025, Riverside County users at 201 Redlands Ave, Perris site are unable to access CalSAWS and associated systems due to a local internet outage. Riverside County users at the Perris site will not be able to access CalSAWS and associated systems until the issue is resolved. The telecommunication provider (TPx) advised there is a local internet outage reported for the carrier, Spectrum. The estimated time of restoration is 9:00 AM. An update will be provided when the issue is resolved. Update: The local internet provider confirmed multi node outage is still ongoing and estimates to restore internet connectivity by 12:30 PM. An update will be provided when the issue is resolved. Update #2: The local internet provider confirmed multi node outage is still ongoing and provided a new estimated time of restoration for internet connectivity at 4:30 PM. Update #3: The local internet provider confirmed multi node outage is still ongoing and provided a new estimated time of restoration for internet connectivity at 6:30 PM. As of 1:10 AM on November 18, 2025, the issue has been resolved. The local internet provider confirmed services have been restored. Riverside County users at the Perris site are now able to access CalSAWS and associated systems.RESOLVED: PRB0052679 – Starting at 12:15 AM on November 16, 2025, Riverside County users at the 11060 Magnolia Ave, Riverside site are

Topic	Highlights for the Reporting Period
	unable to access CalSAWS and associated systems. Riverside County users at the Riverside site will not be able to access CalSAWS and associated systems until the issue is resolved. The project team is actively investigating the issue with the CalSAWS telecom provider (TPx). An update will be provided when the issue is resolved. Riverside County IT confirmed there is a local power issue affecting the site. Update: The project team continues to monitor for updates from the county. An update will be provided when the issue is resolved. As of 11:40 AM on November 17, 2025, the issue has been resolved. Riverside County confirmed local power and internet has been restored. Riverside County users at the Riverside site are now able to access CalSAWS and associated systems.
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 11/24/2025: Deployment – Priority Release 25.11.24 (CHG0056899) ▪ 11/23/2025: Deployment – Baseline Release 25.11 (CHG0056580) ▪ 11/21/2025: Maintenance - Imaging (Hyland) ▪ 11/21/2025: Deployment – Priority Release 25.11.21 (CHG0056780) ▪ 11/20/2025: Deployment – Priority Release 25.11.20 (CHG0056779) ▪ 11/19/2025: Deployment – Priority Release 25.11.19 (CHG0056778) ▪ 11/18/2025: Deployment – Priority Release 25.11.18 (CHG0056777) ▪ 11/17/2025: Deployment – Priority Release 25.11.17 (CHG0056776)
Milestones	<ul style="list-style-type: none"> ▪ 7 Production Deployments during this reporting period ▪ Successful implementation of 25.11 Baseline Release

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	FDEL in Development	Submission Complete 12/11

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 1039-25 Scheduled Downtime Notification – 12/07/2025 CIT 0138-25 Scheduled Downtime Notification – 12/05/2025	2	11/18/2025 11/18/2025
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Ad Hoc Reporting – 12/7/2025, 12:00 PM to 4:00 PM. CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS – 12/7/2025, 1:00 PM to 6:30 PM. CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Identity and Access Management Solution (ForgeRock) – 12/5/2025, 10:00 PM to 12/6/2025, 2:00 AM. CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance - 11/21/2025, 10:00 PM to 11/22/2025, 1:00 AM.	4	11/25/2025 11/25/2025 11/25/2025 11/17/2025
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance - 11/20/2025, 8:00 PM to 9:30 PM	1	11/19/2025
Scheduled EBT Maintenance	None.		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Kern County - Bakersfield Site - CalSAWS Access Issue Resolved - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage New - CalSAWS County Executive Communication – Kern County - Bakersfield Site - CalSAWS Access Issue Update - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage	13	11/24/2025 11/24/2025 11/24/2025 11/24/2025

Category	Subject	Count	Distribution Date(s)
	New - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage		11/24/2025
	Resolved - CalSAWS County Executive Communication – Riverside County - Perris Site - Local Internet Outage		11/18/2025
	Update #3 - CalSAWS County Executive Communication – Riverside County - Perris Site - Local Internet Outage		11/17/2025
	Update #2 - CalSAWS County Executive Communication – Riverside County - Perris Site - Local Internet Outage		11/17/2025
	Resolved - CalSAWS County Executive Communication – Riverside County - Riverside Site - CalSAWS Access Issue		11/17/2025
	Update - CalSAWS County Executive Communication – Riverside County - Riverside Site - CalSAWS Access Issue		11/17/2025
	Update - CalSAWS County Executive Communication – Riverside County - Perris Site - Local Internet Outage		11/17/2025
	New - CalSAWS County Executive Communication – Riverside County - Riverside Site - CalSAWS Access Issue		11/17/2025
	New - CalSAWS County Executive Communication – Riverside County - Perris Site - Local Internet Outage		11/17/2025
Issue Notification	Resolved – PRB0052714 Resolved – PRB0052708 New – PRB0052714 New – PRB0052708 --- Resolved - PRB0052678 --- Update #3 - PRB0052678 Update #2 - PRB0052678 Resolved - PRB0052679 Update - PRB0052679 Update - PRB0052678 New - PRB0052679 New - PRB0052678	12	11/24/2025 11/24/2025 11/24/2025 11/24/2025 --- 11/18/2025 --- 11/17/2025 11/17/2025 11/17/2025 11/17/2025 11/17/2025 11/17/2025 11/17/2025 11/17/2025

Category	Subject	Count	Distribution Date(s)
Priority Release Requests for Approval	Priority Release 25.11.24 (CHG0056899) Baseline Release 25.11 (CHG0056580) Priority Release 25.11.21 (CHG0056780) Priority Release 25.11.20 (CHG0056779) Priority Release 25.11.19 (CHG0056778) Priority Release 25.11.18 (CHG0056777) Priority Release 25.11.17 (CHG0056776)	7	11/24/2025 11/19/2025 11/21/2025 11/20/2025 11/19/2025 11/18/2025 11/17/2025
Informational Alert	Service Alert - Software Center App Installation Issue CalSAWS Broadcast >> GA/GR Exstream Correspondence Updates > Pub Push Release Schedule for SYS4 and SYS6 Unavailability - 12/2 -12/4 CalSAWS Broadcast >> County Alert Transmittal (CAT) >> Individuals With a Restricted Scope Medi-Cal Aid Code in CalSAWS CalSAWS Informational Alert >> CA-281316 Contra Costa EHSD ServiceNow CalSAWS Integration - 11/21/2025 Informational Alert: Scheduled Network Maintenance at Gold River office – November 20, 2025 Update #2 - CalSAWS Informational Alert >> PRT Update: ABAWD CalSAWS Informational Alert >> CalSAWS Multi Factor Authentication Process Update CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update - CalSAWS 25.11 Release CalSAWS Informational Alert >> Chrome Permission Prompt for Perceptive Content Web Scanning CalSAWS Informational Alert >> Early Batch Start on Saturday 11/22/2025	10	11/26/2025 11/26/2025 11/24/2025 11/21/2025 11/20/2025 11/20/2025 11/20/2025 11/19/2025 11/17/2025 11/17/2025

Category	Subject	Count	Distribution Date(s)
CalSAWS	Daily Health Report	8	11/26/2025 11/25/2025 11/24/2025 11/21/2025 11/20/2025 11/19/2025 11/18/2025 11/17/2025

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.		11/19/2025
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.		11/17/2025
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
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	12/5/2025 10:00 PM to 12/6/2025 2:00 AM	CalSAWS, Contact Center, BenefitsCal, OCAT, QLIK, Childcare Portal, Auditor, ServiceNow, LMS, AWS Console, Imaging, eCCP, and	CIT 0138-25 11/18/2025	11/25/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
			CCP will be unavailable during this time.		
CalsAWS	CalsAWS maintenance	12/7/2025 1:00 PM to 6:30 PM	CalsAWS users will be redirected to a read-only version during the outage.	CIT 0139-25 11/18/2025	11/25/2025
CalsAWS Adhoc Reporting	CalsAWS Adhoc Reporting Database maintenance	12/7/2025 12:00 PM to 4:00 PM	CalsAWS Ad hoc Reporting will be unavailable during this time.	CIT 0139-25 11/18/2025	11/25/2025

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
0139-25	Scheduled Downtime Notification – 12/7/2025	Informational	November 18, 2025	Communications.Infrastructure	Pete Quijada
0138-25	Scheduled Downtime Notification – 12/5/2025	Informational	November 18, 2025	Clay Erickson	Pete Quijada

The following table outlines CalSAWS Requests for Information (CRFIs) for the reporting period.

