

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: December 29, 2025 – January 11, 2026

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Bi-Weekly Status – CalSAWS Infrastructure

1 EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 3.1-1: Status Dashboard

| TOPIC | HIGHLIGHTS FOR THE REPORTING PERIOD |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Availability | <ul style="list-style-type: none">The CalSAWS System did not experience any unplanned outages during this period. |
| Defects | <ul style="list-style-type: none">There are 43 active Infrastructure Production defects. |
| Incidents | <ul style="list-style-type: none">RESOLVED: PRB0052910 – Starting at 8:31 AM on January 9, 2026, Users are experiencing issues while printing EBT cards. Users may not be able to print EBT cards until the issue is resolved. After counties confirmed successful EBT card printing this morning, the issue resurfaced. The CalSAWS project team engaged the FIS team to troubleshoot the issue. An update will be provided as additional information becomes available. Update #1: The FIS team performed additional maintenance this morning at 9:18 AM and confirmed successful EBT card print transactions. The CalSAWS and FIS project teams continue to monitor EBT card print transactions, and an update will be provided by end of day today. Update #2: The FIS project team reported EBT card printing stability throughout the day. The CalSAWS and FIS project teams will continue to monitor EBT card printing transactions. If an error is encountered, please submit a CalSAWS ticket and include the SUID#, time stamp, printer name, and error message associated with the impacted EBT card print transaction. As of 5:55 PM on January 8, 2026, the issue has been resolved by the FIS project team. Users are now able to print EBT cards successfully.FIX IN PROGRESS: PRB0052886 – Starting at 11:00 AM on January 6, 2026, Applicable Date and Received Dates in returned mails from USPS have been populated incorrectly that were received by the Central Print on 12/30/2025 and 12/31/2025. Applicable Date and Received Date fields in the custom properties section of Hyland imaging will have incorrect values populated on returned mail Images that were received on 12/30/2025 and 12/31/2025. Note: There is no impact to cases or CalSAWS functionality due to this issue. The project team is actively working on resolving the issue. Defect CA-296861 has been created to track the fix for this issue. An update will be provided as additional information becomes available. After the fix, images will have the correct Received Date and Applicable Dates populated.RESOLVED: PRB0052799 – Starting at 7:00 AM on January 5, 2026, users in the Training Production environment are unable to access the SCATL Application or use the Person Search functionality. Users will not be able |

| TOPIC | HIGHLIGHTS FOR THE REPORTING PERIOD |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>to access the SCATL Application or use the Person Search functionality within the Training Production environment until the issue is resolved. Users will not be able to access the SCATL Application or use the Person Search functionality within the Training Production environment until the issue is resolved. Note: The Training Staging environment is not impacted by this issue. The project team identified an issue in the Training Production 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. As of 12:44 PM on January 5, 2026, the issue has been resolved. The project team remediated the issue and confirmed users in the Training Production environment are now able to access the SCATL application and use the Person Search functionality without issue.</p> <ul style="list-style-type: none"> RESOLVED: PRB0052879 – Starting at 3:35 AM on January 2, 2026, Riverside County users at the 11060 Magnolia Ave, Riverside site are unable to access CalSAWS and associated systems due to local internet outages. Riverside County users at the Riverside site will not be able to access CalSAWS and associated systems until the issue is resolved. The telecommunication provider (TPx) advised there are local internet outage reported for the carriers, AT&T and Verizon Wireless, that are affecting both primary and secondary circuits at the Riverside site. There is no estimated time of restoration for AT&T, however, Verizon Wireless has an estimated time of 1:20 PM. An update will be provided when the issue is resolved. Update: Local utility provider has advised of a power outage that is also affecting the Riverside site. There is currently no estimated time of restoration for the power. An update will be provided when additional information becomes available. As of 10:18 AM on January 5, 2026, the issue has been resolved. This morning, a remote technician identified a faulty UPS impacting power supply to network devices [after power was restored by the utility provider]. The issue has been remediated by rebooting the impacted UPS device. Users at the Riverside site are now able to access CalSAWS and associated systems. RESOLVED: PRB0052868 – Starting at 9:45 PM on December 30, 2025, Mendocino County users at the 747 S State St, Ukiah site are experiencing intermittent slowness while navigating through and performing transactions in CalSAWS. Mendocino County users at the Ukiah site will experience slowness while navigating through and performing transactions in CalSAWS until the issue is resolved. The CalSAWS project team is investigating the issue with the telecom provider (TPx). An update will be provided when additional information becomes available. As of 12:05 PM on December 29, 2025, the issue has been resolved. Mendocino Network team performed network changes that remediated the issue. Users can navigate through and perform transactions in CalSAWS at normal speeds. RESOLVED: 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, |

| TOPIC | HIGHLIGHTS FOR THE REPORTING PERIOD |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | 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. As of 8:52 PM on December 26, 2025, the issue has been resolved. Power at the Bridgeport site has been restored by the utility provider. The project team monitored stability throughout the weekend and confirmed users can access CalSAWS and associated system |
| Maintenance/ Deployments | <ul style="list-style-type: none"> 1/11/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database 1/11/2026: Deployment - Priority Release 26.1.11 (CHG0057411) 1/10/2026: Deployment - Priority Release 26.1.10 (CHG0057322) 1/9/2026: Deployment - Priority Release 26.1.09 (CHG0057395) 1/8/2026: Deployment - Priority Release 26.1.08 (CHG0057320) 1/4/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database 1/4/2026: Deployment - Priority Release 26.1.4 (CHG0057310) 1/3/2026: Deployment - Priority Release 26.1.3 (CHG0057319) 12/30/2025: Deployment - Priority Release 25.12.30 (CHG0057269) 12/29/2025: Deployment - Priority Release 25.12.29 (CHG0057257) |
| Milestones | <ul style="list-style-type: none"> 8 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 | Addressing FDEL comments | Return FDEL for approval 1/16/2026 |
| I-D02 – Appendix K | Performance Monitoring & Alerting Plan | Addressing DDEL comments | Submit FDEL 1/16/2026 |
| I-D15 | Infrastructure System Security Plan | DDEL in Review | 1/15/2026 |
| I-D16 | Penetration Test Cover Letter | Awaiting approval from Consortium | N/A |

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

| CATEGORIES | SUBJECT | COUNT | DISTRIBUTION DATE(S) |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------------------|
| CIT | CIT 0002-26 Scheduled Downtime Notification – 1-25-2026 | 2 | 1/5/2026 |
| | CIT 0161-25 Scheduled Downtime Notification – 1-18-2026 | | 12/30/2025 |
| Scheduled CalSAWS Maintenance | CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS - 1/18/2026 2:00 PM to 6:30 PM | 5 | 1/7/2026 |
| | CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Ad hoc Reporting Database - 1/18/2026 12:00 PM to 4:00 PM | | |
| | CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Ad hoc Reporting Database - 1/11/2026, 10:00 AM to 2:00 PM | | 1/5/2026 |
| | CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Identity and Access Management Solution (ForgeRock) - 1/9/2026, 10:00 PM to 2:00 AM | | 12/29/2025 |
| | CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Ad hoc Reporting Database - 1/4/2026, 10:00 AM to 2:00 PM | | 12/29/2025 |
| Scheduled BenefitsCal Maintenance | None. | | |
| Scheduled EBT Maintenance | None. | | |
| CalSAWS County Executive Communications | Resolved - CalSAWS County Executive Communication – Riverside County - Riverside Site - Local Internet Outages | 11 | 1/5/2026 |
| | Update #4- CalSAWS County Executive Communication – Riverside County - Riverside Site - Local Internet Outages | | 1/5/2026 |

| CATEGORIES | SUBJECT | COUNT | DISTRIBUTION DATE(S) |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------------------------------------------------------------------------------------------------------------------|
| | Update #3- CalSAWS County Executive Communication – Riverside County - Riverside Site - Local Internet Outages | | 1/2/2026 |
| | Update #2- CalSAWS County Executive Communication – Riverside County - Riverside Site - Local Internet Outages | | 1/2/2026 |
| | Update - CalSAWS County Executive Communication – Riverside County - Riverside Site - Local Internet Outages | | 1/2/2026 |
| | New - CalSAWS County Executive Communication – Riverside County - Riverside Site - Local Internet Outages | | 1/2/2026 |
| | Resolved - CalSAWS County Executive Communication – Mendocino County - Ukiah Site - Intermittent Connectivity Issue | | 12/30/2025 |
| | Update - CalSAWS County Executive Communication – Mendocino County - Ukiah Site - Intermittent Connectivity Issue | | 12/30/2025 |
| | New - CalSAWS County Executive Communication – Mendocino County - Ukiah Site - Intermittent Connectivity Issue | | 12/30/2025 |
| | Resolved - CalSAWS County Executive Communication – Mono County - Bridgeport Site - CalSAWS Access Issue - Power Outage | | 12/29/2025 |
| | Update - CalSAWS County Executive Communication – Mono County - Bridgeport Site - CalSAWS Access Issue - Power Outage | | 12/29/2025 |
| Issue Notification | Update #2 – PRB0052910 Update – PRB0052910 New – PRB0052910 Resolved – PRB0052910 --- New – PRB0052910 --- New – PRB0052886 --- Resolved – PRB0052799 Resolved – PRB0052879 New – PRB0052799 | 14 | 1/9/2026 1/9/2026 1/9/2026 1/9/2026 --- 1/8/2026 --- 1/6/2026 --- 1/5/2026 1/5/2026 1/5/2026 |

| CATEGORIES | SUBJECT | COUNT | DISTRIBUTION DATE(S) |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|----------------------------------------------------------------------------------------------------------------|
| | --- Update – PRB0052879 New – PRB0052879 --- Resolved – PRB0052868 New – PRB0052868 --- Resolved – PRB0052854 | | --- 1/2/2026 1/2/2026 --- 12/30/2025 12/30/2025 --- 12/29/2025 |
| Priority Release Requests for Approval | Priority Release 26.1.11 (CHG0057411) Priority Release 26.1.10 (CHG0057322) Priority Release 26.1.09 (CHG0057395) Priority Release 26.1.08 (CHG0057320) Priority Release 26.1.04 (CHG0057310) Priority Release 26.1.03 (CHG0057319) Priority Release 25.12.30 (CHG0057269) Priority Release 25.12.29 (CHG0057257) | 8 | 1/11/2026 1/10/2026 1/9/2026 1/8/2026 1/4/2026 1/3/2026 12/30/2025 12/29/2025 |
| Informational Alert | CalSAWS Informational Alert >> SCATL Review List Page CalSAWS Informational Alert >> Training Updates Preview Document - January 2026 Informational Alert: Jenkins Sandbox Upgrade to 2.528.3 | 3 | 1/9/2026 1/9/2026 1/8/2026 |
| CalSAWS | Daily Health Report | 9 | 1/9/2026 1/8/2026 1/7/2026 1/6/2026 1/5/2026 1/2/2026 12/31/2025 12/30/2025 12/29/2025 |

Table 3.1-2: Enhanced Communications

| CATEGORY | SUBJECT | COUNT | DISTRIBUTION DATE(S) |
|----------|---------|-------|----------------------|
| None | | | |

