

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: December 15, 2025 – December 28, 2025

1	EXECUTIVE SUMMARY	3
2	PROJECT MANAGEMENT	5
3	COMMUNICATIONS MANAGEMENT	6
3.1	Distributed Communications	6
3.2	Planned Outages	9
3.3	CRFI/CIT Communication Status	10
3.4	SIRFRA/SCERFRA Information	11
4	INFRASTRUCTURE OPERATIONS	13
4.1	Service Management	13
4.1.1	CalSAWS Service Desk Metrics	13
4.1.2	BenefitsCal Technical Service Desk Metrics	25
4.1.3	Root Cause Analysis (RCA)	27
4.2	Production Defect Backlog	28
4.3	Technical Infrastructure Support	31
4.3.1	Maintenance	31
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	Oracle@AWS Migration	38
7.3	Communications Portal	38
7.4	Log of Open SCRs	38
8	TRANSITION SUPPORT	ERROR! BOOKMARK NOT DEFINED.
8.1	M&E Transition	Error! Bookmark not defined.
1	APPENDIX A - COUNTY PURCHASES STATUS REPORT	52
2	APPENDIX B - COUNTY PURCHASE AGING REPORT	52
3	APPENDIX C - COUNTY PURCHASE HARDWARE REPORT	52

TABLE OF TABLES

Table 3.1-1:	Status Dashboard	3
Table 3.1-1:	Overall Summary of Deliverable Status for Current Reporting Period	6
Table 3.1-1:	Communications	6
Table 3.1-2:	Enhanced Communications	9

Table 3.2-1: Planned Outage Communications	9
Table 3.3-2: CRFIs	10
Table 3.3-3: Overdue CRFI	11
Table 4.1.1-1: CalSAWS ServiceNow Incidents by State and Age	16
Table 4.2-1: Infrastructure Production Defects	28
Table 4.3.1-1: CalSAWS Completed Maintenance	31
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	13
Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved	14
Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created.....	14
Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved.....	15
Figure 4.1.1-5: CalSAWS ServiceNow Problems Created.....	15
Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved.....	16
Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)	17
Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)	18
Figure 4.1.1-9:Aging Incident Backlog	19
Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code	20
Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category	21
Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance.....	22
Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance	23
Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months.....	24
Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.....	25
Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created	25
Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created	26
Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category.....	27

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"> PRB0052855: 12/26/2025 10:15 AM - 12/26/2025 10:53 AM
Defects	<ul style="list-style-type: none"> There are 47 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> FIX IN PROGRESS: PRB0052854 – Starting at 11:19 PM on December 25, 2025, Mono County users at the 37 Emigrant St, Bridgeport site are unable to access CalSAWS and associated systems due to a power outage. Mono County users at the Bridgeport site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has confirmed the outage is due to storm damage in the area, and once extreme weather has passed the utility provider will make the necessary repairs. Currently there is no estimated time for restoration available. The CalSAWS team is actively monitoring updates from the utility provider. An update will be provided when the issue is resolved. RESOLVED: PRB0052855 – Starting at 10:15 AM on December 26, 2025, users are currently unable to access CalSAWS and associated systems. Users will not be able to access CalSAWS and associated systems until the issue is resolved. Users are receiving a “This page can’t be displayed” error message when attempt to access CalSAWS. The project team is working to resolve the issue. An update will be provided when additional information becomes available. As of 10:53 AM on December 26, 2025, the issue has been resolved by the telecom provider (TPx). Users are now able to access CalSAWS and associated systems. The project team continues to monitor system performance. RESOLVED: PRB0052851 – Starting at 4:24 PM on December 24, 2025, Riverside County users at the 12625 Heacock St, Moreno Valley site are unable to access CalSAWS and associated systems due to a power outage. Riverside County users at the Moreno Valley 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. The estimated time for restoration is 5:06 PM today. The CalSAWS team is actively monitoring updates from the utility provider. An update will be provided when the issue is resolved.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>As of 6:28 PM on December 24, 2025, the issue has been resolved. Power at the Moreno Valley site has been restored by the utility provider. A local county contact will confirm users are able to access CalSAWS and associated systems on Monday, December 29, 2025.</p> <ul style="list-style-type: none"> RESOLVED: PRB0052842 – Starting at 6:55 AM on December 24, 2025, users are currently unable to access CalSAWS and associated systems. Users will not be able to access CalSAWS and associated systems until the issue is resolved. Users are able to login, however, the CalSAWS page does not load properly. The project team is working to resolve the issue. <p>As of 7:15 AM on December 24, 2025, the issue has been resolved by the CalSAWS project team. Users are now able to access CalSAWS and associated systems. The project team continues to monitor system performance.</p> <p>Note: After preliminary investigations, it was concluded the issue did not impact all users. The project team was able to verify in the backend that majority of users logged in were able to perform actions within the application.</p> <ul style="list-style-type: none"> RESOLVED: PRB0052820 – Starting at 9:44 AM on December 22, 2025, users are encountering blank results when creating and viewing some payment requests in the CalSAWS application. Users may not be able to successfully create or view some payment requests until the issue is resolved. <p>Workaround: If the county must issue a benefit today, Auxiliary Issuance is available. Additionally, the Auxiliary Issuance reports will capture these transactions and can be used when reconciling for December. The CalSAWS project teams are currently investigating the issue. An update will be provided when additional information becomes available.</p> <p>Update: Defect CA-296672 has been created to address this issue and is targeted for deployment to production tonight, December 22, 2025. An update will be provided when the issue is resolved.</p> <p>As of 9:00 PM on December 22, 2025, this issue has been resolved with the deployment of the fix for Defect CA-296672. Users are now able to successfully create and view payment requests.</p> <ul style="list-style-type: none"> RESOLVED: PRB0052819 – Starting at 5:45 AM on December 22, 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 users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. Sierra County users at the Downieville will not be able to access CalSAWS and associated systems until the issue is resolved. <p>As of 8:48 AM on December 22, 2025, This issue has been resolved. Internet connectivity at the site has been restored by the local internet provider and users are able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> RESOLVED: PRB0052813 – Starting at 10:40 AM on December 19, 2025, Siskiyou County users are unable to access CalSAWS and associated systems due to a local internet outage. Siskiyou County users will experience issues accessing CalSAWS and associated systems until the

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>issue is resolved. A local county contact confirmed internet outage at the Yreka site affecting access to CalSAWS and associated systems. An update will be provided once the issue is resolved.</p> <p>As of 1:51 PM on December 19, 2025, This issue has been resolved. Internet connectivity at the site has been restored by the local internet provider and users are able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> • RESOLVED: PRB0052799 – Starting at 9:12 AM on December 16, 2025, Users in the Training Staging environment are unable to access the SCATL Application or use the Person Search functionality. Users will not be able to access the SCATL Application or use the Person Search functionality within the Training Staging environment until the issue is resolved. Note: The Training Production environment is not impacted by this issue. The project team identified an issue in the Training Staging Environment that is impacting the access to the SCATL Application and the Person Search functionality in the environment. An update will be provided when the issue is resolved. <p>As of 10:36 AM on December 16, 2025, this issue is resolved. The project team remediated the issue and confirmed users in the Training Staging environment are now able to access the SCATL application and use the Person Search functionality without issue.</p>
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 12/28/2025: Maintenance – CalSAWS Ad-Hoc Reporting Database ▪ 12/28/2025: Maintenance - CalSAWS ▪ 12/23/2025: Deployment - Priority Release 25.12.23 (CHG0057230) ▪ 12/22/2025: Deployment - Priority Release 25.12.22 (CHG0057138) ▪ 12/21/2025: Deployment - Priority Release 25.12.21 (CHG0057140) ▪ 12/21/2025: Maintenance - CalSAWS ▪ 12/20/2025: Deployment - Priority Release 25.12.20 (CHG0057139) ▪ 12/19/2025: Maintenance – Imaging (Hyland) ▪ 12/18/2025: Deployment - Priority Release 25.12.18 (CHG0057136) ▪ 12/16/2025: Deployment - Priority Release 25.12.16 (CHG0057134) ▪ 12/15/2025: Deployment - Priority Release 25.12.15 (CHG0057133)
Milestones	<ul style="list-style-type: none"> ▪ 7 Production Deployments during this reporting period

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 review	FDEL review complete 1/6/2026

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

CATEGORYS	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CIT	CIT -160-25 Scheduled Downtime Notification – 1/9/2026	1	12/22/2025
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Adhoc Reporting Database – 12/28/2025, 2:00 PM to 6:00 PM.	2	12/15/2025
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS – 12/28/2025, 6:00 AM to 2:00 PM.		12/15/2025
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance - 12/23/2025	2	12/22/2025
	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance - 12/18/2025		12/17/2025
Scheduled EBT Maintenance	None.		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – CalSAWS Access Issue	10	12/26/2025
	New - CalSAWS County Executive Communication – Mono County - Bridgeport Site - CalSAWS Access Issue - Power Outage		12/26/2025
	New - CalSAWS County Executive Communication – CalSAWS Access Issue		12/26/2025

CATEGORYS	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Resolved - CalSAWS County Executive Communication – Riverside County - Moreno Valley Site - CalSAWS Access Issue - Power Outage		12/26/2025
	New - CalSAWS County Executive Communication – Riverside County - Moreno Valley Site - CalSAWS Access Issue - Power Outage		12/24/2025
	Resolved - CalSAWS County Executive Communication – CalSAWS Access Issue		12/24/2025
	New - CalSAWS County Executive Communication – CalSAWS Access Issue		12/24/2025
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		12/22/2025
	Resolved - CalSAWS Issue Notification >> Siskiyou County - Yreka Site - CalSAWS Access Issue - Local Internet Outage		12/19/2025
	New - CalSAWS Issue Notification >> Siskiyou County - Yreka Site - CalSAWS Access Issue - Local Internet Outage		12/19/2025
Issue Notification	Resolved – PRB0052855 New – PRB0052855 New – PRB0052854 Resolved – PRB0052851 --- New – PRB0052851 Resolved – PRB0052842 New - PRB0052842 --- Resolved - PRB0052820 --- Update - PRB0052820 New - PRB0052820 New - PRB0052819 --- Resolved - PRB0052813 Update - PRB0052813 New - PRB0052813 --- Resolved - PRB0052799 New - PRB0052799	16	12/26/2025 12/26/2025 12/26/2025 12/26/2025 --- 12/24/2025 12/24/2025 12/24/2025 --- 12/23/2025 --- 12/22/2025 12/22/2025 12/22/2025 --- 12/19/2025 12/19/2025 12/19/2025 --- 12/16/2025 12/16/2025

