

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: January 12, 2026 – January 25, 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"> ▪ Microsoft OTP Issue PRB0052971: 1/22/2026 11:30 AM – 1/23/2026 7:00 AM ▪ Oracle Database Listener PRB0052931: 1/13/2026 4:38 PM – 1/13/2026 5:00 PM
Defects	<ul style="list-style-type: none"> ▪ There are 39 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> • FIX IN PROGRESS: PRB0052981 – Starting at 1:47 PM on January 23, 2026, Trinity County users at the 51 Industrial Parkway, Weaverville site are unable to access CalSAWS and associated systems due to a local internet outage. Trinity County users at the Weaverville site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is monitoring for updates from the internet provider. An update will be provided when the issue is resolved. • RESOLVED: PRB0052971 – Starting at 11:30 AM on January 22, 2026, CalSAWS users are unable to receive OTP email required for login. Impacted users may not be able to receive OTP email to login to CalSAWS and associated systems. Counties that opted in to the SMS OTP can switch to SMS OTP option by checking the checkbox shown below to receive OTP for login. [Reference Broadcast email for screenshot, Subject: Update – CalSAWS Issue Notification >> Users are unable to Receive OTP Email.] The project team is actively investigating the issue. An update will be provided when the issue is resolved. Update: Team confirmed a widespread issue being experienced by Microsoft that impacted multiple Microsoft services including email delivery. Some users reported they have started receiving OTP emails. Impacted users may re-attempt to login. An update will be provided when the issue is resolved by Microsoft. As of 7:00 AM on January 23, 2026, the issue has been resolved by Microsoft. Users are now able to receive OTP email to login to CalSAWS and associated systems. • RESOLVED: PRB0052953 – Starting at 10:30 AM on January 20, 2026, some users are experiencing an error when searching for a school in Select School Resource page. Users may not be able to search for a school and perform school related updates in CalSAWS until the issue is resolved. The CalSAWS project team is actively investigating the issue. An update will be provided when this issue is resolved. As of 11:46 AM, on January 20, 2026, the issue has been resolved. Users are now able to search for school information on the Select School Resource page and are able to perform school related updates in CalSAWS.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<ul style="list-style-type: none"> <p>RESOLVED: PRB0052947 – Starting at 10:30 AM, on January 16, 2026, some Users are experiencing an error when attempting to capture telephonic signature using the “Inbound from IVR” and “Outbound from IVR” Call Method on the Electronic Signature page in CalSAWS. Users will not be able to capture a telephonic signature using the “Inbound from IVR” and “Outbound from IVR” Call Method on the Electronic Signature Detail page in CalSAWS until the issue is resolved. Signatures can be captured using a different signature method. The CalSAWS project team is actively working to resolve the issue. Defect CA-297109 has been created to track the fix for the issue. An update will be provided when this issue is resolved. Update: As of 11:27 AM, a fix for the defect CA-297109 has been deployed to production to remediate the issue. The project team is confirming the issue resolution with some impacted users. As of 11:27 AM, on January 16, 2026, the issue has been resolved. The project team confirmed telephonic signatures are captured successfully.</p> <p>FIX IN PROGRESS: 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. Update #3: 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. Update #4: The FIS project team performed maintenance activities at approximately 12:00 PM today which stabilized EBT card printing. The FIS team continues to investigate the root cause of the issue. An update will be provided when additional information becomes available.</p> <p>RESOLVED: PRB0052941 – Starting at 11:35 AM, on January 15, 2026, users are unable to access the CalSAWS read-only environment (PRT) and the County Preview Environment (CT). Users will be unable to access both PRT and CT environments until the issue is resolved. The project team is actively working to resolve the issue. An update will be provided when the issue is resolved. As of 11:53 AM, on January 15, 2026, the issue has</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>been resolved by the project team. Users are now able to access both PRT and CT environments.</p> <ul style="list-style-type: none"> • RESOLVED: PRB0052931 – Starting at 4:38 PM, on January 13, 2026, some users are currently unable to access CalSAWS and associated systems. Users will not be able to log in to CalSAWS and associated systems until the issue is resolved. The project team is working to resolve the issue. An update will be provided when additional information becomes available. As of 5:00 PM, on January 13, 2026, the issue has been resolved. Users are now able to access CalSAWS and associated systems. The project team will continue to monitor system performance. • RESOLVED: PRB0052926 – Starting at 11:32 AM, on January 13, 2026, some users are experiencing intermittent issues viewing images in the CalSAWS imaging solution (Hyland). Some users may experience issues opening images in Hyland until the issue is resolved. The project team is actively working with the CalSAWS imaging vendor (Hyland) to investigate the issue. An update will be provided as additional information becomes available. Update: Team identified the Imaging API calls from CalHEERS and BenefitsCal are impacted by this performance degradation to the imaging services. The Hyland team is attempting steps to remediate the issue. CalSAWS users may receive an error message while performing actions within the CalSAWS imaging solution between 3:00 PM and 3:30 PM. If an error is encountered, users are advised to retry the action. Update #2: The issue has been remediated by Hyland by restarting the impacted services. Users are no longer experiencing issues viewing images within the CalSAWS imaging solution. The project team and Hyland continue to monitor imaging performance. As of 4:09 PM, on January 13, 2026, the issue has been resolved by the Hyland vendor. The project team monitored the CalSAWS imaging solution and confirmed continued stability. Users are able to view images within the CalSAWS imaging solution. • 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. Update: Impacted return mail images from 12/28/2025 through 12/31/2025 have been updated with correct Applicable Date and Received Dates. Fix for the defect CA-296861 is targeted for implementation on January 29, 2025.
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 1/25/2026: Deployment – Baseline Release 26.01 (CHG0057440) ▪ 1/22/2026: Deployment – Priority Release 26.01.22 (CHG0057536) ▪ 1/20/2026: Deployment – Priority Release 26.01.20 (CHG0057513) ▪ 1/18/2026: Maintenance – CalSAWS Ad-Hoc Reporting Database

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<ul style="list-style-type: none"> 1/18/2026: Maintenance – CalSAWS Production Maintenance 1/16/2026: Deployment – Priority Release 26.01.16 (CHG0057458) 1/15/2026: Deployment - Priority Release 26.01.15 (CHG0057457) 1/13/2026: Deployment - Priority Release 26.01.13 (CHG0057410)
Milestones	<ul style="list-style-type: none"> 6 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
I-D02 – Appendix K	Performance Monitoring & Alerting Plan	Addressing FDEL Comments	Return FDEL for approval
I-D15	Infrastructure System Security Plan	Addressing DDEL Comments	Submit FDEL 1/30

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 0012-26 Scheduled Downtime Notification – 2-8-2026	2	1/21/2026
	CIT 0010-26 Scheduled Downtime Notification – 1-30-2026		1/14/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Canceled - Scheduled CalSAWS Maintenance >>	4	1/23/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Imaging (Hyland) Maintenance - 1/23/2026, 10:00 AM to 1:00 AM		
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS Identity and Access Management Solution (ForgeRock) - 1/30/2026, 10:00 PM to 2:00 AM		1/21/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> Imaging (Hyland) Maintenance - 1/23/2026, 10:00 AM to 1:00 AM		1/14/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance >> CalSAWS - 1/25/2026 6:00 PM to 1:00 PM		1/12/2026
Scheduled BenefitsCal Maintenance	None		
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	New - CalSAWS County Executive Communication – Trinity County - Weaverville Site - Local Internet Outage	4	1/23/2026
	New - CalSAWS County Executive Communication – Trinity County - Weaverville Site - Local Internet Outage		1/23/2026
	Resolved - CalSAWS County Executive Communication – CalSAWS Access Issue		1/13/2026
	New - CalSAWS County Executive Communication – CalSAWS Access Issue		1/13/2026
Issue Notification	New – PRB0052981	20	1/23/2026
	Resolved – PRB0052971		1/23/2026
	---		---
	Update – PRB0052971		1/22/2026
	New – PRB0052971		1/22/2026
	---		---
	Resolved – PRB0052953		1/20/2026
	New – PRB0052953		1/20/2026
	---		---
	Update #4 – PRB0052910		1/16/2026
	Update #3 – PRB0052910		1/16/2026
	Resolved – PRB0052947		1/16/2026
	Update – PRB0052947		1/16/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	New – PRB0052947 --- Resolved – PRB0052941 New – PRB0052941 --- Resolved – PRB0052926 --- Resolved – PRB0052931 New – PRB0052931 Update #2 – PRB0052926 Update – PRB0052926 New – PRB0052926 --- Update – PRB0052886		1/16/2026 --- 1/15/2026 1/15/2026 --- 1/14/2026 --- 1/13/2026 1/13/2026 1/13/2026 1/13/2026 1/13/2026 --- 1/12/2026
Priority Release Requests for Approval	Priority Release 26.01.22 (CHG0057536) Baseline Release 26.01 (CHG0057440) Priority Release 26.01.20 (CHG0057513) Priority Release 26.01.16 (CHG0057458) Priority Release 26.01.15 (CHG0057457) Priority Release 26.01.13 (CHG0057410)	6	1/22/2026 1/21/2026 1/20/2026 1/16/2026 1/15/2026 1/13/2026
Informational Alert	Informational Alert - Gold River Network Outage Informational Alert - Jenkins Downtime for Java Upgrade – 1/28 Informational Alert - Jenkins Coreapp-Staging Downtime for Java Upgrade - 1/21 CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update - CalSAWS 26.01 Release Update #3 - CalSAWS Informational Alert >> PRT Update: ABAWD Functionality CalSAWS Informational Alert >> Early Batch Start on Saturday 1/24/2026 CalSAWS Informational Alert >> No CalSAWS Batch Operations on 1/19/2026 Informational Alert - Jenkins Upgrade Informational Alert - Resource Change Process Update for Project Staff	10	1/23/2026 1/22/2026 1/21/2026 1/20/2026 1/20/2026 1/20/2026 1/16/2026 1/16/2026 1/15/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Informational Alert - Guest Wi-Fi Password		1/15/2026
CalSAWS	Daily Health Report	9	1/23/2026 1/22/2026 1/21/2026 1/20/2026 1/16/2026 1/15/2026 1/14/2026 1/13/2026 1/12/2026

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 Imaging	Imaging Solution (Hyland) Maintenance	1/23/2026 10:00 PM to 1/24/2026 1:00 AM	Imaging will be unavailable during this time.		1/14/2026 Canceled 1/23/2026
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	1/12/2026
CalSAWS	Identity and Access Management Solution (ForgeRock) maintenance	1/30/2026 10:00 PM to 1/31/2026 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 0010-26 1/21/2026	

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS Ad hoc Reporting	CalSAWS Ad hoc Reporting Database maintenance	2/08/2026 12:00 PM to 4:00 PM	CalSAWS Ad hoc Reporting will be unavailable during this time.	CIT 0012-26 1/21/2026	
CalSAWS	CalSAWS maintenance	2/08/2026 1:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0012-26 1/21/2026	