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

| SYSTEM | PURPOSE | TIMEFRAME | IMPACT | CIT DATE | CALSAWS BROADCAST DATE |
|--------------------------|-----------------------------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------|
| CalSAWS Ad hoc Reporting | CalSAWS Ad hoc Reporting Database maintenance | 1/4/2026 10:00 PM to 2:00 PM | CalSAWS Ad hoc Reporting will be unavailable during this time. | | 12/29/2025 |
| 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 | 12/29/2025 |
| CalSAWS Ad hoc Reporting | CalSAWS Ad hoc Reporting Database maintenance | 1/11/2026 10:00 PM to 2:00 PM | CalSAWS Ad hoc Reporting will be unavailable during this time. | | 12/29/2025 |
| CalSAWS Ad hoc Reporting | CalSAWS Ad hoc Reporting Database maintenance | 1/18/2026 12:00 PM to 4:00 PM | CalSAWS Ad hoc Reporting will be unavailable during this time. | CIT 0161-25 12/30/2025 | 1/7/2026 |
| CalSAWS | CalSAWS maintenance | 1/18/2026 2:00 PM to 6:30 PM | CalSAWS users will be redirected to a read-only version during the outage. | CIT 0161-25 12/30/2025 | 1/7/2026 |
| CalSAWS | CalSAWS Release 26.01 | 1/25/2026 6:00 AM to 1:00 PM | CalSAWS users will be redirected to a read-only version during the outage. | CIT 0002-26 1/5/2026 | |

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 |
|---------|---------------------------------------------|---------------|-------------------|-------------------------------|------------------------|
| 0161-25 | Scheduled Downtime Notification – 1/18/2026 | Informational | December 30, 2025 | Communications Infrastructure | Pete Quijada |

| | | | | | |
|---------|---------------------------------------------|---------------|-----------------|-------------------------------|--------------|
| 0002-26 | Scheduled Downtime Notification – 1/25/2026 | Informational | January 5, 2026 | Communications.Infrastructure | 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 Extended 1/12/26 | Nonie Reyes-Small |
| 25-037 | Lobby Kiosk Asset Inventory | 12/17/2025 | Closed | 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 |
|---------|---------|----------|----------|----------|----------|----------|----------|
|---------|---------|----------|----------|----------|----------|----------|----------|

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 | Completed |
| SCERFRA 25-540 | Request for Production Simulation Environment to Support FCED API Testing | Submitted |
| 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