CATEGORYS	SUBJECT	COUNT	DISTRIBUTION DATE(S)
Priority Release Requests for Approval	Priority Release 25.12.23 (CHG0057230) Priority Release 25.12.22 (CHG0057138) Priority Release 25.12.21 (CHG0057140) Priority Release 25.12.20 (CHG0057139) Priority Release 25.12.18 (CHG0057136) Priority Release 25.12.16 (CHG0057134) Priority Release 25.12.15 (CHG0057133)	7	12/23/2025 12/22/2025 12/19/2025 12/19/2025 12/18/2025 12/16/2025 12/15/2025
Informational Alert	Informational Alert: Audio Conferencing for Microsoft Teams Emails CalSAWS Informational Alert >> Microsoft Teams Meeting Emails CalSAWS Informational Alert >> Early Batch Start on Saturday 12/27/2025 CalSAWS Informational Alert >> HR1 Ad-Hoc Workgroup Reports - Update Informational Alert: Gold River Network Wireless change CalSAWS Informational Alert >> HR1 Ad-Hoc Workgroup Reports - Update CalSAWS Broadcast >> Informational Alert >> Keeping Up With CalSAWS Informational Alert: Gold River Wireless Network Maintenance Change has been Postponed to Monday, December 22 Informational Alert: Gold River Wireless Network Service Alert - Upgrade Atlassian Bitbucket CalSAWS Informational Alert >> Early Batch Start on Saturday 12/20/2025	11	12/24/2025 12/24/2025 12/24/2025 12/23/2025 12/22/2025 12/19/2025 12/19/2025 12/17/2025 12/17/2025 12/17/2025 12/16/2025
CalSAWS	Daily Health Report	9	12/26/2025 12/24/2025 12/23/2025 12/22/2025

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
			12/19/2025 12/18/2025 12/17/2025 12/16/2025 12/15/2025

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 25.12.18	12/18/2025 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		12/17/2025
CalSAWS Imaging	Imaging Solution (Hyland) maintenance	12/19/2025 10:00 PM to 12/20/2025 1:00 AM	Imaging will be unavailable during this time.		12/10/2025
CalSAWS	CalSAWS maintenance	12/21/2025 6:00 AM to 1:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0143-25 12/02/2025	12/08/2025
BenefitsCal	BenefitsCal maintenance	12/23/2025 8:00 PM to 9:30 PM	BenefitsCal will be unavailable during this time.		12/22/2025
CalSAWS	CalSAWS maintenance	12/28/2025 6:00 AM to 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0149-25 12/10/2025	12/15/2025
CalSAWS Adhoc Reporting	CalSAWS Adhoc Reporting Database maintenance	12/28/2025 2:00 PM to 6:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0139-25 12/10/2025	12/15/2025

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	1/9/2025 10:00 PM to 1/10/2025 2:00 AM	CalSAWS, Contact Center, BenefitsCal, OCAT, QLIK, Childcare Portal, Auditor, ServiceNow, LMS, AWS Console, Imaging, eCCP, and CCP will be unavailable during this time.	CIT 160-25 12/22/2025	TBD

3.3 CRFI/CIT Communication Status

The following table outlines CalSAWS Information Transmittals (CITs) for the reporting period.

Table 3.3-1: CITs

CIT ID	SUBJECT	CATEGORY	DISTRIBUTION DATE	PRIMARY CALSAWS CONTACT	BACKUP CALSAWS CONTACT
0160-25	Scheduled Downtime Notification – 1/9/2026	Informational	December 22, 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
25-036	Windows Operating System (OS) Confirmation	12/09/2025	Open	12/26/2025	Nonie Reyes-Small
25-037	Lobby Kiosk Asset Inventory	12/17/2025	New	1/2/2026	Arturo Ramirez

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
25-035	Lobby Kiosks – Microsoft Intune Network Service Endpoint Change Verification	Alameda Monterey Napa San Benito San Mateo	Amador Mono Nevada Sacramento Sierra Tuolumne Yolo Yuba	Butte Colusa Del Norte Glenn Lake Lassen Mendocino Modoc Plumas Siskiyou Tehama Trinity	Inyo Kings Mariposa Merced	Imperial Riverside San Bernardino San Diego Santa Barbara	Los Angeles

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 1434	Medi-Cal Call Center Data - Amended	Submitted
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 1454	Adult Expansion Freeze - Amended	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	Cancelled
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Cancelled
SCERFRA 25-539	Update the 377.11E CF RE Packet for ABAWDs	Discovery & Assessment
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	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