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
0010-26	Scheduled Downtime Notification – 1/30/2026	Informational	January 14, 2026	Communications.Infrastructure	Pete Quijada
0012-26	Scheduled Downtime Notification – 2/8/2026	Informational	January 21, 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

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

Table 3.3-2: Overdue CRFI

CRFI ID	SUBJECT	REGION 1	REGION 2	REGION 3	REGION 4	REGION 5	REGION 6
25-036	Windows Operating System (OS) Confirmation	N/A	Tuolumne	N/A	N/A	N/A	N/A

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 - Recurring	Recurring
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	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 - CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 - CalWORKs	Completed
SCERFRA 25-918	AB 969 - CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 - Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 - Automated Decision Systems	Completed

SCERFRA 25-934	SCERFRA 25-934 - Central Print (PII Breach)	Completed
SCERFRA 26-501	Equifax/CalSAWS - The Portfolio Review – Employment Monitoring Service	Submitted

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

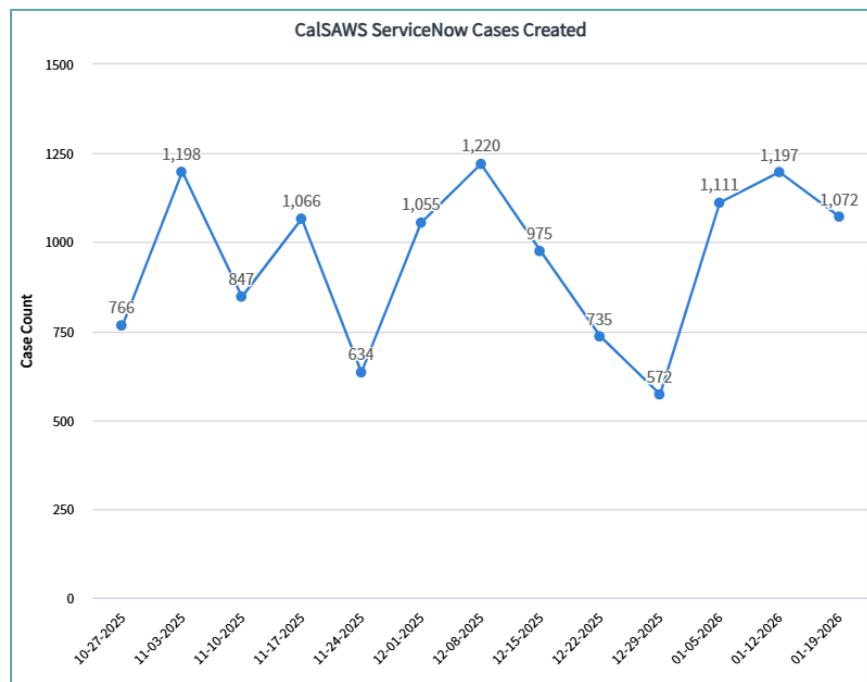


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

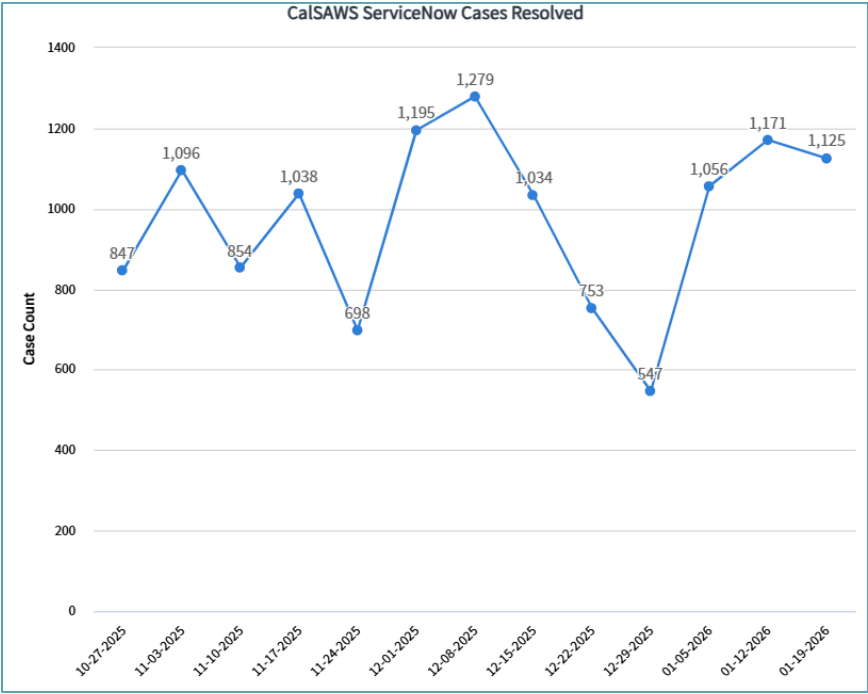


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

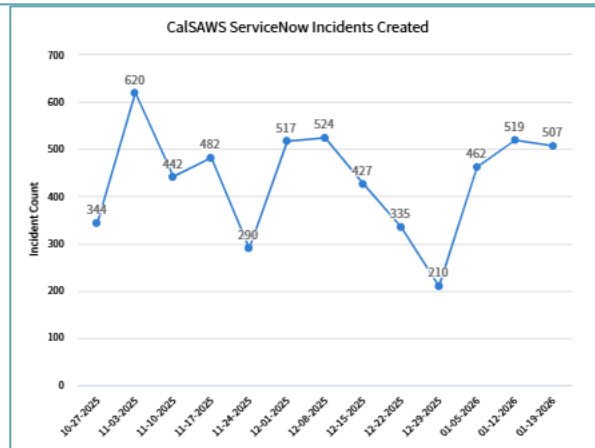
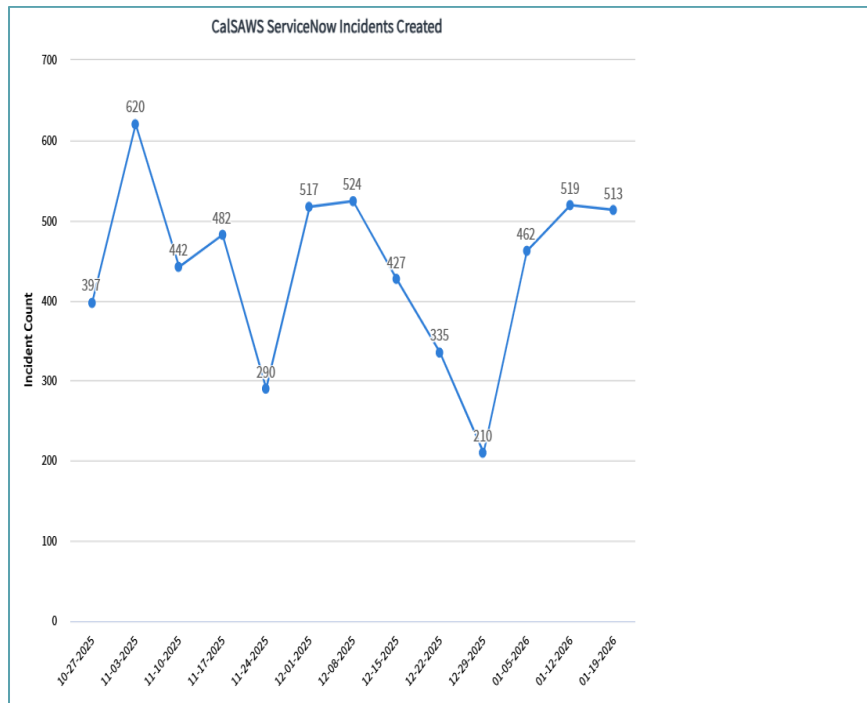


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

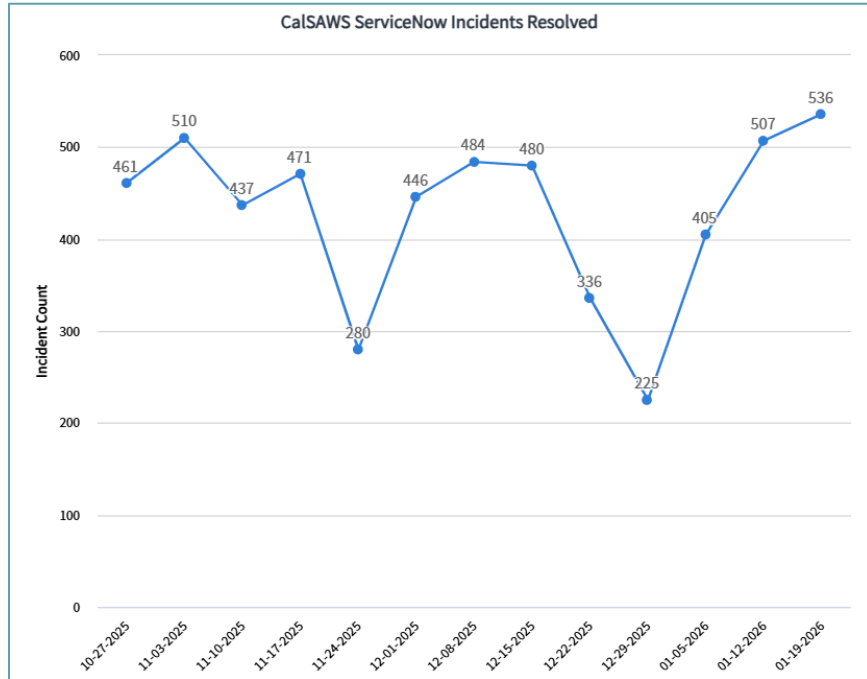


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

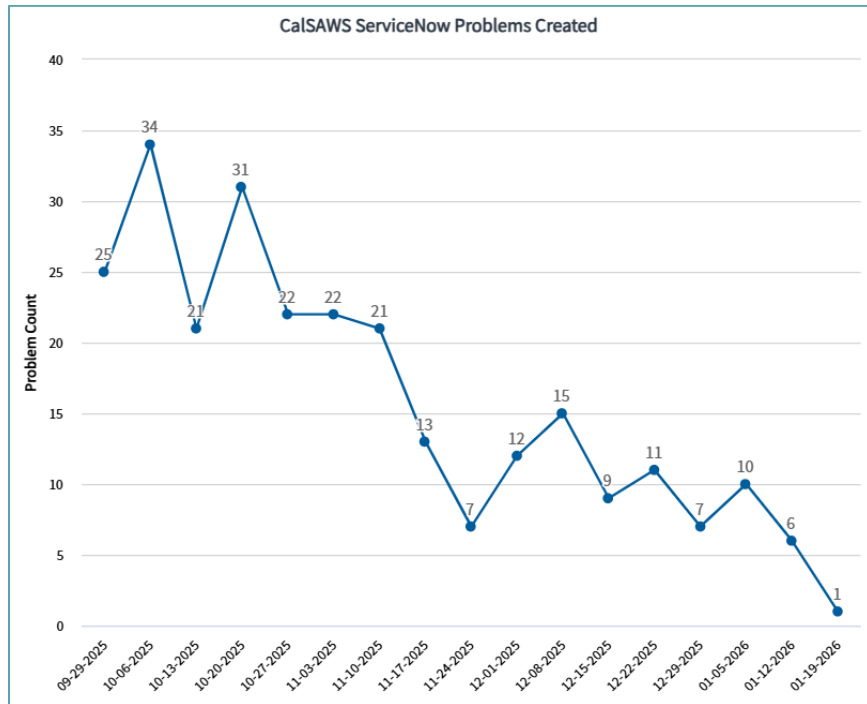


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.