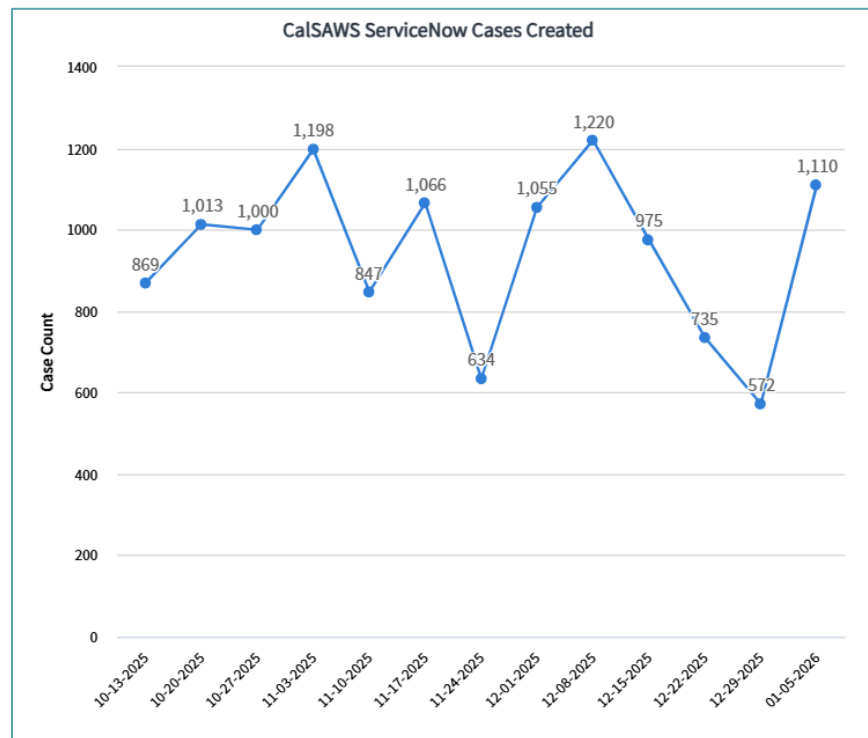


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

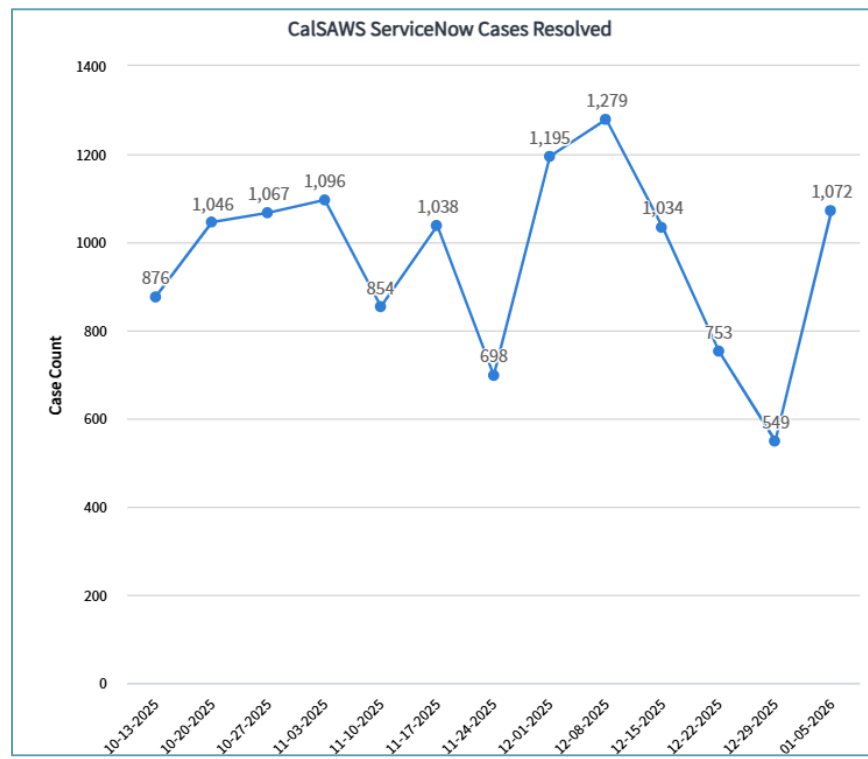


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

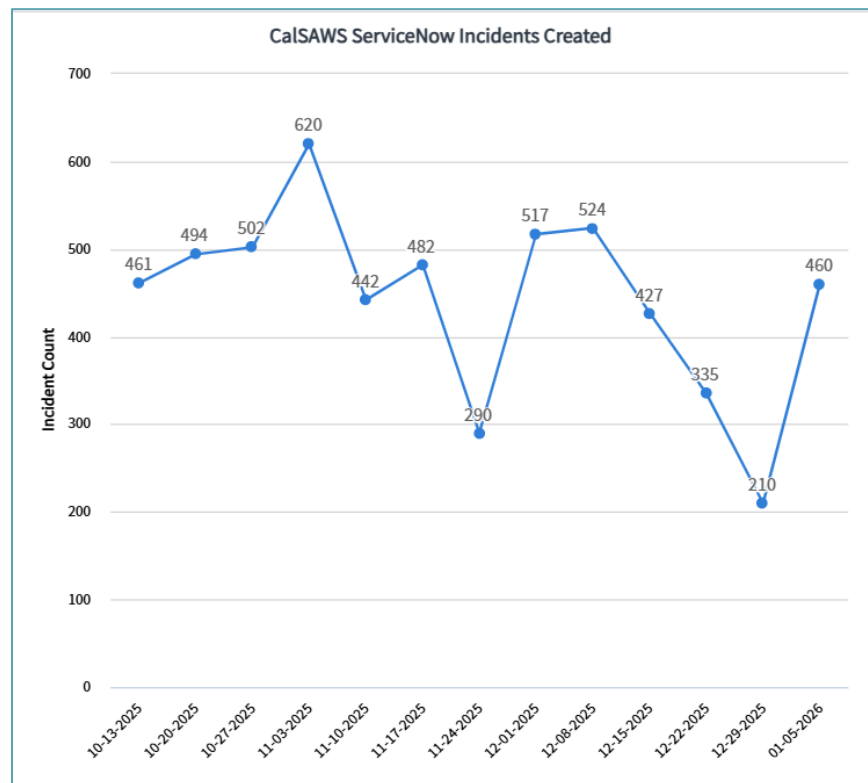


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

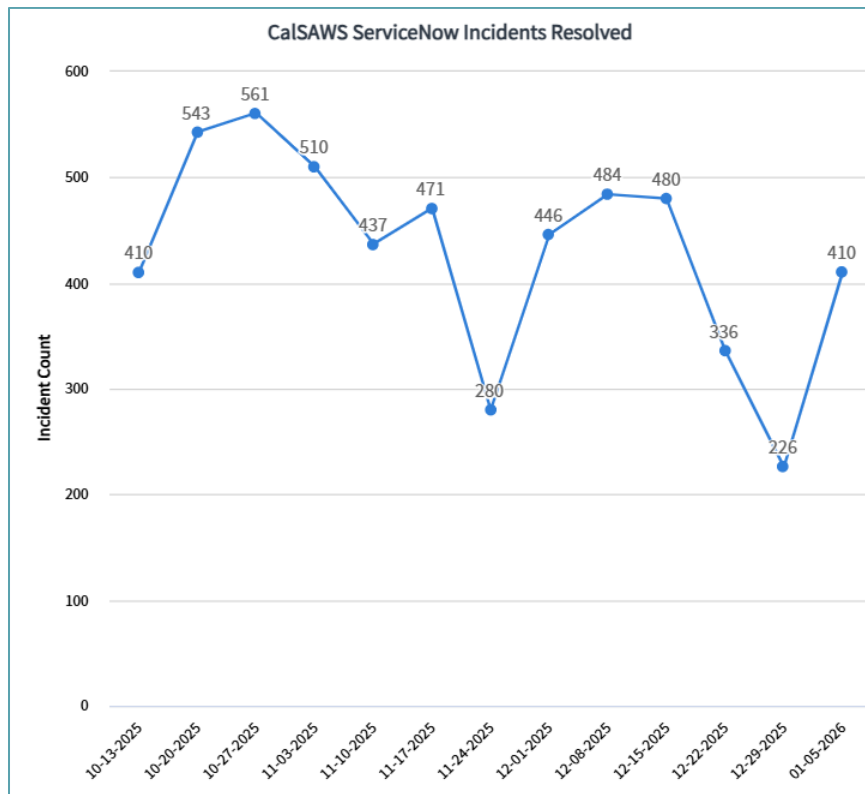


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

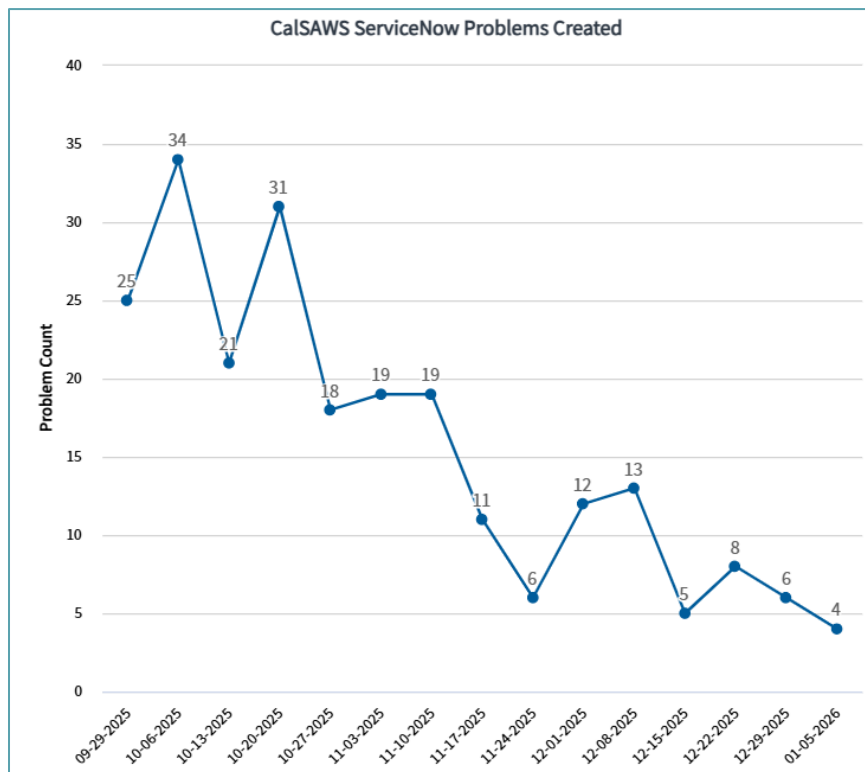


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.

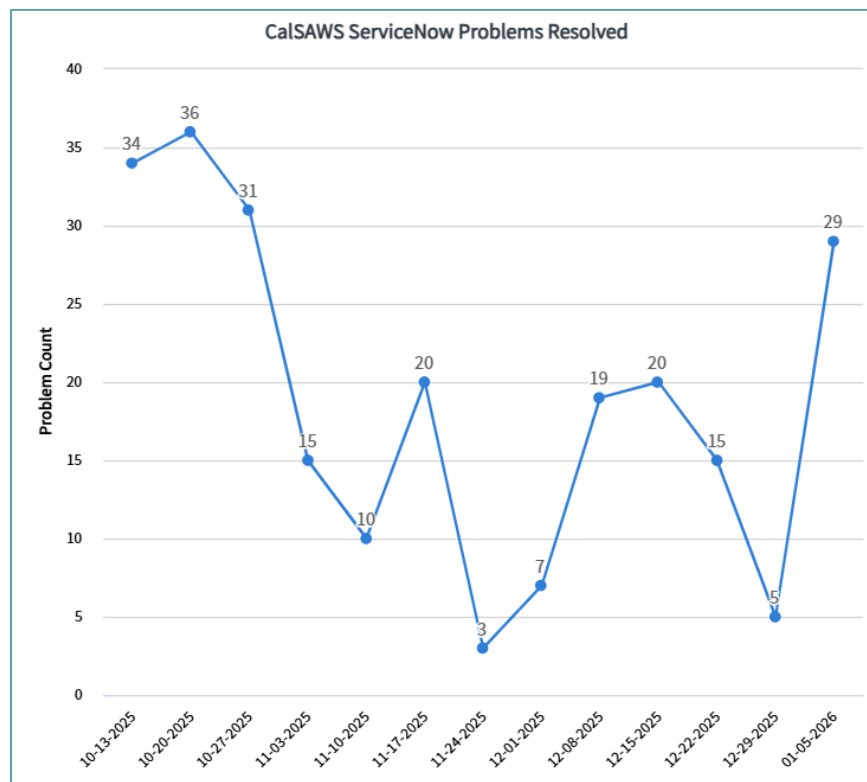


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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 | 3 | 31 | 2 | 1 | 1 | 3 | 3 | 3 | 47 |
| IN PROGRESS | 5 | 75 | 6 | 10 | 29 | 43 | 42 | 11 | 221 |
| ON HOLD | 0 | 79 | 17 | 14 | 69 | 103 | 109 | 20 | 411 |
| RESOLVED | 3 | 214 | 111 | 145 | 122 | 58 | 19 | 6 | 678 |
| CLOSED | 13 | 5 | 2 | 46,967 | 98,433 | 17,916 | 12,172 | 3,572 | 179,080 |
| PROBLEM IN DIAGNOSIS | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 |
| TOTAL | 24 | 404 | 138 | 47,137 | 98,654 | 18,123 | 12,347 | 3,613 | 180,440 |

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.

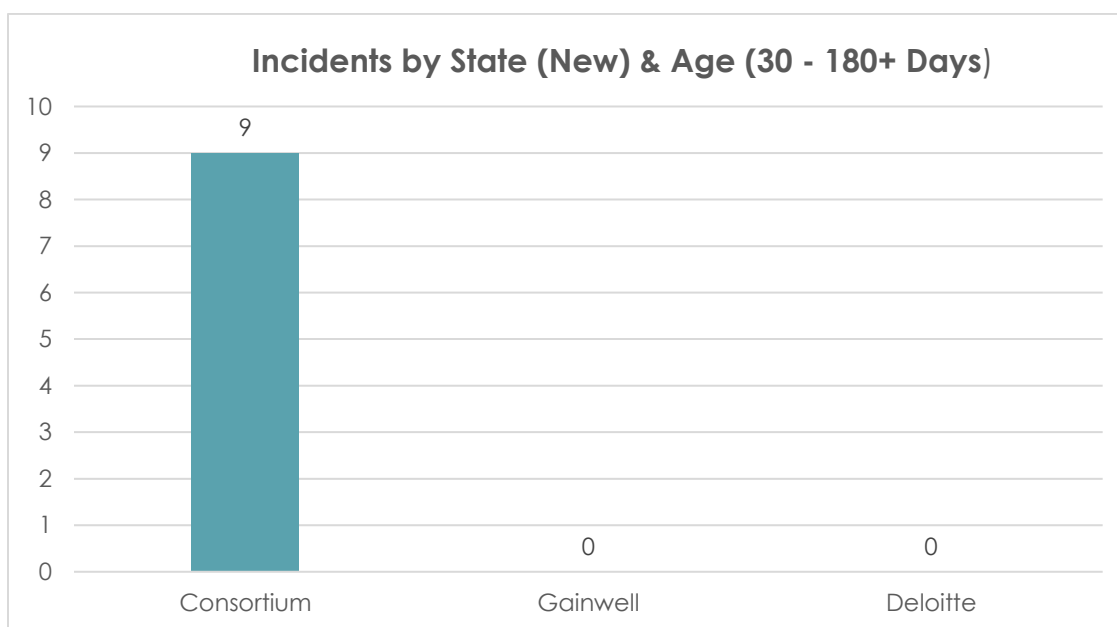


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

| ORGANIZATION | SERVICE DESK INCIDENTS | INFRASTRUCTURE INCIDENTS | TOTAL INCIDENTS |
|--------------|------------------------|--------------------------|-----------------|
| Consortium | 9 | 0 | 9 |
| Gainwell | 0 | 0 | 0 |
| Deloitte | 0 | 0 | 0 |
| Total | 9 | 0 | 9 |

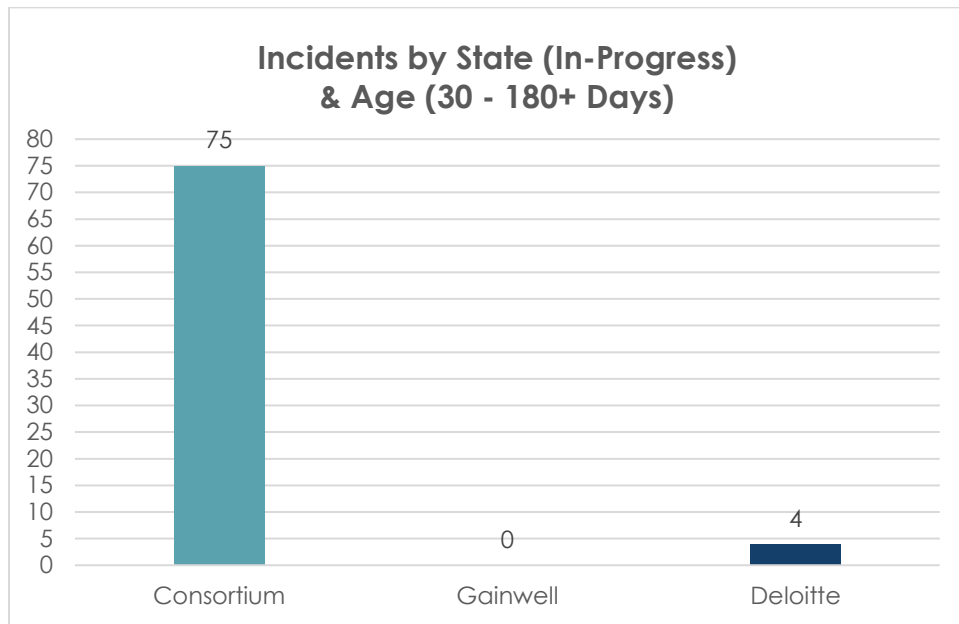


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

| ORGANIZATION | SERVICE DESK INCIDENTS | INFRASTRUCTURE INCIDENTS | TOTAL INCIDENTS |
|--------------|------------------------|--------------------------|-----------------|
| Consortium | 75 | 0 | 75 |
| Gainwell | 0 | 0 | 0 |
| Deloitte | 4 | 0 | 4 |
| Total | 79 | 0 | 79 |

