

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: February 9, 2026 – February 22, 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 41 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> • FIX IN PROGRESS: PRB0053114 – Starting at 2:50 PM on February 20, 2026, Alpine County users at the 75A Diamond Valley Road, Markleeville site unable to access CalSAWS and associated systems. Alpine County users at the Markleeville site will experience issues accessing CalSAWS and associated systems until the issue is resolved. The project team is actively investigating the issue with the telecom provider (TPx). An update will be provided when the issue is resolved. Update: Alpine County confirmed the Markleeville site is being affected by a local internet outage. 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 as additional information becomes available. • RESOLVED: PRB0053100 – Starting at 7:40 AM on February 19, 2026, Users reported experiencing intermittent slowness while: Running ETL jobs against EDR, Executing queries in Apex workshop, Running and/or downloading Apex reports. Users may experience intermittent slowness with EDR/Apex until the issue is resolved. The CalSAWS project team observed slowness this morning due to large data processing, which has now completed. As of 8:10 AM on February 19, 2026, this issue has been resolved by the project team. Users can now start running queries in EDR as normal. • RESOLVED: PRB0053082 – Starting at 3:40 PM on February 13, 2026, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems due to a power outage. Sierra County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider has confirmed an unplanned outage in the area and is currently investigating the issue to make 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

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>when the issue is resolved. As of 11:46 AM on February 20, 2026, this issue has been resolved. Power at the Downieville site has been restored and users are able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> <p>RESOLVED: PRB0053077 – Starting at 9:15 AM on February 13, 2026, some Sacramento County users are experiencing intermittent slowness navigating through and performing transactions in CalSAWS. Some Sacramento County users may experience intermittent slowness until the issue is resolved. The project team is actively working with the Sacramento County IT to investigate the issue. An update will be provided when the issue is resolved. As of 7:00 AM on February 18, 2026, this issue has been resolved by the County IT team. Users are able to access CalSAWS and associated systems at normal speeds.</p> <p>RESOLVED: PRB0053066 – Starting at 1:30 PM on January 10, 2026, CalSAWS interface transactions with external partners are experiencing intermittent failures due to Amazon Web Services (AWS) global issue. Interface transactions with external partners including, Imaging, CalHEERS and BenefitsCal may experience intermittent errors until the AWS global issue is resolved by Amazon. The project team is actively monitoring API call transactions and is following up with Amazon for updates. An update will be provided when the issue is resolved. Update: The AWS vendor reported significant recovery of impacted services and the project team confirmed through monitoring that CalSAWS transactions with external partners are no longer experiencing errors. The project team continues to monitor external partner transactions and follow up with AWS. Update #2: The CalSAWS project team observed continued stability of external partner transactions; however, the AWS vendor reported at 4:02 PM that the global issue has not been fully resolved. The project team will continue to monitor external partner transactions, and an update will be provided when the issue is resolved. As of 8:18 PM on February 10, 2026, the issue has been resolved by the AWS vendor. The CalSAWS project team confirmed continued stability with external partner transactions.</p> <p>RESOLVED: PRB0052910 – Starting at 8:30 AM on January 8, 2026, users are experiencing issues printing EBT cards. Some users may not be able to print EBT cards until the issue is resolved. After counties confirmed successful EBT card printing yesterday, February 9, 2026, FIS reported that the issue resurfaced this morning and they are continuing to investigate the issue. If an error is encountered, please submit an FIS ticket and include the SUID# (Account Number), time stamp, printer name, and error message associated with the impacted EBT card print transaction. An update will be provided as additional information becomes available. As of 9:13 AM this morning, the FIS team remediated the issue and confirmed stability with EBT card print transactions. The project team will continue to monitor EBT card print</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	transactions and provide an update by end of today. As of 9:24 AM on February 10, 2026, the issue has been resolved by the FIS project team. The FIS and CalSAWS project teams confirmed continued stability with EBT card print transactions. Users are able to print EBT cards successfully.
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 2/22/2026: Maintenance – CalSAWS Production Maintenance ▪ 2/22/2026: Deployment – CalHEERS Release 26.02 - Minor CalSAWS Release (CHG0057994) ▪ 2/21/2026: Deployment – Priority Release 26.02.21 (CHG0058085) ▪ 2/20/2026: Maintenance – Imaging (Hyland) ▪ 2/19/2026: Deployment – Priority Release 26.02.19 (CHG0057995) ▪ 2/18/2026: Deployment – Priority Release 26.02.18 (CHG0058006) ▪ 2/17/2026: Deployment – Priority Release 26.02.17 (CHG0057991) ▪ 2/16/2026: Deployment – Priority Release 26.02.16 (CHG0057993) ▪ 2/14/2026: Deployment – Priority Release 26.02.14 (CHG0057788) ▪ 2/13/2026: Deployment – Priority Release 26.02.13 (CHG0057787) ▪ 2/12/2026: Deployment – Priority Release 26.02.12 (CHG0057786) ▪ 2/11/2026: Deployment – Priority Release 26.02.11 (CHG0057785) ▪ 2/10/2026: Deployment – Priority Release 26.02.10 (CHG0057784)
Milestones	<ul style="list-style-type: none"> ▪ 11 Production Deployments during this reporting period ▪ 119 Change Requests (CHG) deployed 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-D02 – Appendix A	Project Support Plan	Addressing DDEL comments	Submit FDEL 2/23
I-D02 – Main Plan	Infrastructure Services Main Plan	DDEL in Review	Review Complete 2/25
I-D02 – Appendix D	Documentation Maintenance Plan	DDEL in Review	Review Complete 2/26
I-D09	Technical Design Document	DDEL in Review	Review Complete 2/26
I-D12	Infrastructure Approach to Automation, Artificial Intelligence and Machine Learning	Addressing FDEL comments	FDEL Approved 2/27

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	None		
Scheduled CalSAWS Maintenance	Cancelled - CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 2/27/2026, 10:00 PM to 2:00 AM	5	2/20/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Learning Management System (LMS) Maintenance - 3/6/2026, 7:00 PM to 9:00 PM		2/19/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 2/27/2026, 10:00 PM to 2:00 AM		2/17/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance - 2/20/2026, 10:00 PM to 1:00 AM		2/10/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 2/22/2026, 6:00 AM to 10:00 AM		2/9/2026
Scheduled BenefitsCal Maintenance	None		
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Update #2 - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue	12	2/20/2026
	Update - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue		2/20/2026
	New - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue		2/20/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Resolved - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		2/20/2026
	Update #2 - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		2/19/2026
	Update - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		2/18/2026
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue - Power Outage		2/13/2026
	Resolved - CalSAWS County Executive Communication – External Partner Transactions Intermittent Failures		2/11/2026
	Update #2 - CalSAWS County Executive Communication – External Partner Transactions Intermittent Failures		2/10/2026
	Update - CalSAWS County Executive Communication – External Partner Transactions Intermittent Failures		2/10/2026
	New - CalSAWS County Executive Communication – External Partner Transactions Intermittent Failures		2/10/2026
			2/9/2026
Issue Notification	Update - PRB0053114 New - PRB0053114 Resolved - PRB0053082 --- Resolved - PRB0053100 --- Resolved - PRB0053077 --- New - PRB0053082 New - PRB0053077 --- Resolved - PRB0053066 ---	17	2/20/2026 2/20/2026 2/20/2026 --- 2/19/2026 --- 2/18/2026 --- 2/13/2026 2/13/2026 --- 2/11/2026 ---

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Resolved - PRB0053061 Resolved - PRB0053061 Update #2 - PRB0053066 Update - PRB0053066 New - PRB0053066 Update - PRB0053061 New - PRB0053061 --- Resolved - PRB0052910 Update #5 - PRB0052910		2/10/2026 2/10/2026 2/10/2026 2/10/2026 2/10/2026 2/10/2026 2/10/2026 --- 2/9/2026 2/9/2026
Priority Release Requests for Approval	CalHEERS Release 26.02 - Minor CalSAWS Release (CHG0057994) Priority Release 26.02.21 (CHG0058085) Priority Release 26.02.19 (CHG0057995) Priority Release 26.02.18 (CHG0058006) Priority Release 26.02.17 (CHG0057991) Priority Release 26.02.16 (CHG0057993) Priority Release 26.02.14 (CHG0057788) Priority Release 26.02.13 (CHG0057787) Priority Release 26.02.12 (CHG0057786) Priority Release 26.02.11 (CHG0057785) Priority Release 26.02.10 (CHG0057784)	11	2/22/2026 2/21/2026 2/19/2026 2/18/2026 2/17/2026 2/16/2026 2/14/2026 2/13/2026 2/12/2026 2/11/2026 2/10/2026
Informational Alert	Informational alert - Microsoft Teams – Service Interruption Informational Alert - PRD Bitbucket and Jira Down to take snap shots for AL2023 Informational Alert - New County Opt-In Service Catalog Informational Alert - Early Batch Start on Saturday 2/21/2026 Informational Alert - Training Updates Preview Document - February 2026 Informational Alert - No CalSAWS Batch Operations on 2/16/2026 Informational Alert - CalSAWS Quick Guide (QG) – Delegated Admin MFA Support Informational Alert - Some Bitbucket Sandbox and Jira Sandbox Functionality will not be available	10	2/20/2026 2/19/2026 2/17/2026 2/17/2026 2/13/2026 2/13/2026 2/12/2026 2/10/2026
CalSAWS	Daily Health Report	9	2/20/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
			2/19/2026 2/18/2026 2/17/2026 2/13/2026 2/12/2026 2/11/2026 2/10/2026 2/9/2026

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	Identity and Access Management Solution (ForgeRock) maintenance	2/27/2026 10:00 PM to 2/28/2026 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 0023-26 2/6/2026	2/17/2026 - Cancelled 2/20/2026
CalSAWS	CalSAWS Maintenance	2/22/2026 6:00 AM to 10:00 AM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0020-26 2/6/2026	2/9/2026
CalSAWS Imaging	Imaging Solution (Hyland) maintenance	12/19/2025 10:00 PM to 12/20/2025 1:00 AM	Imaging will be unavailable during this time.		2/12/2026

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
N/A	None for the reporting period	N/A	N/A	N/A	N/A

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
N/A	None for the reporting period	N/A	N/A	N/A	N/A

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
N/A	N/A	N/A	N/A	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 1461	Reinstatement of Asset Limit for Pickle	Cancelled
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