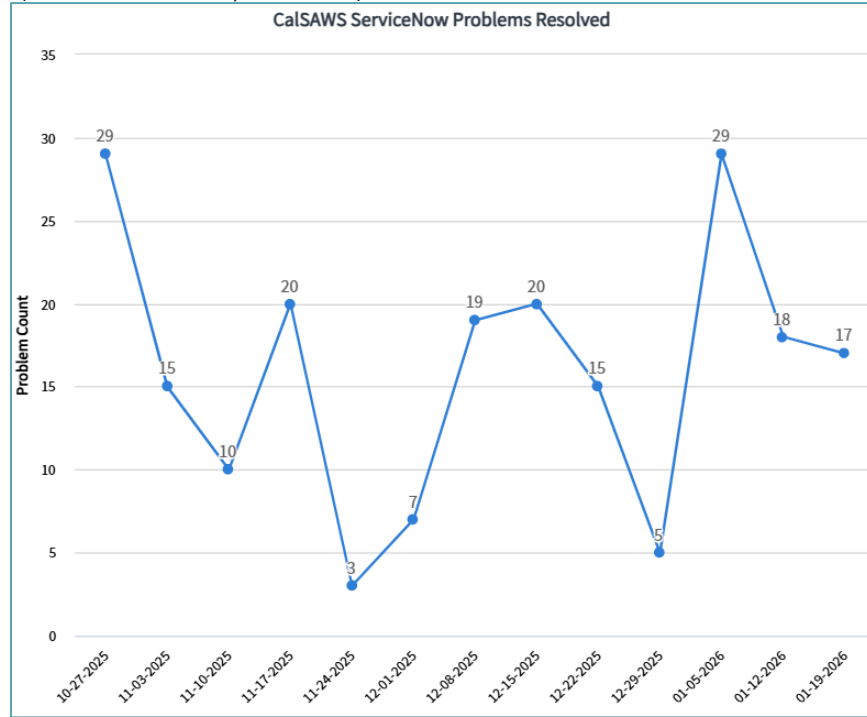


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

Note: The graph represents the ServiceNow problems resolved 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	2	22	3	1	2	4	1	3	38
IN PROGRESS	4	63	6	10	23	27	53	11	197
ON HOLD	0	71	16	30	82	103	118	22	442
RESOLVED	1	363	212	295	118	36	57	10	1,092
CLOSED	13	5	2	47,239	98,724	17,970	12,208	3,574	179,735
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	0	1	1
TOTAL	20	524	239	47,575	98,949	18,140	12,437	3,621	181,505

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

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

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

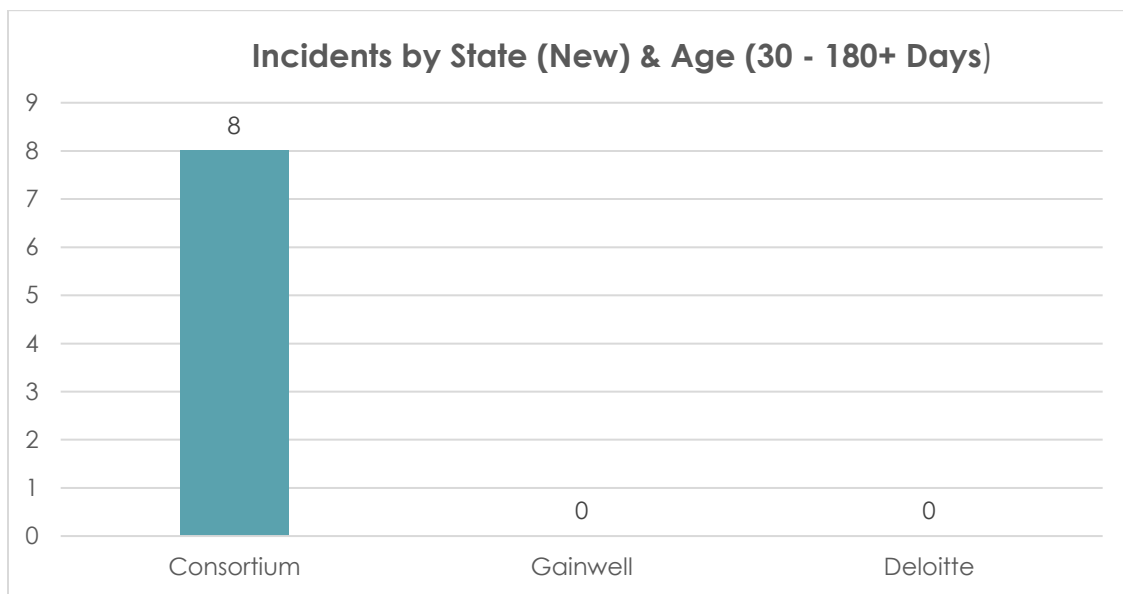


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	8	0	8
Gainwell	0	0	0

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

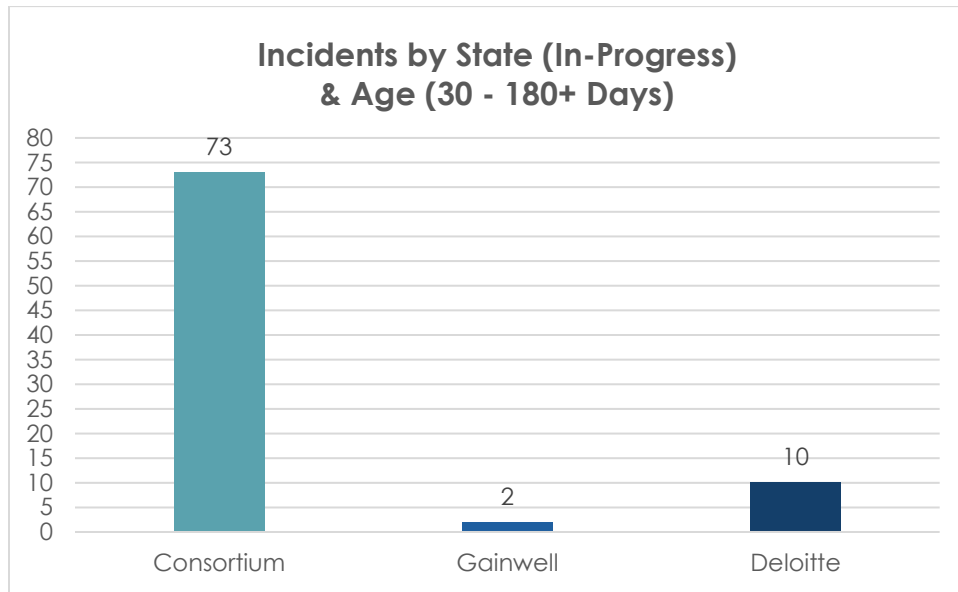


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	73	0	73
Gainwell	1	1	2
Deloitte	0	10	10
Total	74	11	85

