

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 FDEL	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		1/5/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Ad hoc Reporting Database - 1/11/2026, 10:00 AM to 2:00 PM		12/29/2025
	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
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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
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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

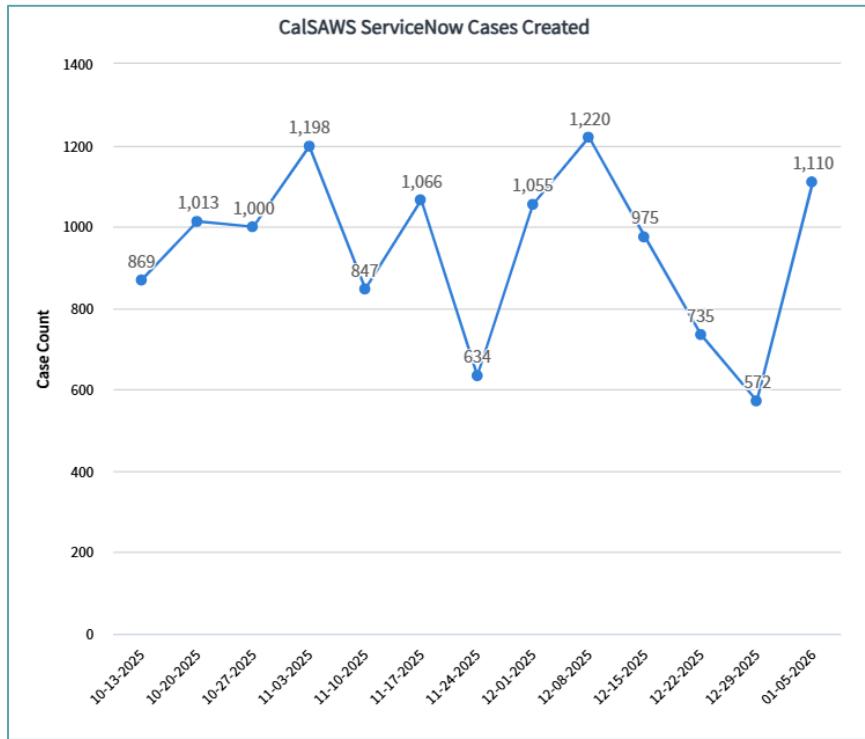


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

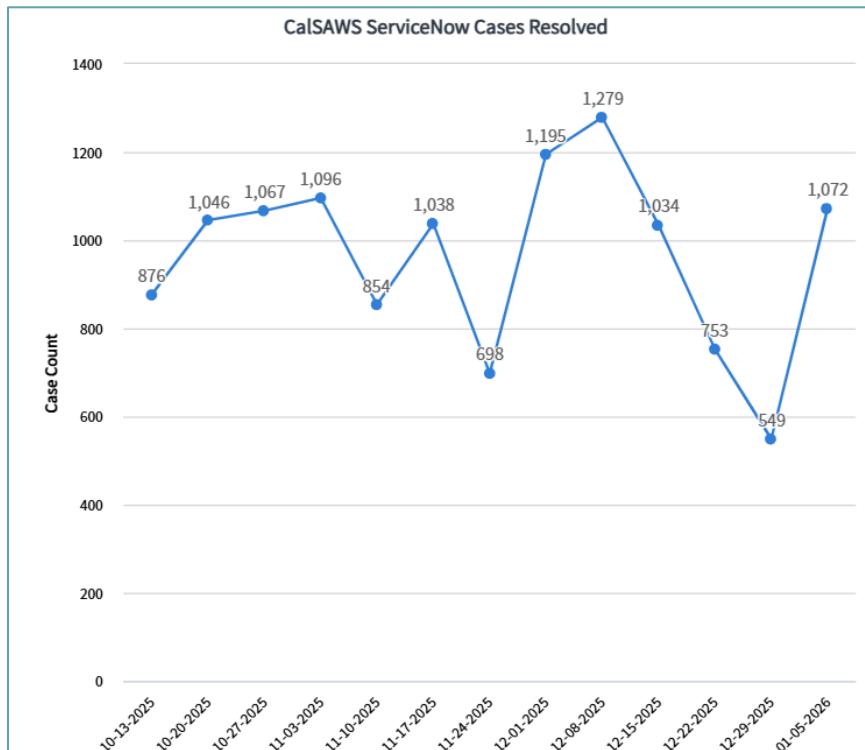


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

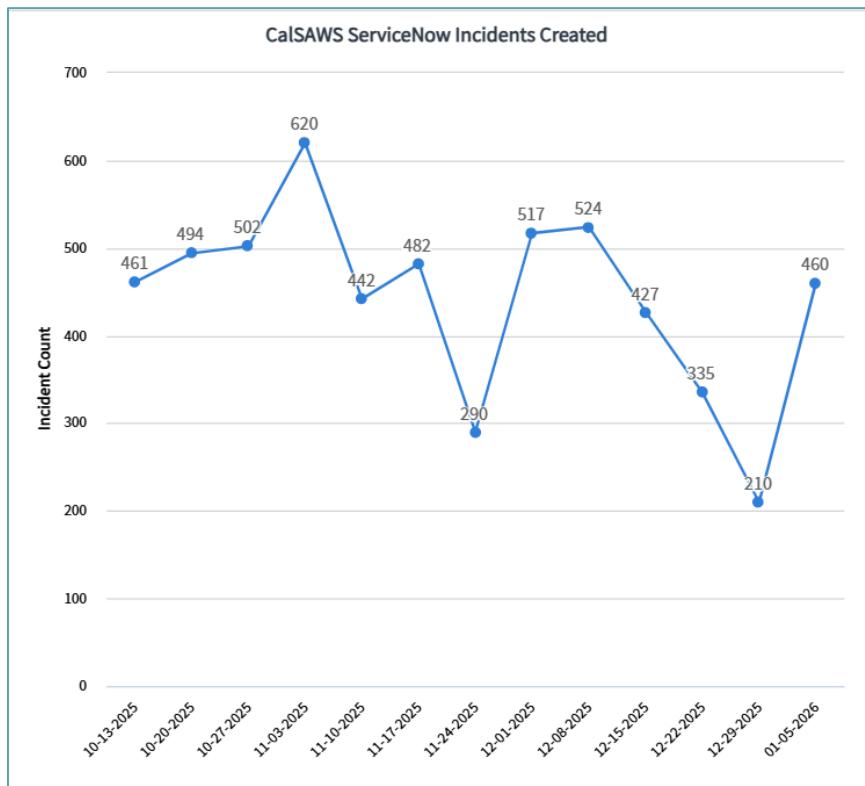


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

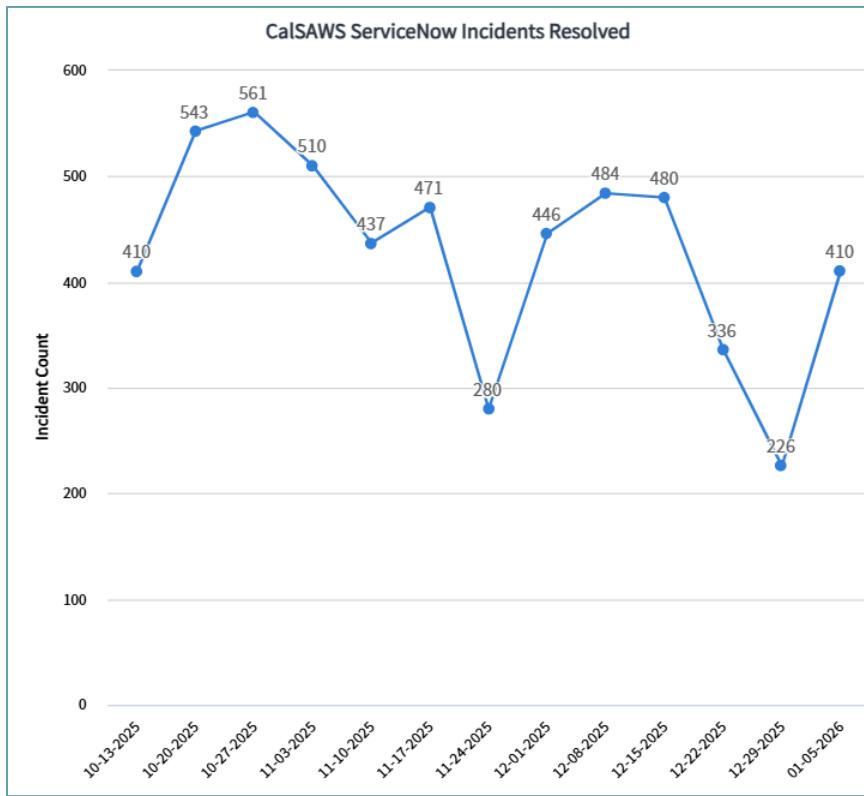


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

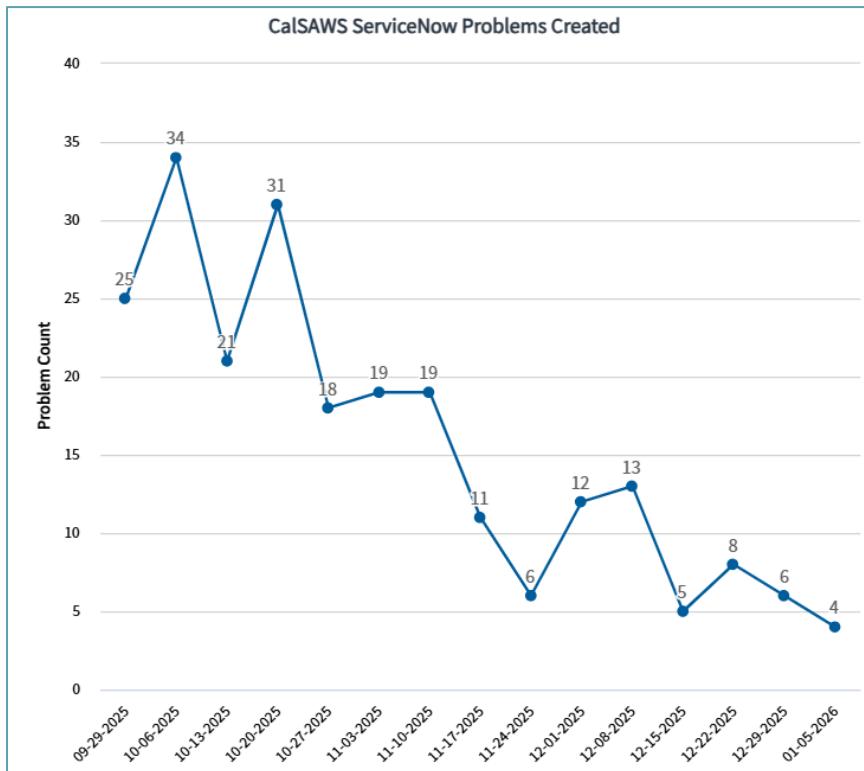


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.