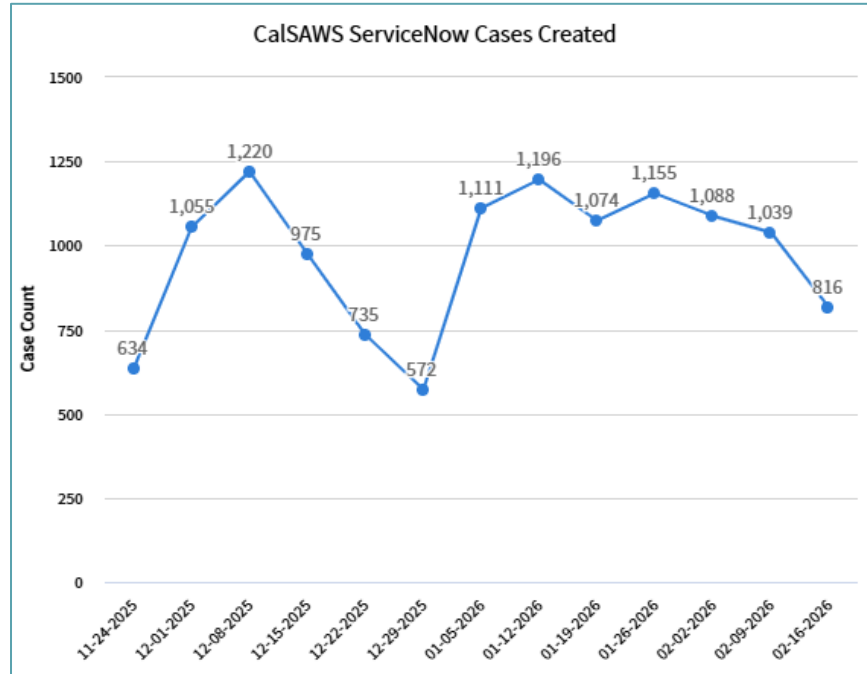


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

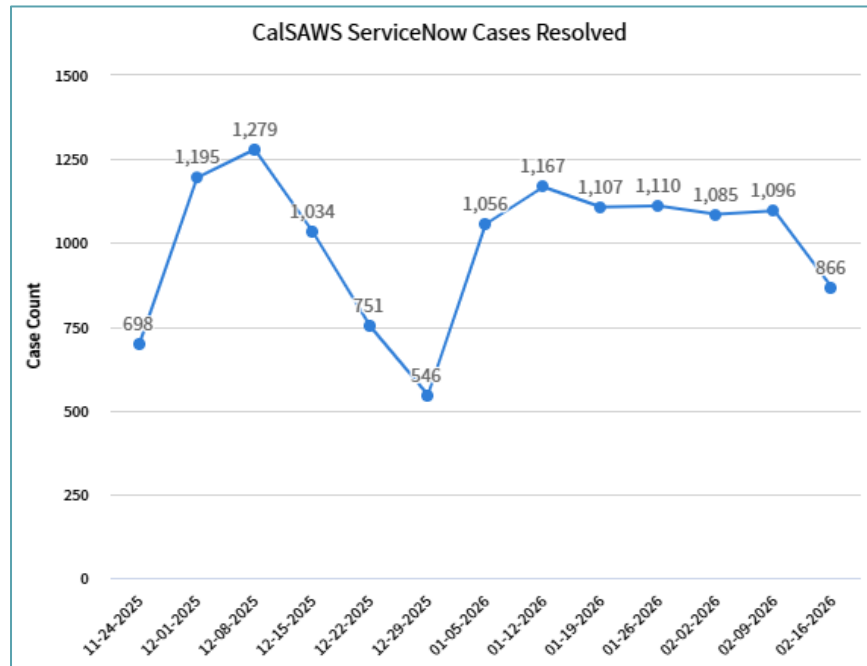


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

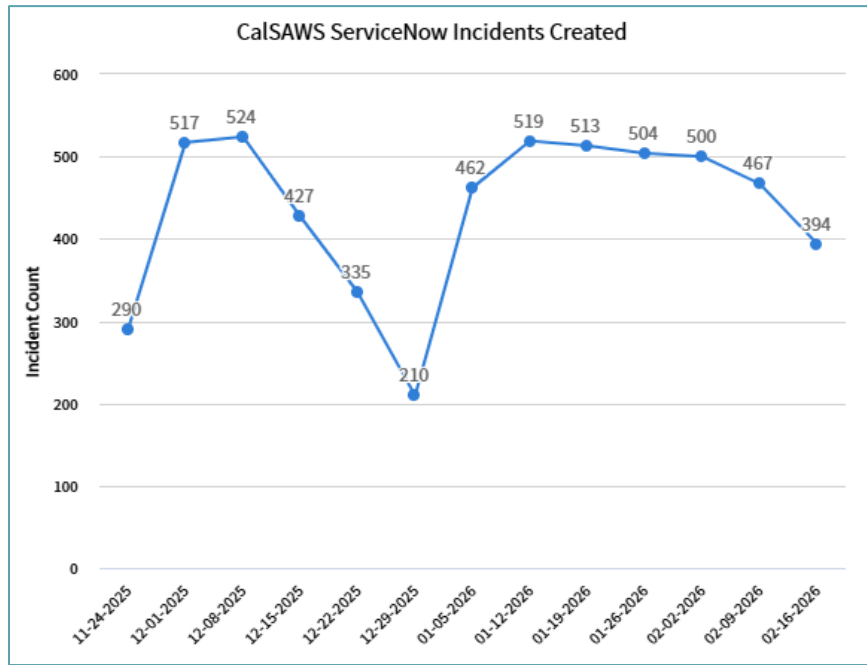


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

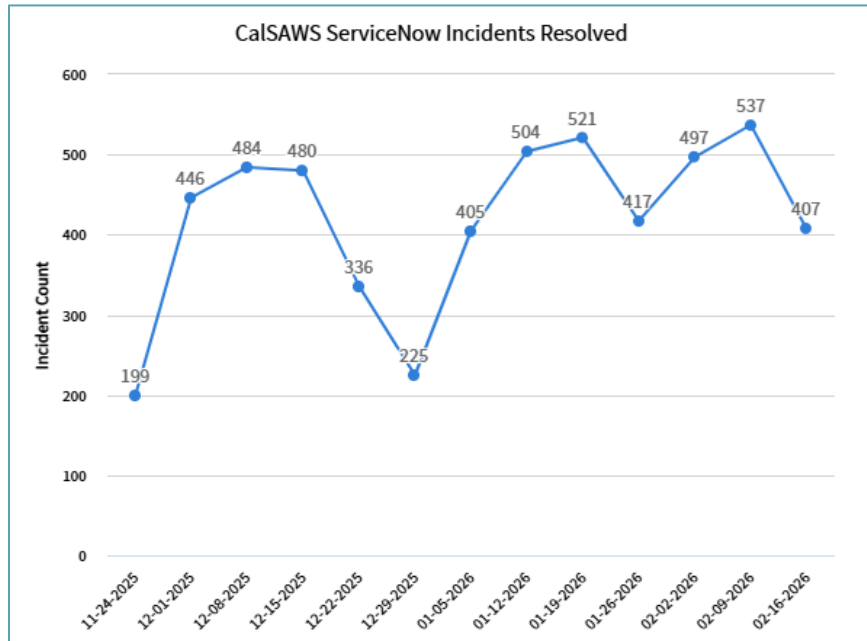


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

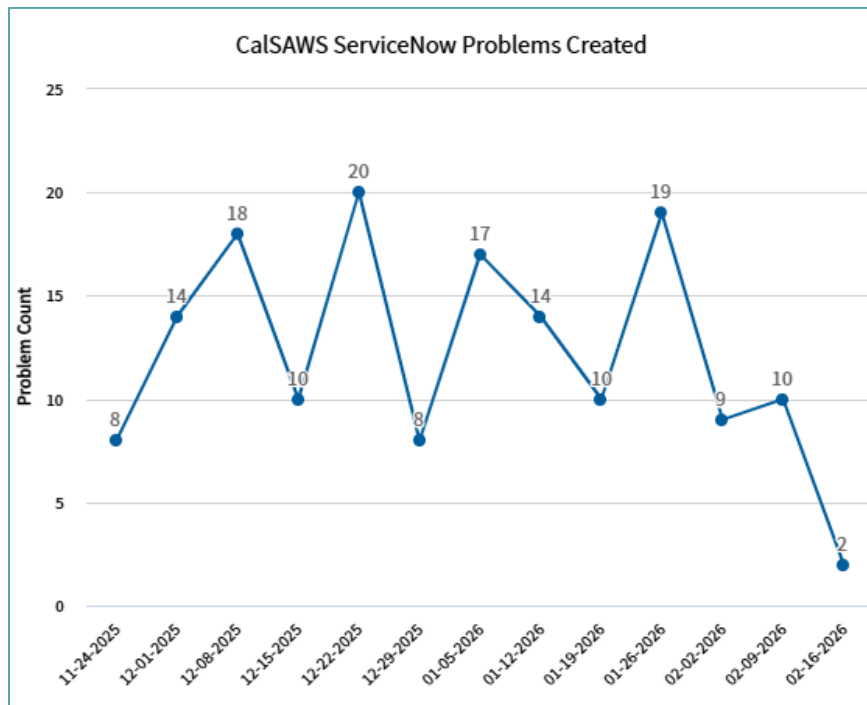


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.