Table 3.3-1: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
25-035	Lobby Kiosks – Microsoft Intune Network Service Endpoint Change Verification	11/18/2025	New	12/05/2025	Nonie Reyes-Small

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

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 25-536	CWS-CARES and CalSAWS Interface	Completed
SCERFRA 25-537	Income and Eligibility Verification System (IEVS) Deceased Persons Match	Discovery & Assessment
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Discovery & Assessment
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 - CalWORKs	Completed
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 - Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 - Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 - Central Print (PII Breach)	Completed

4 INFRASTRUCTURE OPERATIONS

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

4.1 Service Management

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

4.1.1 CalSAWS Service Desk Metrics

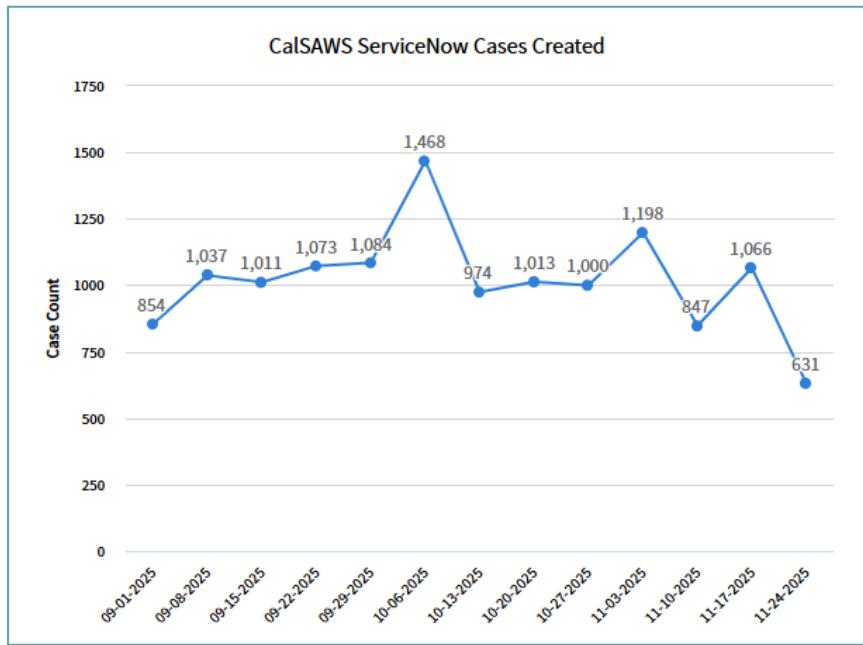


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

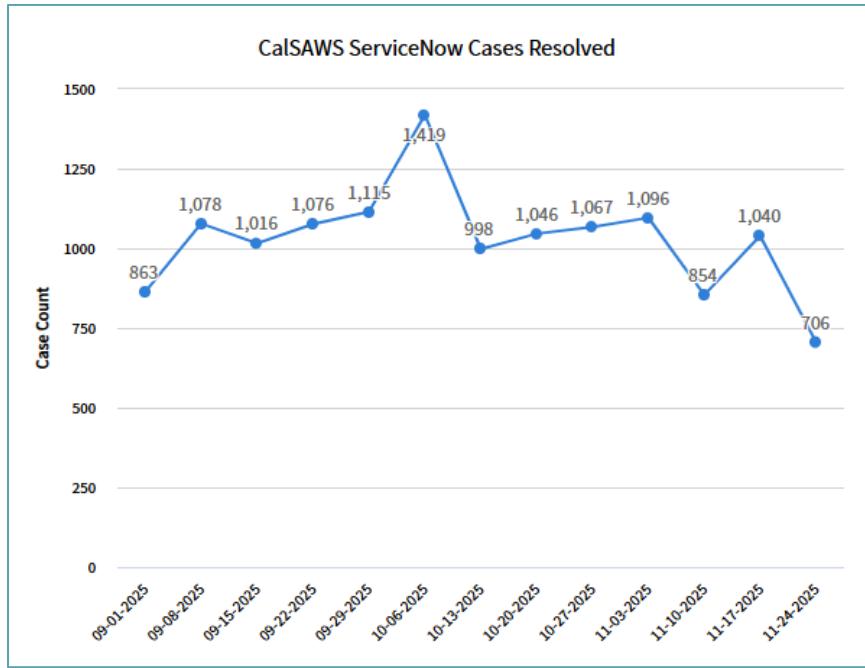


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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

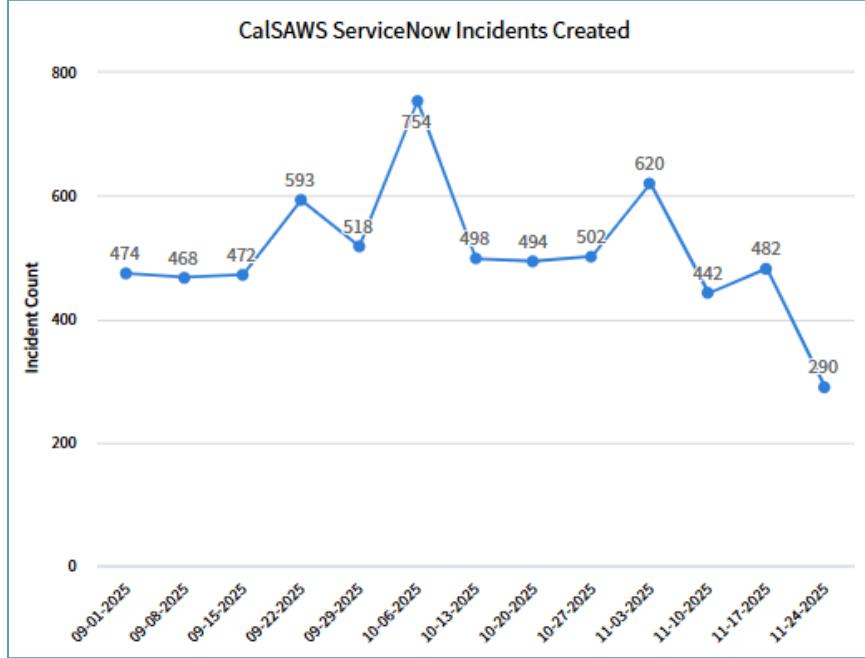


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

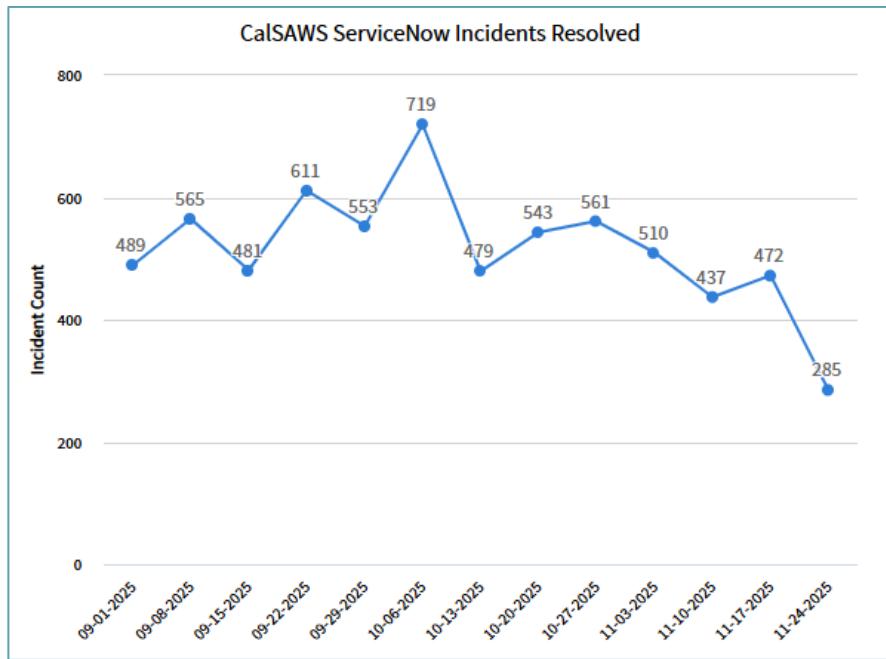


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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

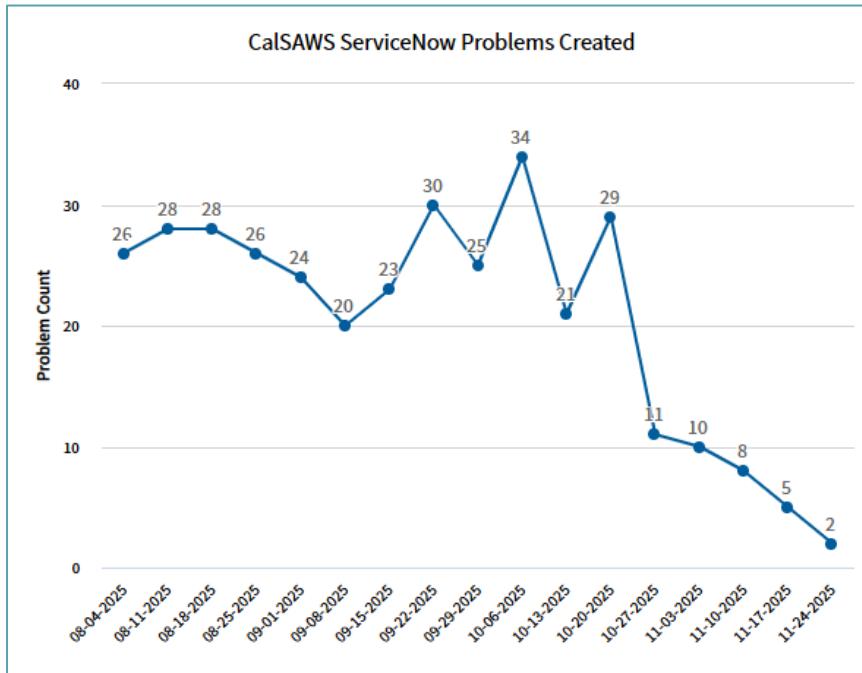


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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