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

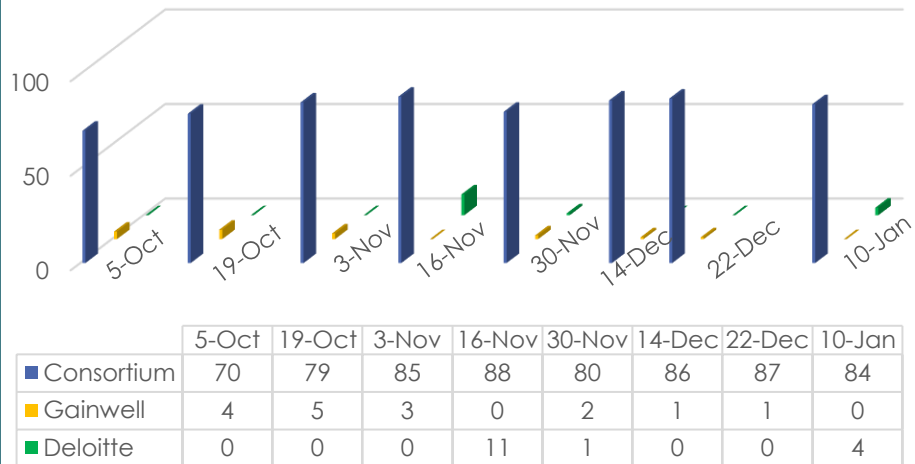


Figure 4.1.1-9:Aging Incident Backlog

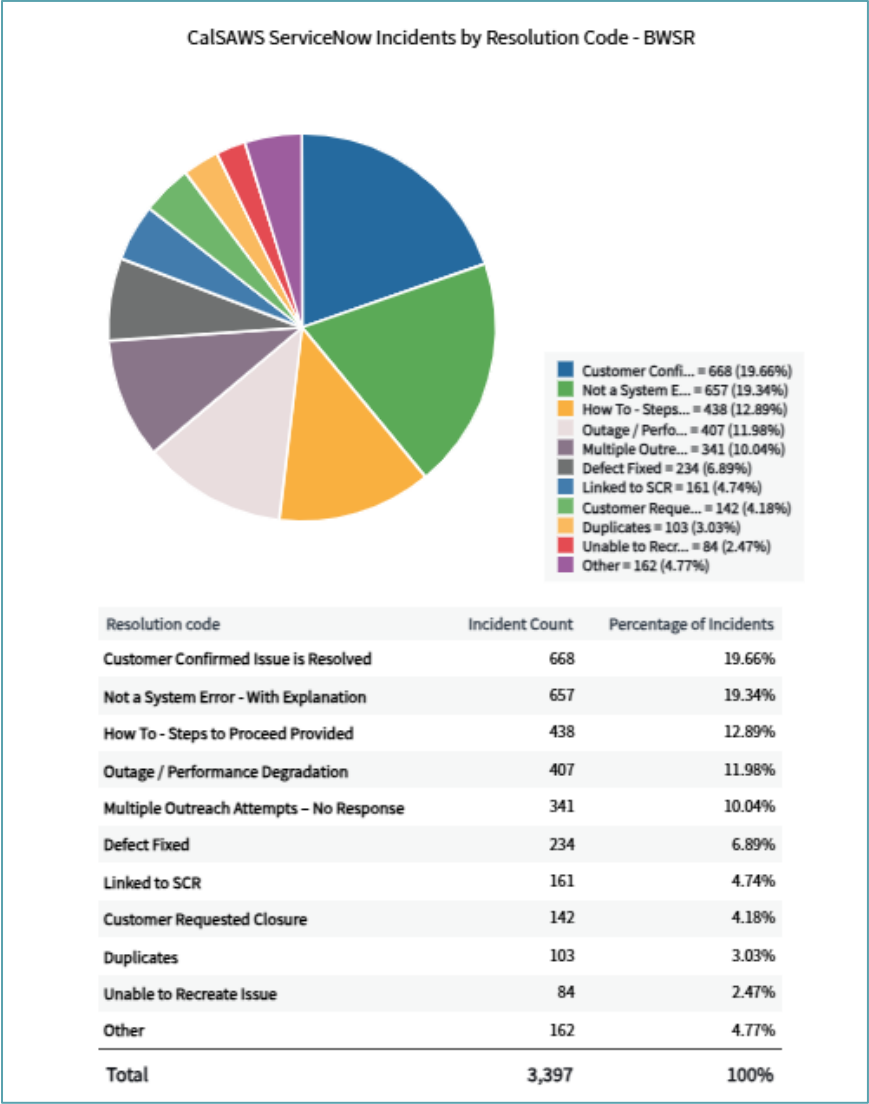


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

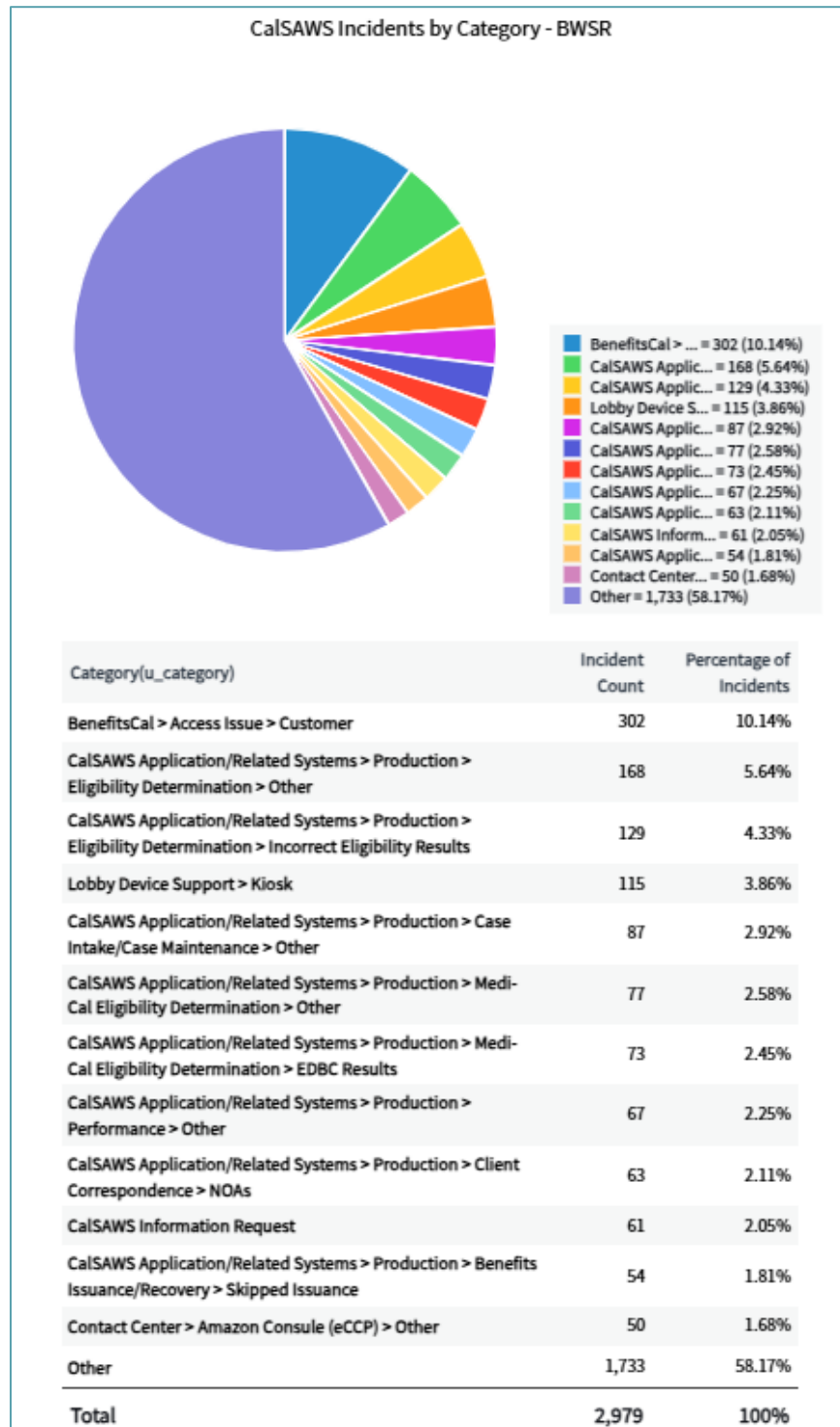


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 1,733 listed as Other are for selected categories that had less than 50 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 2,979 incidents.

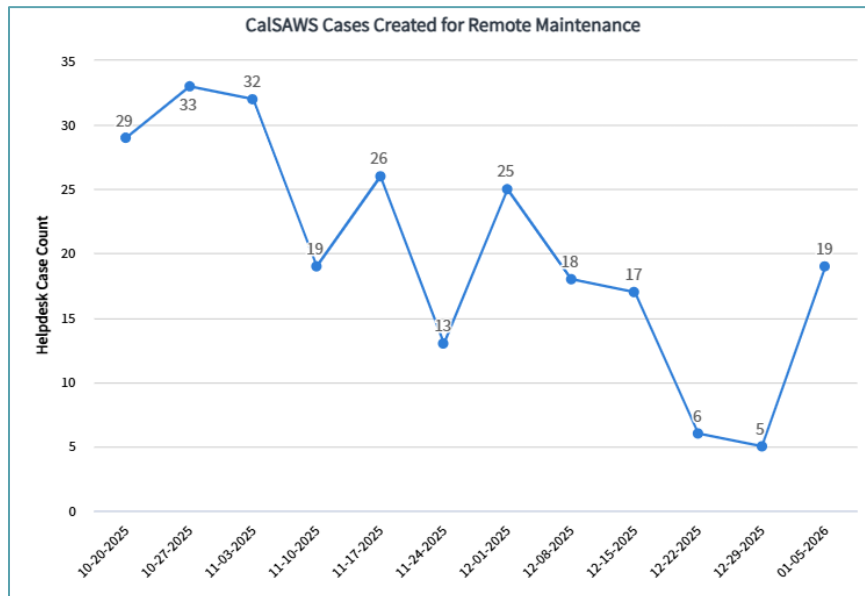


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 January MTD (Month to Date) is 100%.