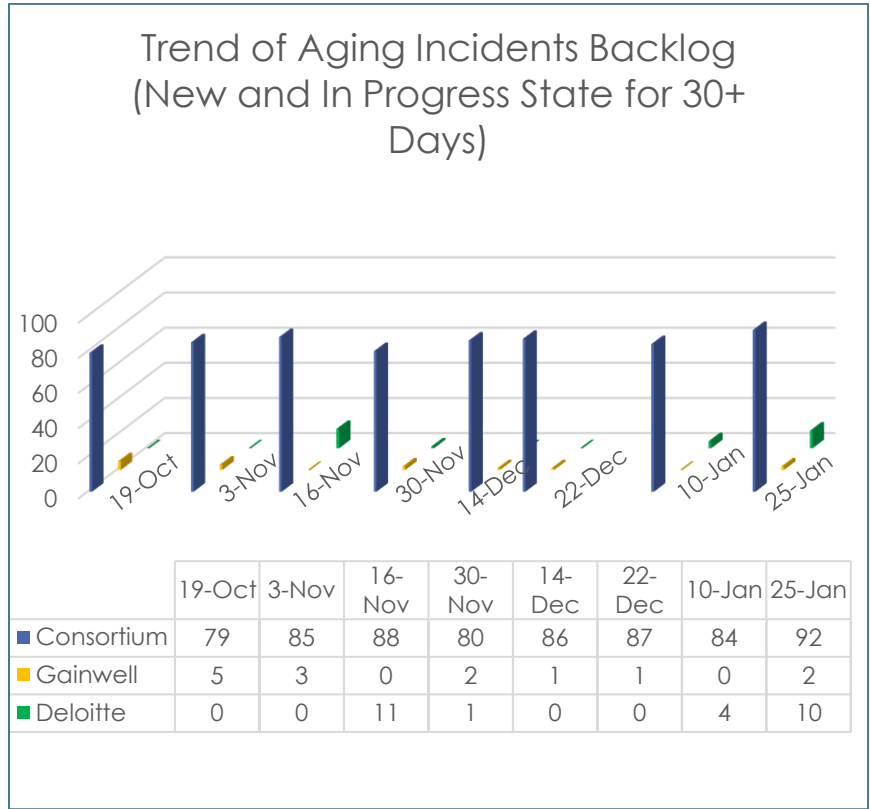


Figure 4.1.1-9:Aging Incident Backlog

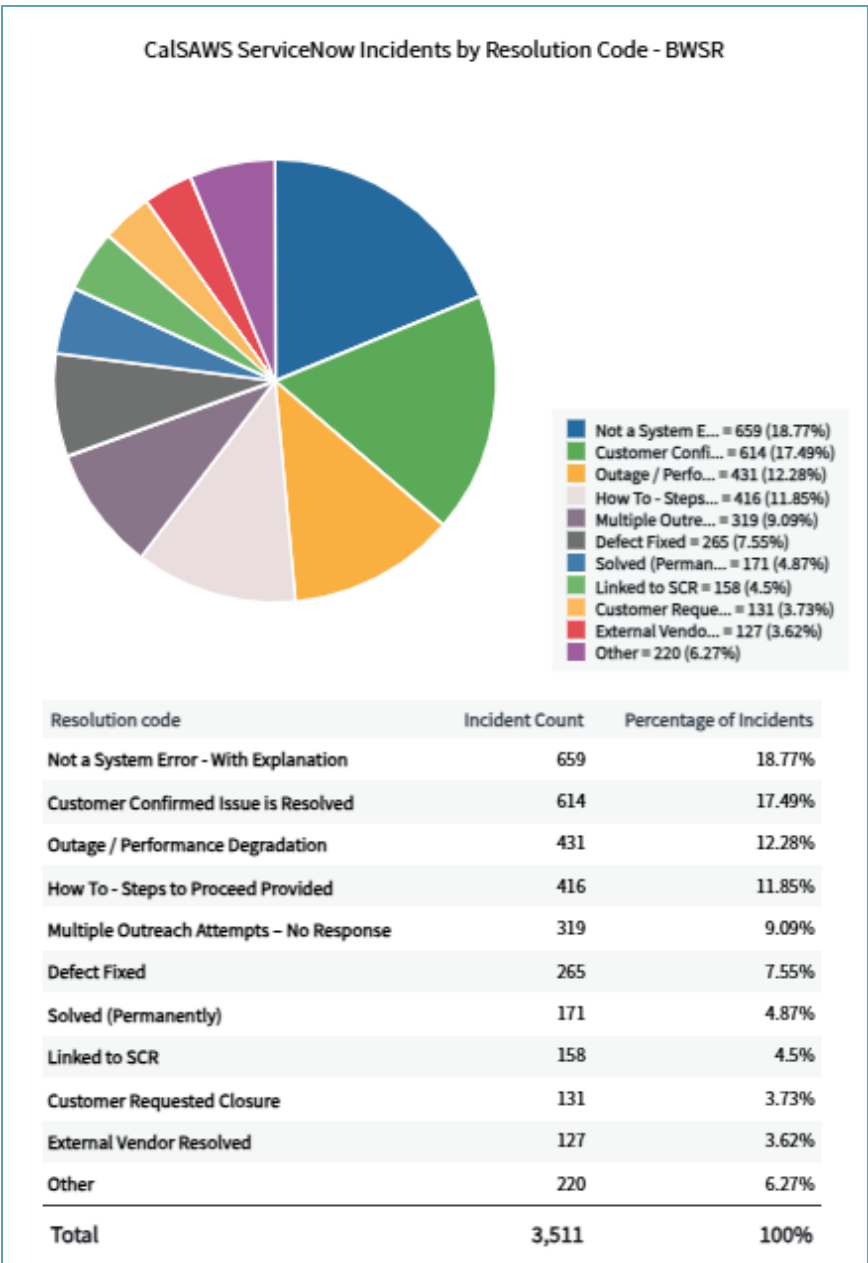


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

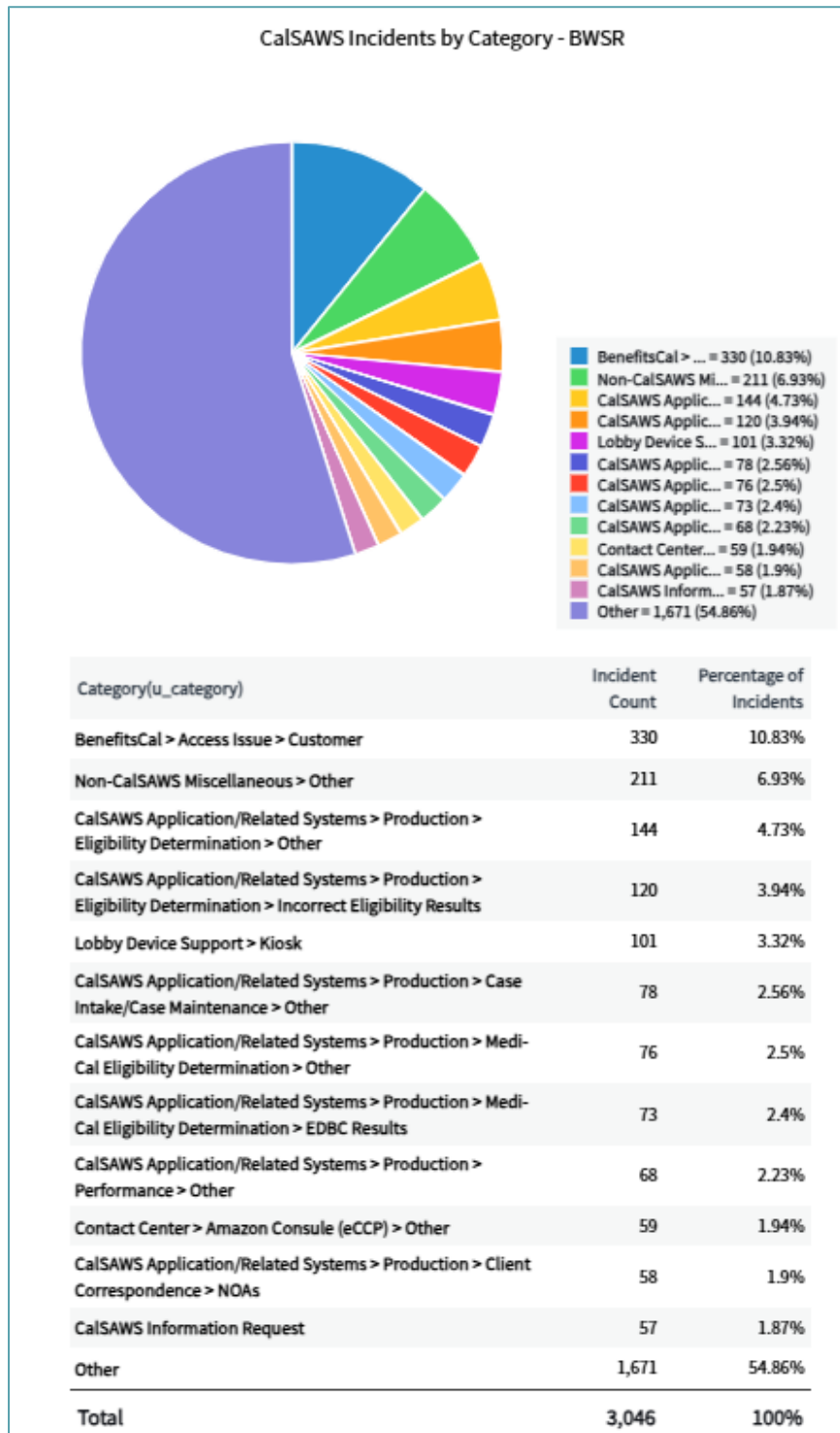


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 1,671 listed as Other are for selected categories that had less than 57 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,046 incidents.

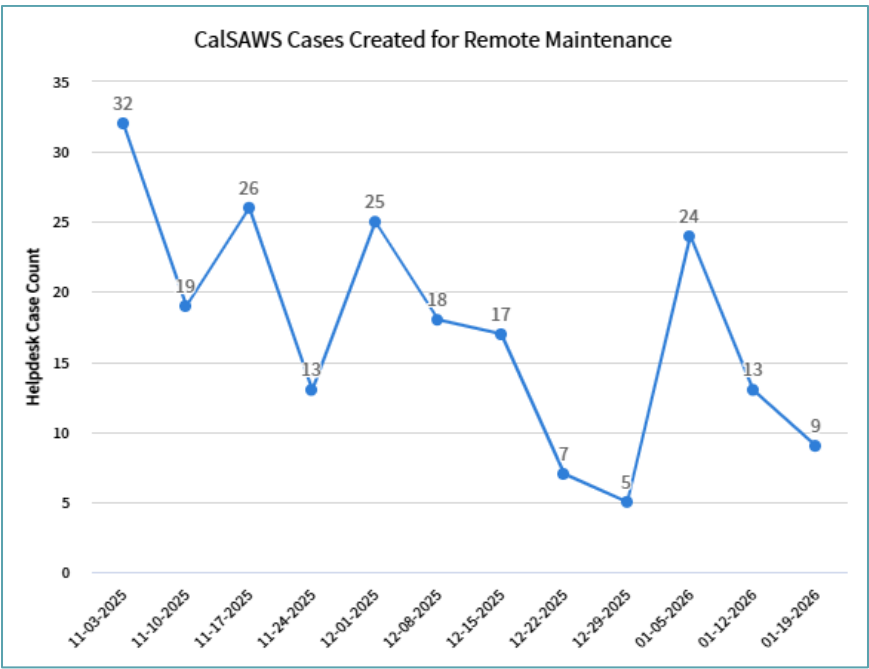


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 99.88%.

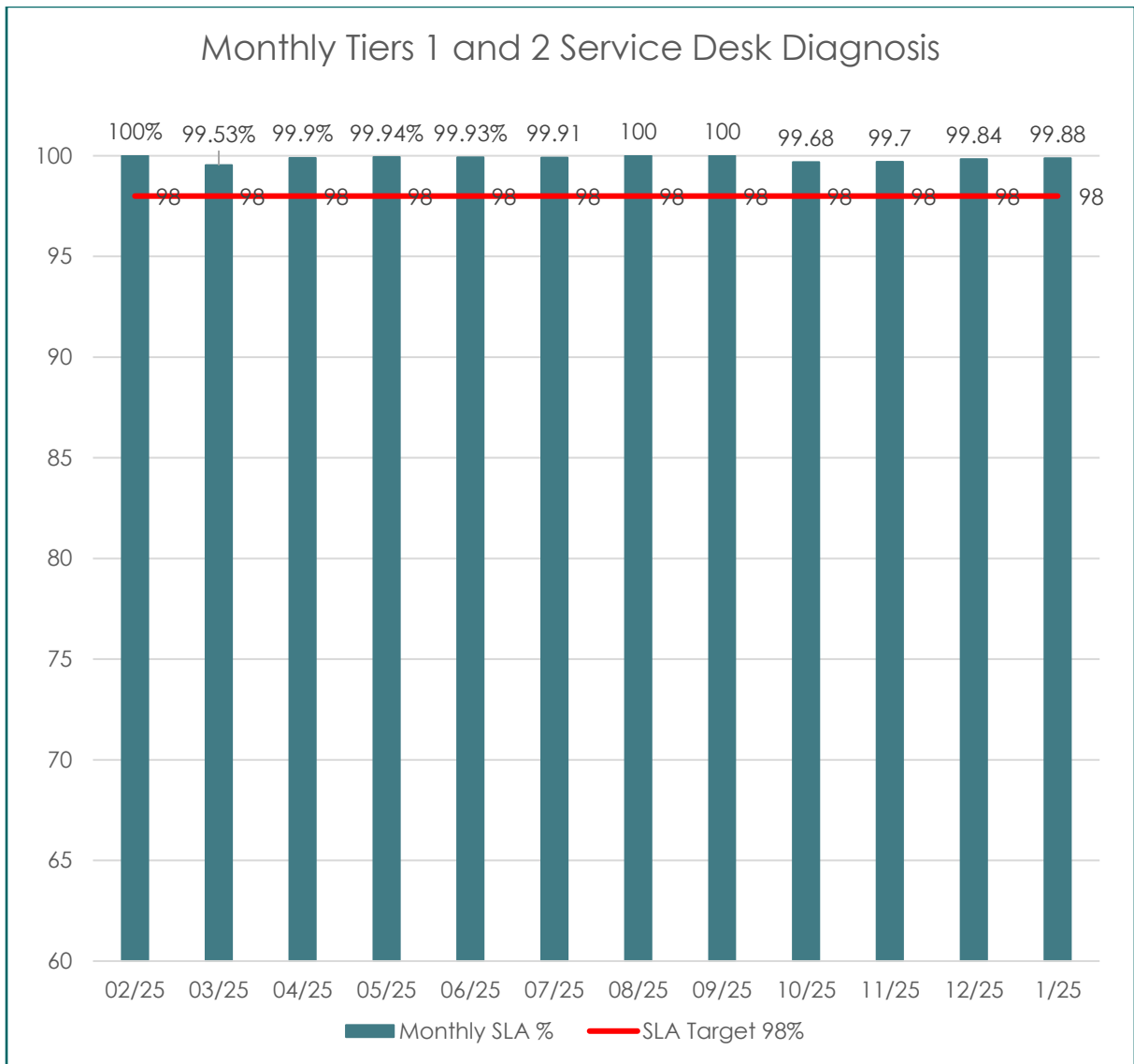


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

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

Agreement (SLA) in each month. 1 incidents missed the SLA in January MTD.