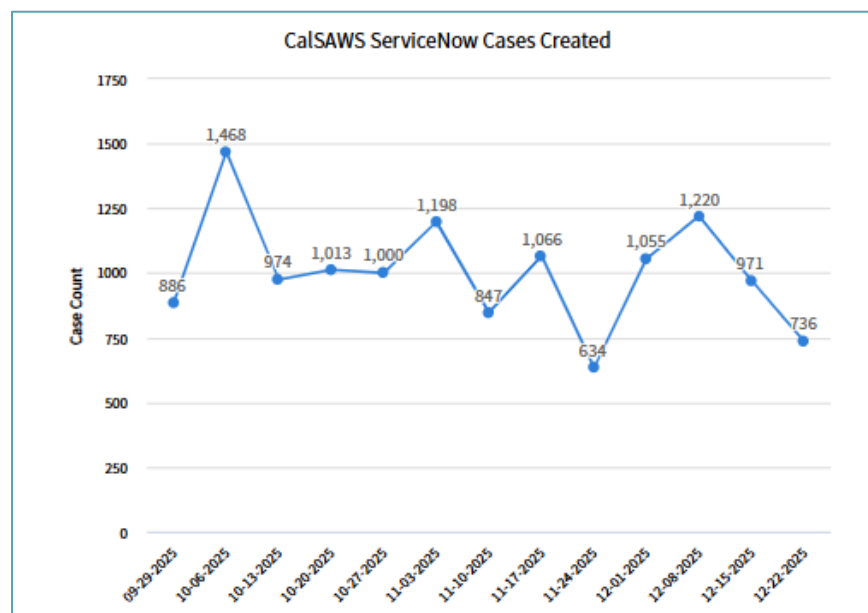


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

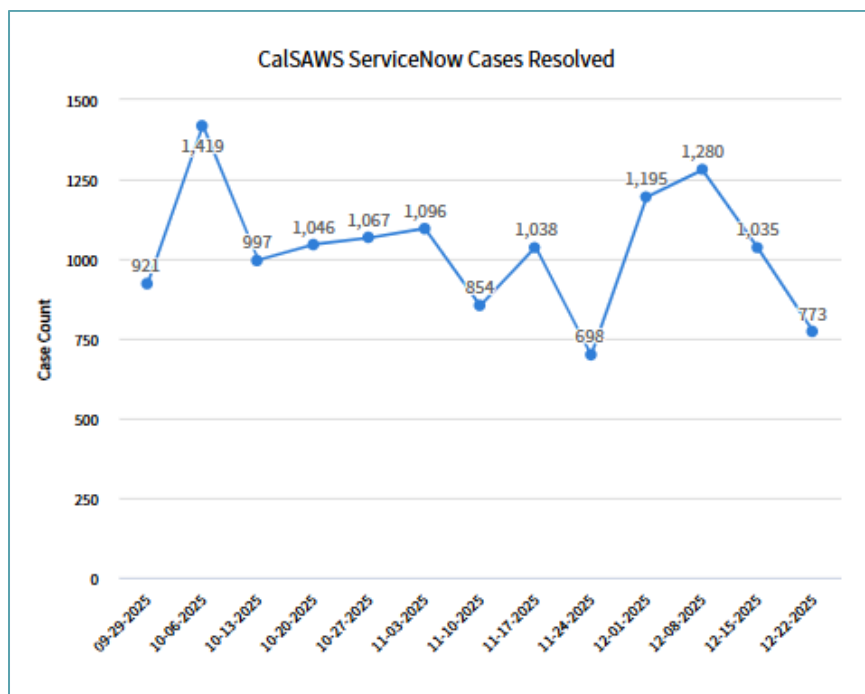


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

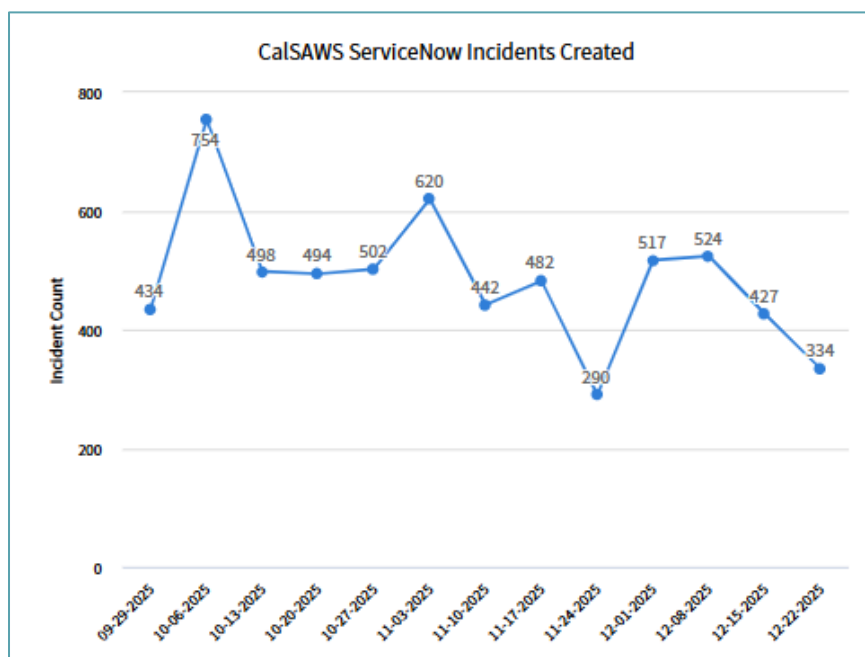


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

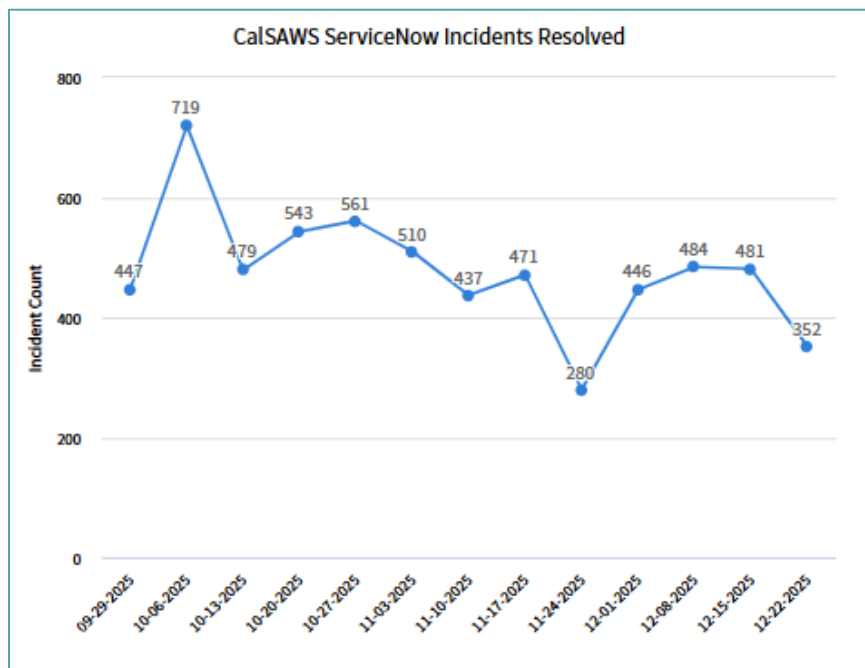


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

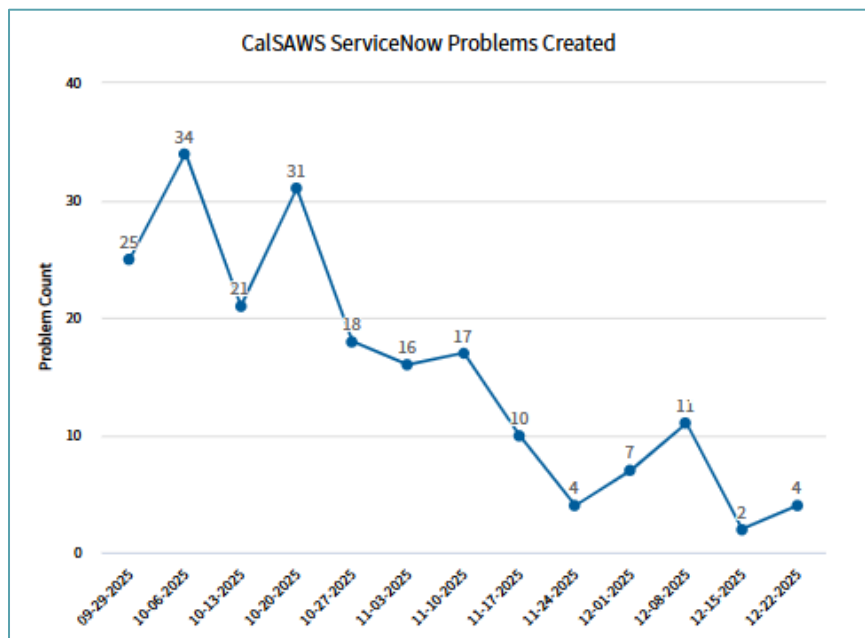


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.

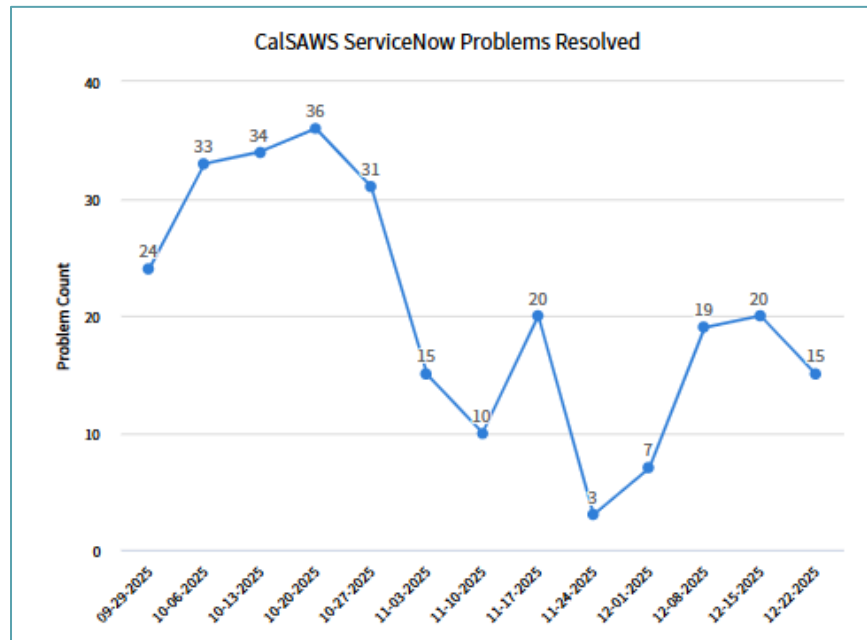


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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	1	26	4	0	5	2	4	3	45
IN PROGRESS	0	39	26	9	26	44	45	9	198
ON HOLD	0	29	30	27	74	130	67	21	378
RESOLVED	3	163	232	216	178	44	17	6	859
CLOSED	13	5	2	46,650	97,994	17,872	12,147	3,570	178,253
PROBLEM IN DIAGNOSIS	0	2	0	0	0	0	1	1	4
TOTAL	17	264	294	46,902	98,277	18,092	12,281	3,610	179,737

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.

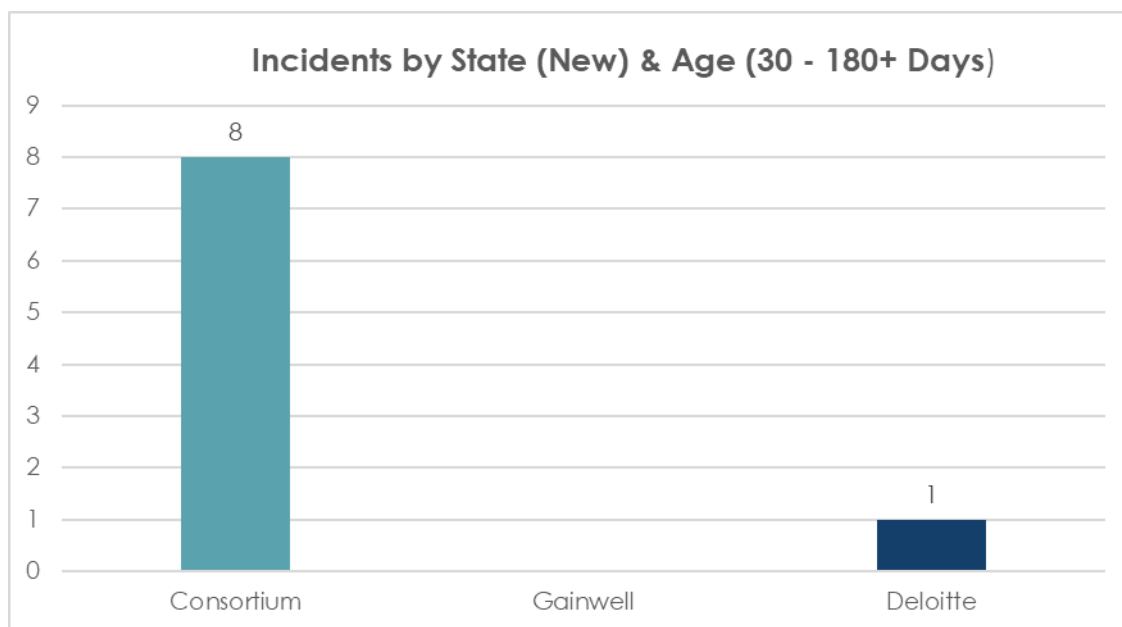


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Gainwell	0	0	0
Deloitte	1	0	1
Total	9	0	9

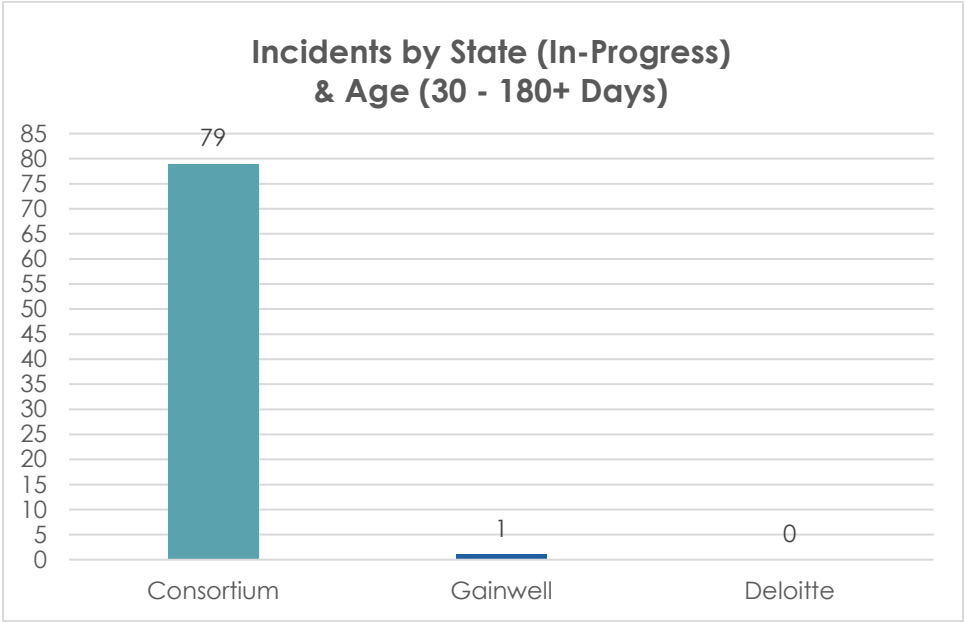


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	79	0	79
Gainwell	0	1	1
Deloitte	0	0	0
Total	79	1	80