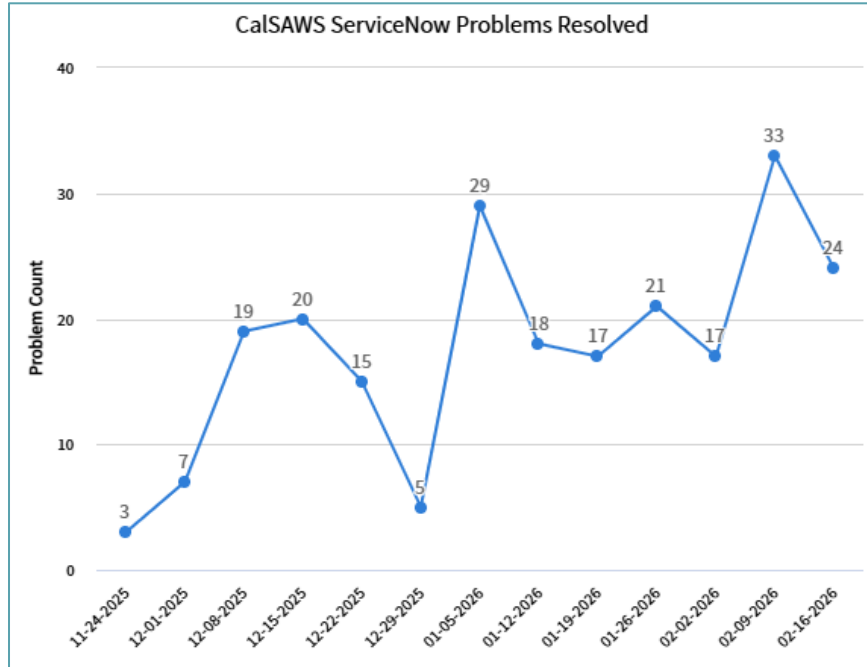


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

Note: The graph represents the ServiceNow problems 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	32	24	1	1	2	4	3	1	68
IN PROGRESS	3	49	5	7	26	29	48	7	174
ON HOLD	0	63	17	30	69	88	160	20	447
RESOLVED	6	215	157	294	168	75	53	7	975
CLOSED	13	6	2	48,049	99,726	18,043	12,296	3,589	181,724
PROBLEM IN DIAGNOSIS	0	1	0	0	0	0	0	0	1
TOTAL	54	358	182	48,381	99,991	18,239	12,560	3,625	183,390

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.

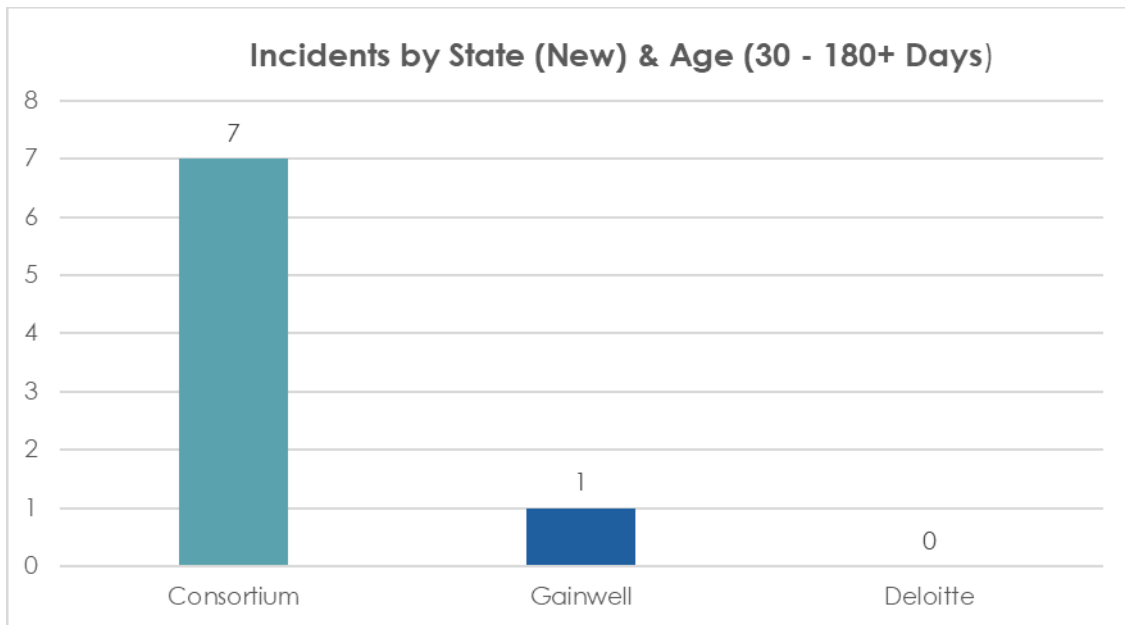


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	7	0	7
Gainwell	1	0	1
Deloitte	0	0	0
Total	8	0	8

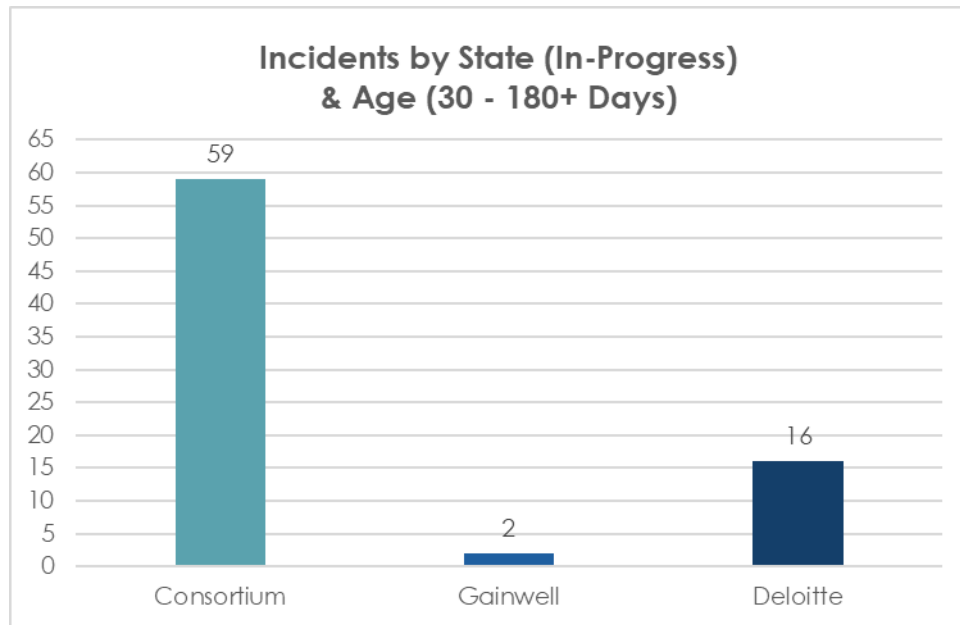


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	59	0	59
Gainwell	0	2	2
Deloitte	4	12	16
Total	63	14	77