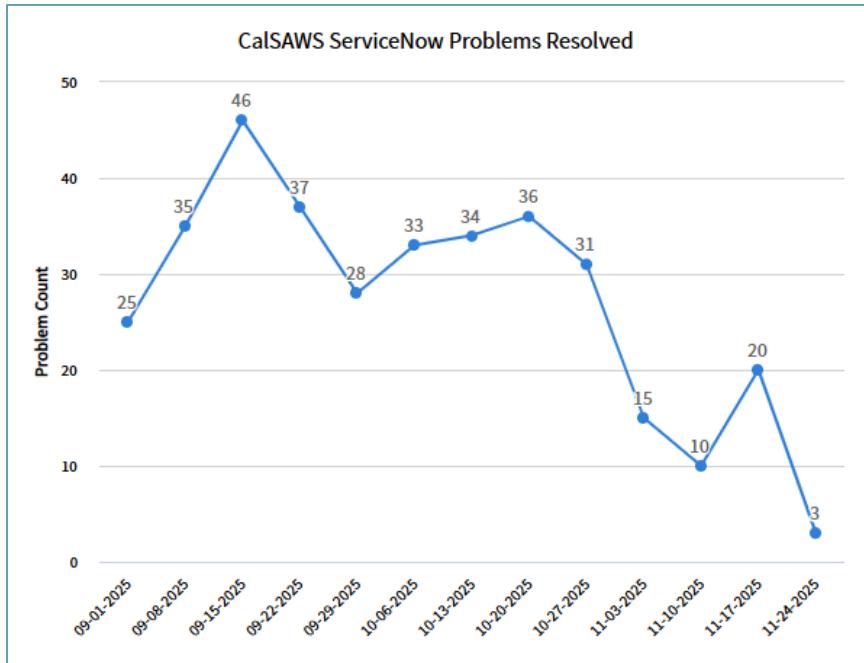


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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

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

	<1 DAY	1-5 DAYS	6-10 DAYS	11-15 DAYS	16-30 DAYS	30-60 DAYS	60-180 DAYS	>180 DAYS	TOTAL
NEW	0	33	3	0	0	4	3	4	47
IN PROGRESS	1	41	25	28	26	27	36	9	193
ON HOLD	0	28	33	29	109	78	32	21	330
RESOLVED	2	112	225	289	128	16	17	9	798
CLOSED	13	5	2	45,948	97,084	17,780	12,114	3,559	176,505
PROBLEM IN DIAGNOSIS	0	0	2	0	0	0	1	0	3
TOTAL	16	219	290	46,294	97,347	17,905	12,203	3,602	177,876

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

- New: State of an incident when assigned to field is empty
- In progress: State of an incident once the “Assigned to” is working on the incident
- On hold:
 - Pending Problem Fix: State of an incident that is linked to a problem record that is in fix in progress
 - Pending Additional Information: State of an incident that requires additional information to resolve the issue (e.g., information from Affected End User or Tier one)

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

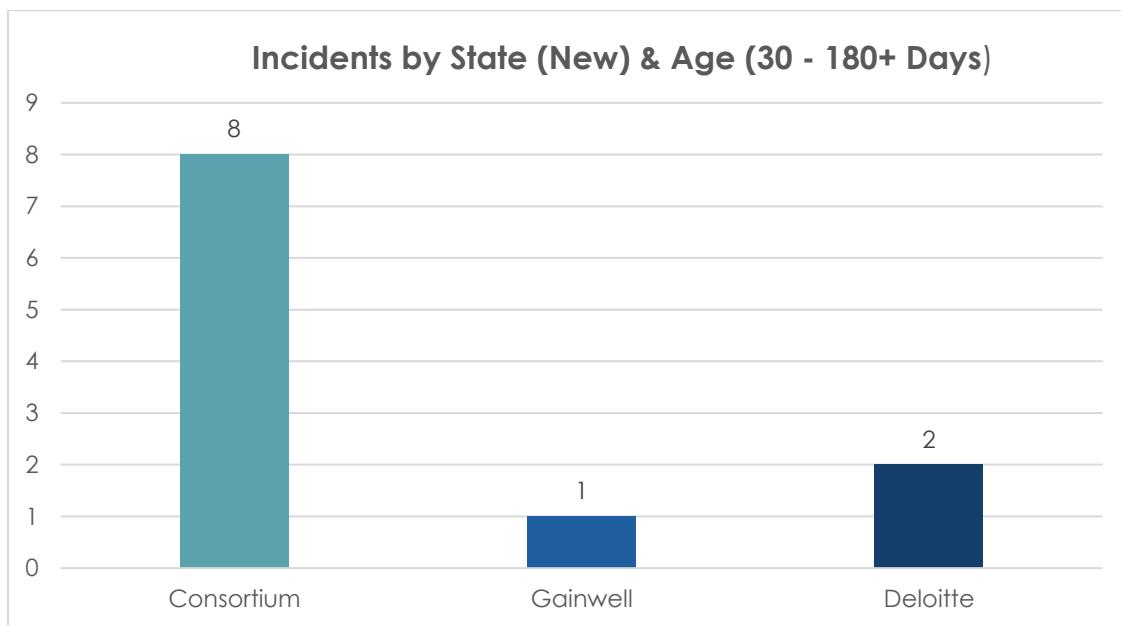


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

Organization	Service Desk Incidents	Infrastructure Incidents	Total Incidents
Consortium	8	0	8
Gainwell	1	0	1
Deloitte	2	0	2
Total	11	0	11

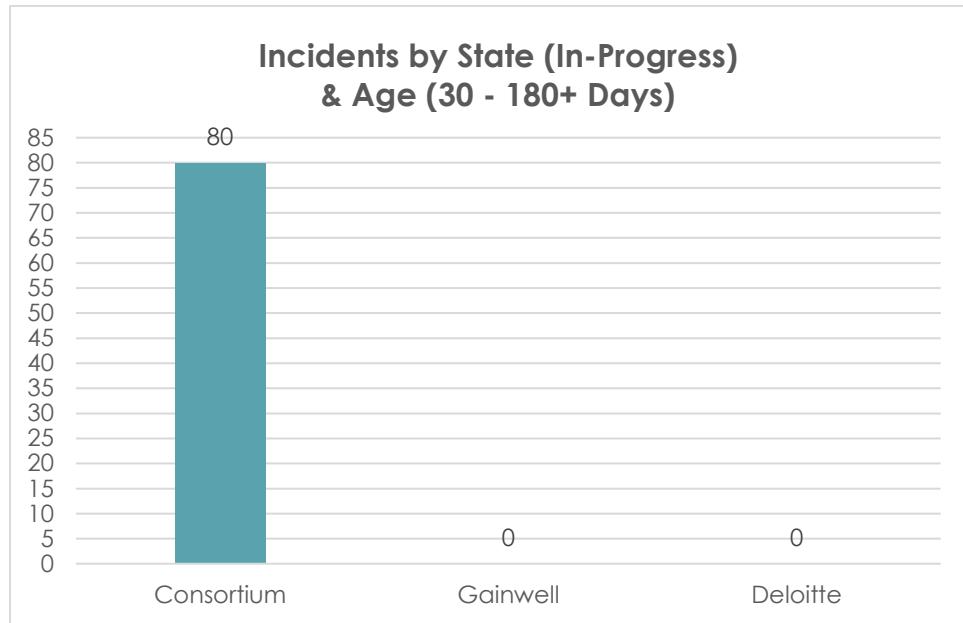


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

Organization	Service Desk Incidents	Infrastructure Incidents	Total Incidents
Consortium	72	0	72
Gainwell	0	0	0
Deloitte	0	0	0
Total	72	0	72