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

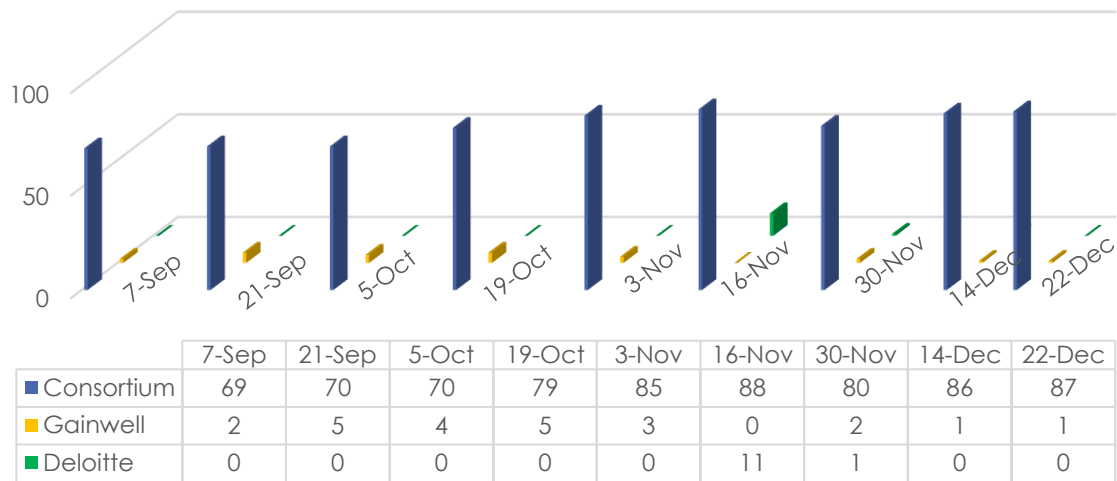


Figure 4.1.1-9:Aging Incident Backlog

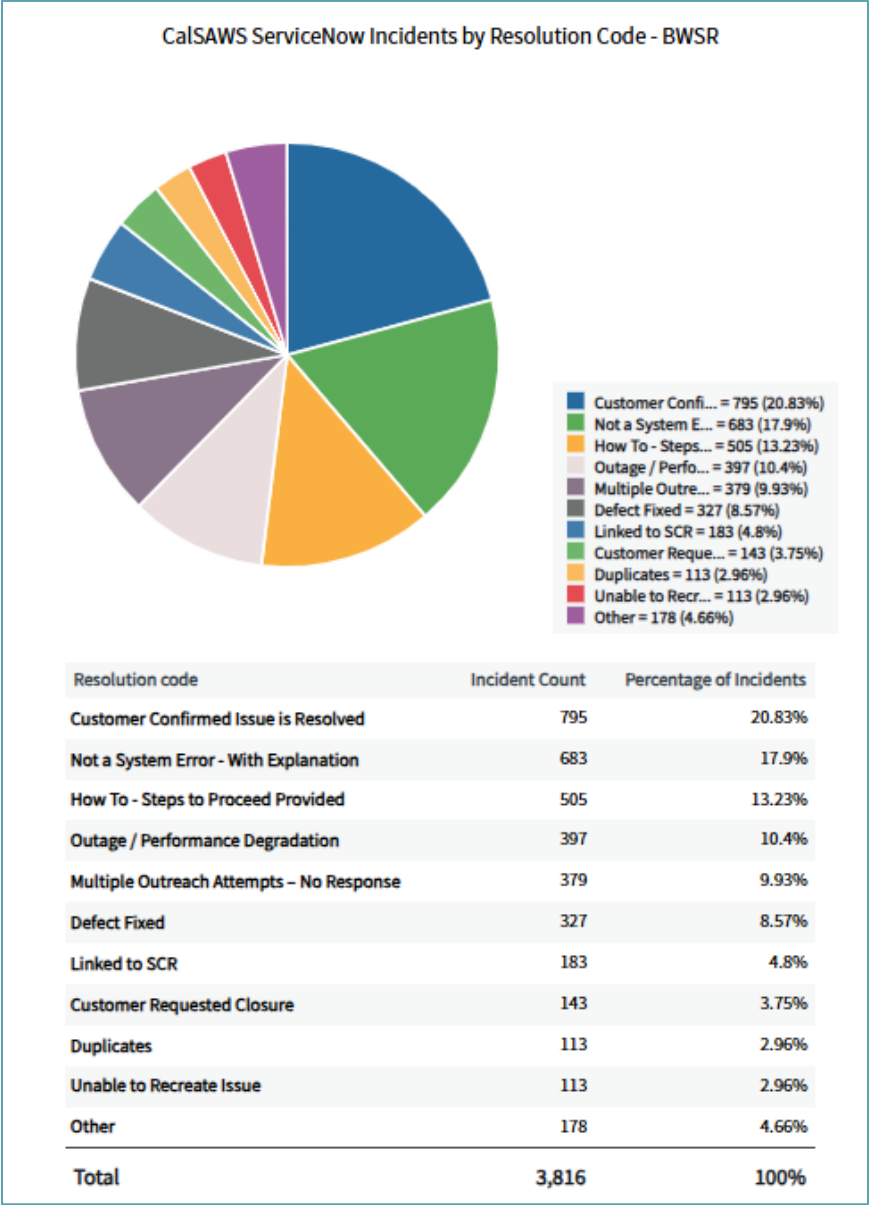


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

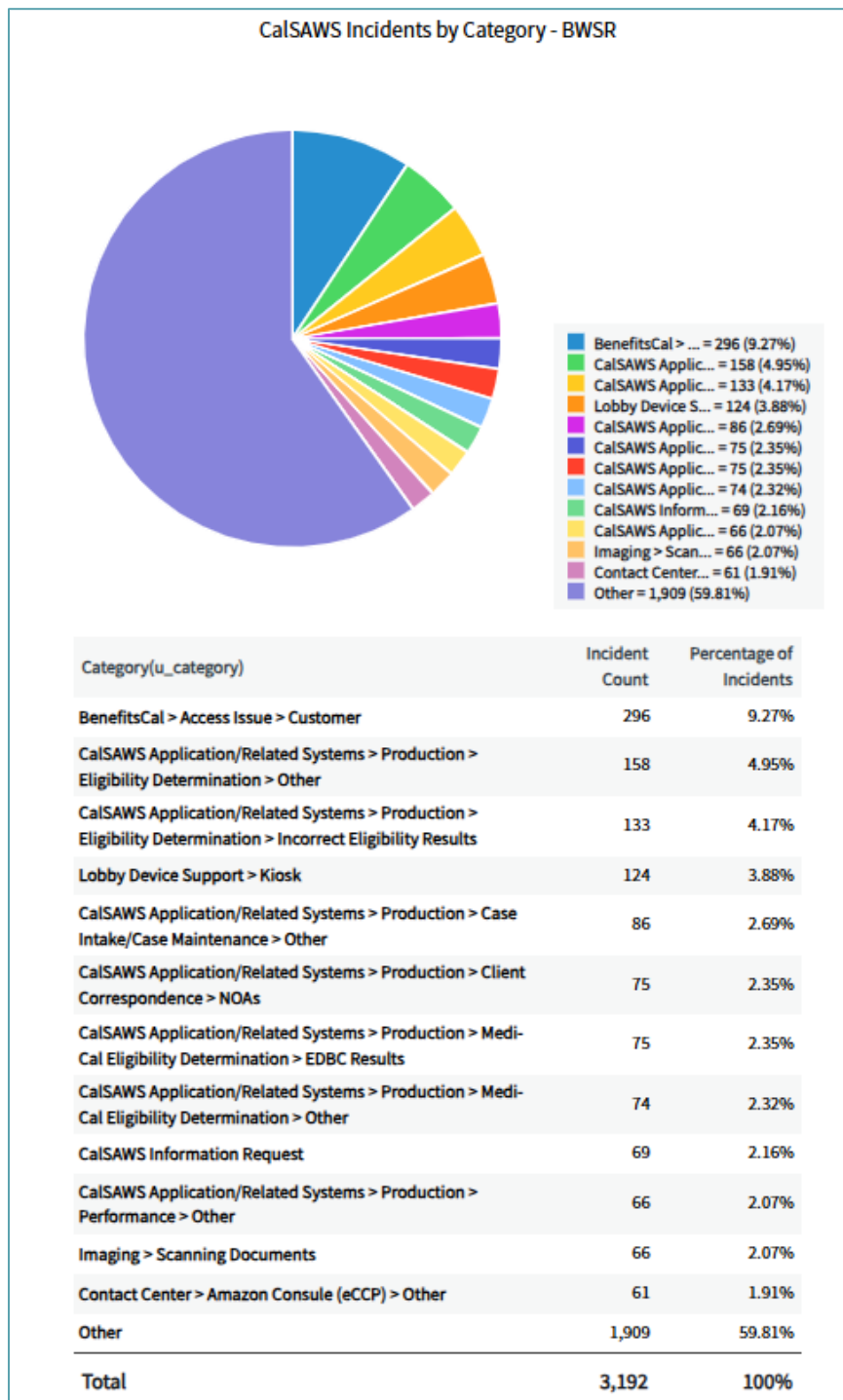


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 1,909 listed as Other are for selected categories that had less than 61 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,192 incidents.