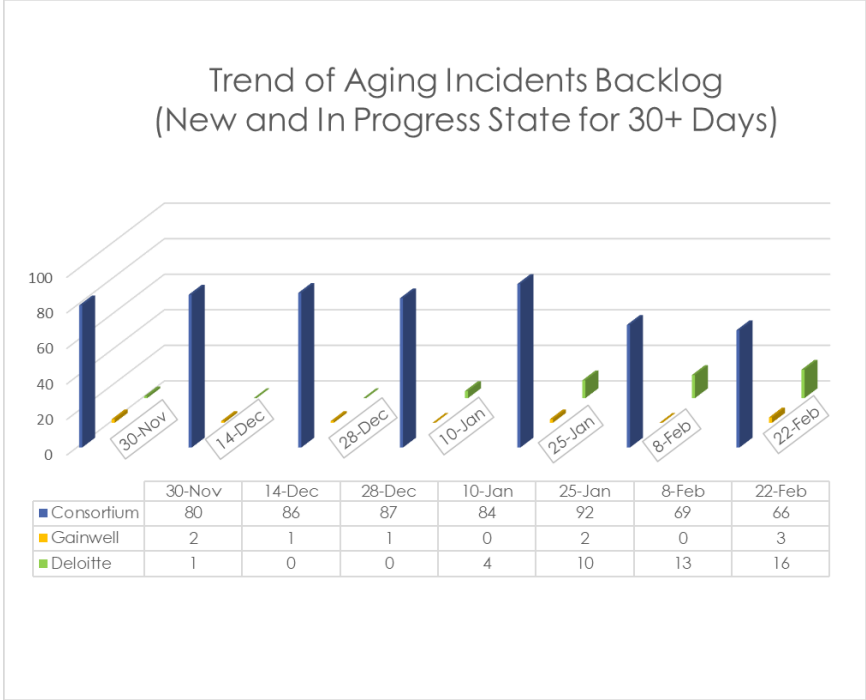


Figure 4.1.1-9: Aging Incident Backlog

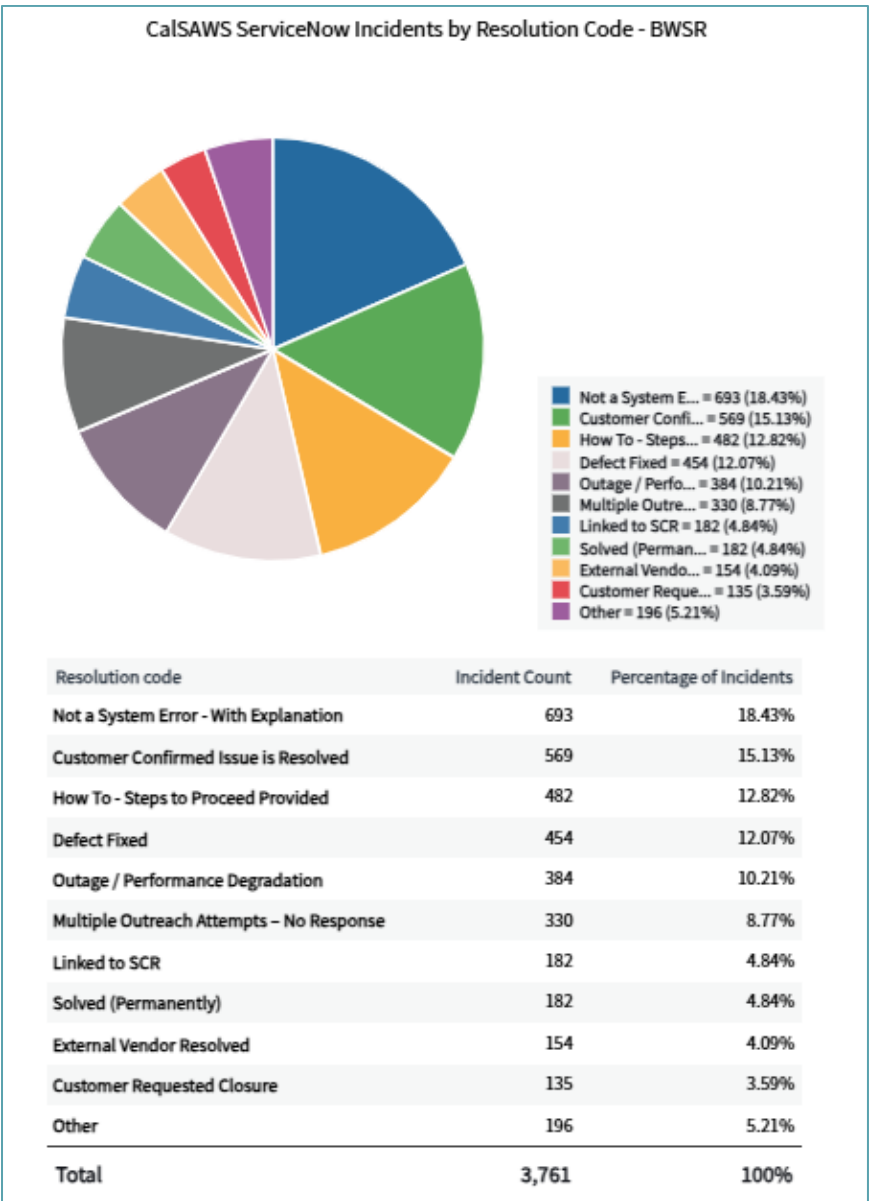


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

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

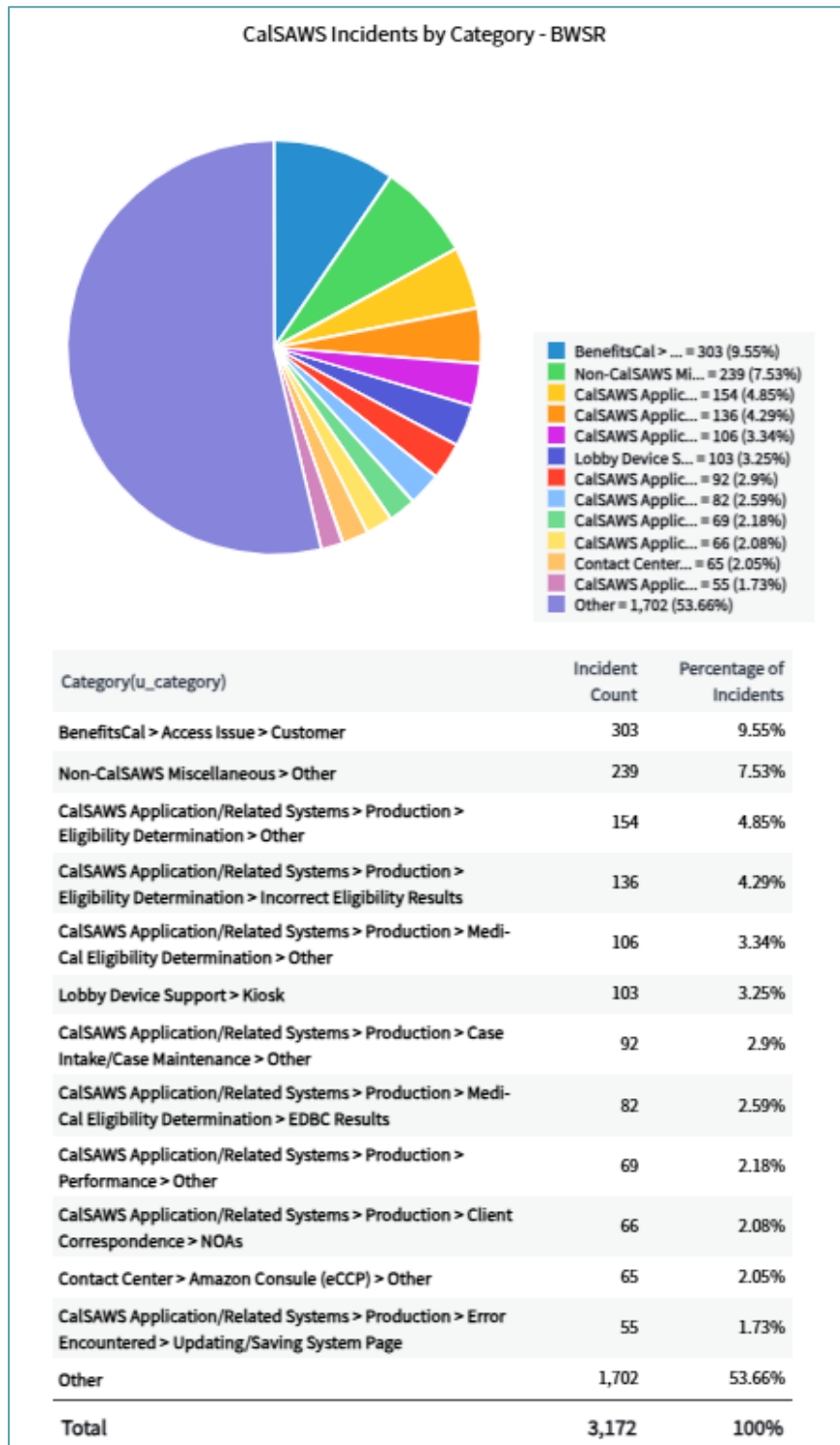


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 1,702 listed as Other are for selected categories that had less than 55 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,172 incidents.

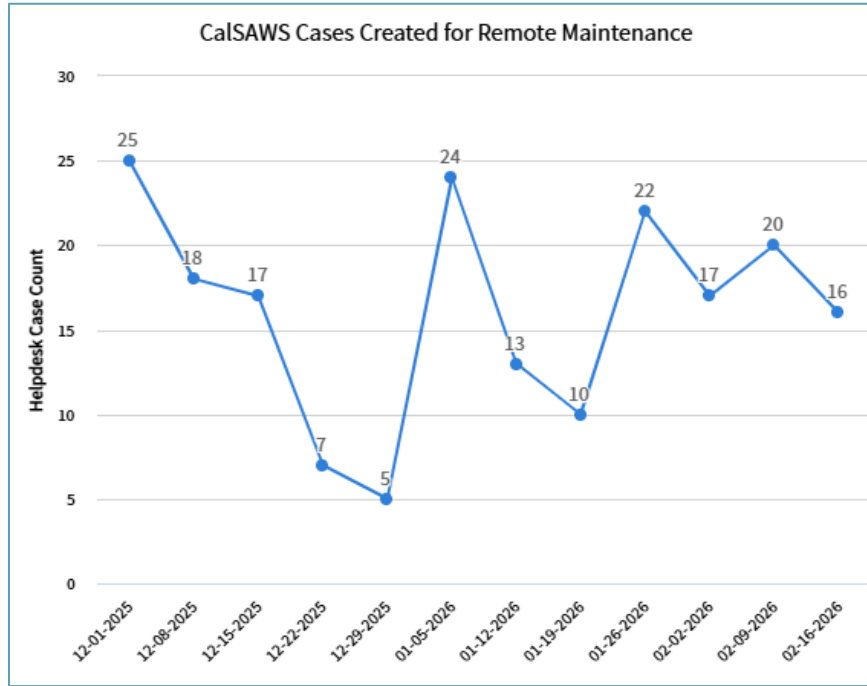


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 February MTD (Month to Date) is 100%.

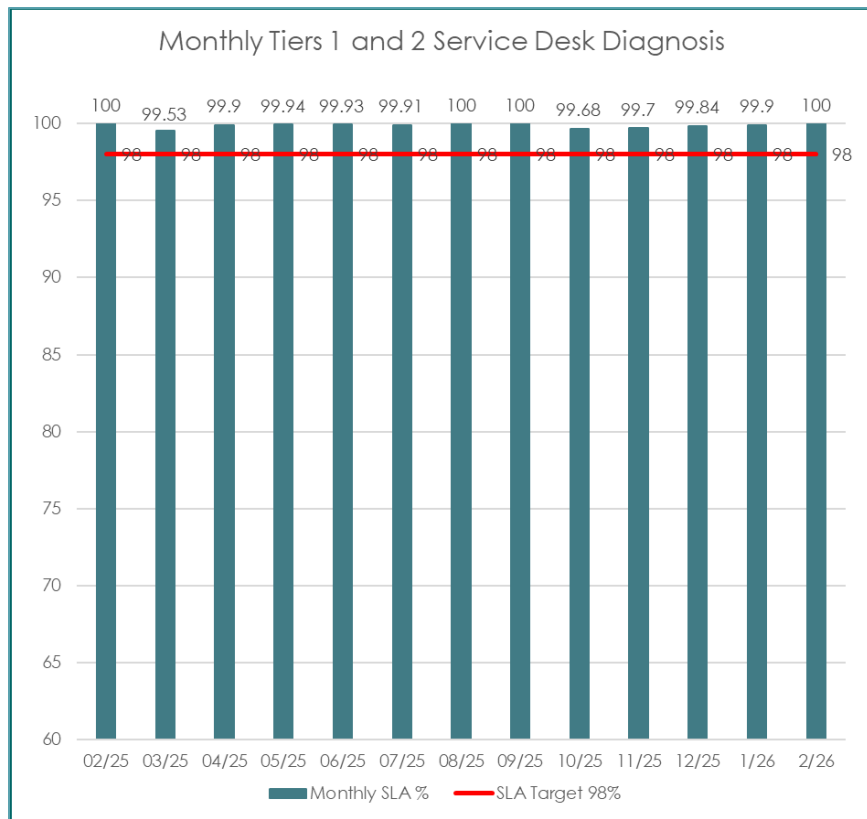


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis Service Level Agreement (SLA) Compliance

The figure below represents the number of incidents that missed the Service Level Agreement (SLA) in each month. 0 incidents missed the SLA in February 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 February MTD.