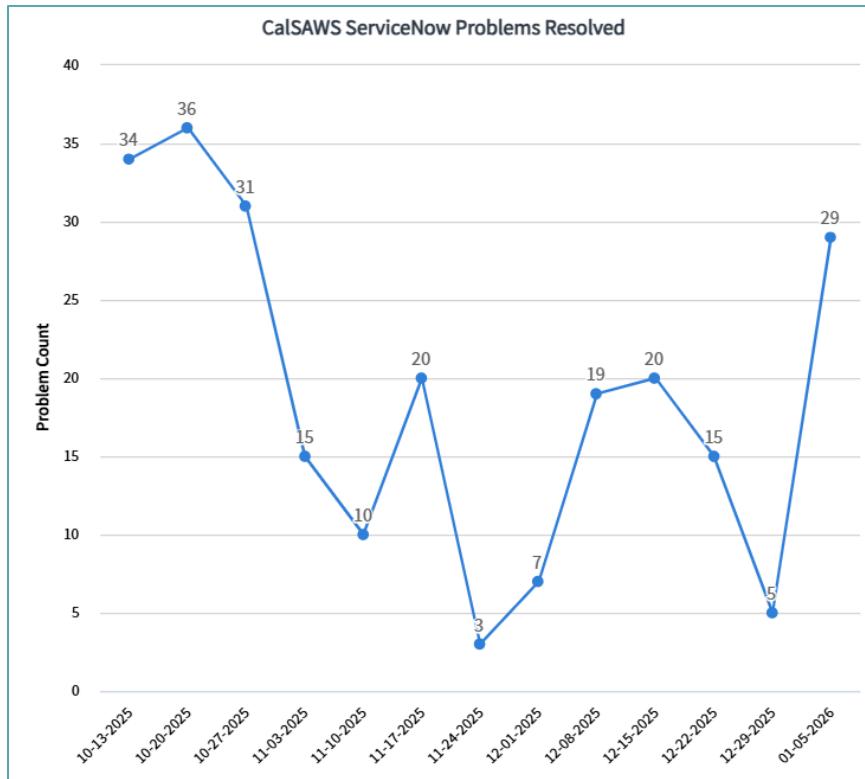


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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.