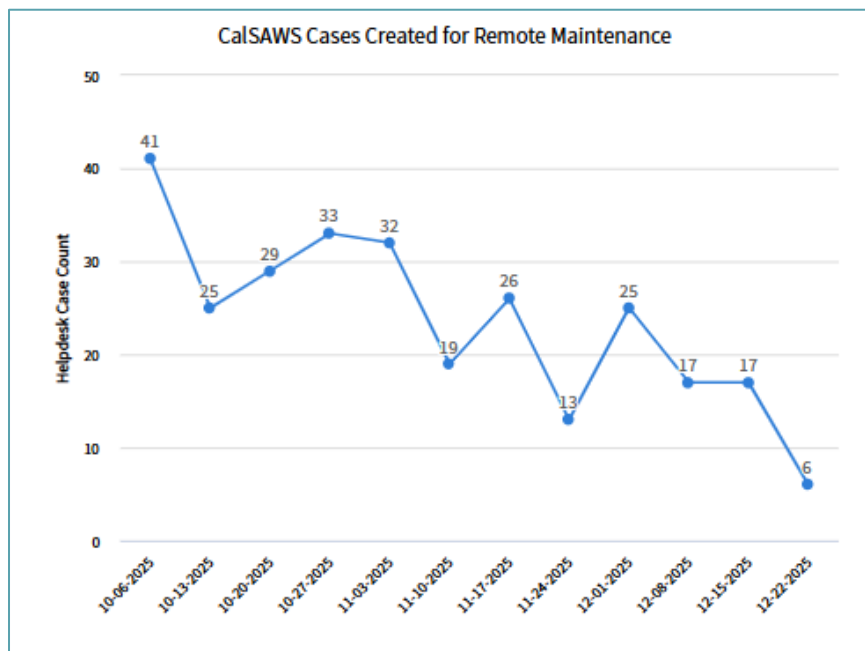


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 December MTD (Month to Date) is 99.71%.

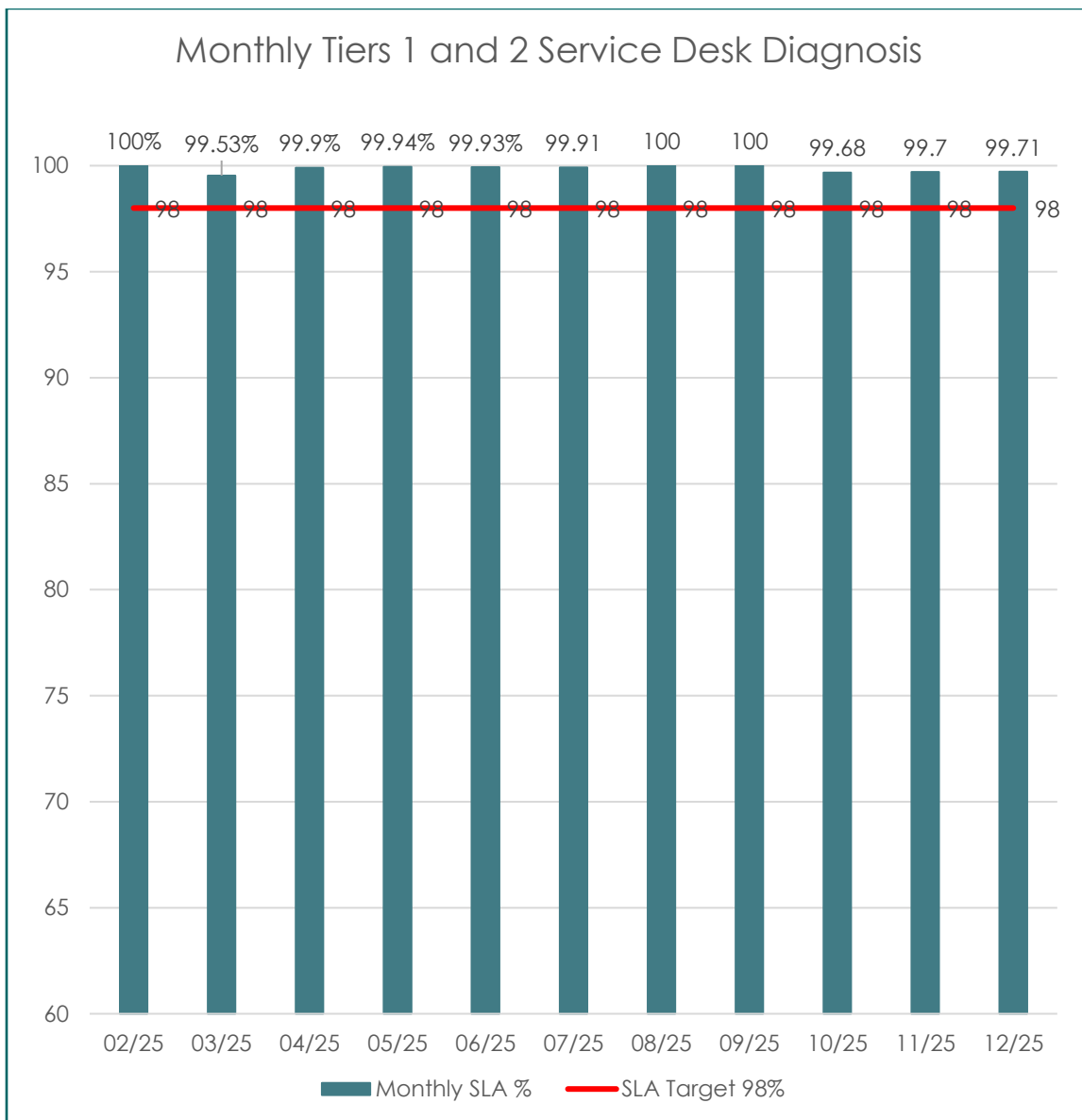


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level

Agreement (SLA) in each month. 2 incidents missed the SLA in December MTD.

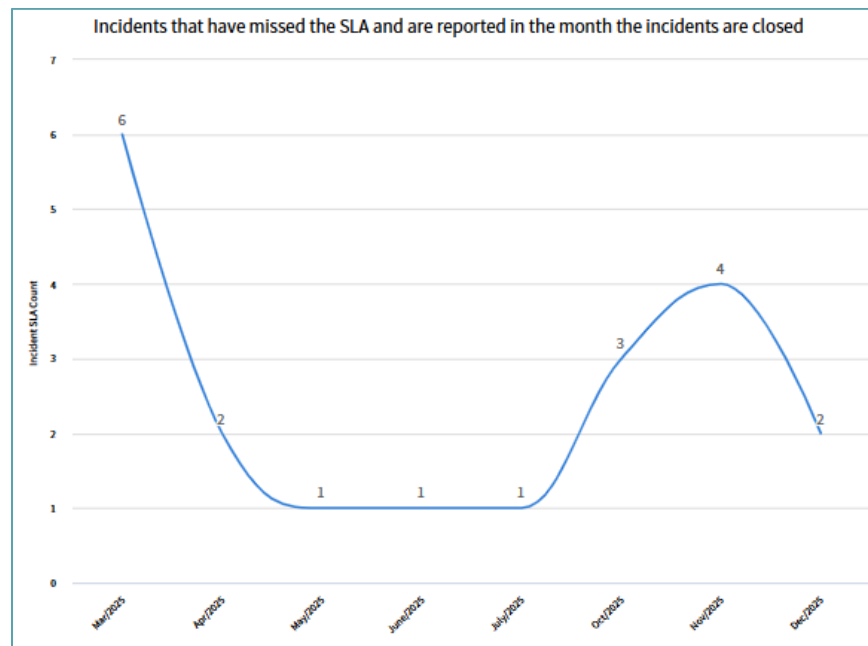


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

The figure below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident automatically closes, and the SLA is completed. 0 closed incidents missed the SLA in

December MTD.