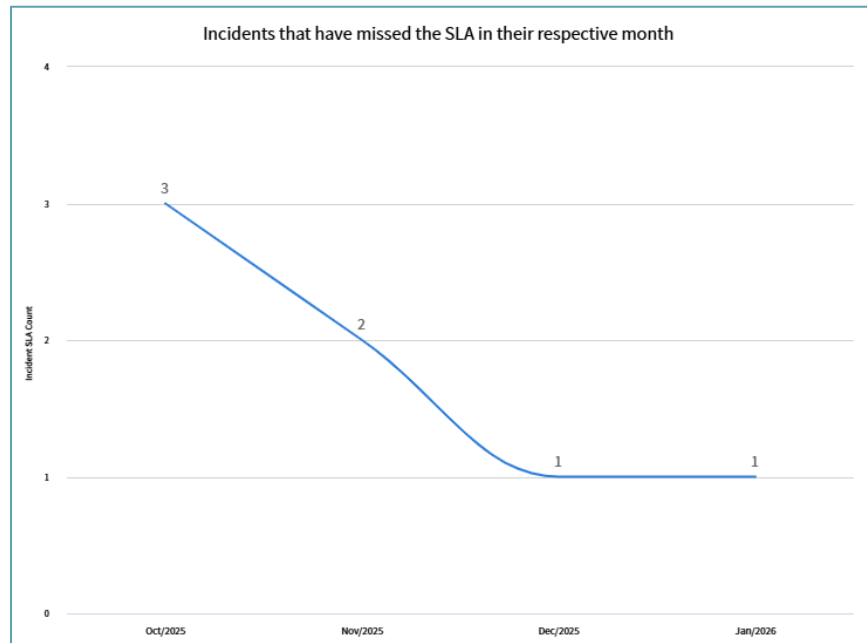


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

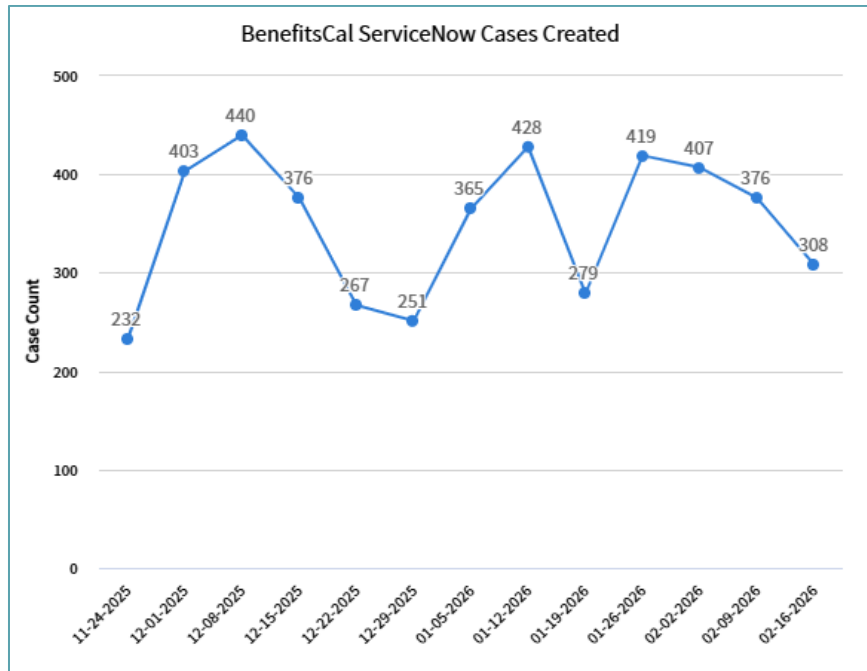


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

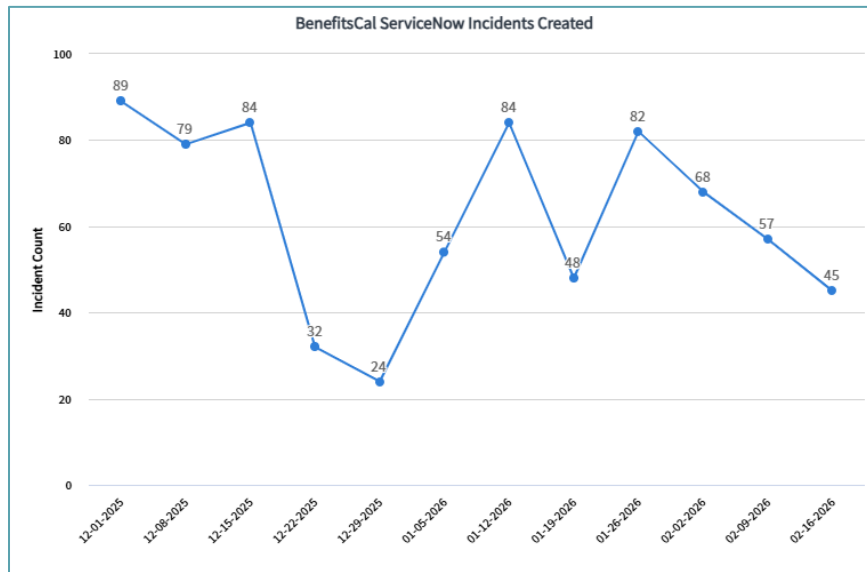


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

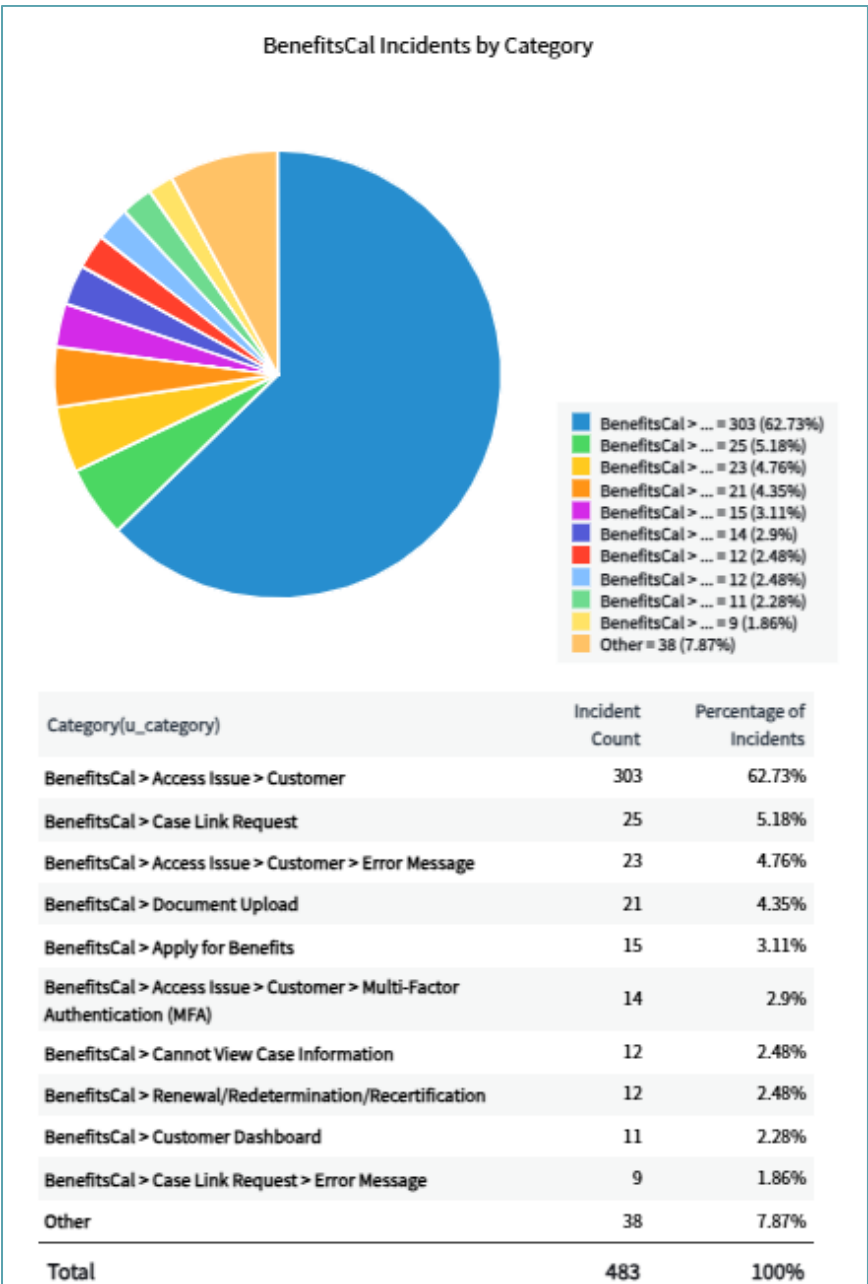


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two months. The 38 listed as Other are for selected categories that had less than 1.8 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

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
408	CalSAWS Home Page Display Issue	12/24/2025	Infra - Middleware
410	CalSAWS Access Issue – Prod DB Listener	1/13/2026	Infra – Database Team
411	School Search Timeout Issue	1/20/2026	Infra – Database Team
412	PRT & CT Environments Inaccessible	1/27/2026	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-298046	2/20/2026	Infra Contact Center	Los Angeles - Program_Information.wav file name typo for Russian	Assigned
CA-297958	2/19/2026	Infra Tech Ops	FIS (Food and cash) Files were completed late on 02/18	Assigned
CA-297876	2/17/2026	Infra Tech Arch	Issue with Lobby Monitor for Tickets Beginning with "A"	Assigned
GAGR-949	2/11/2026	Client Correspondence	Orange Backer v7 - New QR code navigates User to Incorrect Website	Assigned
CA-297639	2/10/2026	Infra Contact Center	External Agency - eGain Reports no data when selecting specific times	New
CA-297536	2/5/2026	Infra Imaging	External Agency - Modify Pre-BW routing to convert PNG and GIF files	Assigned
CA-297406	1/30/2026	Infra Tech Ops	Make the SCATL call through intranet as the current call goes through Internet via APIGateway	New
GAGR-944	1/27/2026	Client Correspondence	Fix SCL CC Master Database Report (part 3)	In Development
CA-297043	1/13/2026	Infra Tech Ops	High Frequency Production Job Failures on 1/13/2026	New
CA-296724	12/23/2025	Infra Contact Center	External Agency - Calabrio CWFm reporting	New

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
			Data not matching in Insights	
CA-296722	12/23/2025	Infra Tech Ops	Foster Care Resource Databank County Impact list not sending email	Assigned
CA-296650	12/19/2025	Infra Contact Center	Processing of AB79 mass data file failed for 07/24 in Outbound Campaign Solution	In Development
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-295979	11/21/2025	Infra Tech Ops	Multiple Job Runs on the EMR with Same Job ID and Same Start Time	New
CA-295646	11/6/2025	Infra Imaging	Task service throwing error "ORA-12899: value too large for column"	Assigned
CA-295543	11/3/2025	Infra Tech Ops	JRASERVER-78485: Text Visibility issue in Quick Search bar	New
CA-295541	11/3/2025	Infra Contact Center	Agent Daily Statistics Not Populating in ECCP Agent Management Tab	Assigned
CA-295509	10/30/2025	Infra Contact Center	Occasional error adding RPA journal entries	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-294890	10/6/2025	Infra Contact Center	External Agency - AWS race condition when	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
			agent flow is longer than customer flow	
CA-294835	10/2/2025	Infra Contact Center	EXTERNAL AGENCY - eGain - Unable to group by Agent	Test Complete
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
CA-291952	6/12/2025	Infra Contact Center	External Agency - Transferred call data is not matching between eGain and AWS	System Test
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-1465	1/28/2026	Infra ServiceNow	AWS SSO request template is broken (RITM0101847)	In Progress
NOW-1464	1/28/2026	Infra ServiceNow	ServiceNow Functionality Issues (RITM0101260)	In Progress