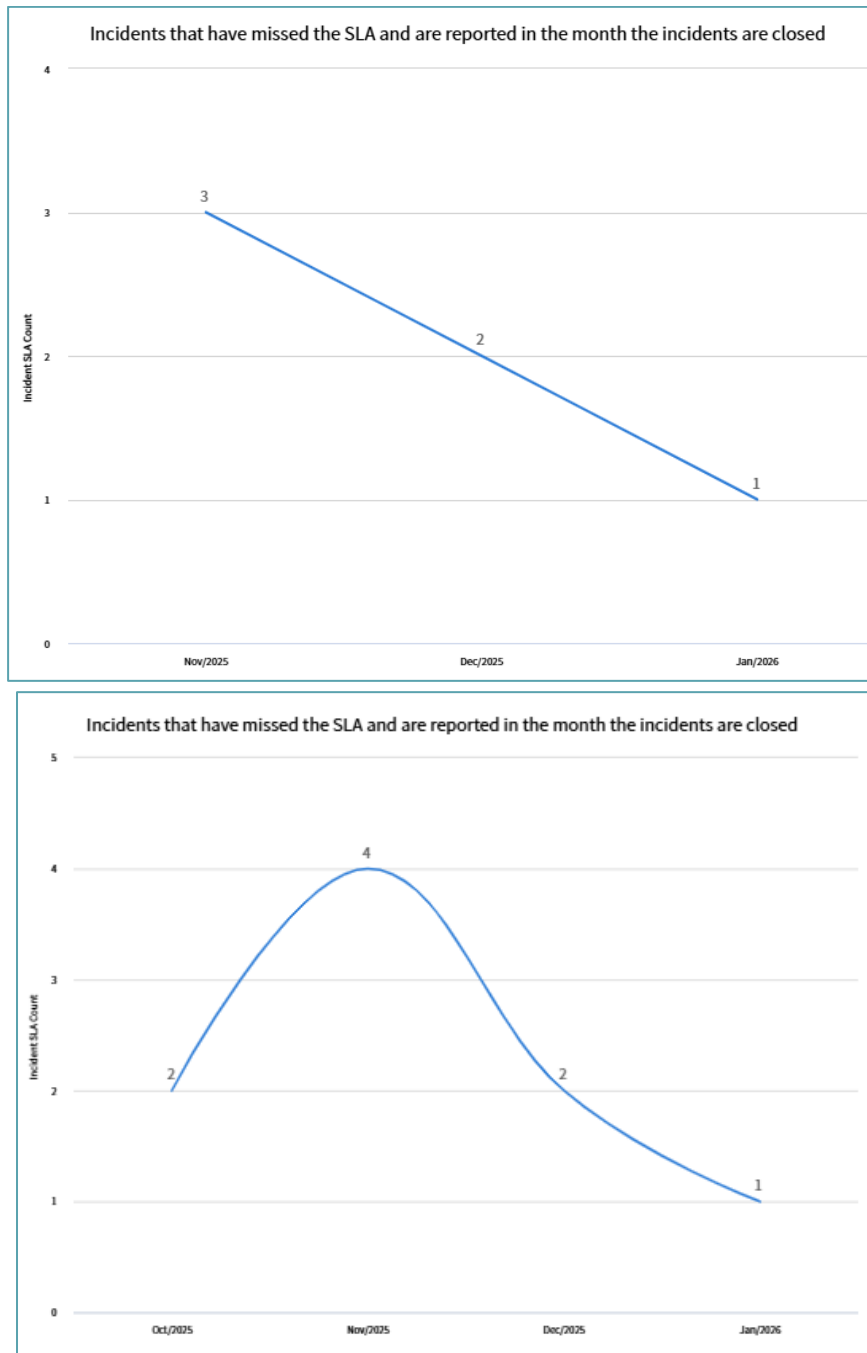


Figure 4.1.1-14: Incidents that have missed the Service Level Agreement (SLA) in their respective months
The figure below represents the number of closed incidents that missed the Service Level Agreement (SLA) in each month. When an incident is resolved, the SLA is paused, which allows Users to reopen if needed. After 15 calendar days, an incident automatically closes, and the SLA is completed. 1 closed incident missed the SLA in

January MTD.