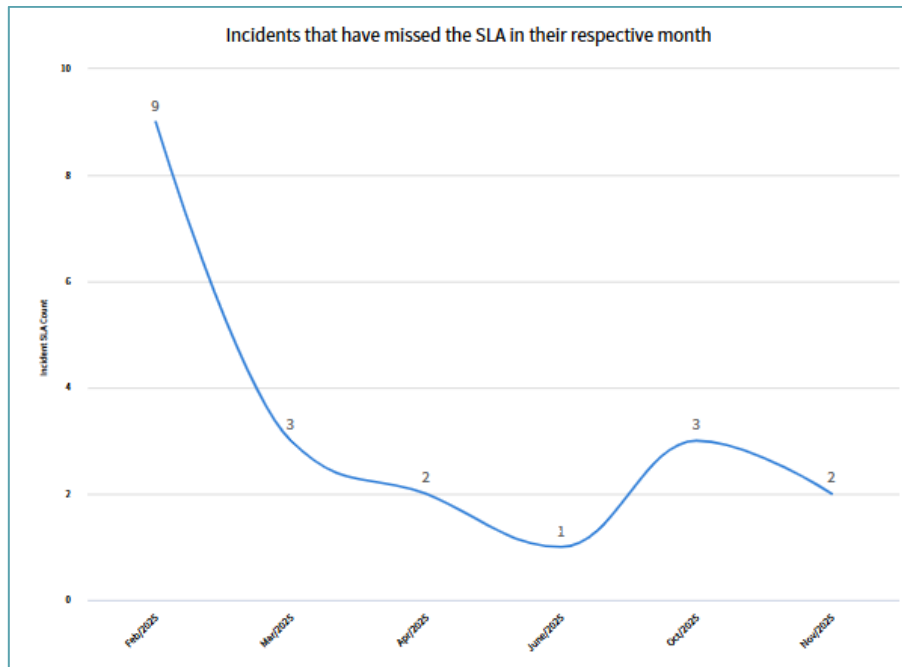


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

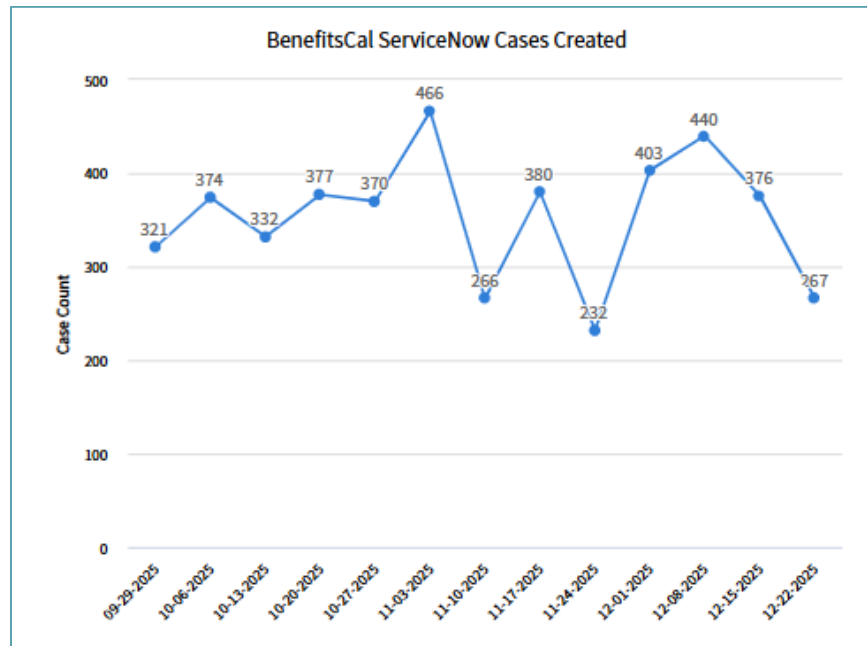


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

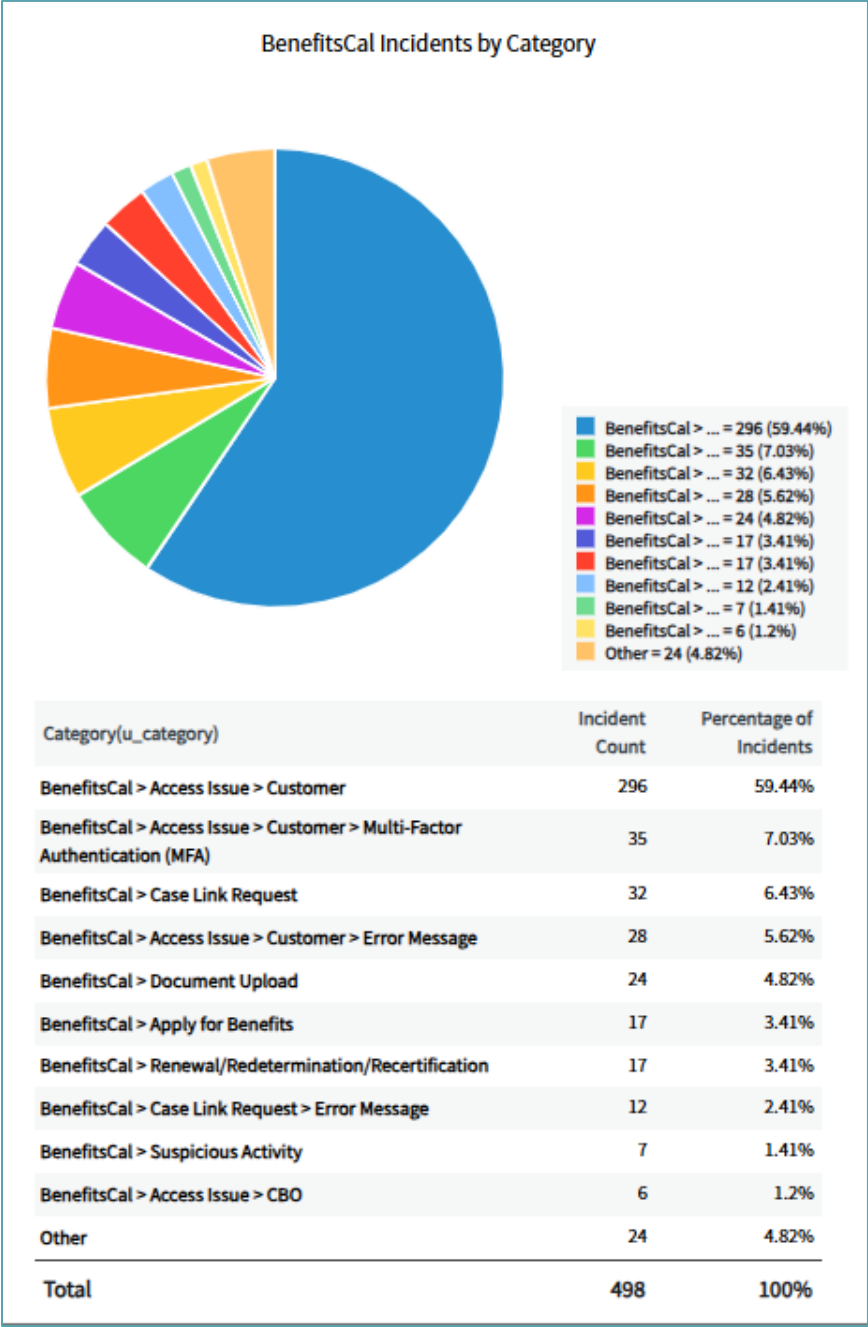


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 24 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

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-920	12/9/2025	Client Correspondence	Fix SCL CC Master Database Report (part 2)	In Development
GAGR-746	11/19/2024	Client Correspondence	Fix SCL CC Master Database Report (part 1)	In Development
CA-296724	12/23/2025	Infra Contact Center	External Agency - Calabrio CWFM reporting Data not matching in Insights	New
CA-296722	12/23/2025	Infra Tech Ops	Foster Care Resource Databank County Impact list not sending email	Assigned
CA-296716	12/23/2025	DBA	Long running DCR 12/23/2025	Assigned
CA-296715	12/23/2025	DBA	Long Running DCR	Assigned
CA-296682	12/22/2025	Infra DBA	SQL 67kv5t11czs7u, b4am7ptpwa6vk on Person Search Screen Long running in PROD	Assigned
CA-296650	12/19/2025	Infra Contact Center	Processing of AB79 mass data file failed for 07/24 in Outbound Campaign Solution	New
CA-296633	12/19/2025	Infra Contact Center	San Francisco, San Luis Obispo, Sacramento, Santa Clara, Yolo - No Historical Metrics data	Reopened
CA-296566	12/17/2025	Infra Contact Center	Incorrect Acknowledge and Retry Tsign prompts play	Assigned
CA-296532	12/16/2025	Infra Contact Center	Resolve 25.12.11 push_notification Snyk scan	System Test
CA-296529	12/16/2025	Infra Contact Center	Orange-Update Emergency Message	In Assembly Test
CA-296506	12/15/2025	Infra Contact Center	Update CW/CF R&R 10 day reporting verbiage	Assigned
CA-296472	12/12/2025	Infra Imaging	External Agency - Move documents out of Hearings drawer to the Case Drawer	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-296464	12/12/2025	Infra Contact Center	San Bernardino - Average Handle Time displays zero	In Development
CA-296463	12/12/2025	Infra Contact Center	Agent Metrics date adjustment does not display data	In Development
CA-296371	12/9/2025	Infra Tech Ops	Deloitte Batch Ops not able to Import Topics in Confluent	New
CA-296329	12/8/2025	Infra Imaging	External Agency - Image merged/corrupted from BenefitsCal	New
CA-296328	12/8/2025	Infra Imaging	External Agency - Send FCC backups to archive instead of storing them in workflow	In Development
CA-296132	12/2/2025	Infra Contact Center	Los Angeles - Epoch time entered for Wait Time	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-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	Assigned
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	In Development
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-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	Assigned
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-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)	Assigned
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-275214	3/8/2024	Infra ForgeRock	ForgeRock Delegated Admin Portal - BCAL Customers have MFA Field listed as Blank	In Development
CA-232534	8/23/2021	Infra Imaging	External Agency - Technical Only - Hyland Business Insight Audit User Sync Failures	In Development
NOW-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

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
12/28/25	12/28/25	October 2025 Oracle DB RU 19.29.0.0 .0 patching on Coreapp prod, coreapp county, coreapp-production-tools and coreapp training databases
12/18/25	12/19/25	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (Secondary)
12/25/25	12/26/25	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03(Primary)
12/17/25	12/22/25	Troubleshoot eCCP REST and WebSocket API Gateways through CloudFront
12/18/25	12/19/25	Faulty UPS Replacement at 33342-Riverside, 517 Parkridge Ave, Norco, CA 92860
12/16/25	12/17/25	Faulty UPS Replacement at 33093-Riverside, 7894 Mission Grove Pkwy, Riverside, CA 92508
12/16/25	12/17/25	Faulty UPS Replacement at 33338-Riverside, 65753 Pierson Blvd Desert Hot Springs, CA 92240 US
12/17/25	12/18/25	Faulty UPS Replacement at 36062-San Bernardino, 1627 E Holt Blvd Ontario, CA 91761 US
12/17/25	12/19/25	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
12/15/25	12/16/25	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
12/15/25	12/16/25	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (Primary)
12/17/25	12/19/25	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (primary)
12/15/25	12/16/25	Imperial County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary)
12/17/25	12/18/25	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary)
12/17/25	12/18/25	Kern County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary)
12/16/25	12/17/25	Mariposa County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (primary)
12/16/25	12/18/25	SIERRA County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (Primary)