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
NOW-1461	12/22/2025	Infra ServiceNow	Throwing error "Invalid Insert" while creating any change task (RITM0099631)	Testing
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
2/9/26 2/10/26	STANDARD - Weekly creation Change and Security Updates - Monday (Feb. 9)
2/9/26 2/9/26	Decommissioning of network devices at Kern site - 15002
2/10/26 2/10/26	Decommissioning of network devices at Kern site - 15006
2/10/26 2/10/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
2/10/26 2/10/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Feb. 10)
2/10/26 2/10/26	CalSAWS Priority Release 26.02.10
2/10/26 2/11/26	Yuba County domain change, CA-289013 and Colusa County domain change CA-294772
2/11/26 2/11/26	Decommissioning of network devices at Kern site - 15011
2/11/26 2/11/26	Faulty UPS Replacement at 33132-Riverside, 44199 Monroe St, Indio, CA 92201

DATE(S)		ACTIVITY DESCRIPTION
2/11/26	2/13/26	Update ASG Policy Average CPU Utilization in coreapp-development (#650244008899)
2/11/26	2/17/26	Whitelist Databrick cloud url for offshore access to development environment
2/11/26	2/12/26	Modoc County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
2/11/26	2/12/26	Request New Connect Instance IVR Line for Tulare, CA-297079 (Non Prod / 629004659746)
2/11/26	2/12/26	Alpine County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
2/11/26	2/13/26	Lambda runtime upgrade for n-1 compatibility - dev/test environments
2/11/26	2/11/26	Update the Confluent license in PAT Confluent servers coreapp-staging (339650810458)
2/11/26	2/13/26	Decommission Unused Lambdas in contactcenter-nonprod-shasta and contactcenter-development account
2/11/26	2/12/26	Request New Connect Instance IVR Line for LADCFS, CA-296618 (Non Prod / 841162670806)
2/11/26	2/12/26	Sutter County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
2/11/26	2/13/26	Decommission unused secrets from coreapp-development account and rename CARES PERF secret
2/11/26	2/11/26	Apply fix for CPU from Qualys.
2/11/26	2/16/26	Upgrade Confluent application from v7.8.1 to v7.8.4 on UT1 in coreapp-development (#650244008899)
2/11/26	2/13/26	Update ASG Policy Average CPU Utilization and RDS Parameter groups for wdtip PostgreSQL DBs in coreapp-staging (#339650810458)
2/11/26	2/11/26	Request New Connect Instance IVR Line for Tulare, CA-297079 (Training / 466779082217)
2/11/26	2/11/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Feb. 11)
2/11/26	2/11/26	CalSAWS Priority Release 26.02.11
2/11/26	2/11/26	Retro Splunk Cloud Maintenance Window for Remove Local log_review.conf
2/11/26	2/12/26	Update again lambda functions to runtime nodejs22.x from nodejs18.x in the contact center production environment.
2/11/26	2/12/26	Humboldt County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
2/11/26	2/13/26	Integrate County Site UPS Devices into SolarWinds Monitoring- (Mariposa-22005)
2/11/26	2/13/26	Open port 8089 for Ansible and Jenkins instance in coreapp-dev for Splunk connectivity

DATE(S)		ACTIVITY DESCRIPTION
2/11/26	2/12/26	Remove unnecessary egress rules for Email Service ALB IPs in coreapp-prod and DR
2/11/26	2/12/26	Create SNS trigger for EmailNotificationLambda in Prod to access the EmailNotification topic in coreapp-production-shared-services
2/11/26	2/17/26	New Tablespace Creation for DATA and Index in Development and Assembly Test databases and move objects from existing tablespace
2/11/26	2/17/26	New Tablespace Creation for DATA and Index in System Test databases and move objects from existing tablespace
2/11/26	2/12/26	Update KMS policy to fix the permission issues related to S3
2/11/26	2/13/26	Update AWS Config aggregator used for master inventory with additional AWS accounts
2/11/26	2/12/26	Colusa County IOS Upgrade for County Cisco device from IOS current version 17.12.04 to 17.15.03 (Primary)
2/11/26	2/12/26	Create new variable in the coreapp-county, coreapp-training, coreapp-staging Parameter store to hold the AL2023 Gold AMI ID
2/12/26	2/18/26	Standard Change: ForgeRock Testing in SandBox Environment 26.02.12-26.02.18
2/12/26	2/13/26	Upgrade Nprinting Stage2 to Feb 2025 Patch 3 Release
2/12/26	2/13/26	Upgrade Qlik Sense Stage2 to May 2025 Patch 12 Release
2/12/26	2/12/26	Decommissioning of network devices at Kern site - 15004
2/12/26	2/12/26	Standard Change: ForgeRock Staging Environment Build 26.02.12
2/12/26	2/13/26	ECR - Update County SCCM (System Center Configuration Manager) to 2503
2/12/26	2/12/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
2/12/26	2/13/26	ECR - Update SCCM (System Center Configuration Manager) to 2509
2/12/26	2/12/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Feb. 12)
2/12/26	2/12/26	CalSAWS Priority Release 26.02.12
2/12/26	2/13/26	Request New Connect Instance IVR Line for LADCFS, CA-296618 (Prod / 440744225888)
2/12/26	2/13/26	Update ASG Policy Average CPU Utilization and RDS Parameter groups for wdtip PostgreSQL DBs in coreapp-county
2/12/26	2/12/26	ServiceNow Release 26.02.12
2/12/26	2/13/26	Request New Connect Instance IVR Line for Tulare, CA-297079 (Prod / 750161843903)
2/12/26	2/12/26	Apply fix for CPU from Qualys.

DATE(S)		ACTIVITY DESCRIPTION
2/12/26	2/13/26	Java Runtime Function Update for calsaaws-is-appointment-date-today-lambda-prod
2/12/26	2/12/26	Add Kiosk IP to Firewall Object Group for Lobby Kiosk Management
2/12/26	2/13/26	Update ASG Policy Average CPU Utilization and RDS Parameter groups for wdtip PostgreSQL DBs in coreapp-training
2/13/26	2/15/26	ECR: Windows Server Updates - Feb 2026
2/13/26	2/13/26	Install jobexecutor patch from Bicsuite vendor to prevent potential error in batch execution - Staging and Batchperf
2/13/26	2/13/26	ECR: Delphix Virtualization Engine hosting CTSAWS, ADHWSAWS, PRTSAWS, PRMTSAWS require ZOA timeout change
2/13/26	2/14/26	Listener Configuration Modification to allow MAX_ALL_CONNECTIONS to avoid LISTENER Crash in System Test and Performance Test databases
2/13/26	2/15/26	January 2026 Oracle DB RU 19.30.0.0 .0 patching on System Test and Performance Test databases
2/13/26	2/13/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Feb. 13)
2/13/26	2/13/26	CalSAWS Priority Release 26.02.13
2/13/26	2/14/26	Update OTDS Target Group and NlbExstrmOtds-PROD listener 8443 Protocol change from TCP to TLS
2/13/26	2/13/26	Update the RDS Parameter groups for prmrwdtip PostgreSQL DB in coreapp-Prod
2/13/26	2/13/26	Update ASG Policy Average CPU Utilization in coreapp-prod
2/13/26	2/14/26	Update OTDS Target Group and NlbExstrmOtds-DR listener 8443 Protocol change from TCP to TLS
2/14/26	2/14/26	ServiceNow [CSM-TEST] Security Patch: Install Patch 11 Hot Fix 1a on SNC Instance - calsaawstest
2/14/26	2/14/26	ServiceNow [CSM-DEV] Security Patch: Install Patch 11 Hot Fix 1a on SNC Instance - calsaawsdev
2/14/26	2/14/26	ServiceNow [CSM-TRAINING] Security Patch: Install Patch 11 Hot Fix 1 on SNC Instance - calsaawstraining
2/14/26	2/21/26	New Tablespace Creation for DATA and Index in STG1SAWS, CARESSTG6, SRC_MSK1 databases and move objects from existing tablespace
2/14/26	2/21/26	New Tablespace Creation for DATA and Index in CTSAWS, PRTSAWS1, TRNSAWS, TRN2SAWS database and move objects from existing tablespace
2/14/26	2/14/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Feb. 14)
2/14/26	2/14/26	CalSAWS Priority Release 26.02.14

DATE(S)		ACTIVITY DESCRIPTION
2/15/26	2/15/26	Correct MTU (Maximum Transmission Unit) size of Static Linux EC2 instances
2/15/26	2/19/26	ECR: Windows Server Updates - February 2026
2/16/26	2/17/26	STANDARD - Weekly creation Change and Security Updates - Monday (Feb. 16)
2/16/26	2/16/26	Correct MTU (Maximum Transmission Unit) size of Static Linux EC2 instances (DR)
2/16/26	2/16/26	CalSAWS Priority Release 26.02.16
2/17/26	2/17/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
2/17/26	2/17/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Feb. 17)
2/17/26	2/17/26	CalSAWS Priority Release 26.02.17
2/18/26	2/18/26	Faulty UPS Replacement at 24005-Merced, 947 W Pacheco Blvd Ste C, Los Banos, CA 93635
2/18/26	2/20/26	Upgrade childcare Lambda function runtimes to Node.js 22.x in development and sandbox accounts
2/18/26	2/18/26	Faulty UPS Replacement at 36006-San Bernardino, 15010 Palmdale Rd, Victorville, CA 92392
2/18/26	2/20/26	Update PERF and CC1 lambda functions to runtime nodejs22.x from nodejs20.x in the coreapp development account
2/18/26	2/19/26	Upgrade DB Registry Version for BatPerf2 in coreapp-staging
2/18/26	2/20/26	Upgrade runtime of Node.js Lambda functions for Nodejs20 to Nodejs22 to comply with N-1 policy for GA/GR
2/18/26	2/19/26	Upgrade AWS provider version for terraform on analytics-development
2/18/26	2/19/26	Remove overlapping Security Group rule from Online EC2 Instances from coreapp-development
2/18/26	2/18/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Feb. 18)
2/18/26	2/18/26	CalSAWS Priority Release 26.02.18
2/18/26	2/20/26	IAM user key rotation for OCAT - non-prod
2/18/26	2/18/26	Update Certificate for SolarWinds SAML app in Azure.
2/18/26	2/18/26	Integrate County Site UPS Device into SolarWinds Monitoring-(Siskiyou-47002)
2/18/26	2/20/26	Lambda runtime upgrade for n-1 compatibility - UAT, Training, Staging environments
2/19/26	2/20/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.4a to 17.15.03(Secondary)
2/19/26	2/19/26	Update Application license file (Bitbucket) in PROD