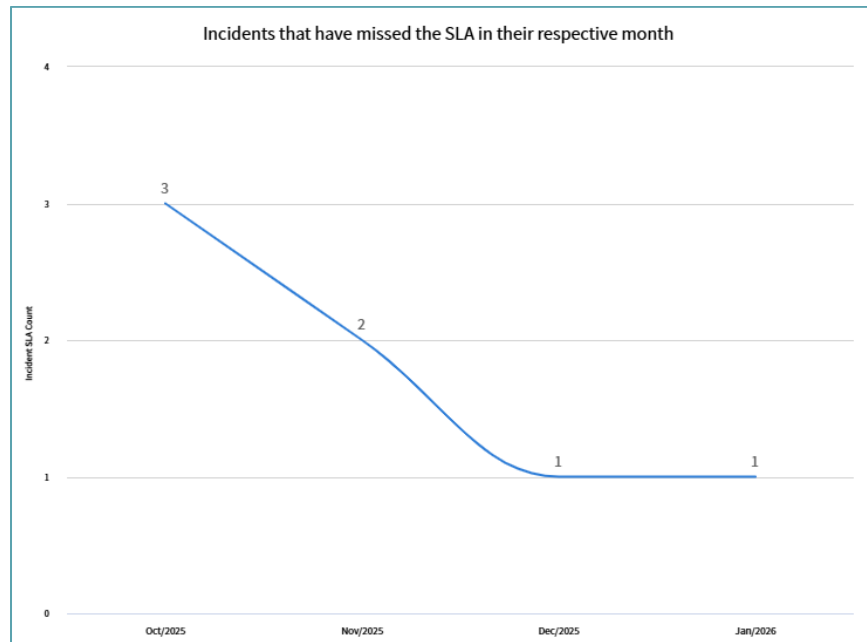


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

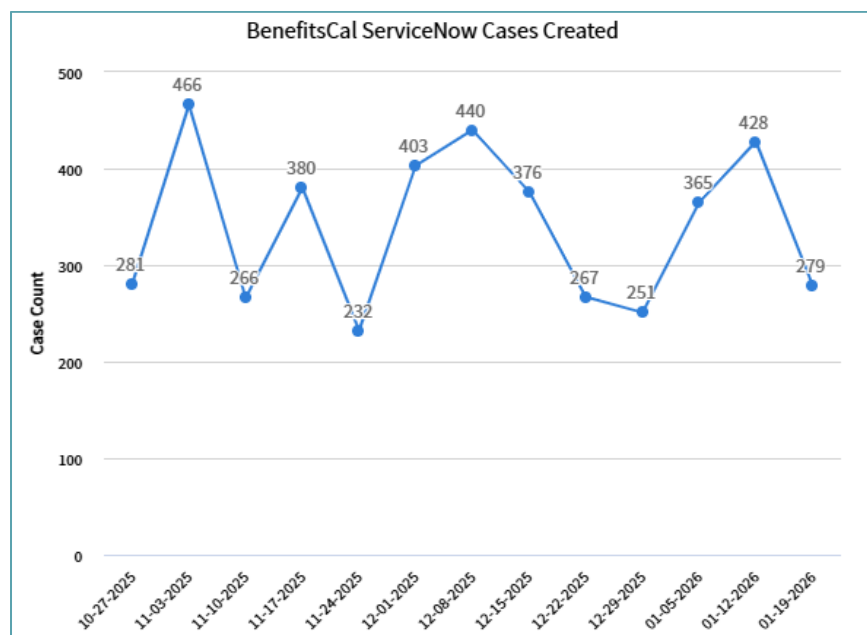


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

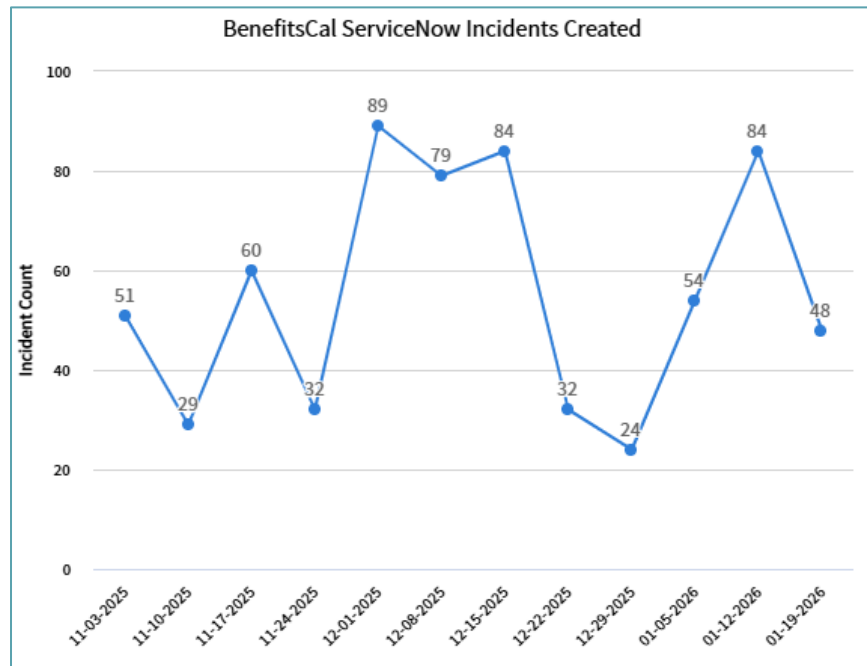


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

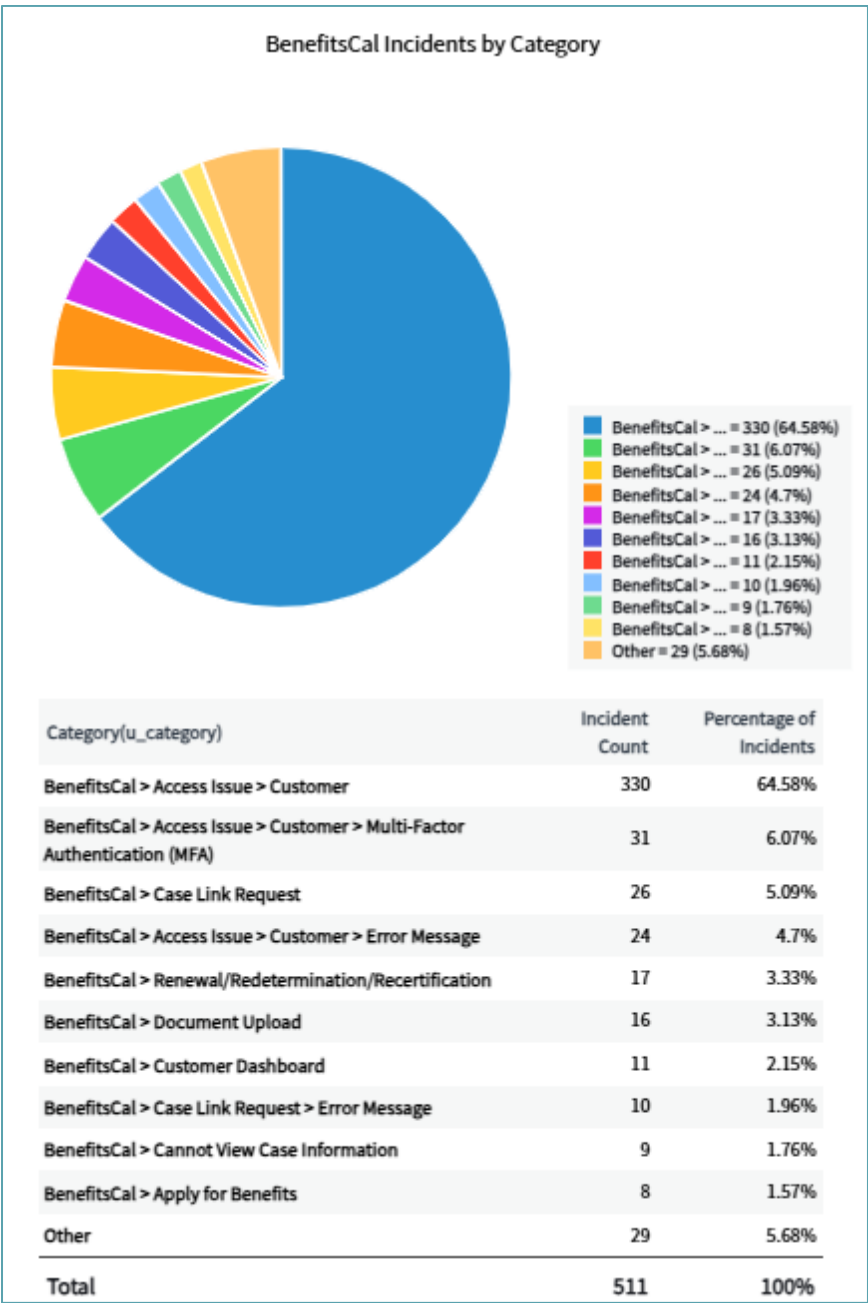


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 29 listed as Other are for selected categories that had less than 1.5 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 Home Page Display Issue	12/24/2025	Infra - Middleware
410	CalSAWS Access Issue – Prod DB Listener	1/13/2026	Infra – Database Team

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2-1: Infrastructure Production Defects

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-297112	1/16/2026	Infra Contact Center	Call Status is not populating for Voice Authenticated	In Development
CA-297069	1/15/2026	Infra Contact Center	Placer, Sacramento, Santa Cruz - Lambda issue prevents CallMe queue emergency closure	System Test
CA-297060	1/14/2026	Infra ForgeRock	CA-281708 Hotfix: Inactive/Expired Login message	In Development
CA-297043	1/13/2026	Infra Tech Ops	High Frequency Production Job Failures on 1/13/2026	New
CA-297034	1/13/2026	Infra Contact Center	eCCP Agent Metrics does not include calls placed on hold	Test Complete
CA-297026	1/13/2026	Infra Tech Arch	Issue with Lobby Monitor for Tickets Beginning with "A"	In Development
CA-296970	1/8/2026	Infra Contact Center	Los Angeles - Overflow Queue incorrect path	System Test
CA-296866	1/5/2026	Infra GenAI	Fresno GenAI call Summary Quoting customer	System Test
CA-296801	12/30/2025	Infra ForgeRock	Roll-back changes made for CA-273736 from 25.10.31 release.	In Development
CA-296724	12/23/2025	Infra Contact Center	External Agency - Calabrio CWFM reporting Data not matching in Insights	New
CA-296722	12/23/2025	Infra Tech Ops	Foster Care Resource Databank County Impact list not sending email	Assigned
CA-296716	12/23/2025	Infra DBA	Long running DCR 12/23/2025	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-296650	12/19/2025	Infra Contact Center	Processing of AB79 mass data file failed for 07/24 in Outbound Campaign Solution	Assigned
CA-296371	12/9/2025	Infra Tech Ops	Deloitte Batch Ops not able to Import Topics in Confluent	New
GAGR-920	12/9/2025	Client Correspondence	Fix SCL CC Master Database Report (part 2)	In Development
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	Development Complete
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-295011	10/9/2025	Infra GenAI	FresnoGenAiKinesisProcessor Lambda error causing Summary to fail	System Test
CA-294890	10/6/2025	Infra Contact Center	External Agency - AWS race condition when agent flow is longer than customer flow	Assigned
CA-294835	10/2/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Unable to group by Agent	Assigned
CA-294711	9/26/2025	Infra Contact Center	Occasional race condition when opting into CCB	New
CA-293582	8/11/2025	Infra DBA	Analytics failures and long running jobs in production	Assigned
CA-293487	8/6/2025	Infra Contact Center	External Agency - Calabrio screen capture delayed processing	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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-288055	2/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	Development Complete
CA-286673	1/10/2025	Infra Contact Center	External Agency - AWS-Duplicate Chat Received with Chat History	Assigned
CA-275214	3/8/2024	Infra ForgeRock	ForgeRock Delegated Admin Portal - BCAL Customers have MFA Field listed as Blank	In Development
CA-232534	8/23/2021	Infra Imaging	External Agency - Technical Only - Hyland Business Insight Audit User Sync Failures	In Development
NOW-1452	10/8/2025	Infra ServiceNow	POA&M ACLs / List Edit lock down	To Do
NOW-1433	8/1/2025	Infra ServiceNow	ENV access request: verbiage removal	Done
NOW-1422	6/5/2025	Infra ServiceNow	PROD SLA malfunction	To Do
NOW-1421	6/3/2025	Infra ServiceNow	Populate "Additional Information" Template into the Description field	Pending For Validation

4.3 Technical Infrastructure Support

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

4.3.1 Maintenance

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

Table 4.3.1-1: CalSAWS Completed Maintenance

DATE(S)		ACTIVITY DESCRIPTION
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)

DATE(S)		ACTIVITY DESCRIPTION
1/12/26	1/13/26	STANDARD - Weekly creation Change and Security Updates - Monday Jan. 12)
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	1/14/26	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	Kings 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
1/12/26	1/15/26	ECR: Increase ACU limit for prwdtip and drwdtip rds to 32 from 16
1/13/26	1/13/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
1/13/26	1/13/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 Jan. 13)
1/13/26	1/13/26	CalSAWS Priority Release 26.01.13
1/14/26	1/23/26	Update of SolarWinds alerts, notifications, and connectivity to Teams
1/14/26	1/16/26	Correct DNS private zone and A records for databricks vpc endpoint
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	1/14/26	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	Modify and increase the IOPS EC2 instance for Delphix DE-PR Engine Volumes.
1/14/26	1/14/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Jan. 14)
1/14/26	1/16/26	Set version for Fortinet WAF rule - Coreapp-Staging
1/14/26	1/15/26	Enable the connectivity to mule-test environment from SYS7 environment
1/14/26	1/16/26	Kern county Integration testing for site 15009
1/14/26	1/20/26	Create EFS for cOne and cBatperf2 environments in OracleDBInfra aws account
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	1/16/26	Aurora Postgres RDS database will be upgrade to version 15.14 from current PostgreSQL version 15.12 in coreapp-county

DATE(S)		ACTIVITY DESCRIPTION
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	Update the 'log_min_duration_statement' parameter setting value to 500 in all wdtip Postgres DBs
1/14/26	1/15/26	Creation of CrossAccountQuickSightAdminRole
1/14/26	1/16/26	Production AMP Duplicate Database Shutdown and Decommission.
1/14/26	1/14/26	Update Web site cert (awsfdc001.ad.calsaws.org) in PROD
1/14/26	1/15/26	Transparent Data Encryption Wallet Modification on Operf2 Database
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	Establish connectivity between EC2 hosts instances in PROD Environment
1/14/26	1/16/26	Set version for Fortinet WAF rule - Coreapp-Training
1/14/26	1/19/26	Cleanup PROD S3 Buckets in analytics-production (#303420442075)
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-Prod
1/15/26	1/21/26	Standard Change: ForgeRock Testing in SandBox Environment 26.01.15-26.01.21
1/15/26	1/16/26	Apply code fix for Interval display window in Bicsuite GUI application (non-prod)
1/15/26	1/15/26	Standard Change: ForgeRock Staging Environment Build 26.01.15
1/15/26	1/15/26	Standard Change: ForgeRock AT Release 26.01.15
1/15/26	1/15/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
1/15/26	1/15/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Jan. 15)
1/15/26	1/15/26	CalSAWS Priority Release 26.01.15
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	Kern county Failover testing for sites 15008 and 15009
1/15/26	1/15/26	ServiceNow Release 26.01.15
1/15/26	1/16/26	Transparent Data Encryption Wallet Modification on Batperf2 Database
1/15/26	1/23/26	Troubleshooting between TPX Velo-Cloud to FTD Firewall & Core Switches (GRSW001/002 – GRFW001/002) Gold River.