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

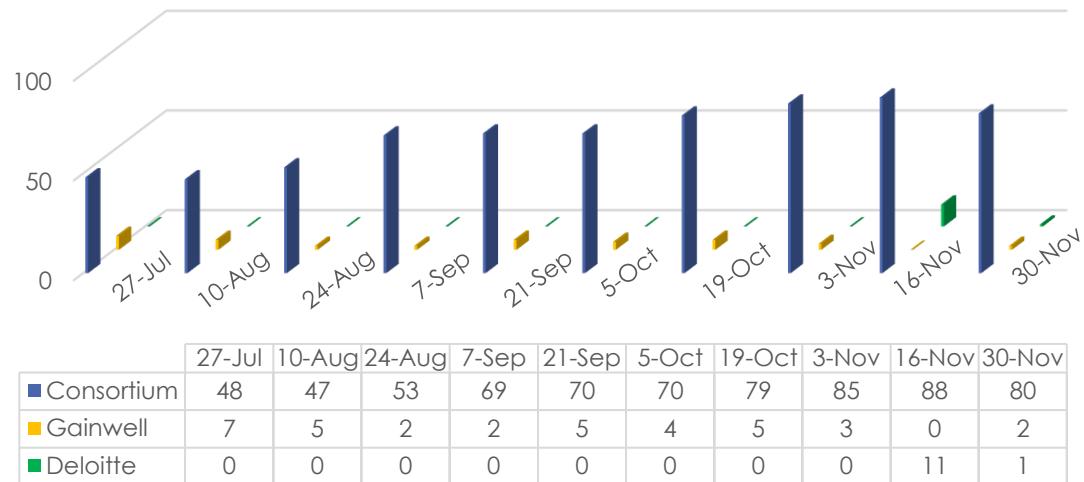


Figure 4.1.1-9:Aging Incident Backlog

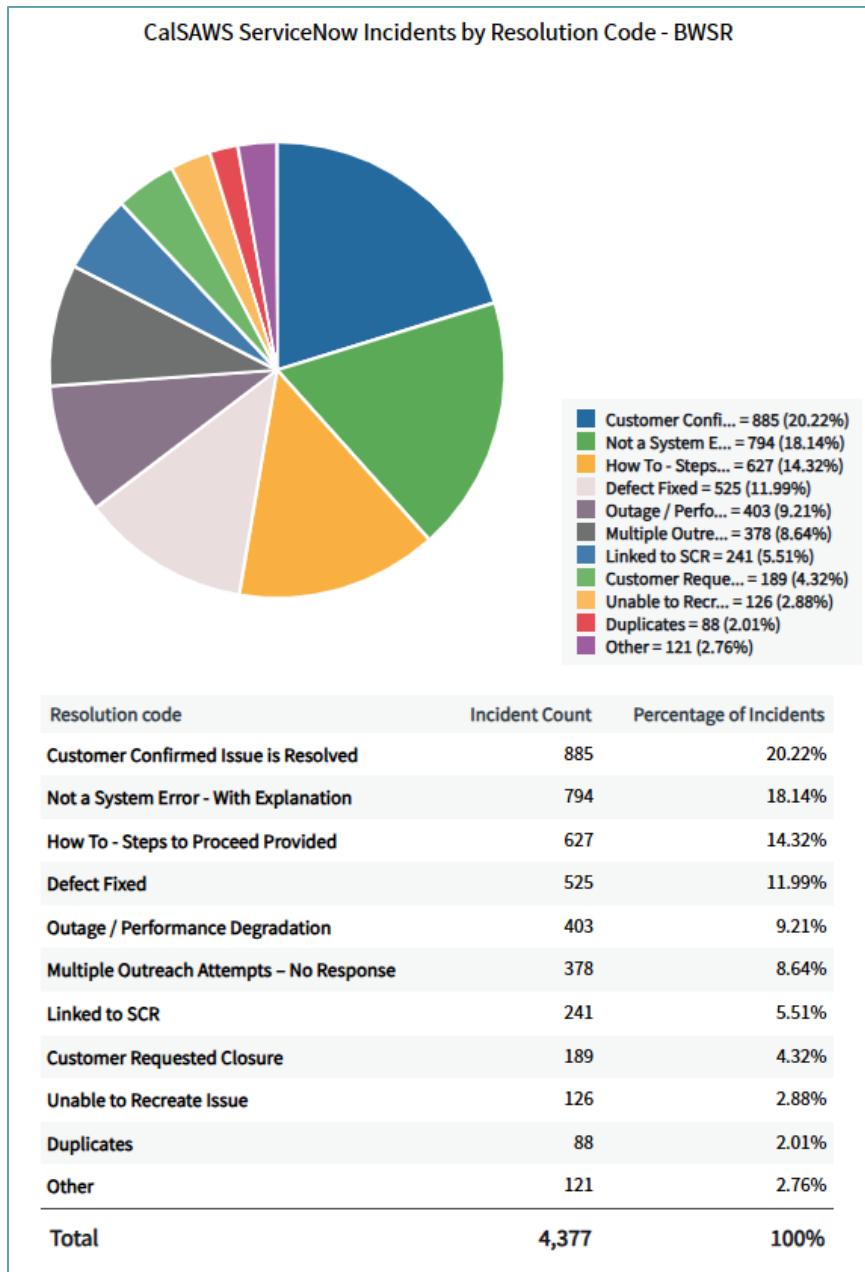


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

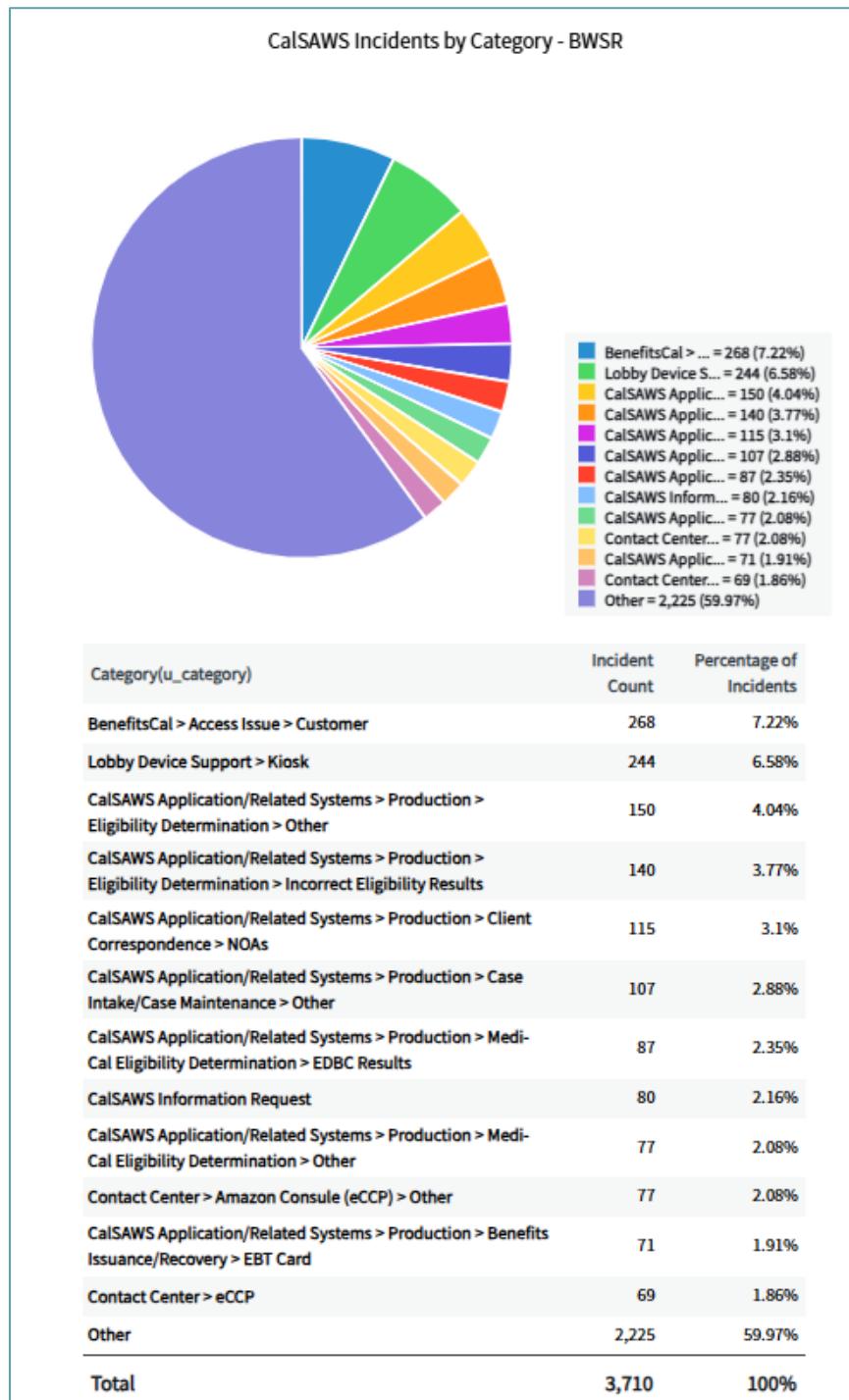


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 2,225 listed as Other are for selected categories that had less than 69 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,710 incidents.

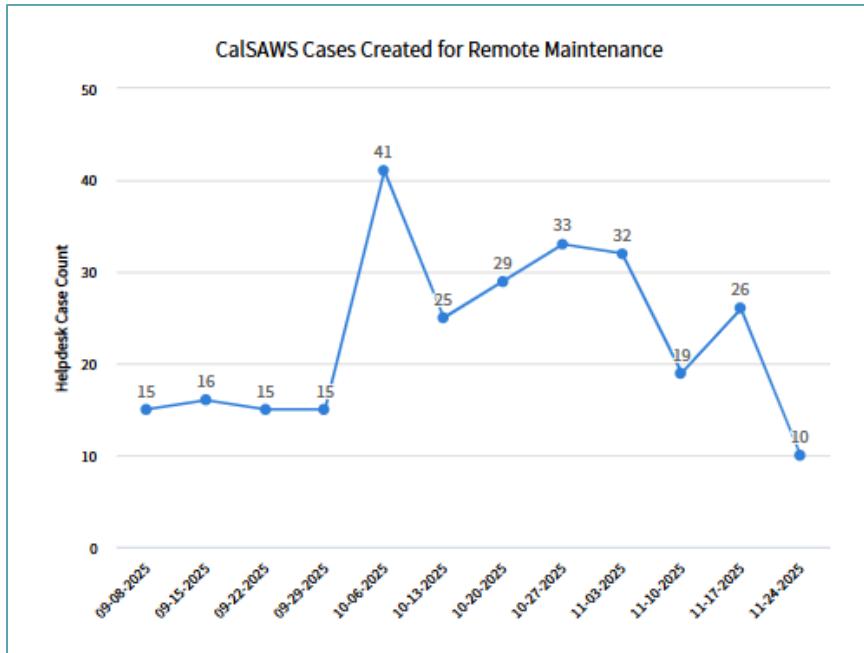


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 99.70%.