DATE(S)		ACTIVITY DESCRIPTION
2/19/26	2/19/26	Update Application license file (Jira) in PROD
2/19/26	2/22/26	ECR: Enable Qualys connectivity for masked ODB network
2/19/26	2/19/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
2/19/26	2/19/26	Standard Change: ForgeRock Staging Environment Build 26.02.19
2/19/26	2/19/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 -20:30 (Feb. 19)
2/19/26	2/19/26	Retro: Implement three missing resource-based policies and fix lambda IAM role in contactcenter-production-ladcfcs (440744225888) account
2/19/26	2/19/26	CalSAWS Priority Release 26.02.19
2/19/26	2/19/26	ServiceNow Release 26.02.19
2/20/26	2/20/26	Standard Change: ForgeRock Dev Release 26.02.20
2/20/26	2/20/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Feb. 20)
2/20/26	2/21/26	Transparent Data Encryption Wallet Modification on Development, and Assembly Test databases
2/20/26	2/22/26	ECR: Remediation of WinVerifyTrust Signature Validation Vulnerability (CVE-2013-3900)
2/21/26	2/21/26	ServiceNow [CSM-PROD] Security Patch: Install Patch 11 Hot Fix 1a on SNC Instance - calsawsprod
2/21/26	2/22/26	ECR: Security update For Exchange Server Subscription (KB5074992) - Feb 2026
2/21/26	2/21/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Feb. 21)
2/21/26	2/21/26	CalSAWS Priority Release 26.02.21
2/22/26	2/22/26	CalHEERS Release 26.02 - CalSAWS Minor Release
2/22/26	2/22/26	Update the Confluent license in Prod Confluent servers coreapp-prod (851725240334)
2/22/26	2/22/26	Listener Configuration Modification to allow MAX_ALL_CONNECTIONS to avoid LISTENER Crash in Coreapp Staging and Batch Performance databases
2/22/26	2/22/26	Upgrade Dynatrace OneAgent Version on Production Static Linux Servers

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
2/23/26	2/24/26	STANDARD - Weekly creation Change and Security Updates - Monday (Feb. 23)
2/23/26	2/23/26	Standard Change: ForgeRock DEV DR Release 26.02.23

DATE(S)		ACTIVITY DESCRIPTION
2/23/26	2/24/26	Remove overlapping Security Group rule from Online EC2 Instances from coreapp-staging
2/23/26	2/24/26	Remove overlapping Security Group rule from Online EC2 Instances from coreapp-county
2/23/26	2/24/26	Remove overlapping Security Group rule from Online EC2 Instances from coreapp-training
2/23/26	2/23/26	Nitel 20M circuit handoff (hot cut) at Site 26002 - 1290 Tavern Rd, Mammoth Lakes, CA 93546 and Velocloud replacement
2/23/26	2/24/26	Lambda runtime upgrade for n-1 compatibility - Prod and DR environments
2/24/26	2/24/26	STANDARD - Weekly Linux Environment Patching – Tuesday 18:30 - 21:00 (Feb. 24)
2/25/26	2/27/26	Create new Secrets for UT2 and UT3 in coreapp-development
2/25/26	2/25/26	End of life UPS Replacement at 36029-San Bernardino, 825 E Hospitality Ln, San Bernardino CA
2/25/26	2/25/26	End of Life UPS Replacement at 36003-San Bernardino, 1900 E Main St Barstow, CA 92311
2/25/26	2/27/26	Enable the Lambda Triggers for MQ (coreapp-dev-broker) in OPerf environment in coreapp-development Account
2/25/26	2/27/26	Upgrade DB Registry Version for prod in coreapp-prod
2/25/26	2/27/26	Create Secrets for DBMON in all MySQL Development DBs
2/25/26	2/26/26	Enable Data Transformation for Firehose Data Stream in Contact Center Non Production
2/25/26	2/27/26	Update ONE lambda functions to runtime nodejs22.x from nodejs20.x in the coreapp development account
2/25/26	2/27/26	Create Secrets for DBMON in all Postgres Development DBs
2/25/26	2/25/26	200M Granite HSIA circuit handoff (hot cut) at New Site 38006-1200 Striker Ave Ste A1 Sacramento, CA 95834
2/25/26	2/27/26	Enable connectivity between delphix masking engine
2/25/26	2/27/26	Create secret for DBMON DB user in the Coreapp Development Account.
2/25/26	2/25/26	STANDARD - Weekly Linux Environment Patching - Wednesday 18:30 - 22:30 (Feb. 25)
2/25/26	2/26/26	Allow Riverside County IP (10.19.125.120) to access CalSAWS AdHocDB1 (67.21.40.144) over TCPS port 1522.
2/25/26	2/27/26	Open port 8089 for Ansible and Jenkins instance in coreapp-dev for Splunk connectivity
2/25/26	2/27/26	User Key Rotation: Rotate SMTP Users in PROD
2/25/26	2/25/26	Upgrade Vacaville (Backup) Cisco FTD OS on VACAFW001 and VACAFW002
2/25/26	2/27/26	Whitelist databricks.com domain to test poc for Forgerock integration
2/25/26	2/26/26	Remediate AAA configuration drift on GRWLC001

DATE(S)		ACTIVITY DESCRIPTION
2/25/26	2/26/26	Remove overlapping Security Group rule from Online EC2 Instances from coreapp-prod in Prod and DR
2/26/26	2/26/26	Decommissioning of domain controllers (physical and virtual) at Sutter site - 51003 SU0195 Sutter Contact Center 680 N Walton Ave Yuba City, CA 95993
2/26/26	2/26/26	End of life UPS Replacement at 36050-San Bernardino, 7977 Sierra Ave, Fontana, CA 92336
2/26/26	2/26/26	Standard Change: ForgeRock Staging Environment Build 26.02.26
2/26/26	2/26/26	End of Life UPS Replacement at 33081-Riverside, 541 N San Jacinto St Hemet, CA 92543
2/26/26	2/26/26	End of life UPS Replacement at 33342-Riverside, 517 Parkridge Ave, Norco, CA 92860
2/26/26	2/26/26	Standard Change: ForgeRock AT Release 26.02.26
2/26/26	2/27/26	Update Splunk UF - coreapp-sandbox, analytics-development, application-development, analytics-nonproduction-la
2/26/26	2/26/26	Decommission Sandbox AL2 Jira and BitBucket servers
2/26/26	2/26/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (Feb. 26)
2/26/26	2/27/26	Decommission Unused Lambdas in three contact center production accounts
2/26/26	2/27/26	Update Riverside County's Banning location switch access-list
2/26/26	2/27/26	Update a set of lambda functions runtime in the contactcenter-outbound account.
2/26/26	2/26/26	Upgrade LA3 (Backup) Cisco FTD OS on LA3FW001 and LA3FW002
2/27/26	2/27/26	Standard Change: ForgeRock AT DR Release 26.02.27
2/27/26	2/27/26	Standard Change: ForgeRock Dev Release 26.02.27
2/27/26	2/27/26	STANDARD - Weekly Linux Environment Patching – Friday 18:30 - 22:30 (Feb. 27)
2/27/26	3/1/26	Transparent Data Encryption Wallet Modification on System Test databases
2/27/26	2/27/26	Upgrade Gold River Project Office Cisco FTD OS
2/28/26	2/28/26	STANDARD - Weekly Linux Environment Patching – Saturday 13:30 - 22:30 (Feb. 28)
3/1/26	3/1/26	January 2026 Oracle DB RU 19.30.0.0 .0 patching on Coreapp Staging and Batch Performance databases
3/1/26	3/1/26	Deregister 2025 Gold AMIs and their associated snapshots
3/1/26	3/1/26	Modify the AWSMON001 servers from "r5.2xlarge" to "r5.4xlarge" in coreapp-production-network
3/1/26	3/1/26	New Tablespace Creation for DATA and Index in Production Database - PRSAWS, SRSAWS, DRSAWS, SBSAWS, CSRCSAWS2

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
CalHEERS Release 26.02 - Minor CalSAWS Release	2/22/2026
Priority Release 26.02.21	2/21/2026
Priority Release 26.02.19	2/19/2026
Priority Release 26.02.18	2/18/2026
Priority Release 26.02.17	2/17/2026
Priority Release 26.02.16	2/16/2026
Priority Release 26.02.14	2/14/2026
Priority Release 26.02.13	2/13/2026
Priority Release 26.02.12	2/12/2026
Priority Release 26.02.11	2/11/2026
Priority Release 26.02.10	2/10/2026

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	CalHeers	OCAT	Central Print	Training Production	Communication Method	Communication Sent Date
Imaging (Hyland) Maintenance	02/20/26	10:00 PM	02/21/26	1:00 AM	Available	Reduced Availability	Unavailable	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	2/12/2026
CalHEERS Release 26.02	02/22/26	6:00 AM	02/22/26	10:00 AM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	Available	CIT 0020-26 Broadcast Email	2/13/2026 2/19/2026
BenefitsCal Release 26.02.26	02/26/26	8:00 PM	02/26/26	3:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD
Cancelled: ForgeRock Maintenance	02/27/26	10:00 PM	02/28/26	2:00 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Available	Unavailable	Available	Available	CIT 0023-26 Broadcast Email	2/16/2026 2/17/2026 2/20/2026
LMS Maintenance	03/06/26	7:00 PM	03/06/26	9:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	2/19/2026
Production Maintenance	03/15/26	2:00 PM	03/15/26	3:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	Available	CIT 00XX-26 Broadcast Email	TBD TBD
Adhoc Reporting Database Maintenance	03/15/26	12:00 PM	03/15/26	4:00 PM	Available	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	CIT 00XX-26 Broadcast Email	TBD TBD
Imaging (Hyland) Maintenance	03/20/26	10:00 PM	03/21/26	1:00 AM	Available	Reduced Availability	Unavailable	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD
CalSAWS Release 26.03	03/22/26	6:00 AM	03/22/26	1:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	Available	CIT 00XX-26 Broadcast Email	TBD 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	RITM0103956 – Testing Kiosk connectivity at the wardrobe site continues. Wireshark packet captures have been uploaded to SharePoint and shared with Infra Network team. The Lobby Application freezes attempting to contact id.calsaws.net - Merced requested additional time to review Networks recommendation to update firewall rules.
Shasta	Shasta submitted RITM01015598 requesting a quote for printer brackets and or a new Kiosk door. The County has had a Boca Printer installed since 2024. The Kiosk is missing the correct printer mounting bracket causing paper jams. A meeting is scheduled with Lobby and NTT next week to discuss the Boca Printer parts request for Shasta County to ensure all of the needed parts are provided in the estimate.
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

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. - No response has been provided by SLO regarding the scanner housing issue. This issue will be closed and reopened at a later date if needed.
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>
Orange	<p>Orange will be implementing a County Wide Wi-Fi change. A call is scheduled next week with County IT to review the changes planned and to ensure Lobby Tablets are not impacted.</p> <p>A test Tablet was added to the new WiFi setup. There were no major issues identified. Go live of the new wifi will be staggered and released per office.</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. A meeting was scheduled with NTT and Meridian to discuss the Boca Printer order. Not included in the order: Mounting brackets, paper guides, and printer cables.</p> <p>NTT/Meridian will be shipping the missing parts. Delivery date is currently pending.</p>
Humboldt	<p>A meeting was held with Humboldt County to discuss potential Lobby Tablet use. Humboldt has procured tablets for Lobby use. Tablets will need to be asset tagged and added to Zoho's MDM plus for management.</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, Monterey, Napa, Orange, Plumas, Sacramento, San Diego, San Joaquin, Santa Barbara, Santa Cruz, Santa Clara, San Mateo Sierra, Sonoma, Solano, San Benito, 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 complete.
- 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.
- Requirement gathering sessions for the Marin County GA/GR Automated Solution Opt-In (GAGR-935) county purchase order are scheduled to begin in March.