DATE(S)		ACTIVITY DESCRIPTION
1/15/26	1/15/26	Retro: eCCP policy creation to grant access to assume role in the contact center production shared functions account
1/16/26	1/16/26	Apply code fix for Interval display window in Bicsuite GUI application (prod)
1/16/26	1/16/26	Standard Change: ForgeRock AT DR Release 26.01.16
1/16/26	1/20/26	Upgrade contactcenter non-production Lambda function runtimes to Python 3.12.
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	CalSAWS Priority Release 26.01.16
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 - calsawsprod
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	1/17/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Jan. 17)
1/17/26	1/18/26	Monthly Production Database Linux OS Patching - January
1/17/26	1/18/26	PROD: Update December 2025 Pitney Bowes Spectrum EGM Data Set
1/18/26	1/18/26	Data Encryption TCPS Certificate Renewal for PR-MAINDB1, SR-MAINDB1 and DR-MAINDB1 - Database Hosts
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	Monthly Instance refresh for AutoScale SMTP - January (1/18)
1/18/26	1/18/26	Monthly Equinix SV-1 OS patching - January (1/18)
1/18/26	1/18/26	NTP servers ami refresh in shared services - January (1/18)
1/18/26	1/18/26	Monthly Patching - cPROD-Confluent - January (1/18)
1/18/26	1/18/26	enable global clusters to us-east-1 for critical rds in prod/ana-prod
1/19/26	1/20/26	Amador County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
1/19/26	1/20/26	Merced County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)

DATE(S)		ACTIVITY DESCRIPTION
1/19/26	1/20/26	STANDARD - Weekly creation Change and Security Updates - Monday (Jan. 19)
1/20/26	1/20/26	Standard Change: ForgeRock DEV DR Release 26.01.20
1/20/26	1/20/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Jan. 20)
1/20/26	1/20/26	CalSAWS Priority Release 26.01.20
1/21/26	1/23/26	Update AT2 and AT6 lambda functions to runtime nodejs22.x from nodejs20.x in the coreapp development account
1/21/26	1/21/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Jan. 21)
1/21/26	1/22/26	Whitelist coreapp odb network unmasked vpc in network firewall
1/21/26	1/21/26	33015-Remove Spanning Tree PortFast configuration on handoff interfaces
1/21/26	1/22/26	Update DR Internal APIs to use the region specific CORS integration
1/22/26	1/23/26	Upgrade Nprinting Dev/Test to Feb 2025 Patch 3 Release
1/22/26	1/23/26	Upgrade Qlik Sense Dev/Test to May 2025 Patch 12 Release
1/22/26	1/22/26	GA/GR Exstream License Update - Prod DR Common License
1/22/26	1/23/26	Decommissioning of network devices at Riverside site - 33335
1/22/26	1/22/26	Create AD/Entra Groups and Assign Permissions to new Communication Portal SharePoint Site
1/22/26	1/22/26	Analytics-development - Add Security Group Rule for CalSAWS
1/22/26	1/22/26	Standard Change: ForgeRock Staging Environment Build 26.01.22
1/22/26	1/22/26	Standard Change: ForgeRock AT Release 26.01.22
1/22/26	1/23/26	Upgrade DynaTrace Agent Version on Non-prod Static EC2 Instances
1/22/26	1/22/26	CalSAWS Priority Release 26.01.22
1/22/26	1/22/26	ServiceNow Release 26.01.22
1/23/26	1/23/26	Update Web site cert (rds-dr.calsaws.org) in DR
1/23/26	1/23/26	Standard Change: ForgeRock AT DR Release 26.01.23
1/23/26	1/23/26	Standard Change: ForgeRock Dev Release 26.01.23
1/25/26	1/25/26	CalSAWS Release 26.01

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
1/26/26	1/27/26	STANDARD – Weekly creation Change and Security Updates - Monday (Jan. 26)
1/26/26	1/27/26	Decommissioning of network devices at Riverside site - 33334

DATE(S)		ACTIVITY DESCRIPTION
1/26/26	1/26/26	Standard Change: ForgeRock DEV DR Release 26.01.26
1/27/26	1/27/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Jan. 27)
1/28/26	1/29/26	create a new record for GAGR UAT and Perf NLB in the GAGR Dev account Public Hosted Zone
1/28/26	1/30/26	Remove unnecessary egress rules for Email Service ALB IPs in coreapp-development environments
1/28/26	1/30/26	Add vpce-060661a7c7fb93bbb to cSYS7-CaresService Resource Policy
1/28/26	1/31/26	January 2026 Oracle RU 19.30.0.0 .0 DB patching on coreapp-sandbox account databases
1/28/26	1/28/26	Update httpd.conf to resolve security defects in coreapp-development
1/28/26	1/28/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Jan. 28)
1/28/26	1/31/26	enable access from office network for databricks poc URL's
1/28/26	1/29/26	Upgrade apps in Splunk Cloud to be Splunk 10 compatible, in preparation for future upgrade of cloud instance to Splunk 10
1/29/26	1/30/26	Decommissioning of network devices at Riverside site - 33021
1/29/26	1/29/26	Standard Change: ForgeRock Staging Environment Build 26.01.29
1/29/26	1/29/26	Standard Change: ForgeRock AT Release 26.01.29
1/29/26	1/29/26	Correct MTU (Maximum Transmission Unit) size of Static Linux EC2 instances
1/29/26	1/30/26	Change Splunk UF source type to "oracle:audit:unified" on Non-prod Oracle DB EC2 instances
1/29/26	1/29/26	ServiceNow Release 26.01.29
1/29/26	1/30/26	Change cTR2-Online01C1-RHEL8 instance from r4.large to r6i.large
1/30/26	1/30/26	Standard Change: ForgeRock AT DR Release 26.01.30
1/30/26	1/30/26	Upgrade apps in Splunk Cloud to be Splunk Cloud 10 compatible, in preparation for future upgrade of cloud instance to Splunk 10
1/30/26	1/30/26	Standard Change: ForgeRock Dev Release 26.01.30
1/30/26	1/31/26	January 2026 Oracle DB RU 19.30.0.0 .0 patching on Development, and Assembly Test databases
1/30/26	1/30/26	Decommission old License servers and CFT Stacks in CalWIN-Notice-Prod Account
1/30/26	1/30/26	Fresno GenAI Production - Gain ability to access the Amazon Bedrock foundational models
1/30/26	1/31/26	Security Production Release 26.01.30
1/31/26	2/1/26	Windows Server Updates - Jan 2026

DATE(S)		ACTIVITY DESCRIPTION
1/31/26	2/1/26	coreapp-prod, coreapp-training, and coreapp-county: Upgrade Jenkins from 2.516.2 to 2.528.3 LTS
1/31/26	1/31/26	Nitel 20M circuit handoff (hot cut) at Site 26002 - 1290 Tavern Rd, Mammoth Lakes, CA 93546 and Velocloud replacement
1/31/26	1/31/26	ATT 20M circuit handoff (hot cut) at Site 24005- 947 W Pacheco Blvd Ste C Los Banos and Velocloud replacement
2/1/26	2/1/26	Windows Server Updates - January 2026
2/1/26	2/1/26	Security DR Production Release 26.02.01
2/1/26	2/1/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances

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
Baseline Release 26.01	1/25/2026
Priority Release 26.01.22	1/22/2026
Priority Release 26.01.20	1/20/2026
Priority Release 26.01.16	1/16/2026
Priority Release 26.01.15	1/15/2026
Priority Release 26.01.13	1/13/2026

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	CallTeers	OCAI	Central Print	Training Production	Communication Method	Communication Sent Date
Adhoc Reporting Database Maintenance	01/18/26	12:00 PM	01/18/26	4:00 PM											Broadcast Email	12/30/2025
Production Maintenance	01/18/26	2:00 PM	01/18/26	6:30 PM											Broadcast Email	1/7/2026
Canceled: Imaging (Hyland) Maintenance	01/23/26	10:00 PM	01/24/26	1:00 AM											Broadcast Email	1/14/2026
CalSAWS Release 26.01	01/25/26	6:00 AM	01/25/26	1:00 PM											Broadcast Email	1/12/2026
BenefitsCal Release 26.01.23	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											Broadcast Email	1/14/2026
Adhoc Reporting Database Maintenance	02/08/26	12:00 PM	02/08/26	4:00 PM											Broadcast Email	1/21/2026
Production Maintenance	02/08/26	1:00 PM	02/08/26	6:30 PM											Broadcast Email	TBD
Imaging (Hyland) Maintenance	02/20/26	10:00 PM	02/21/26	1:00 AM											Broadcast Email	TBD

Figure 4.3.4-: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

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

Table 4.3.4-1: Lobby Management Updates

COUNTY	UPDATES
Merced	<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> <p>Working with the project network team to determine the next steps. It is not possible to add the techs CalSAWS laptop to the C99 domain for testing.</p>
Monterey	<p>Asset tracking and new door installs are scheduled for the week of 1/12/26. Install of the new Kiosks Doors was successful. This effort can be marked as complete.</p>
San Bernardino	<p>We are still awaiting feedback from Meridian regarding the scanner housing. No new update</p>
San Luis Obispo	<p>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</p>

COUNTY	UPDATES
	<p>has requested a video session with San Luis Obispo to address the Scanner Housing issue reported by the County.</p> <ul style="list-style-type: none"> - Pending a response from San Luis Obispo. No further update.
Contra Costa	<p>Several monitors at Contra Costa including break/fix monitors not in use were reported to have lines across them. A warranty claim was opened 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> <p>This issue is still under review.</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>
Riverside/Kern	<p>40 Boca Printers have been procured for install at Riverside and Kern offices. The Norco office was used as a test install, and it was determined that mounting brackets will need to be ordered for a successful install.</p>
Humboldt	<p>Humboldt has expressed interest in procuring tablets for Lobby use. The County currently has one kiosk in use and would like additional details on the functionality of Tablets for use with Lobby.</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 Shasta County GA/GR Automated Solution Opt-in (GAGR-753) county purchase order will be delivered with CalSAWS Release 26.05. Exstream correspondence development is in progress.
- The Kern County GA/GR 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 GA/GR Automated Solution Opt-In (GAGR-892) county purchase order for Exstream Development and Exstream Licenses has been approved by CPMO. County approval is pending.
- Kick-off for the Marin County GA/GR Automated Solution Opt-In (GAGR-935) completed in preparation for the March requirement gathering sessions.