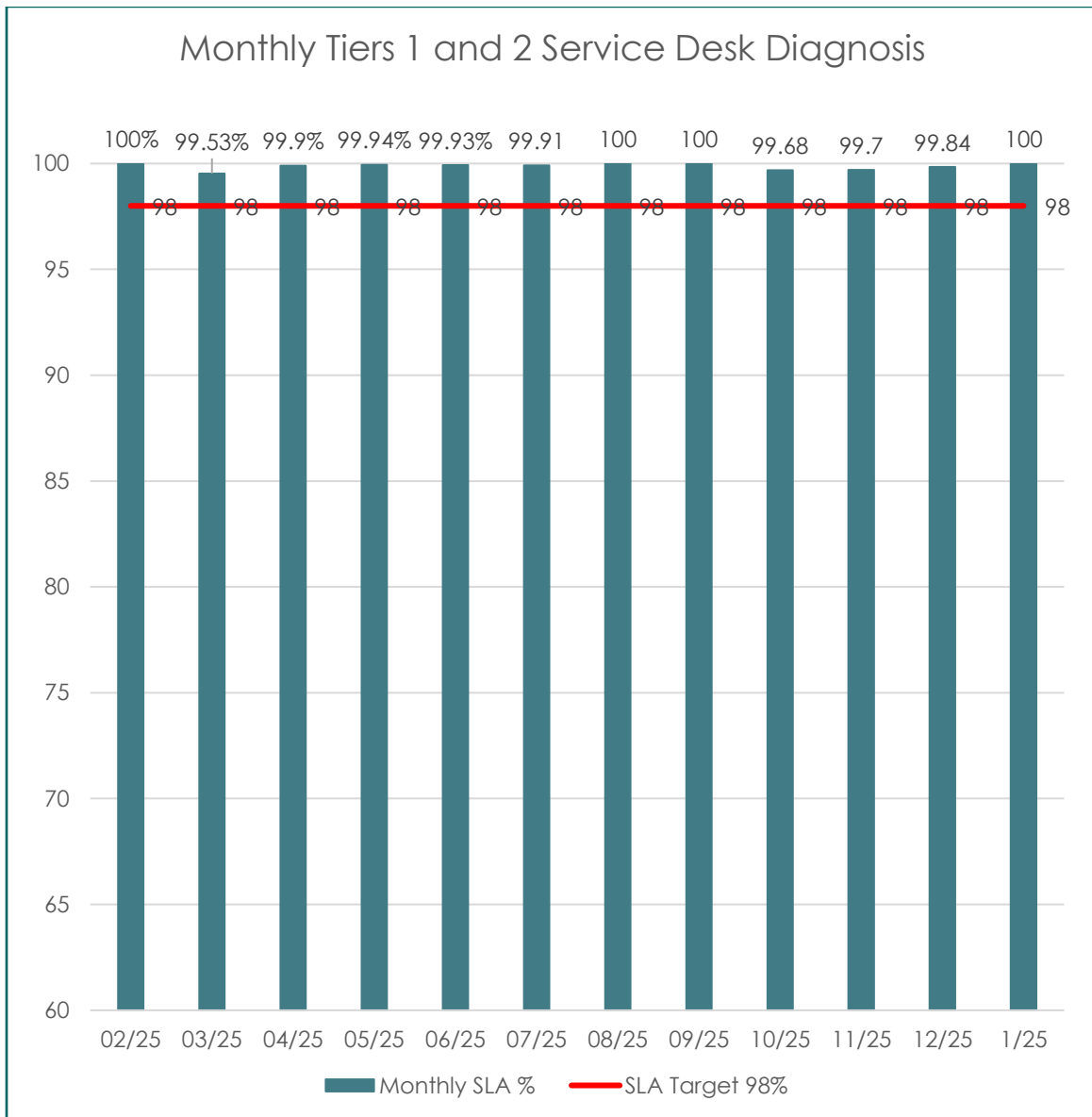


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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

Agreement (SLA) in each month. 0 incidents missed the SLA in January MTD.

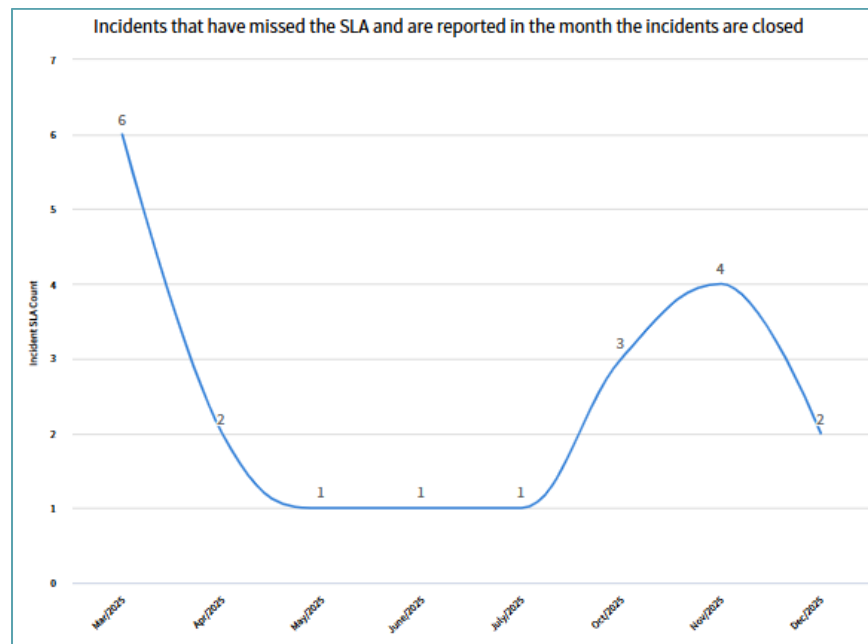


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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

January MTD.