DATE(S)		ACTIVITY DESCRIPTION
12/20/25	12/20/25	ServiceNow [CSM-PROD] Security Patch: Install Patch 10 Hot Fix 1b
12/15/25	12/16/25	STANDARD – Weekly creation Change and Security Updates - Monday (Dec. 15)
12/16/25	12/16/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Dec. 16)
12/17/25	12/17/25	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Dec 17)
12/19/25	12/19/25	STANDARD - Weekly Linux Environment Patching – Friday 18:30 -22:30 (Dec. 19)
12/20/25	12/20/25	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Dec. 20)
12/15/25	12/15/25	Standard Change: ForgeRock DEV DR Release 25.12.15
12/20/25	12/20/25	coreapp-production-tools: Upgrade CalSAWS PROD Bitbucket to LTS version 9.4.12
12/15/25	12/15/25	TPX 50M Spectrum circuit install/hot cut at San Bernardino site 36011
12/17/25	12/17/25	Renew the Nuance voice biometrics non-production server license
12/21/25	12/24/25	Provision text-to-speech Lobby infrastructure for PROD/DR in coreapp-prod (#851725240334)
12/19/25	12/22/25	Renew the Nuance voice biometrics production server license
12/17/25	12/20/25	Remove and replace TechOps email from all registry and repos
12/18/25	12/18/25	Update Splunk Universal Forwarder - coreapp-sandbox, analytics-development, application-development, analytics-nonproduction-la
12/19/25	12/19/25	Update Splunk Universal Forwarder - coreapp-development part 1
12/20/25	12/20/25	Update Splunk Universal Forwarder - coreapp-development part 2
12/17/25	12/19/25	Update the 'log_min_duration_statement' parameter setting value to 500 in all wdtip Postgres DBs
12/17/25	12/19/25	Update the 'log_min_duration_statement' parameter setting value to 500 in all 12 wdtip Postgres DBs
12/17/25	12/19/25	Create Weekly Update ASG Template Job in Dev Ansible Tower to use AL2023 AMI
12/18/25	12/20/25	Upgrade Lambda runtime to python 3.12 in Prod environments in AWS
12/20/25	12/20/25	EBS Volume increase to prod Bitbucket server
12/17/25	12/24/25	Provision text-to-speech Lobby infrastructure for PERF in coreapp-development (#650244008899)
12/22/25	12/22/25	IOS Upgrade for GRWLC001 and GRWLC002 - 17.12.6a
12/22/25	12/23/25	STANDARD - Weekly creation Change and Security Updates - Monday (Dec. 22)
12/23/25	12/23/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Dec. 23)
12/18/25	12/24/25	Standard Change: ForgeRock Testing in SandBox Environment 25.12.18-25.12.24
12/18/25	12/18/25	Standard Change: ForgeRock AT Release 25.12.18
12/18/25	12/18/25	Standard Change: ForgeRock Staging Environment Build 25.12.18

DATE(S)		ACTIVITY DESCRIPTION
12/19/25	12/19/25	Standard Change: ForgeRock Dev Release 25.12.19
12/19/25	12/19/25	Standard Change: ForgeRock AT DR Release 25.12.19
12/22/25	12/22/25	Standard Change: ForgeRock DEV DR Release 25.12.22
12/17/25	12/19/25	Update vpc flow logs log format configuration for coreapp staging
12/18/25	12/18/25	ServiceNow Release 25.12.18
12/19/25	12/20/25	Rotate administrative system credentials - system test , performance test databases
12/20/25	12/20/25	Rotate administrative system credentials - PRT, CT, Staging, Training databases
12/21/25	12/21/25	Rotate administrative system credentials - Production databases
12/17/25	12/22/25	Cleanup older ECR images from OCAT Non-prod
12/18/25	12/18/25	Non-Prod: Update Application Loqate Dataset in Spectrum Servers
12/17/25	12/19/25	Cleanup S3 Buckets in analytics-production (#303420442075)
12/20/25	12/21/25	PROD: Update Application Loqate Dataset in Spectrum Servers
12/20/25	12/20/25	Rotate administrative system credentials - PRT, CT, Staging, Training databases
12/21/25	12/21/25	Rotate administrative system credentials - Production databases
12/17/25	12/22/25	Cleanup older ECR images from OCAT Non-prod
12/18/25	12/18/25	Non-Prod: Update Application Loqate Dataset in Spectrum Servers
12/17/25	12/19/25	Cleanup S3 Buckets in analytics-production (#303420442075)
12/20/25	12/21/25	PROD: Update Application Loqate Dataset in Spectrum Servers
12/16/25	12/16/25	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
12/18/25	12/18/25	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
12/15/25	12/15/25	CalSAWS Priority Release 25.12.15
12/16/25	12/16/25	CalSAWS Priority Release 25.12.16
12/18/25	12/18/25	CalSAWS Priority Release 25.12.18
12/17/25	12/22/25	October 2025 patching on coreapp-development Oracle Enterprise Manager and agents
12/22/25	12/22/25	CalSAWS Priority Release 25.12.22
12/20/25	12/20/25	CalSAWS Priority Release 25.12.20
12/21/25	12/21/25	CalSAWS Priority Release 25.12.21
12/28/25	12/28/25	Velocloud SD-WAN tunnel transition
12/22/25	12/22/25	IOS Upgrade for AWSWLC001 - Upgrade from 17.15.3 to 17.12.6a
12/17/25	12/19/25	Update vpc flow logs log format configuration for coreapp training
12/17/25	12/19/25	Update vpc flow logs log format configuration for coreapp County
12/23/25	12/27/25	Staging - Remove and replace TechOps email from all registry and repos in coreapp-staging

DATE(S)		ACTIVITY DESCRIPTION
12/23/25	12/27/25	Training - Remove and replace TechOps email from all registry and repos
12/23/25	12/23/25	Install atop service on Linux - coreapp-production-network
12/23/25	12/27/25	County - Remove and replace TechOps email from all registry and repos in coreapp-county
12/17/25	12/19/25	Enable connectivity from Oracle DBInfra to application-development account for Dynatrace agent connectivity
12/23/25	12/26/25	Update the 'log_min_duration_statement' parameter setting value to 500 in all wdtip Postgres DBs
12/23/25	12/26/25	Update the 'log_min_duration_statement' parameter setting value to 500 in all wdtip Postgres DBs
12/26/25	12/28/25	Windows Server Updates - Dec 2025
12/17/25	12/18/25	Bug Patch 38486044 Implementation on Oracle Database Performance Operf2
12/23/25	12/26/25	Aurora Postgres RDS database will be upgrade to version 15.14 from current PostgreSQL version 15.10 in coreapp-development
12/23/25	12/23/25	Create new certificate and route53 records for AL2023 Jira and Bitbucket Servers in Sandbox environment
12/18/25	12/18/25	ECR: Modify Assignment Group population logic for Contra Costa integration with CalSAWS ServiceNow .
12/28/25	12/28/25	Upgrade Dynatrace OneAgent Version on Production Static Linux Servers
12/17/25	12/17/25	Retro-Set Port Speed and Duplex to Auto on Cisco Core Switch 36086sw001 (County Connection Port).
12/23/25	12/26/25	Update NACL to allow connectivity to Splunk UF in Selenium Environment in coreapp-development account.
12/23/25 8:00 PM	12/23/25 10:00 PM	ServiceNow Release 2025.12.23 - POA&M Bulk UpdateWorkflow changes ,RITM0103481 , RITM0103600 & RITM0099631
12/23/25	12/26/25	Enable AWS Global Accelerator for Amazon WorkSpaces
12/23/25	12/23/25	CalSAWS Priority Release 25.12.23

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
12/29/25	12/30/25	Merced County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03 (Secondary)
12/29/25	12/30/25	STANDARD - Weekly creation Change and Security Updates - Monday (Dec. 29)
12/29/25	12/29/25	QuickSight Production Setup
12/30/25	12/30/25	Upscale the Dynatrace-ActiveGate servers from "r5.large to m8i.large" in application-development (443252421478)
12/30/25	12/31/25	Update an eGain lambda functions to runtime nodejs22.x from nodejs18.x in the contact center non production environment.

DATE(S)		ACTIVITY DESCRIPTION
12/30/25	12/30/25	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Dec. 30)
12/30/25	12/30/25	Add HSRP configuration to switches at site 15009 (Kern County) to Ensure Reliable Network Failover
12/30/25	12/30/25	Add additional parameter in Splunk authentication extensions to enable creation of authentication tokens
12/30/25	12/31/25	Upgrade apps in Splunk Cloud to be Splunk 10 compatible, in preparation for future upgrade of cloud instance to Splunk 10
1/1/26	1/1/26	Standard Change: ForgeRock AT Release 26.01.01
1/1/26	1/1/26	Standard Change: ForgeRock Staging Environment Build 26.01.01
1/2/26	1/2/26	Standard Change: ForgeRock AT DR Release 26.01.02
1/2/26	1/2/26	ECR: Enable Analytics Data Lake & QuickSight for Non-Prod Merced and San Joaquin
1/2/26	1/2/26	ECR: Enable Analytics Data Lake & QuickSight for Prod Merced and San Joaquin
1/2/26	1/2/26	Standard Change: ForgeRock Dev Release 26.01.02

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 25.12.23	12/23/2025
Priority Release 25.12.22	12/22/2025
Priority Release 25.12.21	12/21/2025
Priority Release 25.12.20	12/20/2025
Priority Release 25.12.18	12/18/2025
Priority Release 25.12.16	12/16/2025
Priority Release 25.12.15	12/15/2025

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 25.12.18	12/18/25	8:00 PM	12/18/25	9:30 PM											Broadcast Email	12/17/2025
Imaging (Hyland) Maintenance	12/19/25	10:00 PM	12/20/25	1:00 AM											Broadcast Email	12/10/2025
Production Maintenance	12/21/25	6:00 AM	12/21/25	1:00 PM											CIT 0143-25	12/2/2025
															Broadcast Email	12/8/2025
Production Maintenance	12/28/25	6:00 AM	12/28/25	2:00 PM											CIT 0149-25	12/10/2025
															Broadcast Email	12/15/2025
Adhoc Reporting Database Maintenance	12/28/25	2:00 PM	12/28/25	6:00 PM											CIT 0149-25	12/10/2025
															Broadcast Email	12/15/2025

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	RITM0102127 - Device Credentials for Merced's Tablets have been shared with the County.
Monterey	Install of the new Kiosk doors will be scheduled for January 2026. Install Instructions have been provided to the remote technician.
San Bernardino	We are still awaiting feedback from Meridian regarding the scanner housing.
San Luis Obispo	Meridian has informed San Luis Obispo a Meridian Tech will be visiting the site to further troubleshoot and investigate the scanner housing issue reported by multiple Counties.
Contra Costa	A troubleshooting session was held with the Project Network team and Contra Costa's network team. Packet captures for the site indicated larger than usual retransmissions. After changes to the Counties firewall rules, the remaining Kiosks PCs successfully updated to Windows 11
Napa	Device credentials for Napa's Tablet have been provided.