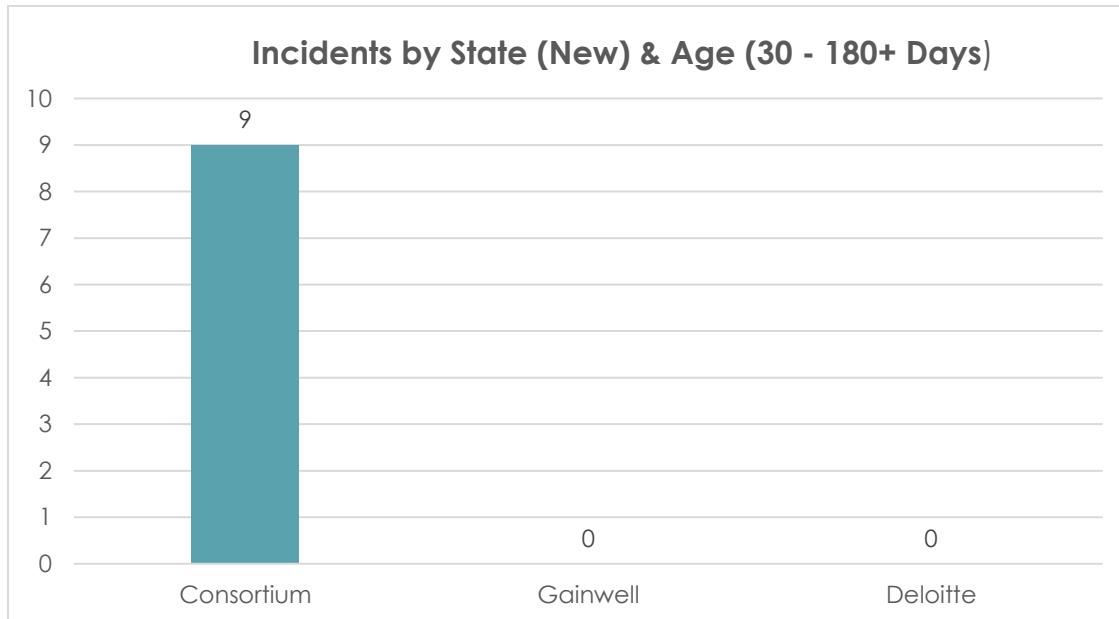


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

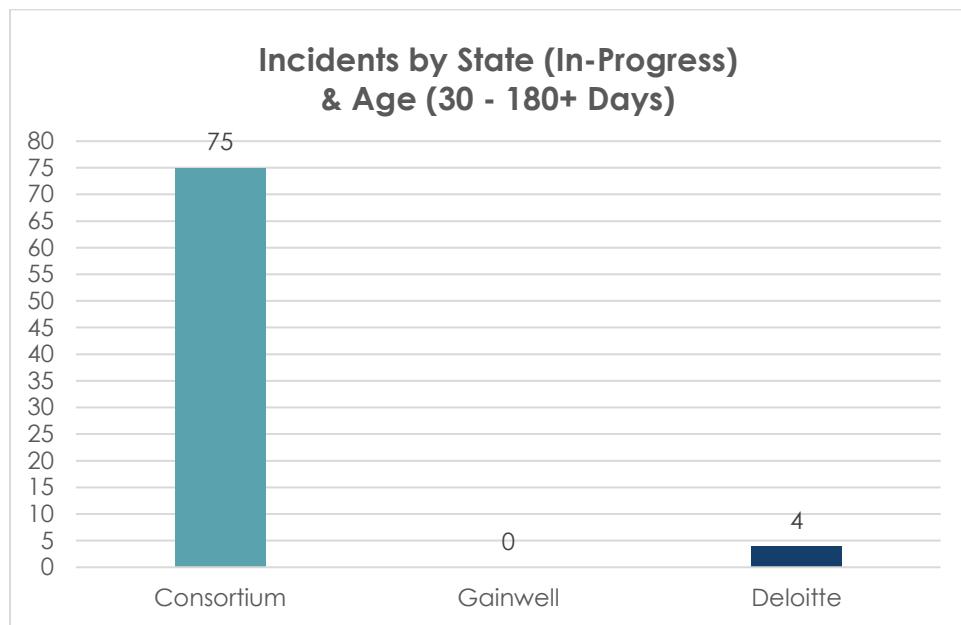


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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)