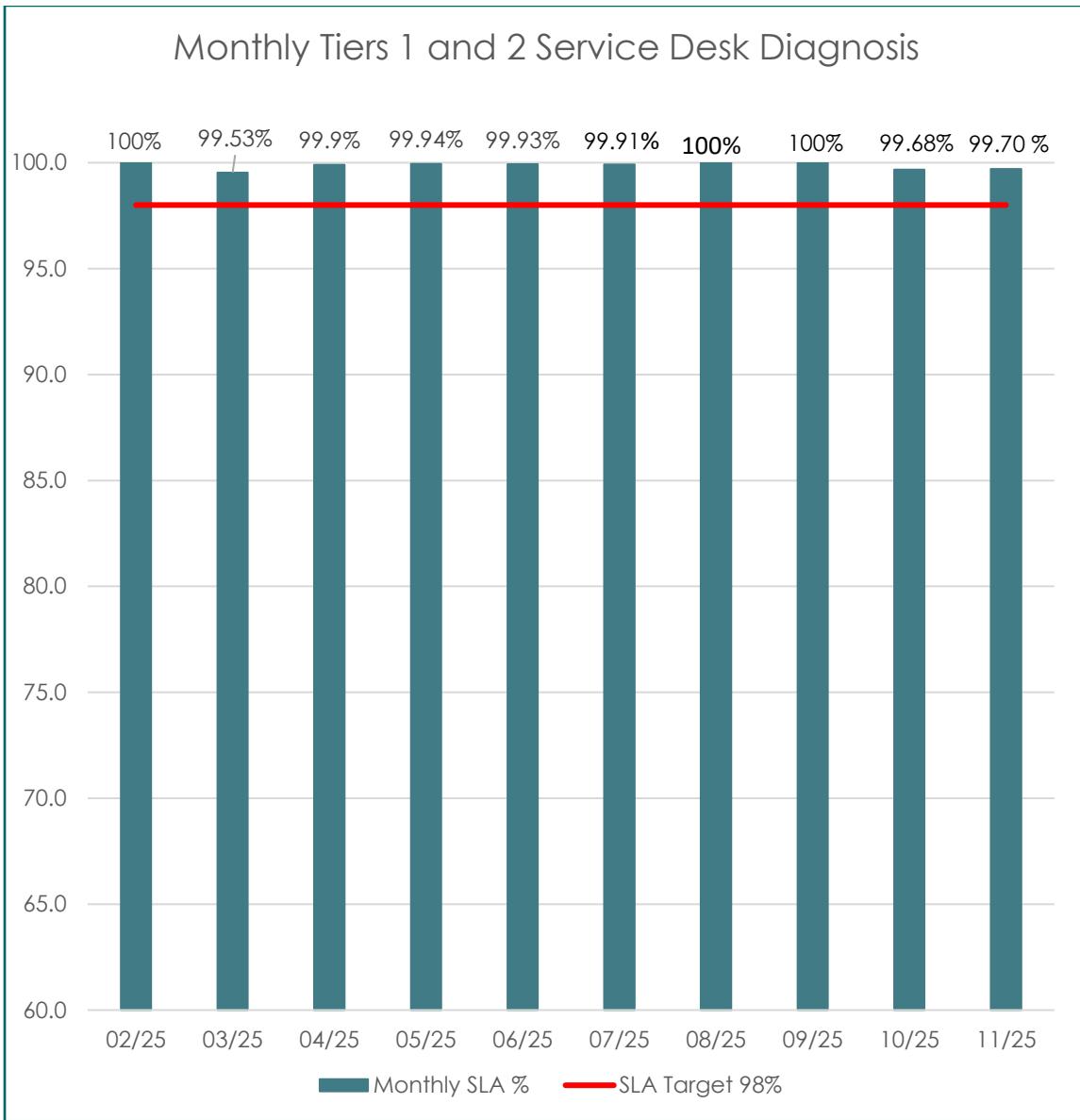


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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.

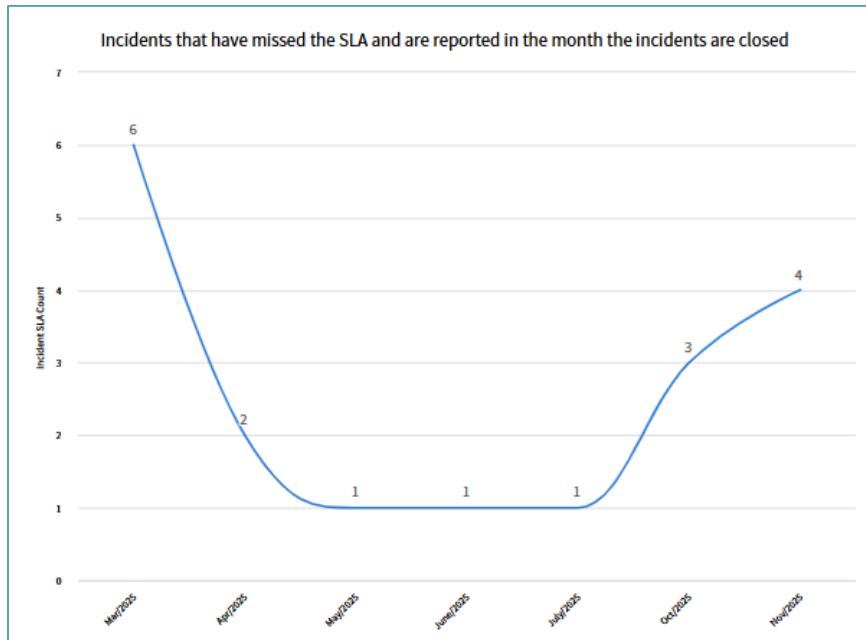


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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.