COUNTY	UPDATES
San Benito	San Benito is requesting the use of the HP EliteDesk 8 Mini G1i Desktop AI PC for their Kiosks. This request is currently in review by the Project Tech Support team to ensure this request can be completed.
Riverside	Riverside purchased new tablets for use with Modern Lobby earlier this year. The Tablets have been registered and configured and are ready for use. Riverside County IT and network team will need to review the network requirements to ensure the Tablets are able to access all Endpoints needed for Lobby to work. Current Wi-Fi setup resulted in connection errors. Riverside County Network team is currently implementing changes to their network. If the issue is not resolved, they will be requesting a troubleshooting session with the project network team.

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, Orange, Plumas, Sacramento, 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 has been approved by CPMO.
- The San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) county purchase order for Exstream Development and Exstream Licenses is in CPMO 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

- Continuing to execute daily Oracle Working sessions
- We have successfully migrated test databases, next is running upgrade to Oracle version 23ai
- 3rd party vendor integrations are successfully installed and confirmed as connected
- Actively developing a run book for all the technical migration and upgrade key learnings.

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 - Quallsys	New
GAGR-921	12/12/2025	Client Correspondence	GAGR- Regression Testing Release 26.01	Test Complete
GAGR-918	12/3/2025	Client Correspondence	Passing GAGR Appointment ID/Time data to GAGR CC Service from CalSAWS	New
GAGR-914	11/18/2025	Client Correspondence	Replace current GR NOA Back for Orange County - Phase 3	Design in Progress
GAGR-892	8/19/2025	Client Correspondence	San Joaquin County GAGR Exstream Automated Solution Development and Implementation	New
GAGR-857	6/17/2025	Client Correspondence	Do not send request for deceased or non HH member - status should be active	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 for the most common Denial Reasons	Design in Progress
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 4 Discontinuance for the most common Discontinuance Reasons	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-296733	12/23/2025	Infra Contact Center	Documentation update - eCCP Call Status Banner	New
CA-296632	12/19/2025	Infra Tech Ops	Upgrade Aurora PostgreSQL from 15.10 to 15.14	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-296618	12/18/2025	Infra Contact Center	LA County Contact Center - Configure automated "away" phone message	New
CA-296570	12/17/2025	Infra Contact Center	San Joaquin County request to opt in to using RPA to process EBT & BIC request from BenefitsCal	New
CA-296504	12/15/2025	Infra Tech Ops	Upgrade Aurora Mysql from 8.0.mysql_aurora.3.04.1 to 8.0.mysql_aurora.3.10	New
CA-296497	12/15/2025	Infra Contact Center	Kern County Contact Center IVR update	Design in Progress
CA-296435	12/11/2025	Infra Tech Ops	Upgrade Jenkins to 2.528.3	Approved
CA-296408	12/10/2025	Infra GenAI	Call Summarization Information Extraction Pilot	Design in Progress
CA-296397	12/10/2025	Infra Contact Center	Documentation: Welcome Bot/Smart Routing, authentication bot functionality	New
CA-296296	12/5/2025	Infra Imaging	Enhance the handling of BenefitsCal document uploads to link to a case based on the form name	New
CA-296160	12/3/2025	Infra Central Print	San Bernardino County Return Mail Processing and Return Mail Imaging & Orange County Opting in Return Mail Imaging Solution	Test Complete
CA-296141	12/2/2025	Infra Contact Center	Santa Clara Contact Center - Turn on Post Call Survey Functionality	Design in Progress
CA-296140	12/2/2025	Infra Contact Center	Sacramento - Change in Office Locations recording in IVR	Pending Approval
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	Pending Rejection
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	Pending Approval
CA-295867	11/18/2025	Infra Central Print	Los Angeles DPSS Return Mail Processing and Return Mail Imaging	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-295844	11/17/2025	Infra Contact Center	Contact Center eCCP - Update Call Status Banner	Approved
CA-295811	11/14/2025	Infra Contact Center	Request to update verbiage for Robotic Process Automation (RPA) Pickup message.	Pending Approval
CA-295758	11/13/2025	Infra Contact Center	Yuba - Call Routing for GA calls	Design in Progress
CA-295757	11/13/2025	Infra Contact Center	Los Angeles - Add two (2) additional Message on Hold (MOH) and a change in the order of MOH	System Test
CA-295731	11/12/2025	Infra Tech Ops	Upgrade Kafka and Schema Registry clients to supported Confluent v7.8.4	New
CA-295667	11/7/2025	Infra Imaging	Routing for Reindexed Portal documents	Design in Progress
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)	Test Complete
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	Design in Progress
CA-295310	10/22/2025	Infra Contact Center	Add SIRFRA 1015-1016-1017 Data to SB1289 Reporting	Pending Rejection
CA-295233	10/21/2025	Infra ForgeRock	ForgeRock: Increase the limits for the maximum open file descriptors	Test Complete
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-294719	9/26/2025	Infra Contact Center	San Bernardino - 5/1/26 Update the Contact Center	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Queue Prompts and the Menu Prompts	
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	Test Complete
CA-294635	9/23/2025	Infra Imaging	Change Person Selection field to blank if the Case Number field is changed	Committee Review
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-294283	9/5/2025	Infra Contact Center	Update contactcenter-production java lambdas	Approved
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	Approved
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-294151	9/2/2025	Infra Contact Center	SB1289 Report - Enable Quick Suite Dashboard for SB 1289 Report	Pending Approval
CA-294128	8/29/2025	Infra Contact Center	Contra Costa Contact Center - Apply Contact Attributes to Measure Calls Diverted by â€“Maximum Contacts in Queueâ€™™ Threshold	New
CA-294027	8/26/2025	Infra Tech Ops	Qlik Sense and NPrinting Major Version Upgrade	Ready for Committee
CA-293932	8/21/2025	Infra Contact Center	Sacramento-Closure of General Information Line	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-293916	8/21/2025	Infra ForgeRock	Log-In MFA Improvements to Customer Experience (CSPM-79752)	New
CA-293769	8/15/2025	Infra Contact Center	Placeholder: Guidance for Senate Bill (SB) 1289 and outlines county responsibilities under the new statute.	New
CA-293621	8/11/2025	Infra Tech Ops	Perform Ansible Tower Upgrade from version 3.8.6 to Ansible Automation Platform (AAP) 2.3.0	New
CA-293571	8/8/2025	Infra Contact Center	Enhance IVR - Ability for customers to opt-out of Self-Service Integrated Voice Response (IVR)	New
CA-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-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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Pending Approval
CA-290863	5/12/2025	Infra Tech Support	Managed Lobby Equipment Management in InTune	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 Contact Center “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-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	Pending Rejection
CA-288448	3/4/2025	Infra Contact Center	LA DCFS Contact Center - eGain enablement	New
CA-288288	2/27/2025	Infra Contact Center	LA - RMR - No Warm Hand Off Capability AWS	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-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	Pending Approval
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	In Development
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	New
CA-284676	11/7/2024	Infra Contact Center	Add Data Retention Policy to AWS Call Recordings (Audio Calls) for All Counties	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 Read 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	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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			CalSAWS and the Contact Center	
CA-279173	6/11/2024	Infra Contact Center	Grant eCCP Supervisors Access to view historical changes for call routing	Design in Progress
CA-278880	6/5/2024	Infra Contact Center	Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only	Design in Progress
CA-278831	6/4/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	6/4/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	Design in Progress
CA-278828	6/4/2024	Infra Contact Center	Add ability to customize system message in eCCP to display in BenefitsCal web chat	New
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement - Reporting of Skipped Calls	New
CA-278377	5/24/2024	Infra Contact Center	Placeholder - Implement Contact Center Disaster Recovery Solution on one Single county	New
CA-278071	5/20/2024	Infra Contact Center	**Placeholder** POC AWS Contact Lens	New
CA-277932	5/15/2024	Infra Contact Center	***Placeholder*** Add Logout Functionality to Supervisor Panel	New
CA-277481	5/6/2024	Infra Contact Center	Enhance eCCP to allow for users to perform a direct transfer(Cold Transfer)	New
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276974	4/23/2024	Infra Tech Ops	Upgrade Oracle Apex to 24.1	New
CA-276824	4/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	PFR - Routing profile to be reverted to default at 8 PM daily	New
CA-276407	4/10/2024	Infra Contact Center	External Agency - eGain = Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report	New
CA-276406	4/10/2024	Infra Contact Center	PFR - Los Angeles County - Call Center - eGain - Calls routed to each EW not available on the EW summary report	New
CA-276403	4/10/2024	Infra Contact Center	PFR - IVR/Contact Center eGAIN Report Update	New
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in eGAIN	Design in Progress
CA-276401	4/10/2024	Infra Contact Center	Percent allocation setting to Post Call Survey	New
CA-276400	4/10/2024	Infra Contact Center	Post Call Survey reporting format update	New
CA-276399	4/10/2024	Infra Contact Center	eGain: CCB Historical report " essential data elements	New
CA-276398	4/10/2024	Infra Contact Center	PFR - eGain: CCB Real-time report " essential data elements	New
CA-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	New
CA-275645	3/21/2024	Infra Contact Center	Stanislaus - Call Center Enhancements	New
CA-275420	3/14/2024	Infra Contact Center	"Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)	"
CA-275376	3/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-275373	3/13/2024	Infra Contact Center	Amazon Connect/eGain Back End Database Access	New
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	In Assembly Test
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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)	Testing
NOW-1456	10/31/2025	ServiceNow	Cannot find/recover draft created in ServiceNow	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
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

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