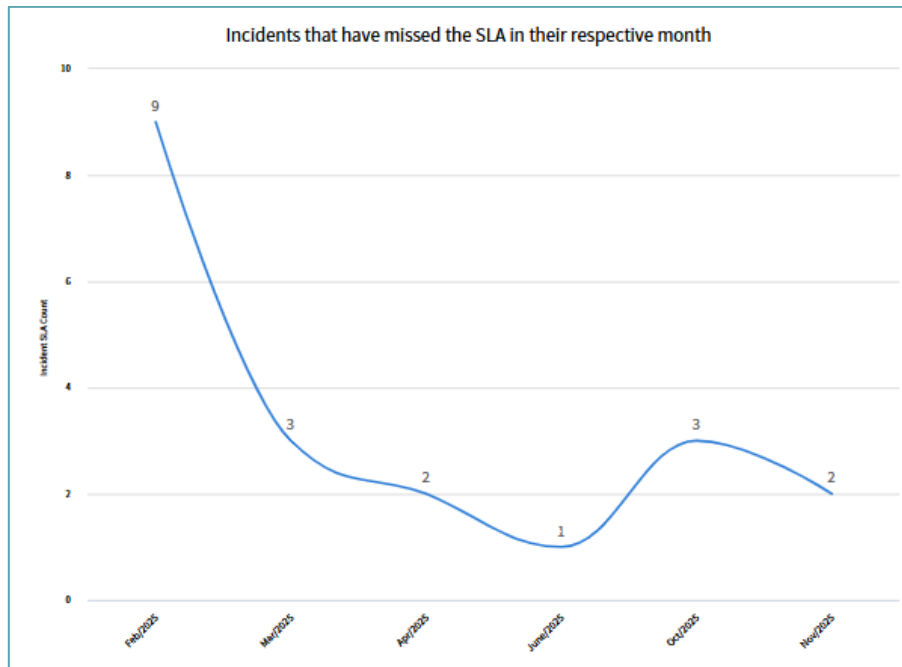


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

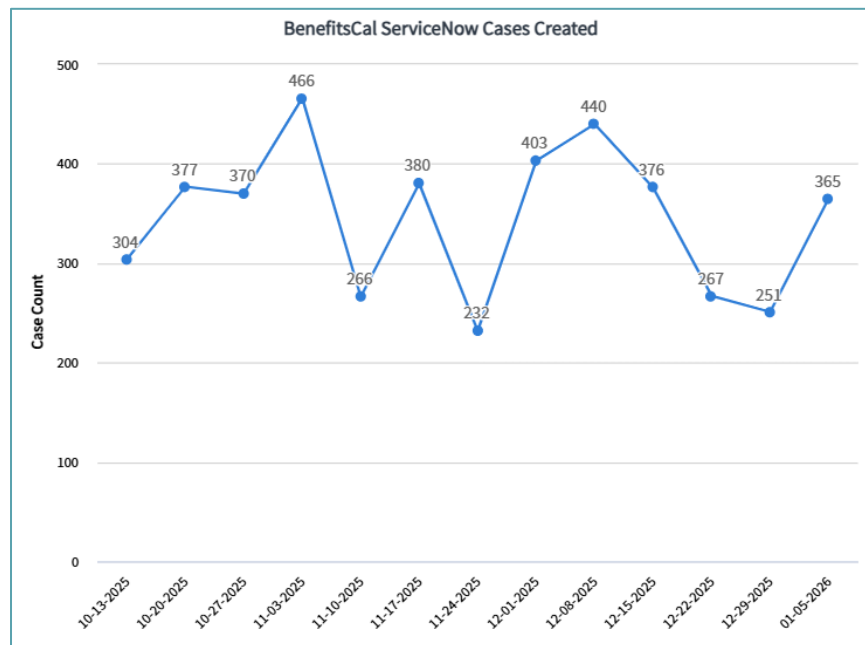


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

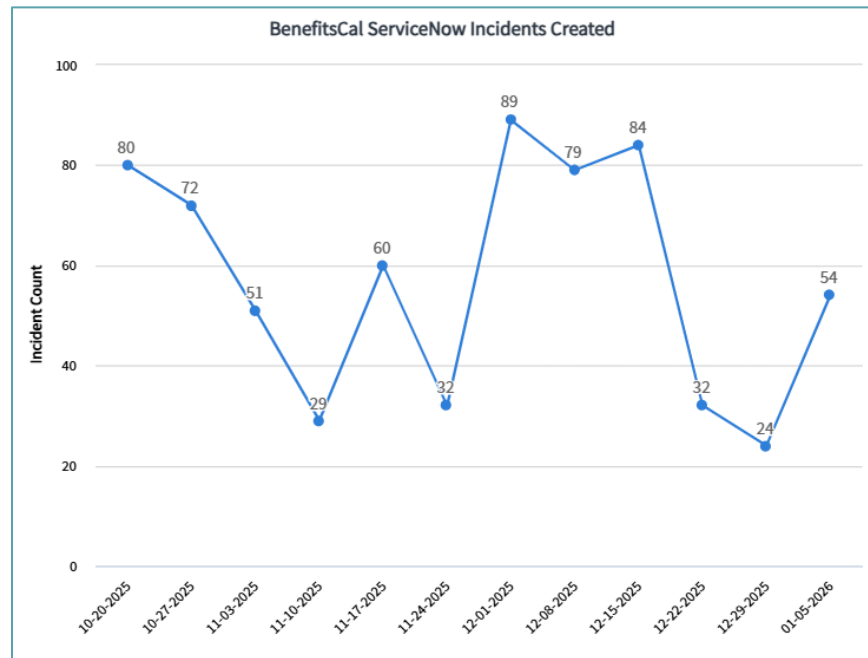


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

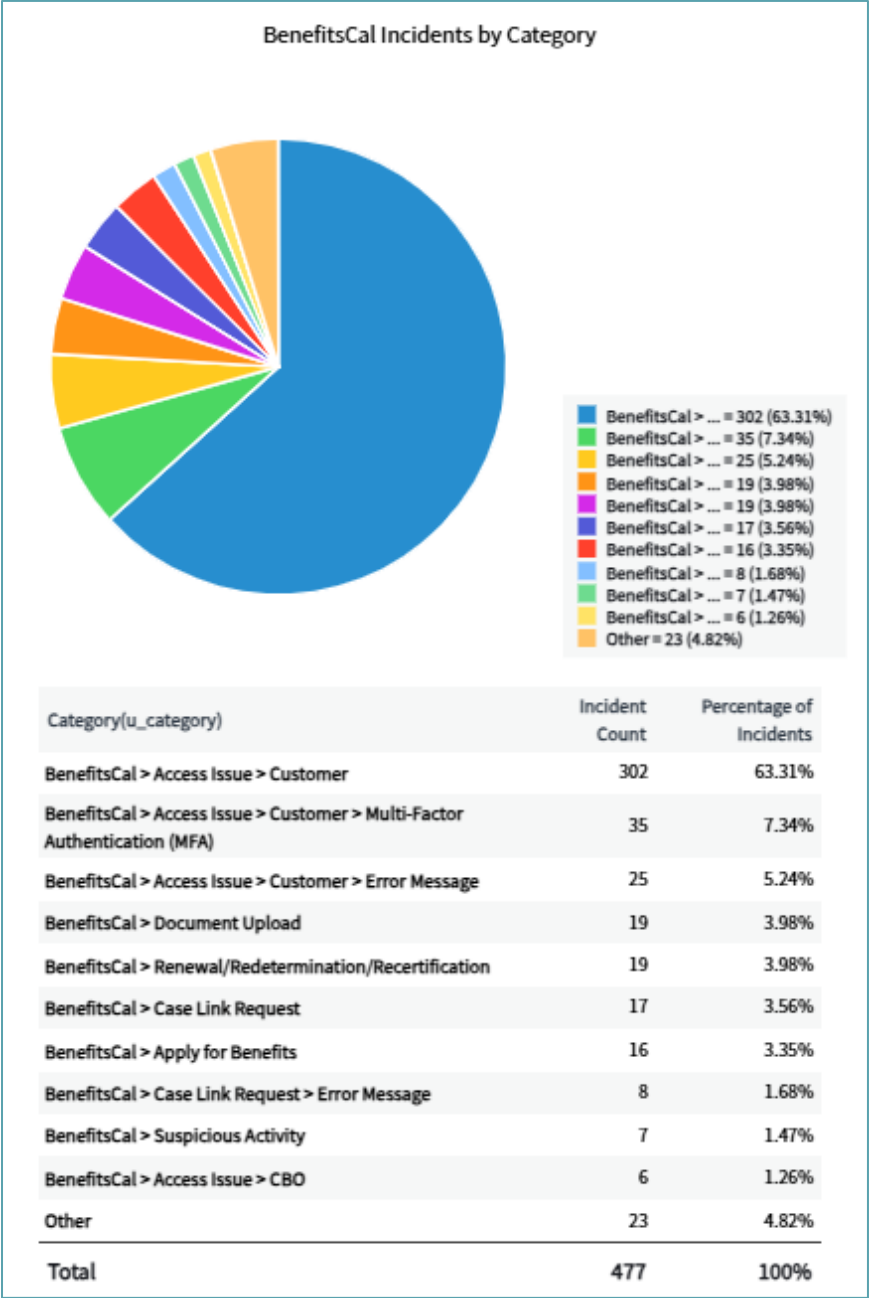


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 23 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 |
| 408 | CalSAWS Access Issue | 12/24/2025 | Infra - Middleware |

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 | 9/12/2025 | Client Correspondence | Fix SCL CC Master Database Report (part 2) | In Development |
| CA-296970 | 8/1/2026 | Infra Contact Center | Los Angeles - Overflow Queue incorrect path | System Test |
| CA-296914 | 7/1/2026 | Infra Contact Center | eCCP Queue Statistics does not display data when new queue is added to connect | Test Complete |
| CA-296894 | 6/1/2026 | Infra Contact Center | Los Angeles - Update CF_IRT MOH audio file | Test Complete |
| CA-296887 | 6/1/2026 | Infra Central Print | Los Angeles County - Update Monthly Return Mail Image Report | New |
| CA-296866 | 5/1/2026 | Infra GenAI | Fresno GenAI call Summary Quoting customer | Assigned |
| CA-296861 | 5/1/2026 | Infra Central Print | Return Mail Image applicable and received date is showing incorrect future date 12/31/26 | New |
| CA-296801 | 12/30/2025 | Infra ForgeRock | Roll-back changes made for CA-273736 from 25.10.31 release. | New |
| 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 | Infra DBA | Long running DCR 12/23/2025 | Assigned |
| CA-296650 | 12/19/2025 | Infra Contact Center | Processing of AB79 mass data file failed for 07/24 in Outbound Campaign Solution | Assigned |
| CA-296566 | 12/17/2025 | Infra Contact Center | Incorrect Acknowledge and Retry Tsign prompts play | System Test |

| JIRA ID | CREATED | INFRASTRUCTURE TEAM | DESCRIPTION | STATUS |
|-----------|------------|----------------------|--------------------------------------------------------------------------------------------------------------------------|----------------|
| CA-296532 | 12/16/2025 | Infra Contact Center | Resolve 25.12.11 push_notification Snyk scan | Test Complete |
| CA-296506 | 12/15/2025 | Infra Contact Center | Update CW/CF R&R 10 day reporting verbiage | System Test |
| 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 | System Test |
| CA-295011 | 10/9/2025 | Infra GenAI | FresnoGenAiKinesisProcessor Lambda error causing Summary to fail | Assigned |
| 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 | Assigned |
| CA-293582 | 8/11/2025 | Infra DBA | Analytics failures and long running jobs in production | Assigned |

| JIRA ID | CREATED | INFRASTRUCTURE TEAM | DESCRIPTION | STATUS |
|-----------|-----------|----------------------|-------------------------------------------------------------------------------------|------------------------|
| 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 | 10/1/2025 | Infra Contact Center | External Agency - AWS- Duplicate Chat Received with Chat History | Assigned |
| CA-275214 | 8/3/2024 | 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-1421 | 6/3/2025 | ServiceNow | Populate "Additional Information" Template into the Description field | Pending For Validation |
| NOW-1422 | 6/5/2025 | ServiceNow | PROD SLA malfunction | To Do |
| NOW-1433 | 8/1/2025 | ServiceNow | ENV access request: verbiage removal | Done |
| NOW-1452 | 10/8/2025 | ServiceNow | POA&M ACLs / List Edit lock down | To Do |

4.3 Technical Infrastructure Support

This section includes information related to Infrastructure maintenance and deployments performed by the Infrastructure team along with the planned outage calendar.

4.3.1 Maintenance

The following tables list the completed maintenance and planned upcoming maintenance.

Table 4.3.1-1: CalSAWS Completed Maintenance

| DATE(S) | | ACTIVITY DESCRIPTION |
|----------|----------|--------------------------------------------------------------------------------------------------------------------------------|
| 12/29/25 | 12/30/25 | STANDARD - Weekly creation Change and Security Updates - Monday (Dec. 29) |
| 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 | 12/29/25 | QuickSight Production Setup |
| 12/29/25 | 12/29/25 | CalSAWS Priority Release 25.12.29 |
| 12/30/25 | 1/5/26 | Remove and replace TechOps email from all registry and repos in coreapp-prod |
| 12/30/25 | 1/5/26 | IAM Users Key Rotation - Dev/Test |
| 12/30/25 | 12/31/25 | Update an eGAIN lambda functions to runtime nodejs22.x from nodejs18.x in the contact center nonproduction environment. |
| 12/30/25 | 12/30/25 | STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Dec. 30) |
| 12/30/25 | 1/2/26 | Upscale the Dynatrace-ActiveGate servers from "r5.large to m8i.large" in application-development (443252421478) |
| 12/30/25 | 12/30/25 | CalSAWS Priority Release 25.12.30 |
| 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 |
| 12/30/25 | 1/5/26 | Add missing S3 triggers to the save agent and queue historical metrics lambda functions for Contact Center Production Accounts |
| 12/30/25 | 12/30/25 | Add additional parameter in Splunk authentication extensions to enable creation of authentication tokens |
| 1/1/26 | 1/7/26 | Standard Change: ForgeRock Testing in Sandbox Environment 26.01.01-26.01.07 |
| 1/2/26 | 1/6/26 | Create Weekly Update ASG Template Job in Dev Ansible Tower to use AL2023 AMI |
| 1/3/26 | 1/3/26 | CalSAWS Priority Release 26.01.03 - Retro Approval Request |
| 1/4/26 | 1/5/26 | Update Splunk Universal Forwarder in staging and training accounts |
| 1/4/26 | 1/5/26 | Update EBS volumes for PR-ADHOCDB1 |
| 1/4/26 | 1/4/26 | CalSAWS Priority Release 26.01.04 |
| 1/5/26 | 1/6/26 | STANDARD - Weekly creation Change and Security Updates - Monday Jan. 5) |
| 1/5/26 | 1/5/26 | ECR: Block Public Access to S3 Bucket in ocat-sandbox account. |
| 1/5/26 | 1/5/26 | Retro: Change Ethernet cabling on LA-3 Physical Linux server to resolve connectivity issues |
| 1/6/26 | 1/6/26 | Standard Change: CalSAWS (Wordpress) Lower Environment Website Update |

| DATE(S) | | ACTIVITY DESCRIPTION |
|---------|--------|------------------------------------------------------------------------------------------------------------------------|
| 1/7/26 | 1/7/26 | Enable Analytics Data Lake & QuickSight for Non-Prod Merced and San Joaquin |
| 1/7/26 | 1/9/26 | San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary) |
| 1/7/26 | 1/9/26 | Update the triggers in the county-specific EBT processes - Non-Production |
| 1/7/26 | 1/9/26 | Create an index on the non-Production Orchestrator log table for error analysis. |
| 1/7/26 | 1/9/26 | San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary) |
| 1/7/26 | 1/8/26 | Siskiyou County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary) |
| 1/7/26 | 1/8/26 | San Benito County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Secondary) |
| 1/7/26 | 1/9/26 | Aurora Postgres RDS database will be upgrade to version 15.14 from current PostgreSQL version 15.10 in coreapp-staging |
| 1/7/26 | 1/8/26 | Upscale the Dynatrace-ActiveGate servers from "r5.large to m8i.large" in application-development (443252421478) |
| 1/7/26 | 1/8/26 | Apply the latest Linux patches to GAGR Dev-Test |
| 1/7/26 | 1/8/26 | Decommission old Ansible server in coreapp-sandbox account - 883685621503 |
| 1/7/26 | 1/7/26 | STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Jan. 7) |
| 1/7/26 | 1/7/26 | Remove old office license from license AD Groups. |
| 1/7/26 | 1/7/26 | Enable Analytics Data Lake & QuickSight for Prod Merced and San Joaquin |
| 1/7/26 | 1/9/26 | ACL Update to add additional IPs for El Dorado county EDR Access |
| 1/7/26 | 1/9/26 | Update vpc flow logs log format configuration for coreapp prod and dr |
| 1/8/26 | 1/8/26 | Upgrade Qlik Sense Sandbox to Nov 2025 Patch 2 Release |
| 1/8/26 | 1/9/26 | Upgrade Invicti software from 25.9.1 to 25.12.0 |
| 1/8/26 | 1/8/26 | Sandbox : Upgrade Jenkins from 2.516.2 to 2.528.3 on Sandbox-Jenkins |
| 1/8/26 | 1/8/26 | Standard Change: ForgeRock Staging Environment Build 26.01.08 |
| 1/8/26 | 1/8/26 | Standard Change: ForgeRock AT Release 26.01.08 |
| 1/8/26 | 1/8/26 | Standard Change: CalSAWS (WordPress) Production Website Plugin Updates |
| 1/8/26 | 1/9/26 | Apply the latest Linux patches to GAGR Perf |
| 1/8/26 | 1/8/26 | STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Jan. 8) |