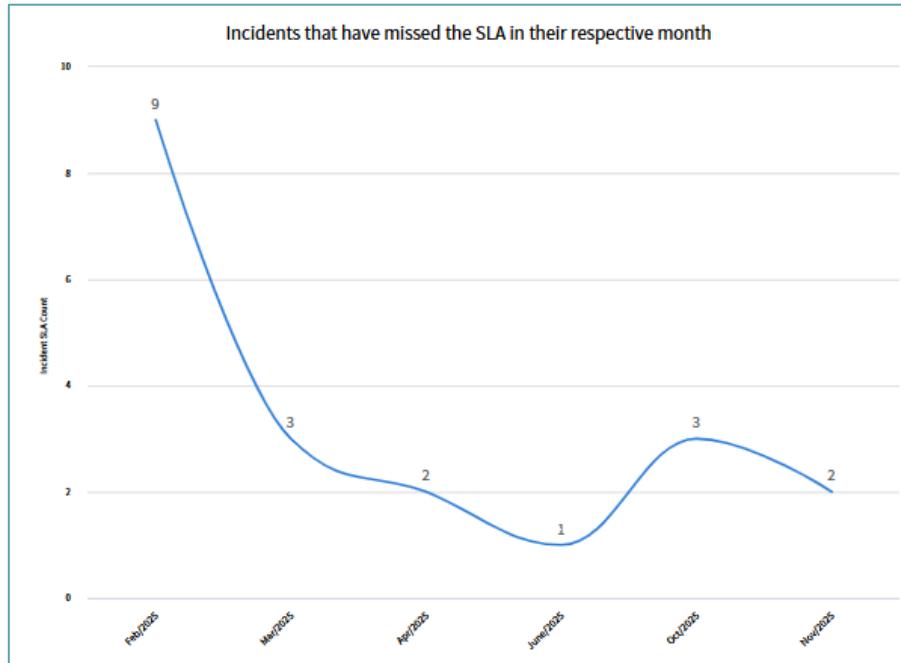


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

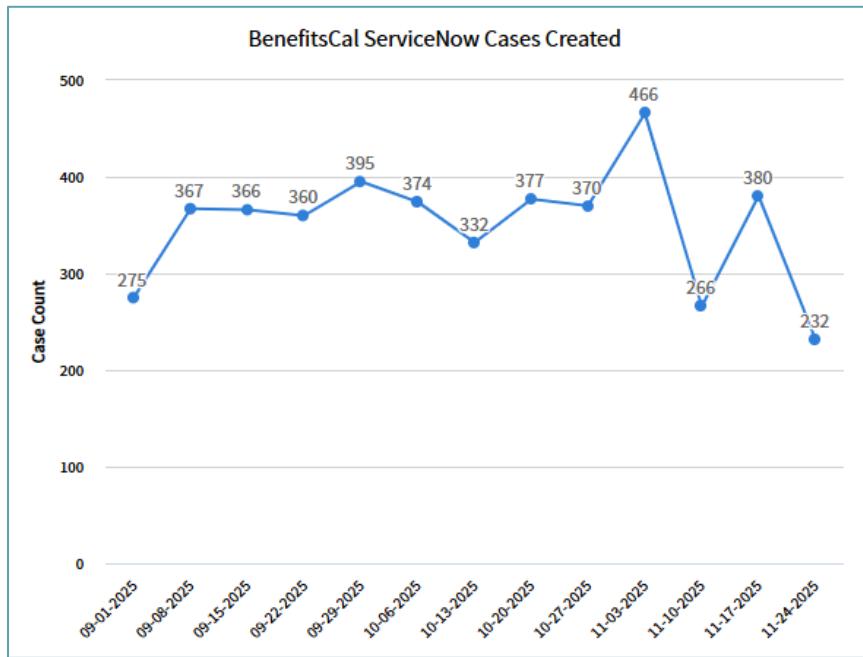


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

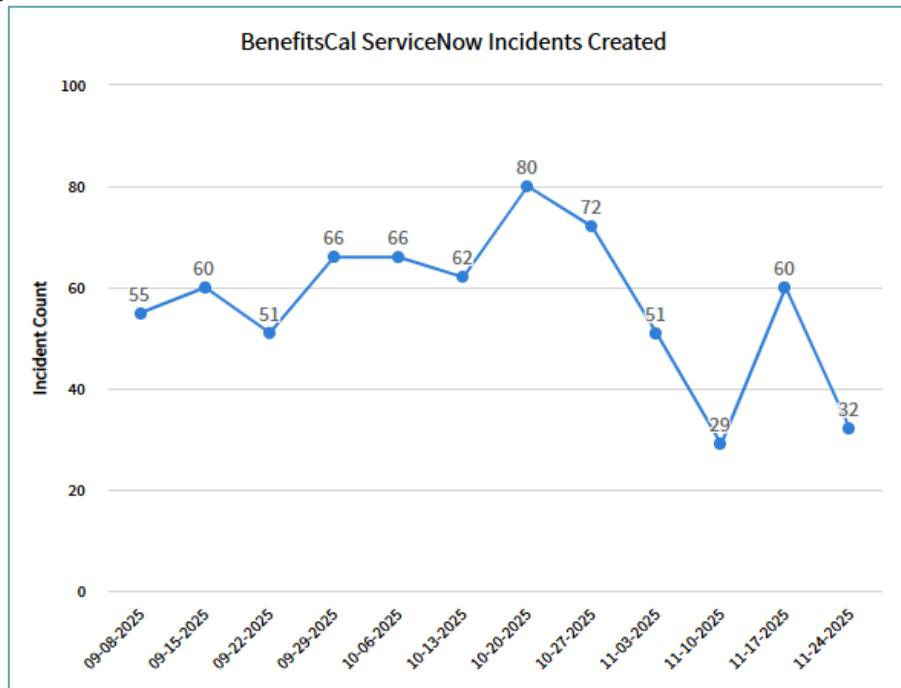


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

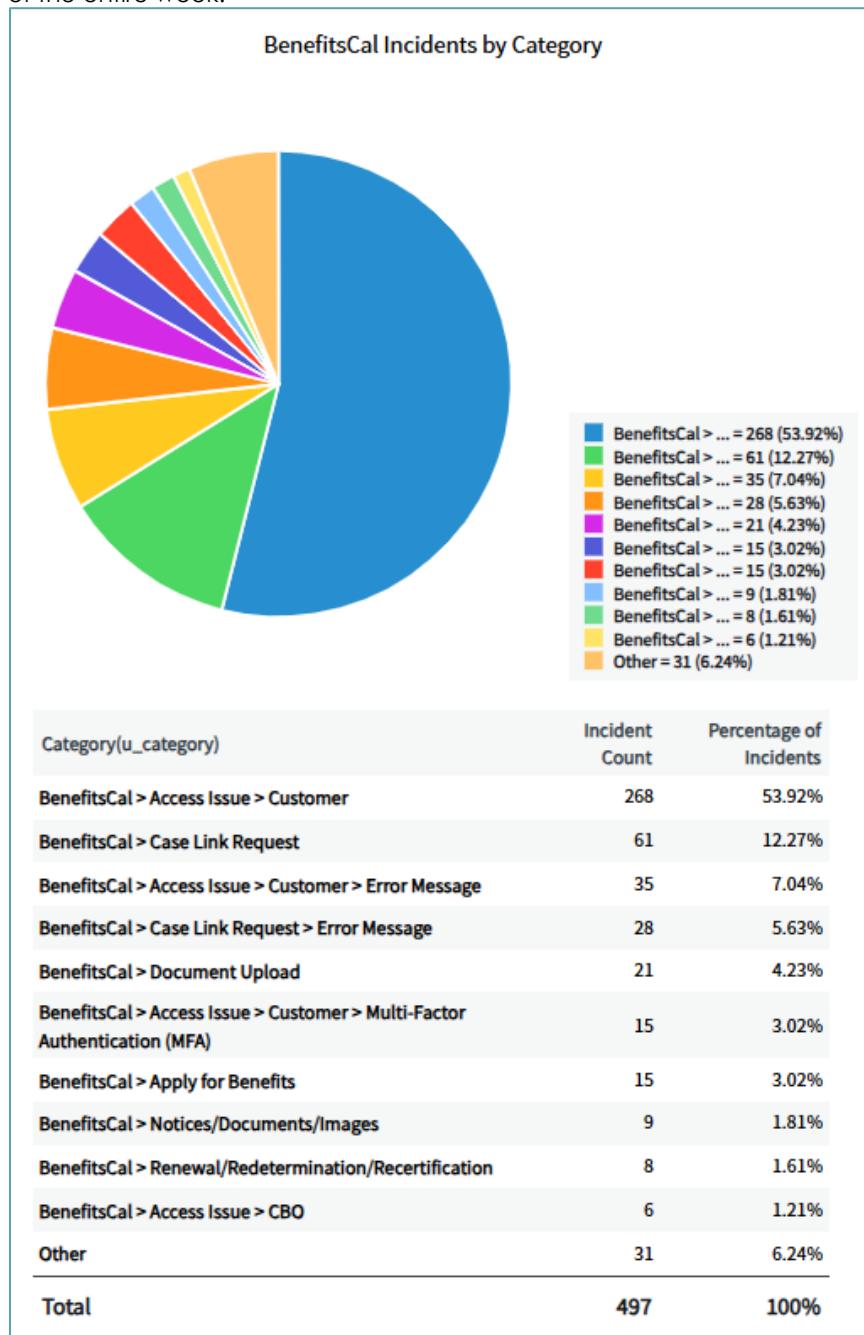


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 31 listed as Other are for selected categories that had less than 1.2 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
404	MEDS Transactions Unavailable - COLA Topics Flush	11/14/2025	Middleware/Cloud/M&E Teams
405	RPA L.A. Processing	11/16/2025	Contact Center

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-295979	11/21/2025	Infra Tech Ops	Multiple Job Runs on the EMR with Same Job ID and Same Start Time	New
CA-295961	11/20/2025	Infra Contact Center	CA-291384 - (BIC Only) LA RPA task exception naming difference	System Test
CA-295808	11/14/2025	Infra Contact Center	ca_connect_lambda 25.10.09 code fix	In Development
CA-295619	11/6/2025	Infra Contact Center	San Bernardino - configure Queue Voice report	Test 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-295490	10/30/2025	Infra Contact Center	San Bernardino - Spanish accent announcing the language and program	Test Complete

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-295437	10/28/2025	Infra Contact Center	Occasional Tsign lambda error	Assigned
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	In Development
CA-295368	10/24/2025	Infra Contact Center	ECCP Supervisor Email Notifications Not Sent After 55 Minutes	System Test
CA-295332	10/23/2025	Infra Contact Center	25.10.09 kinesisvideo package	In Development
CA-295330	10/23/2025	Infra Contact Center	25.10.09 axios packages	Development Complete
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-295282	10/22/2025	Infra Contact Center	25.10.09 repository config	In Development
CA-295280	10/22/2025	Infra Contact Center	25.10.09 unit test package	Test Complete
CA-295279	10/22/2025	Infra Contact Center	25.10.09 form-data packages	In Assembly Test
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	In Development
CA-294918	10/7/2025	Infra Contact Center	Los Angeles - API Contacts being greater than Successful	System Test
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
CA-294573	9/18/2025	Infra Contact Center	External Agency - CCB stuck in the real time queue statistics in eCCP	New

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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
CA-232534	8/23/2021	Infra Imaging	External Agency - Technical Only - Hyland Business Insight Audit User Sync Failures	In Development

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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-1421	6/3/2025	ServiceNow	Populate Additional Information Template into the Description field	PENDING FOR VALIDATION
GAGR-895	8/22/2025	Client Correspondence	SAC county: Test Print is not functioning in CC Data Maintenance	New
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
11/17/25	11/18/25	STANDARD - Weekly AWS AMI 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
11/17/25	11/17/25	CalSAWS Priority Release 25.11.17
11/18/25	11/18/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
11/18/25	11/18/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Nov. 18)

DATE(S)		ACTIVITY DESCRIPTION
11/18/25	11/18/25	CalSAWS Priority Release 25.11.18
11/18/25	11/18/25	Configure extensions in Splunk to enable creation of authentication tokens
11/19/25	11/19/25	ECR Update Splunk Qualys technology Add-on to 1.11.17 and Qualys EDR App to the latest
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	Updating CloudWatch Alarm names in CoreApp Training Account
11/19/25	11/21/25	Updating CloudWatch Alarm names in CoreApp County Account
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	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	11/20/25	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)
11/19/25	11/28/25	Build Baseline infrastructure to support Oracle@AWS POC
11/19/25	11/26/25	Update CloudFront Distribution origin domain name for Rest API and WebSocket for all contactcenter-training accounts
11/19/25	11/25/25	Update CloudFront Distribution origin domain name for Rest API and WebSocket for all contactcenter-nonproduction accounts
11/19/25	11/21/25	Decommission dev-email-service route 53 entry in coreapp-development (#650244008899)
11/19/25	11/19/25	Revert httpd.conf in Perf environment to redirect traffic from http to https coreapp-development account (#650244008899)
11/19/25	11/28/25	Setting up start/stop schedule for PERF Environment via Jenkins for coreapp-development
11/19/25	11/19/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Nov. 19)
11/19/25	11/19/25	CalSAWS Priority Release 25.11.19
11/19/25	11/26/25	Enable Quicksight in PROD sharedfunctions account (654016806412)
11/19/25	11/25/25	Update Contact Center Concurrent call alarms