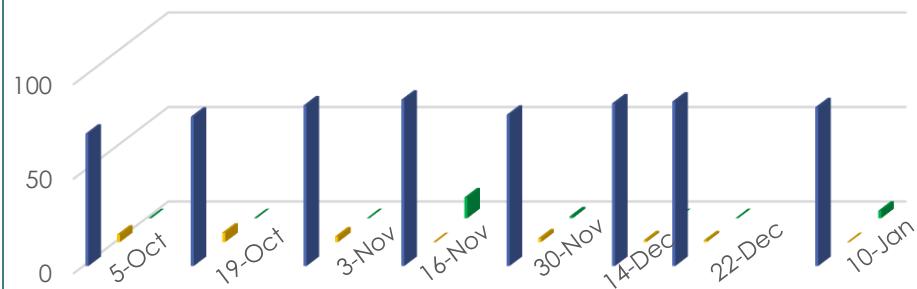


Figure 4.1.1-9:Aging Incident Backlog

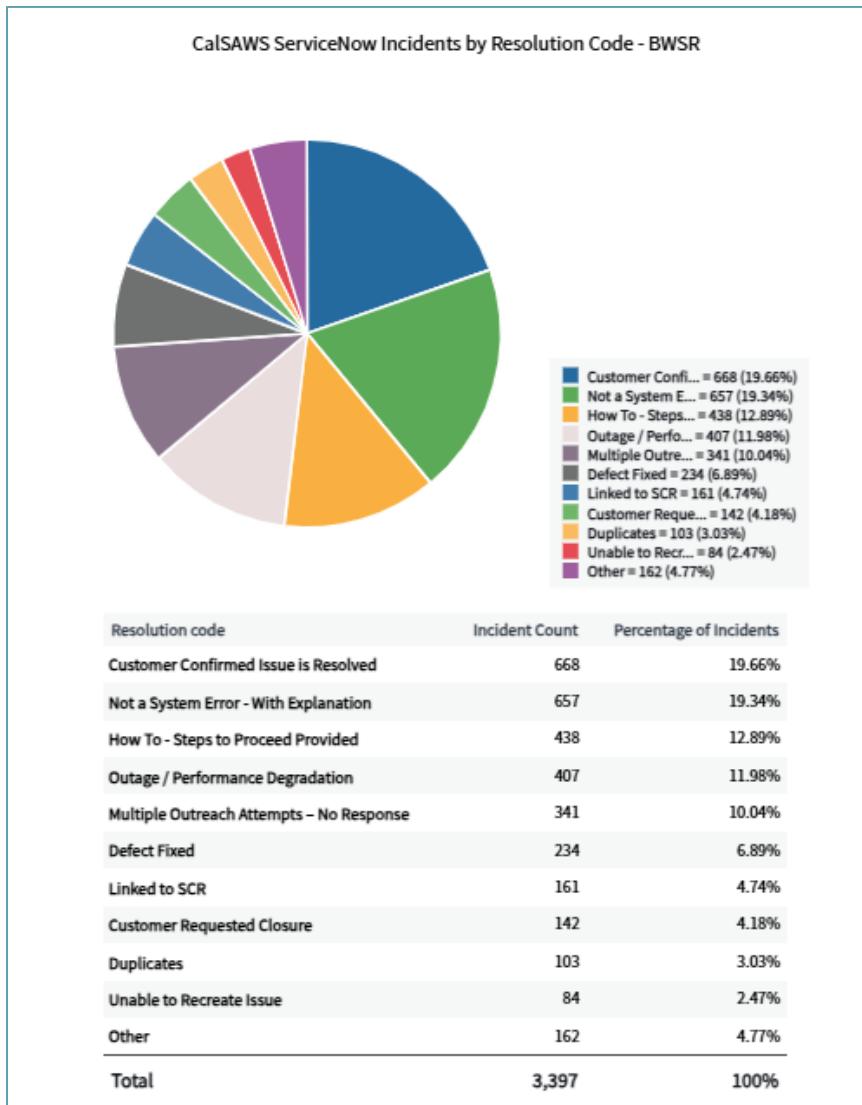


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

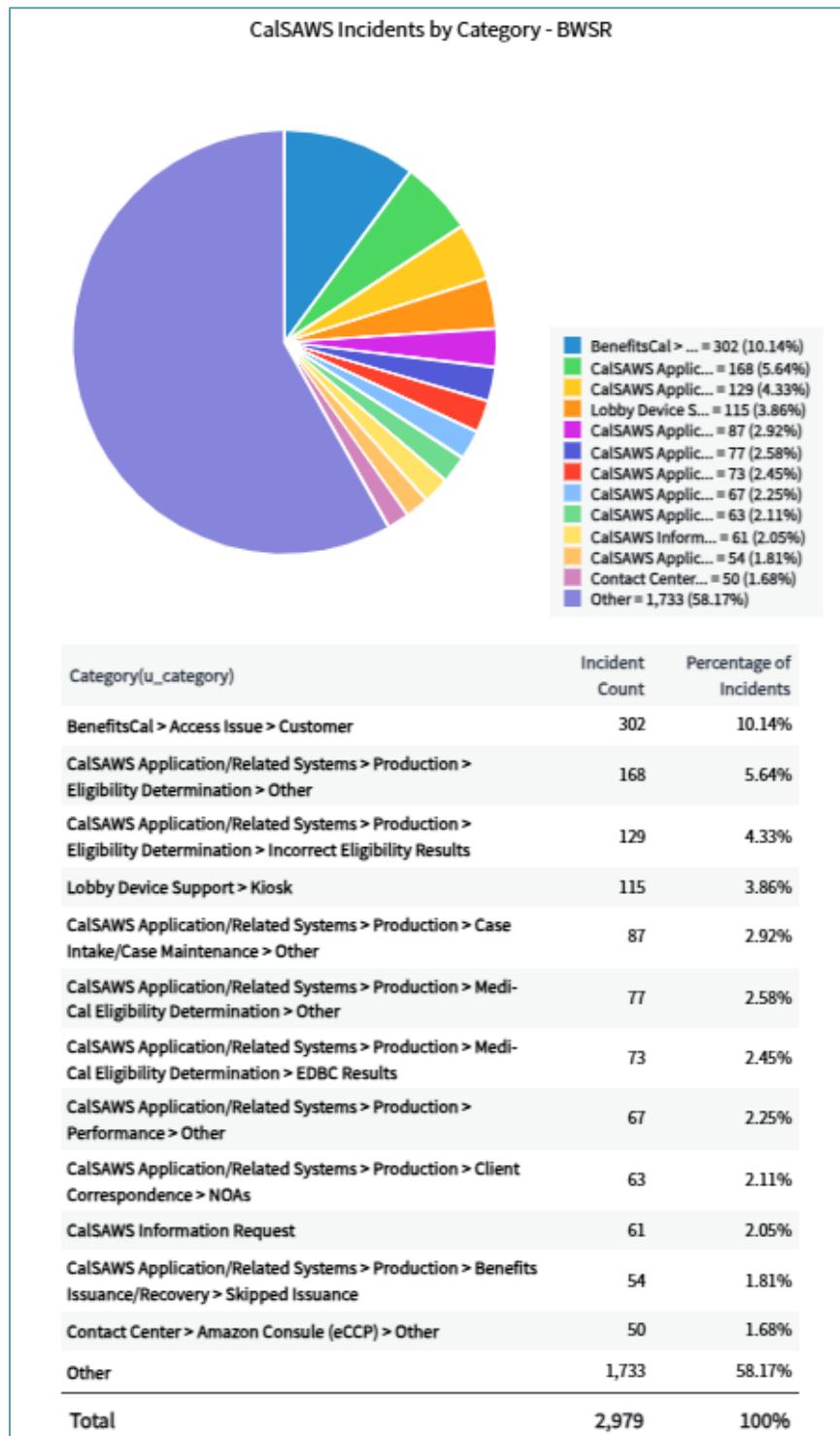


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

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.

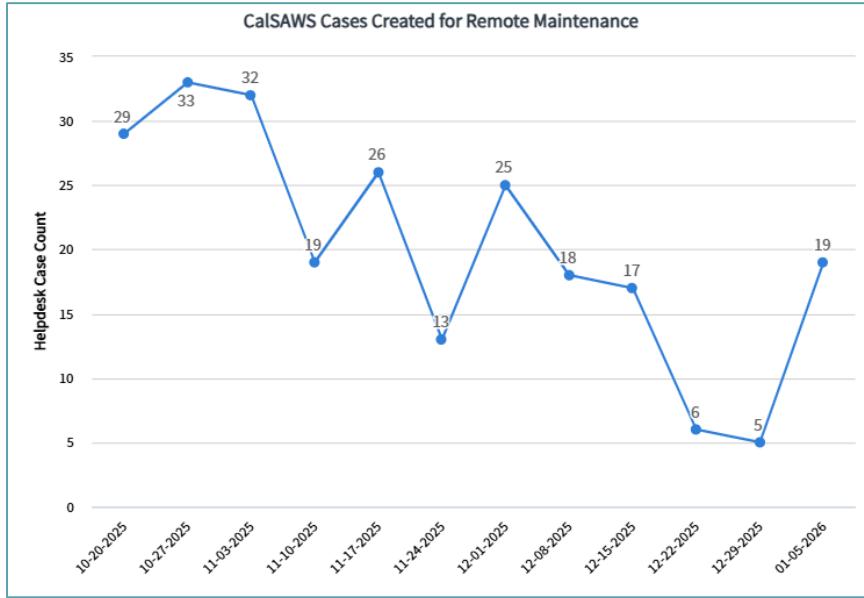


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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%.