| DATE(S) | | ACTIVITY DESCRIPTION |
|---------|---------|----------------------------------------------------------------------------------------------------------------------|
| 1/8/26 | 1/8/26 | CalSAWS Priority Release 26.01.08 |
| 1/8/26 | 1/8/26 | ServiceNow Release 26.01.08 |
| 1/8/26 | 1/9/26 | San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03(Secondary) |
| 1/8/26 | 1/9/26 | Update the triggers in the county-specific EBT processes - Production |
| 1/8/26 | 1/9/26 | Update eGAIN lambda functions to runtime nodejs22.x from nodejs18.x in the contact center production environment. |
| 1/8/26 | 1/10/26 | Data Encryption TCPS Certificate Renewal for SM-DB1, SM-DB2-RHEL8 and SM-DB3-Database Host |
| 1/8/26 | 1/10/26 | Data Encryption TCPS Certificate Renewal for PTRN-DB1 and PTRN2-DB1 Database Host |
| 1/8/26 | 1/9/26 | Data Encryption TCPS Certificate Renewal for STG6-DB1 Database Host |
| 1/9/26 | 1/9/26 | Standard Change: ForgeRock AT DR Release 26.01.09 |
| 1/9/26 | 1/9/26 | Standard Change: ForgeRock Dev Release 26.01.09 |
| 1/9/26 | 1/9/26 | STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Jan. 9) |
| 1/9/26 | 1/9/26 | CalSAWS Priority Release 26.01.09 |
| 1/9/26 | 1/10/26 | Security Production Release 26.01.09 |
| 1/10/26 | 1/10/26 | ServiceNow [CSM-TRAINING] Security Patch: Install Patch 11 Hot Fix 1 |
| 1/10/26 | 1/10/26 | ServiceNow [CSM-TEST] Security Patch: Install Patch 11 Hot Fix 1 |
| 1/10/26 | 1/10/26 | ServiceNow [CSM-DEV] Security Patch: Install Patch 11 Hot Fix 1 |
| 1/10/26 | 1/11/26 | October 2025 patching on coreapp-prod Oracle Enterprise Manager and agents |
| 1/10/26 | 1/11/26 | Create an index on the Production Orchestrator log table for error analysis. |
| 1/10/26 | 1/10/26 | CalSAWS Priority Release 26.01.10 COLA |
| 1/11/26 | 1/11/26 | Security DR Production Release 26.01.11 |
| 1/11/26 | 1/11/26 | Terminate ForgeRock PROD Non-Live Stack EC2 Instances |
| 1/11/26 | 1/11/26 | GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 01/11/26 |
| 1/11/26 | 1/11/26 | CalSAWS Priority Release 26.01.11 - GAGR PUB Push |

Table 4.3.1-2: CalSAWS Upcoming Maintenance

| DATE(S) | | ACTIVITY DESCRIPTION |
|---------|---------|------------------------------------------------------------------------------------------------------------|
| 1/12/26 | 1/14/26 | Kings County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary) |

| DATE(S) | | ACTIVITY DESCRIPTION |
|---------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1/12/26 | 1/13/26 | Merced County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03(Primary) |
| 1/12/26 | 1/13/26 | STANDARD - Weekly creation Change and Security Updates - Monday Jan. 12) |
| 1/12/26 | 1/14/26 | Stanislaus County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary) |
| 1/12/26 | 1/14/26 | San Benito County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary) |
| 1/12/26 | 1/12/26 | Standard Change: ForgeRock DEV DR Release 26.01.12 |
| 1/12/26 | 1/13/26 | Apply the latest Linux patches to GAGR UAT/TRN |
| 1/13/26 | 1/13/26 | STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 Jan. 13) |
| 1/14/26 | 1/14/26 | Allow Cached Logons on Sierra CalSAWS managed laptops |
| 1/14/26 | 1/14/26 | Non-PROD: Update December 2025 Pitney Bowes Spectrum EGM Data Set |
| 1/14/26 | 1/14/26 | Delete Unneeded analytics-production RDS Snapshots |
| 1/14/26 | 1/16/26 | Java upgrade on the Jenkins server in the Sandbox account from Java 17 to version 21. |
| 1/14/26 | 1/16/26 | Correct DNS private zone and A records for databricks vpe endpoint |
| 1/14/26 | 1/14/26 | STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Jan. 14) |
| 1/14/26 | 1/16/26 | Fresno GenAI Non-Production - Gain ability to directly invoke the Amazon Bedrock foundational models and leverage the playground feature from console |
| 1/14/26 | 1/16/26 | Set version for Fortinet WAF rule - Coreapp-County |
| 1/14/26 | 1/16/26 | Set version for Fortinet WAF rule - Coreapp-Training |
| 1/14/26 | 1/16/26 | Aurora Postgres RDS database will be upgrade to version 15.14 from current PostgreSQL version 15.12 in coreapp-training |
| 1/14/26 | 1/15/26 | Update Web site cert (awsfdc003.calaces.org) in PROD |
| 1/14/26 | 1/15/26 | Update Web site cert (awsfdc004.calaces.org) in PROD |
| 1/14/26 | 1/16/26 | Aurora Postgres RDS database will be upgrade to version 15.14 from current PostgreSQL version 15.12 in coreapp-county |
| 1/14/26 | 1/16/26 | Enable connectivity to AWS Audit DB (port 3306) for VPN users and Nevada and remove Santa Cruz. . |
| 1/14/26 | 1/16/26 | Establish connectivity between EC2 hosts instances in PROD Environment |
| 1/14/26 | 1/14/26 | Update Web site cert (awsfdc001.ad.calsaws.org) in PROD |
| 1/14/26 | 1/16/26 | Set version for Fortinet WAF rule - Coreapp-Staging |
| 1/14/26 | 1/16/26 | Kern county Integration testing for site 15009 |
| 1/14/26 | 1/14/26 | 33015-Remove spanning-tree configuration on CALSAWS core switch port Gi1/0/2 connected to County X9300 switch |

| DATE(S) | | ACTIVITY DESCRIPTION |
|---------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1/14/26 | 1/15/26 | Transparent Data Encryption Wallet Modification on Operf2 Database |
| 1/14/26 | 1/16/26 | Update the 'log_min_duration_statement' parameter setting value to 500 in all wdtip Postgres DBs |
| 1/14/26 | 1/16/26 | Set version for Fortinet WAF rule - Coreapp-Prod |
| 1/15/26 | 1/16/26 | Apply code fix for Interval display window in Bicsuite GUI application (non-prod) |
| 1/15/26 | 1/16/26 | Apply code fix for Interval display window in Bicsuite GUI application (prod) |
| 1/15/26 | 1/15/26 | Allow access local network resources for this URL "https://calsaws-cs.hylandcloud.com" on Microsoft Edge and Google Chrome Browsers for imaging application |
| 1/15/26 | 1/15/26 | Standard Change: ForgeRock AT Release 26.01.15 |
| 1/15/26 | 1/15/26 | Standard Change: ForgeRock Staging Environment Build 26.01.15 |
| 1/15/26 | 1/15/26 | STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (Jan. 15) |
| 1/15/26 | 1/15/26 | ServiceNow Release 26.01.15 |
| 1/15/26 | 1/15/26 | Kern county Failover testing for sites 15008 and 15009 |
| 1/16/26 | 1/16/26 | Standard Change: ForgeRock AT DR Release 26.01.16 |
| 1/16/26 | 1/16/26 | Standard Change: ForgeRock Dev Release 26.01.16 |
| 1/16/26 | 1/16/26 | STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Jan. 16) |
| 1/16/26 | 1/16/26 | Monthly Equinix LA-3 OS patching - January (1/16) |
| 1/17/26 | 1/17/26 | ServiceNow [CSM-PROD] Security Patch: Install Patch 11 Hot Fix 1 |
| 1/17/26 | 1/18/26 | coreapp-development and coreapp-staging: Upgrade Jenkins from 2.516.2 to 2.528.3 LTS |
| 1/17/26 | 1/17/26 | Update Web site cert (awsfdc002.ad.calsaws.org) in PROD |
| 1/17/26 | 1/18/26 | Monthly Production Database Linux OS Patching - January |
| 1/17/26 | 1/17/26 | STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Jan. 17) |
| 1/17/26 | 1/18/26 | PROD: Update December 2025 Pitney Bowes Spectrum EGM Data Set |
| 1/18/26 | 1/18/26 | Update Splunk Universal Forwarder in Production EC2 Linux Instances |
| 1/18/26 | 1/18/26 | Apply the latest Linux patches to GAGR PROD/DR |
| 1/18/26 | 1/18/26 | Connect GA/GR Exstream Prod Linux Servers to new Exstream Prod License Windows servers and install the new Exstream license |
| 1/18/26 | 1/18/26 | NTP servers ami refresh in shared services - January (1/18) |
| 1/18/26 | 1/18/26 | Monthly Equinix SV-1 OS patching - January (1/18) |
| 1/18/26 | 1/18/26 | Monthly Patching - cPROD-Confluent - January (1/18) |
| 1/18/26 | 1/18/26 | Monthly Instance refresh for AutoScale SMTP - January (1/18) |

| DATE(S) | | ACTIVITY DESCRIPTION |
|---------|---------|-----------------------------------------------------------------------|
| 1/18/26 | 1/18/26 | enable global clusters to us-east-1 for critical rds in prod/ana-prod |

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 26.1.11 | 1/11/2026 |
| Priority Release 26.1.10 | 1/10/2026 |
| Priority Release 26.1.09 | 1/9/2026 |
| Priority Release 26.1.08 | 1/8/2026 |
| Priority Release 26.1.04 | 1/4/2026 |
| Priority Release 26.1.03 | 1/3/2026 |
| Priority Release 25.12.30 | 12/30/2025 |
| Priority Release 25.12.29 | 12/29/2025 |

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\2026 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 |
| Adhoc Reporting Database Maintenance | 01/04/26 | 10:00 AM | 01/04/26 | 2:00 PM | | | | | | | | | | | Broadcast Email | 12/29/2025 |
| ForgeRock Maintenance | 01/09/26 | 10:00 PM | 01/10/26 | 2:00 AM | | | | | | | | | | | CIT 0160-25 | 12/22/2025 |
| | | | | | | | | | | | | | | | Broadcast Email | 12/29/2025 |
| Adhoc Reporting Database Maintenance | 01/11/26 | 10:00 AM | 01/11/26 | 2:00 PM | | | | | | | | | | | Broadcast Email | 1/5/2026 |
| Adhoc Reporting Database Maintenance | 01/18/26 | 12:00 PM | 01/18/26 | 4:00 PM | | | | | | | | | | | CIT 0161-25 | 12/30/2025 |
| | | | | | | | | | | | | | | | Broadcast Email | 1/7/2026 |
| Production Maintenance | 01/18/26 | 2:00 PM | 01/18/26 | 6:30 PM | | | | | | | | | | | CIT 0161-25 | 12/30/2025 |
| | | | | | | | | | | | | | | | Broadcast Email | 1/7/2026 |
| Imaging (Hyland) Maintenance | 01/23/26 | 10:00 PM | 01/23/26 | 1:00 AM | | | | | | | | | | | Broadcast Email | TBD |
| CalSAWS Release 26.01 | 01/25/26 | 6:00 AM | 01/25/26 | 1:00 PM | | | | | | | | | | | CIT 0002-26 | 1/5/2026 |
| | | | | | | | | | | | | | | | Broadcast Email | TBD |
| BenefitsCal Release 26.01.29 | 01/29/26 | 8:00 PM | 01/29/26 | 9:30 PM | | | | | | | | | | | Broadcast Email | TBD |
| ForgeRock Maintenance | 01/30/26 | 10:00 PM | 01/31/26 | 2:00 AM | | | | | | | | | | | CIT 00XX-26 | TBD |
| | | | | | | | | | | | | | | | Broadcast Email | TBD |