DATE(S)		ACTIVITY DESCRIPTION
11/19/25	11/19/25	Apply security data filters to Amazon Data Lake tables in PROD SharedFunctions Account
11/19/25	11/25/25	Modify Nuance session and verification handler Lambdas to use the correct IAM roles and policies so that Secrets Manager can be utilized.
11/19/25	11/21/25	Establish NTP connectivity between C-IV.net Data Center Domain Controllers and Data Center NTP servers by allowing UDP port 123 inbound and outbound.
11/20/25	11/26/25	Standard Change: ForgeRock Testing in SandBox Environment 25.11.20-25.11.26
11/20/25	11/20/25	ServiceNow Release 25.11.20 - Contra Costa's ServiceNow Integration
11/20/25	11/21/25	ECR: Add CH3 ALB SG to NLB SG Outbound
11/20/25	11/20/25	Standard Change: ForgeRock AT Release 25.11.20
11/20/25	11/20/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
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	11/20/25	CalSAWS Priority Release 25.11.20
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	ECR: Upscale the batch server to run ABAWD batch jobs
11/21/25	11/21/25	Standard Change: ForgeRock AT DR Release 25.11.21
11/21/25	11/22/25	NON-PROD (Tr2, Ptrain) : Upgrade Java (Online + Batch) and July 2025 WLS Patches (Online) in coreapp-training (#058264522586)
11/21/25	11/21/25	Standard Change: ForgeRock Dev Release 25.11.21
11/21/25	11/21/25	CalSAWS Priority 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	CT, PRT: Upgrade Java (Online + Batch) and October 2025 WLS Patches(Online) in coreapp-county (#730335359990)
11/22/25	11/22/25	ServiceNow [CSM-PROD] Security Patch: Install Xanadu Patch 10 Hot Fix 1a on SNC Instance - calsawsprod
11/23/25	11/23/25	CalSAWS Release 25.11
11/24/25	11/25/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Nov. 24)

DATE(S)		ACTIVITY DESCRIPTION
11/24/25	11/24/25	Standard Change: ForgeRock DEV DR Release 25.11.24
11/24/25	11/24/25	Retro- TPX to update auto-negotiation on Juniper switches to address county slowness
11/24/25	11/24/25	CalSAWS Priority Release 25.11.24
11/24/25	11/28/25	ECR: Enable connectivity from coreapp-dev to new OracleDB Infra vpc
11/25/25	11/26/25	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (Secondary Devices)
11/25/25	11/25/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
11/25/25	11/25/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Nov. 25)
11/25/25	11/25/25	CalSAWS Priority Release 25.11.25
11/26/25	11/28/25	Update a set of lambda functions to runtime nodejs22.x from nodejs18.x in the non-production environment.
11/26/25	11/26/25	Faulty UPS Replacement at 15008-Kern, 100 E California Ave, Bakersfield, CA 93307
11/26/25	11/27/25	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary)
11/26/25	11/28/25	Establish Connectivity for 3 Masked wdtip Databases from Devoem Server
11/26/25	11/27/25	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary)
11/26/25	11/26/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
11/26/25	11/26/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Nov. 26)
11/26/25	11/30/25	Data Encryption TCPS Certificate Renewal for CTPRT-DB1 Database EC2 Host
11/26/25	11/27/25	Decommissioning Physical ST4SAWS DB on ATST-DB DB server
11/26/25	11/27/25	Update the lifecycle policy and storage configuration for S3 bucket calsaws-docrepo-dr-coreapp-production-unmasked
11/27/25	11/28/25	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (primary)
11/27/25	11/27/25	Standard Change: ForgeRock Staging Environment Build 25.11.27
11/27/25	11/27/25	Standard Change: ForgeRock AT Release 25.11.27
11/28/25	11/28/25	Standard Change: ForgeRock AT DR Release 25.11.28

DATE(S)		ACTIVITY DESCRIPTION
11/28/25	11/28/25	Standard Change: ForgeRock Dev Release 25.11.28
11/29/25	11/30/25	Restore SCCM from Backup after partial update
11/30/25	11/30/25	Windows Server Updates - November 2025
11/30/25	11/30/25	Windows Server Updates - Nov 2025

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
12/1/25	12/2/25	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (Dec. 1)
12/1/25	12/1/25	Install Cisco Layer 3 Switches at new Riverside site (33012) and connect to SD-WAN Veloclouds
12/1/25	12/4/25	Coreapp-sandbox : Upgrade Sandbox Bitbucket to LTS 9.4.12
12/1/25	12/1/25	Standard Change: ForgeRock DEV DR Release 25.12.01
12/1/25	12/4/25	Provision text-to-speech Lobby infrastructure in SYS1 in coreapp-development (#650244008899)
12/1/25	12/4/25	Provision text-to-speech Lobby infrastructure in STG1 in coreapp-staging (#339650810458)
12/2/25	12/5/25	Relocation of network device within the same building and floor (cage movement) - Orange county
12/2/25	12/3/25	Faulty UPS Replacement at 33091-Riverside-63 S. Fourth St. Banning, CA, 92220.
12/2/25	12/2/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Dec. 2)
12/3/25	12/4/25	Faulty UPS Replacement at 13001-El Centro, 2995 S 4Th St, El Centro, CA 92243
12/3/25	12/5/25	Relocation of network device within the same building and floor (cage movement) - Alameda POP equipment
12/3/25	12/5/25	Enable access to domain ch3.calsaws.net
12/3/25	12/4/25	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
12/3/25	12/4/25	Riverside County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
12/3/25	12/5/25	Enable vpc flow logs and cloudtrail archival with splunk ingestion
12/3/25	12/3/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Dec 3)
12/3/25	12/3/25	ACL Update to allow El Dorado county EDR Access

DATE(S)		ACTIVITY DESCRIPTION
12/3/25	12/5/25	Establish connectivity from STG6-DB1 to devoem1-rhel8.tlsprd.aws.calsaws.net on port 4903
12/3/25	12/5/25	Upgrade Lambdas to Node 22 for all Contact Center Production County Accounts
12/3/25	12/5/25	Whitelist New Child Care Resource Center (CCRC) IP Address for Upcoming Infrastructure Upgrade
12/3/25	12/4/25	Upgrade Lambdas to Node 22 and decommission Lambdas for LA county (contactcenter-training-la 980338958322)
12/4/25	12/4/25	Upgrade DynaTrace Agent Version on CALSAWS-FORGEROCK-AL2 base EC2 instance
12/4/25	12/4/25	Standard Change: ForgeRock AT Release 25.12.04
12/4/25	12/4/25	Standard Change: ForgeRock Staging Environment Build 25.12.04
12/4/25	12/4/25	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Dec. 4)
12/4/25	12/4/25	ServiceNow Release 25.12.04
12/5/25	12/5/25	Standard Change: ForgeRock AT DR Release 25.12.05
12/5/25	12/5/25	Standard Change: ForgeRock Dev Release 25.12.05
12/5/25	12/5/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Dec. 5)
12/5/25	12/5/25	Monthly Equinix LA-3 OS patching - December (12/5)
12/5/25	12/6/25	ForgeRock Security Production Release 25.12.05
12/6/25	12/6/25	ServiceNow [CSM-TRAINING] Security Patch: Install Xanadu Patch 10 Hot Fix 1b on SNC Instance - calsawstraining
12/6/25	12/6/25	ServiceNow [CSM-TEST] Security Patch: Install Xanadu Patch 10 Hot Fix 1b on SNC Instance - calsawstest
12/6/25	12/6/25	ServiceNow [CSM-DEV] Security Patch: Install Xanadu Patch 10 Hot Fix 1b on SNC Instance - calsawsdev
12/6/25	12/6/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Dec. 6)
12/6/25	12/7/25	Monthly Production Database Linux OS Patching - December
12/7/25	12/7/25	ForgeRock Security DR Production Release 25.12.07
12/7/25	12/7/25	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
12/7/25	12/7/25	NTP servers ami refresh in shared services - December (12/7)
12/7/25	12/7/25	Monthly Instance refresh for AutoScale SMTP - December (12/7)
12/7/25	12/7/25	Monthly Patching - cPROD-Confluent - December (12/7)

DATE(S)		ACTIVITY DESCRIPTION
12/7/25	12/7/25	Monthly Equinix SV-1 OS patching - December (12/7)
12/7/25	12/7/25	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 12/7/25

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 25.11.24	11/24/2025
Baseline Release 25.11	11/23/2025
Priority Release 25.11.21	11/21/2025
Priority Release 25.11.20	11/20/2025
Priority Release 25.11.19	11/19/2025
Priority Release 25.11.18	11/18/2025
Priority Release 25.11.17	11/17/2025

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		Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CalHeens	OCAT	Central Print	Training	Production	Communication Method	Communication Sent Date
Unavailable	Reduced Availability																	
BenefitsCal Release 25.11.20	11/20/25	8:00 PM	11/20/25	9:30 PM													Broadcast Email	11/19/2025
Imaging (Hyland) Maintenance	11/21/25	10:00 PM	11/22/25	1:00 AM													Broadcast Email	11/17/2025
CalSAWS Release 25.11	11/23/25	6:00 AM	11/23/25	1:00 PM													CIT 0134-25	11/3/2025
ForgeRock Maintenance	12/05/25	10:00 PM	12/06/25	2:00 AM													CIT 0138-25	11/18/2025
Adhoc Reporting Database Maintenance	12/07/25	12:00 PM	12/07/25	4:00 PM													Broadcast Email	11/25/2025
Production Maintenance	12/07/25	1:00 PM	12/07/25	6:30 PM													CIT 0139-25	11/18/2025
BenefitsCal Release 25.12.18	12/18/25	8:00 PM	12/18/25	9:30 PM													Broadcast Email	TBD
Imaging (Hyland) Maintenance	12/19/25	10:00 PM	12/20/25	1:00 AM													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 tablet refresh for Merced has been successfully completed. All devices have been enrolled in Zoho MDM and are now ready for use. However, Merced did not procure new printers as part of this refresh. They are currently using the Zebra ZQ510 model, which is not compatible with the Modern Lobby application. To enable print functionality, Merced will need to procure a supported model.
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.