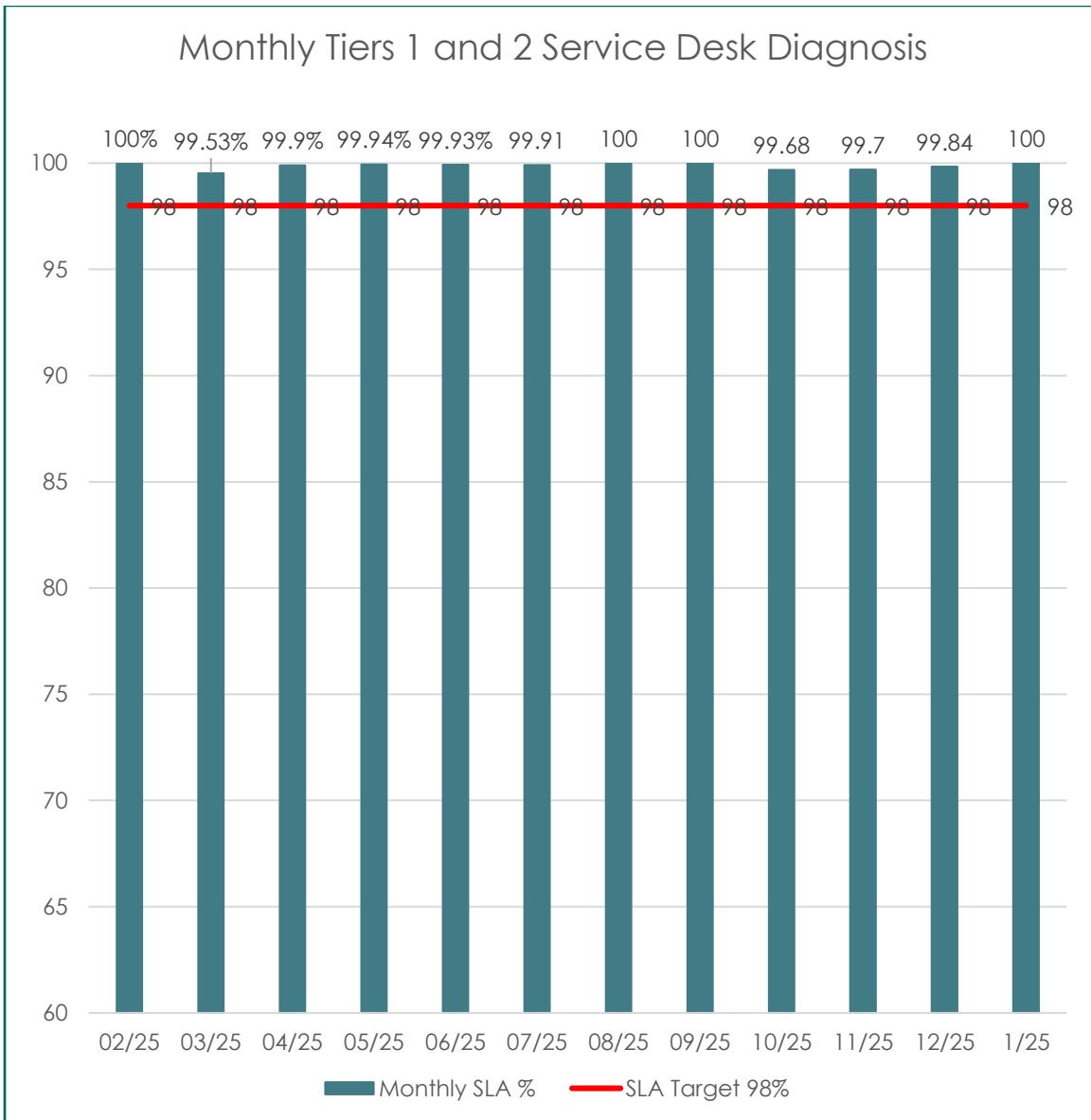


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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.

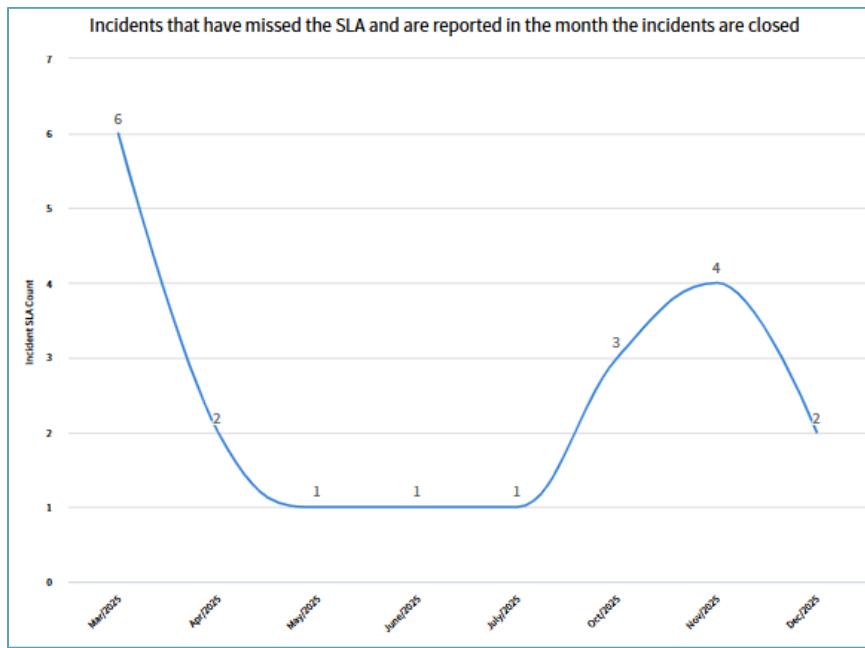


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

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.