Figure 4.3.4-: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

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

Table 4.3.4-1: Lobby Management Updates

| COUNTY | UPDATES |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Merced | <p>RITM0103956 - Additional troubleshooting is planned at the wardrobe office. The Kiosks are currently on the County network. Testing on the Project port to isolate the cause of the Lobby Application freezing when Connected to the Project network.</p> <p>An ethernet adapter has been ordered and will be needed for the technician to connect the CalSAWS laptop to the CalSAWS managed port.</p> |
| Monterey | Asset tracking and new door installs are scheduled for the week of 1/12/26. |
| San Bernardino | We are still awaiting feedback from Meridian regarding the scanner housing. No new update |
| 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. In lieu of a Meridian Tech visit, Meridian has requested a video session with San Luis Obispo to address the Scanner Housing issue reported by the County. |
| Contra Costa | Several monitors at Contra Costa including break/fix monitors not in use were reported to have lines across them. A warranty claim was opened |

| COUNTY | UPDATES |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>with the monitor vendor; Microtouch.</p> <p>The vendor indicates the devices were one month out of Warranty. Contra Costa is requesting clarification on the warranty purchased. The devices were purchased in 2022. The County states the warranty was for five years.</p> |
| San Benito | <p>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. The County has been informed they can proceed with using the EliteDesk 8 mini on their Kiosks.</p> |
| Riverside | <p>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. There are no new updates to report on the issue reported.</p> |

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 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 January 2026 Monthly GAGR Correspondence Service Maintenance Release was successfully completed on 1/11/2026. The release included four (4) SCRs for four (4) counties with the modification of 19 NOAs for 83 Reason Codes.
- The Shasta County GAGR Automated Solution Opt-in (GAGR-753) county purchase order will be delivered with CalSAWS Release 26.05. Design is complete. Development is 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. County approval is pending.
- The San Joaquin County GAGR Automated Solution Opt-In (GAGR-892) county purchase order for Exstream Development and Exstream Licenses has been approved by CPMO. County approval is pending.

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)

HAM development and validation complete. Configuration Management Plan meetings underway. HAM documentation will be included in the Configuration Management Plan review and revision process. No Changes

- Software Asset Management (SAM)

SAM development activities are continuing, but due to holidays and County project have pushed from December target completion to beginning of February. SAM documentation will be included in the Configuration Management Plan review and revision process.

7.2 Oracle@AWS Migration

- Continuing to execute daily Oracle Working sessions
- We have successfully migrated an application database and performed smoke testing against the new platform.
- Have scheduled full application performance testing to validate platform
- Have scheduled full application regression testing to validate migration & platform
- Actively continuing to develop 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 - Qualsys | New |
| GAGR-930 | 1/12/2026 | Client Correspondence | Add New County Shasta (45) Schema | Design in Progress |
| GAGR-921 | 12/12/2025 | Client Correspondence | GAGR- Regression Testing Release 26.01 | Test Complete |
| GAGR-918 | 12/3/2025 | Client Correspondence | Send GAGR Appointment ID/Time data to GAGR CC Service from CalSAWS | New |
| GAGR-916 | 12/1/2025 | Client Correspondence | Change SDG GA Denial for Ineligible Spouse to Individual Level for Cloned Copy of CCS XAS909 GA Denial 119 1 | 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 |
| GAGR-837 | 5/19/2025 | Client Correspondence | Automate GA Form SL 700 | New |
| 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 | Ready for Committee |
| 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 |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|------------|-----------------------|-------------------------------------------------------------------------------------------------------------------|--------------------|
| 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. | New |
| 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 | New |
| CA-296976 | 1/8/2026 | Infra Contact Center | Shasta - Updates to Contact Center Contacts | In Assembly Test |
| CA-296975 | 1/8/2026 | Infra Contact Center | Los Angeles - Add an additional Message on Hold (MOH) and change order | New |
| CA-296933 | 1/7/2026 | Infra Contact Center | Call me/web chat integration refactoring | New |
| CA-296928 | 1/7/2026 | Infra Contact Center | Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation-Wave 1 Counties | New |
| CA-296926 | 1/7/2026 | Infra Contact Center | Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation-Pilot County | New |
| CA-296925 | 1/7/2026 | Infra Contact Center | Welcome Bot Smart Routing - Update Intent & Program Recognition CSC Counties Implementation | New |
| CA-296920 | 1/7/2026 | Infra Central Print | Return Mail Service Implementation Group 3 | New |
| CA-296919 | 1/7/2026 | Infra Central Print | Return Mail Service Implementation Group 2 | New |
| CA-296918 | 1/7/2026 | Infra Central Print | Return Mail Service Implementation Group 1 | New |
| CA-296832 | 1/2/2026 | Infra Contact Center | San Bernardino - 4/01/26 - 4/15/26 Update the Contact Center Queue Prompts and the Menu Prompts | Design in Progress |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|------------|----------------------|-------------------------------------------------------------------------------------------------|--------------------|
| CA-296782 | 12/29/2025 | Infra Tech Ops | Create New Environment for CalSAWS/CalHEERS Integration Testing | Pending Approval |
| 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 |
| CA-296618 | 12/18/2025 | Infra Contact Center | LA DCFS - Claim info message configuration number | 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 | Approved |
| CA-296435 | 12/11/2025 | Infra Tech Ops | Upgrade Jenkins to 2.528.3 | System Test |
| CA-296408 | 12/10/2025 | Infra GenAI | Call Summarization Information Extraction Pilot | Design in Progress |
| CA-296397 | 12/10/2025 | Infra Contact Center | Documentation: Interactive Voice Response IVR Functionalities | Design in Progress |
| 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-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 | Test Complete |
| CA-296011 | 11/24/2025 | Infra Imaging | Barcode images splitting into multiple documents | 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 | In Development |
| CA-295844 | 11/17/2025 | Infra Contact Center | Contact Center eCCP - Update Call Status Banner | System Test |
| CA-295811 | 11/14/2025 | Infra Contact Center | Request to update verbiage for Robotic Process | Pending Approval |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|------------|-----------------------|-----------------------------------------------------------------------------------------------|---------------------|
| | | | Automation (RPA) Pickup message. | |
| CA-295758 | 11/13/2025 | Infra Contact Center | Yuba - Call Routing for GA calls | Design in Progress |
| CA-295738 | 11/13/2025 | Client Correspondence | Request CalSAWS to pass GAGR Appointment ID/Time data to GAGR CC Service | Design in Progress |
| 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 | Pending Approval |
| CA-295645 | 11/6/2025 | Infra Contact Center | Interactive Voice Response IVR agent routing | 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) | In Assembly Test |
| CA-295412 | 10/27/2025 | Infra Contact Center | San Francisco - Office Moving to new location | Pending Approval |
| 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 Queue Prompts and the Menu Prompts | Design in Progress |
| 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 | Design in Progress |
| CA-294693 | 9/25/2025 | Infra Contact Center | Enhance Existing Consortium Informational Message in IVR | New |
| CA-294635 | 9/23/2025 | Infra Imaging | Change Person Selection field to blank if the Case Number field is changed | Pending Approval |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|-----------|----------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 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-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 | System Test |
| 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 |
| CA-293916 | 8/21/2025 | Infra ForgeRock | Log-In MFA Improvements to Customer Experience (CSPM-79752) | 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 |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|-----------|----------------------|-----------------------------------------------------------------------------------------|--------------------|
| CA-293289 | 7/30/2025 | Infra Tech Ops | Amazon Linux 2 (AL2) upgrade to Amazon Linux 2023 (AL2023) | Pending Approval |
| 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 | Pending Approval |
| 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 |
| 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 | System Test |
| 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 |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|------------|----------------------|------------------------------------------------------------------------------------------|----------------------|
| 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 |
| 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 | System Test |
| CA-286281 | 12/26/2024 | Infra Contact Center | County purchase -Los Angeles MOD Hotline into AWS | New |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|------------|----------------------|---------------------------------------------------------------------------------|----------------|
| 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 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-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 |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|-----------|----------------------|---------------------------------------------------------------------------------------------------|--------------------|
| 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-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 | Design in Progress |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|-----------|----------------------|-------------------------------------------------------------------------------------------|--------------------|
| | | | display in BenefitsCal web chat | |
| 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 |
| 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 |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|-----------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 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 |
| CA-276393 | 4/10/2024 | Infra Contact Center | Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page " to allow for WAV files and foreign language handling. | New |
| CA-276392 | 4/10/2024 | Infra Contact Center | Adding ability to reference AWS s3 stored prompts in the "Informational Messages " - Admin Page | New |
| CA-276390 | 4/10/2024 | Infra Contact Center | PFR - Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution) | New |
| CA-276389 | 4/10/2024 | Infra Contact Center | eCCP - Post Call Status after Outbound Call | New |
| CA-275994 | 4/1/2024 | Infra Contact Center | Amazon Connect Copy - Environment Reset | New |
| CA-275845 | 3/27/2024 | Security | DMDP-21: Data Security P1 | New |
| CA-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 eCCP to expose AWS CCP 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 | New |

| JIRA ID | CREATED | INFRA TEAM | DESCRIPTION | STATUS |
|-----------|------------|----------------------|-----------------------------------------------------------------------------------------------|--------------------|
| 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 | New |
| 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-1408 | 3/20/2025 | ServiceNow | Potential defect with sys_audit unarchive, + hardening for Xanadu upgrade | To Do |
| NOW-1412 | 5/1/2025 | ServiceNow | Incident and sc_req_item metric view access | To Do |
| NOW-1424 | 6/5/2025 | ServiceNow | Request to create new catalog item "Project Maintenance" | To Do |
| NOW-1434 | 8/1/2025 | ServiceNow | County Submitter/Fulfiller ACL update to reduce Ticket Handling Reminders | Testing |

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|----------|------------|------------|---------------------------------------------------------------------------------------------------------|------------------------|
| NOW-1443 | 9/4/2025 | ServiceNow | New Catalog Item and Workflow - Project Maintenance | Pending for Validation |
| NOW-1450 | 10/3/2025 | ServiceNow | new AWS Change Request type | Documenting |
| NOW-1451 | 10/7/2025 | ServiceNow | Allow Cross scope privilege from 'AWS Service Management Connector' app to "sc_cat_item_category" table | Documenting |
| NOW-1456 | 10/31/2025 | ServiceNow | Cannot find/recover draft created in ServiceNow | Done |
| NOW-1457 | 10/31/2025 | ServiceNow | ServiceNow SLA update for new M&E vendor (Deloitte) | Done |
| NOW-1458 | 12/3/2025 | ServiceNow | Request to create new catalog item Resource Change (RITM0088786) | Testing |

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