County	Updates
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 will be delivered with release 26.05. Design phase in progress.
- The Kern County GAGR Automated Solution Opt-In (GAGR-763) county purchase order for Exstream Development and Exstream Licenses is in Gainwell leadership review.
- The San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) county purchase order quote for Exstream Development and Exstream Licenses is in Gainwell leadership review.

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 foundational architecture in place

- Executing daily Oracle Working sessions
- Exadata VM cluster and networking configured ready for DB manual test migration

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-914	11/18/2025	Client Correspondence	Replace current GR NOA Back for Orange County - Phase 3	Design in Progress
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-882	8/7/2025	Client Correspondence	County requests assistance to clone Denial NOA RC XAS909 for 'ineligible non-citizen'	System Test
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	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			their GA 005, GA 007, GA 021, and GA 120	
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
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-296011	11/24/2025	Infra Imaging	Barcode images splitting into multiple documents	New
CA-295953	11/20/2025	Infra Contact Center	Update Nuance licenses from perpetual to term	New
CA-295926	11/20/2025	Infra Contact Center	Annual Update of Telephonic Signature Rights and Responsibilities 2026	New
CA-295870	11/18/2025	Infra GenAI	Fresno GenAI Call Summary LLM Upgrade	New
CA-295867	11/18/2025	Infra Central Print	Los Angeles DPSS Return Mail Processing and Return Mail Imaging	New
CA-295844	11/17/2025	Infra Contact Center	Contact Center eCCP - Update Call Status Banner	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-295811	11/14/2025	Infra Contact Center	Request to update verbiage for Robotic Process Automation (RPA) Pickup message.	Design in Progress
CA-295769	11/13/2025	Infra Imaging	Enable FCC Backup for documents routed to OCR	Pending Approval
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	Contact Center: Update for 2026 County Holidays	Pending Approval
CA-295667	11/7/2025	Infra Imaging	Routing for Reindexed Portal documents	New
CA-295645	11/6/2025	Infra Contact Center	Welcome Bot Smart Routing Refactoring for "Agent"/Speak to a Worker Utterance	New
CA-295638	11/6/2025	Infra ForgeRock	PROD and CT ForgeRock API client for Santa Barbara (42)	New
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)	Pending Approval
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.	Pending Approval
CA-295310	10/22/2025	Infra Contact Center	Add in SIRFRA 1015-1016-1017 Data into SB1289 Reporting	Pending Approval
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	Pending Rejection

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Informational message in IVR with EBT reissuance Informational message.	
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	Ready for Committee
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
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€“ 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	In Assembly Test
CA-294283	9/5/2025	Infra Contact Center	Update contactcenter-production java lambdas	Pending Approval
CA-294282	9/5/2025	Infra Contact Center	Evaluate contactcenter-production "met" lambdas	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Pending Approval
CA-294279	9/5/2025	Infra Contact Center	Update contactcenter-development lambdas	Pending Approval
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 Quick Suite POC	Design in Progress
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-294069	8/27/2025	Infra Tech Ops	Update Lobby Monitor Calling To-Text-Speech Software	Pending Approval
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-293391	8/4/2025	Infra Tech Ops	Upgrade Oracle APEX to version: 24.1	Ready for Committee
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-292918	7/16/2025	Infra Tech Ops	OCAT Gitlab Environment Integration with Snyk for AppSec Testing M&O	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 - Update Intent & Program Recognition	Design in Progress
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCal EBT/BIC card request processing logic enhancement	Design in Progress
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	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
CA-289657	4/8/2025	Infra Tech Ops	Enable CARES/FCED related infrastructure in PROD before FCED go live	Development Complete
CA-289583	4/7/2025	Infra Tech Arch	Add FCED Services to AT 2 Environment	New
CA-289432	4/2/2025	Security	Add Additional Security Role to Hide CPS Program	New
CA-289327	3/31/2025	Infra Contact Center	Calabrio - Sync Live Monitoring with session timeout	New
CA-289238	3/27/2025	Infra Contact Center	AWS - Ability to filter data by Contact Origin	New
CA-288958	3/18/2025	Infra Tech Ops	CDSS: Provide data to CDSS for 523 EDR tables directly in AWS S3	Approved
CA-288948	3/18/2025	Infra Tech Ops	Install Spring Tools version 4.22.1 and Snyk Eclipse plug-in 3.2.0	In Development
CA-288774	3/12/2025	Infra Tech Ops	POC - Amazon Q integration to enhance Developer productivity	New
CA-288706	3/11/2025	Infra Tech Ops	Kings County to switch from managed to non managed Contact Service Center	New
CA-288448	3/4/2025	Infra Contact Center	DCFS - eGain enablement	New
CA-288288	2/27/2025	Infra Contact Center	LA - RMR - No Warm Hand Off Capability AWS	New
CA-288030	2/19/2025	Infra Contact Center	Update MC RR Script to state it will take approx 8 min	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-287484	2/5/2025	Infra Contact Center	RPA report should take failed instances into account	New
CA-287326	1/31/2025	Infra Tech Ops	IADPU DMDP-23 AWS Macie: OWD DDEL/FDEL Process for Gainwell	New
CA-287325	1/31/2025	Infra Tech Ops	IAPDU TLM-13 ITOM - Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval
CA-287323	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Hardware Asset Mgmt (HAM) Gainwell Implementation	Design in Progress
CA-287322	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow ITOM Discovery Gainwell Implementation	Test Complete
CA-287321	1/31/2025	Infra Tech Ops	CSAC-42, TLM 13, 14, 15 - ServiceNow Software Asset Mgmt (SAM) Gainwell Implementation	Design in Progress
CA-286827	1/16/2025	Infra Contact Center	Annual Update of Telephonic Signature Rights and Responsibilities 2025	Design in Progress
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 Oracle Security Patch Software Installs	Approved
CA-285734	12/11/2024	Infra Imaging	Create New Capture Profile to PreventAppending	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: Microsoft Purview 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	Contact Center Calabrio - Create New Calabrio Roles for Insights Access	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-283862	10/17/2024	Infra Contact Center	Humboldt Call Center (BenefitsCal Web Chat)ChatBot enablement	New
CA-283358	10/4/2024	Infra Contact Center	IVR Response Timeout Issue for Customers - Policy compliance	New
CA-283266	10/2/2024	Infra Contact Center	Update IVR & bots to understand all threshold languages	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-281316	8/6/2024	ServiceNow	Contra Costa - CalSAWS ServiceNow integration with county helpdesk tool - Contra Costa ServiceNow	Test Complete
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 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-278071	5/20/2024	Infra Contact Center	**Placeholder** POC AWS Contact Lens	New
CA-277932	5/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
CA-277481	5/6/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276974	4/23/2024	Infra Tech Ops	Upgrade Oracle Apex to 24.1	New
CA-276824	4/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Design in Progress
CA-276763	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Allow multiple users to be selected from the parameters search	New
CA-276762	4/18/2024	Infra Contact Center	LA - Call Center - eGain - Add a search option to allow to search by EW	New
CA-276632	4/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New
CA-276527	4/12/2024	Infra Contact Center	Update eCCP Courtesy Call Back verbiage	New
CA-276411	4/10/2024	Infra Contact Center	Contact Center: Add Courtesy Call Back Multiple Requests Message	System Test
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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€“ essential data elements	New
CA-276398	4/10/2024	Infra Contact Center	PFR - eGain: CCB Real-time report â€“ 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 â€“ 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 Purview Data Security P1	New
CA-275754	3/26/2024	Infra Imaging	Enhance the fields in the "Add to Workflow" window	Pending Rejection
CA-275645	3/21/2024	Infra Contact Center	Stanislaus - Call Center Enhancements	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-272404	1/3/2024	Infra Imaging	Remove CSF 141 from Imaging	Pending Approval
CA-270818	11/20/2023	Infra Contact Center	Add a Static Dial Pad on eCCP	New
CA-266244	8/11/2023	Infra Contact Center	Migrate the CalSAWS Service Desk to the CalSAWS Contact Center Environment	New
CA-265391	7/26/2023	Infra Contact Center	Modify eCCP Security rights	Design in Progress
CA-260717	4/26/2023	Infra Contact Center	Update IVR language from "Welfare to Work Reimbursement" to "Welfare to Work Payment"	New
CA-256497	2/9/2023	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-1457	10/31/2025	ServiceNow	ServiceNow SLA update for new M&E vendor (Deloitte)	To Do
NOW-1456	10/31/2025	ServiceNow	Cannot find/recover draft created in ServiceNow	Done
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
NOW-1420	6/3/2025	ServiceNow	Add Workaround Field from JIRA Defect to the ServiceNow Problem	Done
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
- Processed additional requests for provisioning or deprovisioning of access due to 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