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 Contra Costa County project have pushed from December target completion to beginning of February with validation happening till beginning of March. 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 3 very large databases via automation tools.
- We were able to validate upgrade automation process from 19c - 26ai
- 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
CA-297196	1/22/2026	Infra Contact Center	Create Ability to Purge Queued Calls in CalSAWS Contact Center (Emergency Closure)	New
CA-297194	1/22/2026	Infra Contact Center	Shasta -Additional allocation of 12 ECCP licenses	New
CA-297193	1/22/2026	Infra Contact Center	Add Language Selection for Outbound Calls From CSC	New
CA-297192	1/22/2026	Infra Contact Center	Santa Clara -Route calls in BAC queue to UB Continuing Program queue	New
CA-297080	1/15/2026	Infra Contact Center	Santa Clara -create a Vietnamese queue for the BAC Clerical routing profile	Design in Progress
CA-297079	1/15/2026	Infra Contact Center	Tulare -Dedicated Intra-Agency Call Queue	Design in Progress
GAGR-939	1/15/2026	Client Correspondence	Contra Costa requests GA RE packet automation to send via central print	New
GAGR-932	1/13/2026	Client Correspondence	Replace current GR NOA Back for Orange County - Phase 4	New
CA-297030	1/13/2026	Infra Tech Ops	Java Upgrade On Jenkins	Design in Progress
CA-297006	1/12/2026	Infra ForgeRock	Upgrade ForgeRock OS from AL2 to AL2023	Design in Progress
CA-296975	1/8/2026	Infra Contact Center	Los Angeles - Add an additional Message on Hold (MOH) and change order	Test Complete
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Implementation-Wave 1 Counties	
CA-296926	1/7/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation Pilot-Humboldt 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	Design in Progress
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	Pending Approval
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	Design in Progress
CA-296632	12/19/2025	Infra Tech Ops	Upgrade Aurora PostgreSQL from 15.10 to 15.14	Pending Approval
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	Test Complete
GAGR-921	12/12/2025	Client Correspondence	GAGR- Regression Testing Release 26.01	Test Complete
CA-296435	12/11/2025	Infra Tech Ops	Upgrade Jenkins to 2.528.3	Test Complete
CA-296408	12/10/2025	Infra GenAI	Call Summarization Information Extraction Pilot	Pending Approval
CA-296397	12/10/2025	Infra Contact Center	Documentation: Interactive Voice Response IVR Functionalities	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
GAGR-918	12/3/2025	Client Correspondence	Send GAGR Appointment ID/Time data to GAGR CC Service from CalSAWS	Design in Progress
CA-296141	12/2/2025	Infra Contact Center	Santa Clara Contact Center - Turn on Post Call Survey Functionality	Pending Approval
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
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	System Test
CA-295811	11/14/2025	Infra Contact Center	Request to update verbiage for Robotic Process Automation (RPA) Pickup message.	Pending Approval
CA-295758	11/13/2025	Infra Contact Center	Yuba - Call Routing for GA calls	Design in Progress
CA-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-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-295193	10/17/2025	Infra Contact Center	Create options for the CCB wait time metric in eCCP	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Pending Approval
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	Pending Approval
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
CA-294588	9/19/2025	Consortium	Communication Portal – Multi-Phase Modernization	New
CA-294513	9/16/2025	Infra Imaging	County Purchase - Alameda - Move Person Images for Confidential FC/AAP/KG Cases	System Test
CA-294283	9/5/2025	Infra Contact Center	Update contactcenter-production java lambdas	In Development
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-294128	8/29/2025	Infra Contact Center	Contra Costa Contact Center - Apply Contact Attributes to Measure Calls Diverted by 'Maximum Contacts in Queue' Threshold	New
CA-294027	8/26/2025	Infra Tech Ops	Qlik Sense and NPrinting Major Version Upgrade	In Development
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)	In Development
GAGR-892	8/19/2025	Client Correspondence	San Joaquin County GAGR Exstream Automated	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Solution Development and Implementation	
CA-293621	8/11/2025	Infra Tech Ops	Perform Ansible Tower Upgrade from version 3.8.6 to Ansible Automation Platform (AAP) 2.3.0	New
CA-293571	8/8/2025	Infra Contact Center	Enhance IVR - Ability for customers to opt-out of Self-Service Integrated Voice Response (IVR)	New
CA-293391	8/4/2025	Infra Tech Ops	Upgrade Oracle APEX to version: 24.1	Ready for Committee
CA-293388	8/4/2025	Infra ForgeRock	Migrate AWS PinPoint to AWS End User Messaging	New
CA-293289	7/30/2025	Infra Tech Ops	Amazon Linux 2 (AL2) upgrade to Amazon Linux 2023 (AL2023)	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
GAGR-857	6/17/2025	Client Correspondence	Do not send request for deceased or non HH member - status should be active	New
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
GAGR-837	5/19/2025	Client Correspondence	Automate GA Form SL 700	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-291073	5/19/2025	Infra Tech Support	Pilot - AI-Driven Documentation, Code Generation and Code Pilot	Design in Progress
GAGR-831	5/14/2025	Client Correspondence	New Form CSF 22 Employment Questionnaire	In Development
CA-290863	5/12/2025	Infra Tech Support	Managed Lobby Equipment Management in InTune	New
CA-290786	5/8/2025	Infra Contact Center	External Partner - Enable Calabrio Live Monitor for better view - Calabrio Vendor - PFR	New
CA-290785	5/8/2025	Infra Contact Center	Ventura Contact Center – Opt-in to BenefitsCal Webchat	New
CA-290616	5/2/2025	Infra Tech Ops	LA County-Whitelist New IP Address for CCRC	New
CA-290041	4/17/2025	Infra Contact Center	San Bernardino - Deactivate IVR Predictive Handling - CPO	Design in Progress
CA-289662	4/8/2025	Online	Adding a new baby to a Medical only Case Using RPA	New
CA-289657	4/8/2025	Infra Tech Ops	Enable CARES/FCED related infrastructure in PROD before FCED go live	Development Complete
CA-289583	4/7/2025	Infra Tech Arch	Add FCED Services to AT 2 Environment	New
CA-289432	4/2/2025	Security	Add Additional Security Role to Hide CPS Program	New
CA-289327	3/31/2025	Infra Contact Center	Calabrio - Sync Live Monitoring with session timeout	New
OCAT-11	3/28/2025		Standardize OCAT Scanning - Qualsys	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 plugin 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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
CA-286281	12/26/2024	Infra Contact Center	County purchase -Los Angeles MOD Hotline into AWS	New
CA-285734	12/11/2024	Infra Imaging	Create New Capture Profile to Prevent Appending	In Development
GAGR-753	12/2/2024	Client Correspondence	Shasta County Opting into the GAGR Automated Solution	Pending Approval
CA-285184	11/25/2024	Infra Contact Center	Update User Security Rights within eGAIN Reporting	New
CA-285108	11/21/2024	Infra Contact Center	Deploy Web Chat and Click to Call code to all AWS Accounts	New
CA-285088	11/21/2024	Infra Tech Ops	Create Retention/Query Process for Quest Change Auditor SQL Database	New
CA-284855	11/14/2024	Security	DMDP-21: Data Security P2	New
GAGR-744	11/14/2024	Client Correspondence	Develop 1:1 DB Synchronization between CalSAWS environments and GAGR Correspondence Service	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-284676	11/7/2024	Infra Contact Center	Add Data Retention Policy to AWS Call Recordings (Audio Calls) for All Counties	New
GAGR-738	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 3 Denial for the most common Denial Reasons	Design in Progress
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA - CalSAWS 4 Discontinuance for the most common Discontinuance Reasons	Design in Progress
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-283040	9/25/2024	Infra Contact Center	Caller's wait time should be preserved through their call transfer	New
CA-283037	9/25/2024	Infra Contact Center	Enable Spanish Transcriptions in Calabrio recordings for Spanish calls	New
CA-283031	9/25/2024	Infra Contact Center	Gamification Enhancements for eCCP	New
CA-283028	9/25/2024	Infra Contact Center	Update RPA EBT replacement IVR call flow from Global to County Message	New
CA-282933	9/23/2024	Infra Contact Center	Provide Read only access to Admin Profile team in AWS Connect console	Pending Approval
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-280529	7/17/2024	Infra Contact Center	Sacramento - *Pending CPO* Calabrio Support	New
CA-279531	6/19/2024	Infra Contact Center	Fresno- Contact Center: Max Queue Data Stats- Report	Design in Progress
CA-279402	6/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	New
CA-279173	6/11/2024	Infra Contact Center	Grant eCCP Supervisors Access to view historical changes for call routing	Design in Progress
CA-278880	6/5/2024	Infra Contact Center	Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only	Design in Progress
CA-278831	6/4/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	6/4/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	Design in Progress
CA-278828	6/4/2024	Infra Contact Center	Add ability to customize system message in eCCP to display in BenefitsCal web chat	Design in Progress
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement - Reporting of Skipped Calls	New
CA-278377	5/24/2024	Infra Contact Center	Placeholder - Implement Contact Center Disaster Recovery Solution on one Single county	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-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
GAGR-586	4/18/2024	Client Correspondence	Auth Rep name not present in drop down when MANUALLY generating corresp from GAGR Service.	Design in Progress
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-276410	4/10/2024	Infra Contact Center	E-mail Alert when Contact Center is closed via Remote Admin phone line.	New
CA-276409	4/10/2024	Infra Contact Center	PFR - Routing profile to be reverted to default at 8 PM daily	New
CA-276407	4/10/2024	Infra Contact Center	External Agency - eGain = Los Angeles County - Call Center - eGain - Missed calls by each EW not available on the EW summary report	New
CA-276406	4/10/2024	Infra Contact Center	PFR - Los Angeles County - Call Center - eGain - Calls routed to each EW not	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			available on the EW summary report	
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	New
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
CA-272404	1/3/2024	Infra Imaging	Remove CSF 141 from Imaging	System Test
CA-270818	11/20/2023	Infra Contact Center	Add a Static Dial Pad on eCCP	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-439	9/12/2023	Client Correspondence	GAGR AS - Exstream - CSN 05 Approval of Benefit Replacement NOA - auto populate amount and date issued	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-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-1458	12/3/2025	Infra ServiceNow	Request to create new catalog item Resource Change (RITM0088786)	Done
NOW-1457	10/31/2025	Infra ServiceNow	ServiceNow SLA update for new M&E vendor (Deloitte)	Done
NOW-1456	10/31/2025	Infra ServiceNow	Cannot find/recover draft created in ServiceNow	Done
NOW-1451	10/7/2025	Infra ServiceNow	Allow Cross scope privilege from 'AWS Service Management Connector' app to "sc_cat_item_category" table	Documenting
NOW-1450	10/3/2025	Infra ServiceNow	new AWS Change Request type	Documenting

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
NOW-1443	9/4/2025	Infra ServiceNow	New Catalog Item and Workflow - Project Maintenance	Pending For Validation
NOW-1434	8/1/2025	Infra ServiceNow	County Submitter/Fulfiller ACL update to reduce Ticket Handling Reminders	Done
NOW-1424	6/5/2025	Infra ServiceNow	Request to create new catalog item "Project Maintenance"	To Do
NOW-1412	5/1/2025	Infra ServiceNow	Incident and sc_req_item metric view access	To Do
NOW-1408	3/20/2025	Infra ServiceNow	Potential defect with sys_audit unarchive, + hardening for Xanadu upgrade	To Do

Appendices

Appendix A - Appendix A - County Purchases Status Report

Appendix B - Appendix B - County Purchase Aging Report

Appendix C - Appendix C - County Purchase Hardware Report