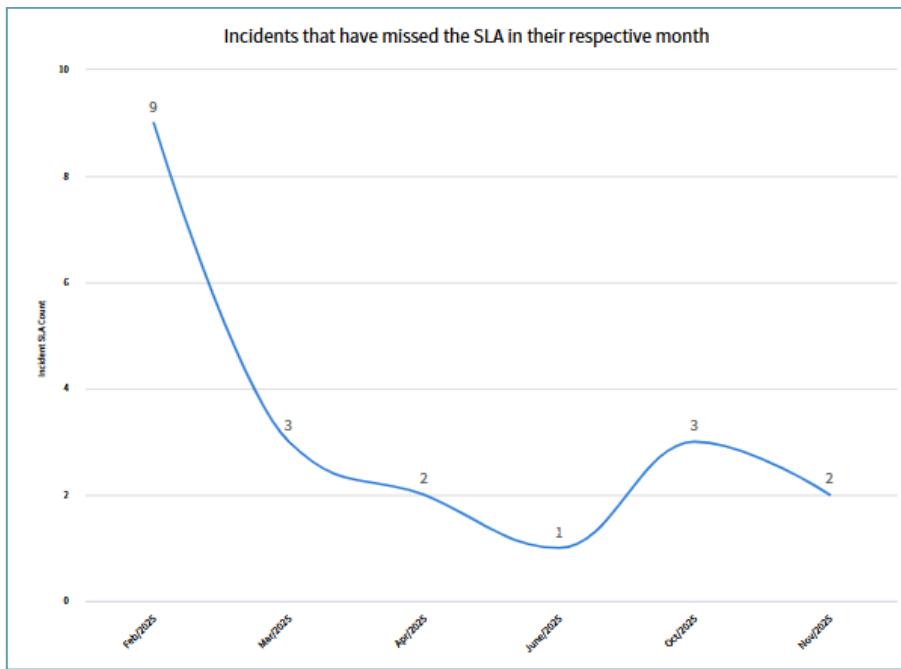


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

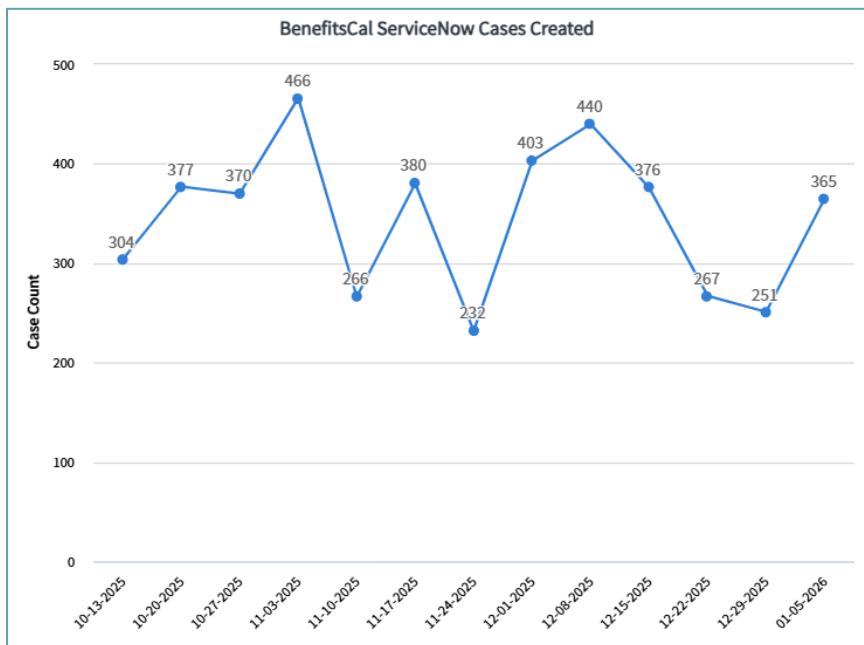


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

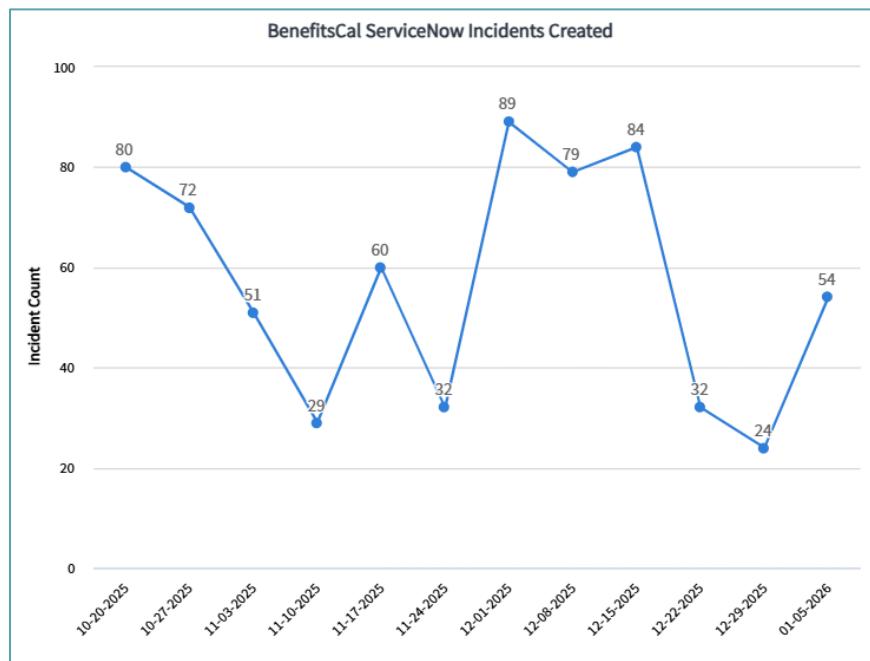


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

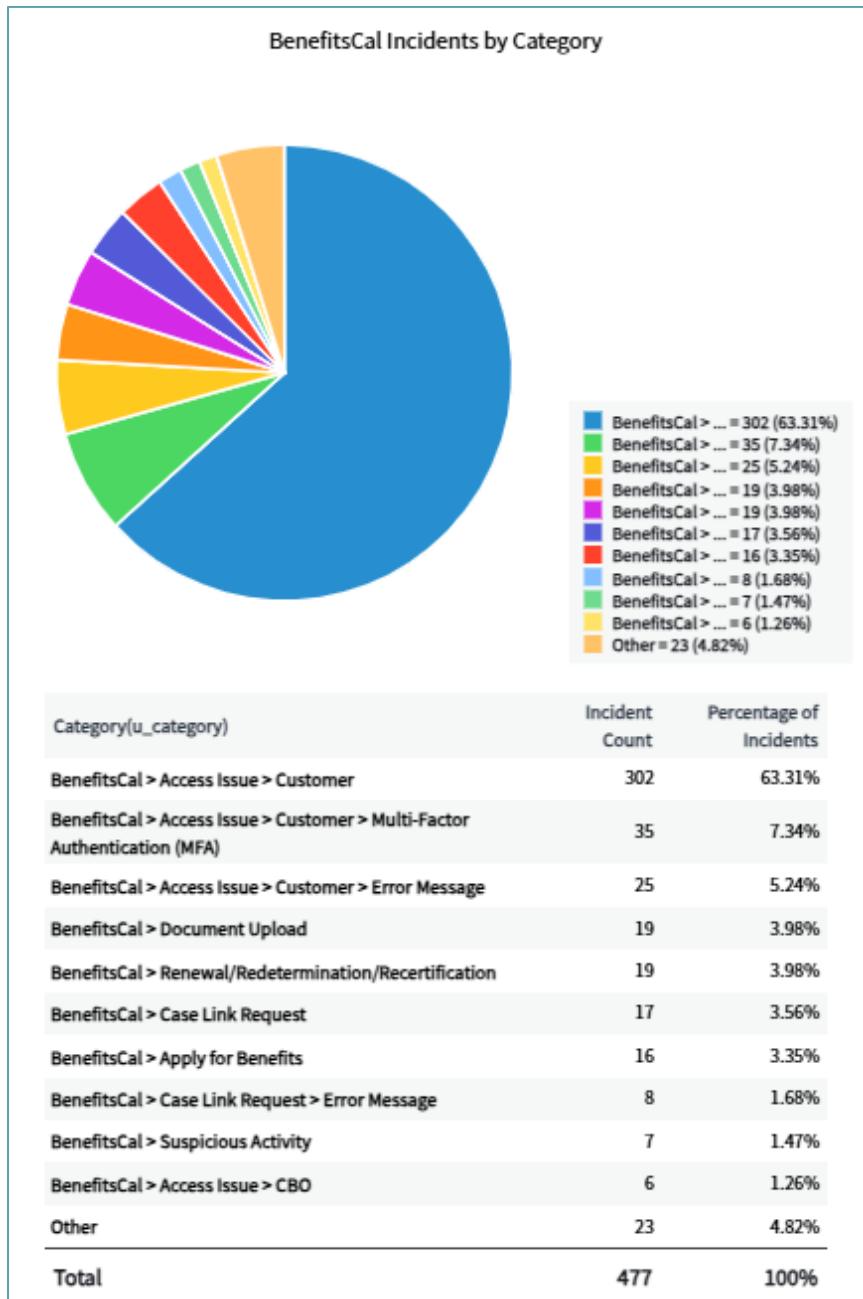


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

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_IWT 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 (awswdc002.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		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
Unavailable	Reduced Availability																	
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
Adhoc Reporting Database Maintenance	01/11/26	10:00 AM	01/11/26	2:00 PM													Broadcast Email	12/29/2025
Adhoc Reporting Database Maintenance	01/18/26	12:00 PM	01/18/26	4:00 PM													Broadcast Email	1/5/2026
Production Maintenance	01/18/26	2:00 PM	01/18/26	6:30 PM													CIT 0161-25	12/30/2025
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
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	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.
Riverside	Riverside purchased new tablets for use with Modern Lobby earlier this year. The Tablets have been registered and configured and are ready for use. Riverside County IT and network team will need to review the network requirements to ensure the Tablets are able to access all Endpoints needed for Lobby to work. Current Wi-Fi setup resulted in connection errors. Riverside County Network team is currently implementing changes to their network. If the issue is not resolved, they will be requesting a troubleshooting session with the project network team. There are no new updates to report on the issue reported.

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 â€“ 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 â€“ essential data elements	New
CA-276398	4/10/2024	Infra Contact Center	PFR - eGain: CCB Real-time report â€“ essential data elements	New
CA-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" - Admin Page	New
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" - Admin Page â€“ to allow for WAV files and foreign language handling.	New
CA-276392	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Informational Messages " - Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	PFR - Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution)	New
CA-276389	4/10/2024	Infra Contact Center	eCCP - Post Call Status after Outbound Call	New
CA-275994	4/1/2024	Infra Contact Center	Amazon Connect Copy - Environment Reset	New
CA-275845	3/27/2024	Security	DMDP-21: 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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