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 nearly complete and looking to begin validation in late February till middle 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 completed a full regression test to validate all functionality.
- Completed a full end to end security evaluation and documentation exercise and received approvals to begin the build out of the non-prod Exadata 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-298070	2/23/2026	Infra Tech Ops	GAGR - Frontend Angular version upgrade to ng17 from ng16	New
CA-298038	2/20/2026	Infra Tech Ops	Upgrade SonarQube to vTBD	New
CA-298037	2/20/2026	Infra Tech Ops	Upgrade Terraform to v1.14.4	New
CA-298002	2/19/2026	Infra Contact Center	Call summarization -3	New
CA-298001	2/19/2026	Infra Contact Center	Call summarization -2	New
CA-298000	2/19/2026	Infra Contact Center	Call summarization -1	New
CA-297998	2/19/2026	Infra Contact Center	eGain replacement and Reports unification	New
CA-297995	2/19/2026	Infra Contact Center	Santa Clara- Changing intake queue names to continuing	New
CA-297991	2/19/2026	Infra Contact Center	LA- update IVR prompt	New
CA-297983	2/19/2026	Infra Central Print	Update Return Mail to indicate auto-updated addresses	New
CA-297981	2/19/2026	Infra Imaging	Update the Imaging Solution to Hyland Titan	New
CA-297980	2/19/2026	Infra Contact Center	Contact Center - Update Ventura County Holiday calendar - County will be closed on 03/31/2026	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-297912	2/18/2026	Infra Tech Ops	FCED Production Simulation Environment Set Up	New
CA-297882	2/17/2026	Infra Contact Center	Remove authentication verbiage from agent whisper	New
CA-297802	2/13/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation Wave 2 - Sacramento, Placer, Yolo	New
CA-297767	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition CSC Counties Implementation Wave 6 - Contra Costa, San Deigo, Solano & Ventura	New
CA-297766	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition CSC Counties Implementation wave 5 - Sutter, Butte, Yuba & Stanislaus	New
CA-297765	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition CSC Counties Implementation-wave 4 - San Bernardino, Kings, Monterey & Orange	New
CA-297764	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation-Wave 3 - San Francisco, Fresno, Tulare, Kern	New
CA-297701	2/11/2026	Infra Central Print	Return Mail Imaging Report	New
GAGR-948	2/10/2026	Client Correspondence	This SCR is for Gainwell QA regression test of the GA/GR Automated Solution for Release 26.03	System Test
CA-297544	2/5/2026	Infra Contact Center	Humboldt- update welcome page message	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-297508	2/4/2026	Infra Contact Center	Santa Clara - Deactivate NC Clerical Phone Line/Queue	Approved
GAGR-946	2/2/2026	Client Correspondence	Update Exstream RC XAS889 status reason to align with RC text	New
CA-297398	1/30/2026	Infra DBA	Support GW Change - Object re-organization (REORG) in CalSAWS Oracle databases - Phase 2	New
CA-297321	1/28/2026	Infra DBA	Support GW Change - Object re-organization (REORG) in CalSAWS Oracle databases - Phase 1	New
GAGR-943	1/26/2026	Client Correspondence	County GAGR CalSAWS 1, 2, and 032-2 budget variable amount for Overpayments	New
CA-297234	1/24/2026	Infra Tech Ops	Chatbot - Python version upgrade to 3.13	Pending Approval
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-297079	1/15/2026	Infra Contact Center	Tulare -Dedicated Intra-Agency Call Queue	System Test
GAGR-939	1/15/2026	Client Correspondence	Contra Costa requests GA RE packet automation to send via central print	New
GAGR-938	1/14/2026	Client Correspondence	IP request - IMG 282 Hearing Request	New
GAGR-937	1/14/2026	Client Correspondence	IP request - Update F063-08-67 GRWP CFET Participation Agreement	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-936	1/14/2026	Client Correspondence	IP request - Update GRWP Job Search Report F063-08-71A (R04/15)	New
GAGR-935	1/14/2026	Client Correspondence	Marin County Opt-In GAGR Client Correspondence Service	New
CA-297030	1/13/2026	Infra Tech Ops	Java Upgrade On Jenkins	Test Complete
CA-297006	1/12/2026	Infra ForgeRock	Upgrade ForgeRock OS from AL2 to AL2023	Pending Approval
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 San Luis Obispo, Shasta	New
CA-296926	1/7/2026	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition Implementation Pilot-Humboldt County	Design in Progress
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	In Development
GAGR-927	1/4/2026	Client Correspondence	Orange- Revised F063-26-108 - Request For Medical/Mental Health Report Of Examination	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	In Development

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-296782	12/29/2025	Infra Tech Ops	Create New Environment for CalSAWS/CalHEERS Integration Testing	Approved
CA-296733	12/23/2025	Infra Contact Center	Documentation update - eCCP Call Status Banner	Design in Progress
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	In Development
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
CA-296408	12/10/2025	Infra GenAI	Call Summarization Pilot	In Development
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
GAGR-915	11/18/2025	Client Correspondence	Replace Outdated Version of GR Special Need Cremation/Burial Approval NOA	New
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	System Test
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	System Test
CA-295193	10/17/2025	Infra Contact Center	Create options for the CCB wait time metric in eCCP	Approved
CA-295119	10/15/2025	Infra Tech Ops	Confluent Upgrade to 7.8.4	Pending Approval
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	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	In Development
CA-294693	9/25/2025	Infra Contact Center	Enhance Existing Consortium Informational Message in IVR	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-294635	9/23/2025	Infra Imaging	Change Person Selection field to blank if the Case Number field is changed	System Test
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	In Development
CA-294283	9/5/2025	Infra Contact Center	Update contactcenter-production java lambdas	Test Complete
CA-294280	9/5/2025	Infra Contact Center	Update contactcenter-outbound lambdas	System Test
CA-294279	9/5/2025	Infra Contact Center	Update contactcenter-development lambdas	System Test
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	Design in Progress
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	System Test
CA-293932	8/21/2025	Infra Contact Center	Sacramento-Closure of General Information Line	Pending Approval
GAGR-892	8/19/2025	Client Correspondence	San Joaquin County GAGR Exstream Automated Solution Development and Implementation	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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Self-Service Integrated Voice Response (IVR)	
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)	System Test
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	New
CA-292834	7/14/2025	Infra Tech Ops	Create user account in CalSAWS for Dynatrace monitoring	New
GAGR-866	7/9/2025	Client Correspondence	Santa Clara request to replace using county GAGR SAR 7 with state version	New
CA-292433	6/26/2025	Infra Contact Center	Welcome Bot Smart Routing - Update Intent & Program Recognition	In Assembly Test
GAGR-857	6/17/2025	Client Correspondence	Do not send request for deceased or non HH member - status should be active	New
GAGR-856	6/17/2025	Client Correspondence	Remove 'Customer ID' from GAGR Forms and NOA Headers	New
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCal BIC request processing logic enhancement	Committee Review
CA-291383	5/29/2025	Infra Contact Center	AWS Queue Depth Report	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Design in Progress
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
OCCAT-11	3/28/2025	Infra OCCAT	Standardize OCCAT Scanning - Qualsys	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-285734	12/11/2024	Infra Imaging	Create New Capture Profile to Prevent Appending	System Test
GAGR-753	12/2/2024	Client Correspondence	Shasta County Opting into the GAGR Automated Solution	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
GAGR-744	11/14/2024	Client Correspondence	Develop 1:1 DB Synchronization between CalSAWS environments and GAGR Correspondence Service	New
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	External Agency - AWS - 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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Approved
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL 124-11 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	Enable default routing profile nightly revert and enable searching by tags	Design in Progress
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)	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-275645	3/21/2024	Infra Contact Center	Stanislaus - Call Center Enhancements	New
CA-275420	3/14/2024	Infra Contact Center	"Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)	"
CA-275376	3/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-275373	3/13/2024	Infra Contact Center	Amazon Connect/eGain Back End Database Access	New
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	2/7/2024	Infra Contact Center	PFR - Calabrio - Ability to live monitor multiple workers at a time	New
CA-273894	2/7/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-273487	1/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	1/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
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	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 Seconds	Committee Review
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
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"	Committee Review
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-1471	2/18/2026	Infra ServiceNow	Please create new states for Request Items (RITM0106013)	Pending For Validation
NOW-1470	2/18/2026	Infra ServiceNow	Request to add new resolution code for Infrastructure Incidents (RITM0106023)	Testing
NOW-1469	2/17/2026	Infra ServiceNow	Request to add a field to RITM Tickets	Testing
NOW-1467	2/6/2026	Infra ServiceNow	C92 Account Access changes	In Progress
NOW-1466	1/29/2026	Infra ServiceNow	Updates to Resource Change Form	To Do
NOW-1462	12/23/2025	Infra ServiceNow	New Case Level Dispatch SLA's	To Do
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
NOW-1443	9/4/2025	Infra ServiceNow	New Catalog Item and Workflow - Project Maintenance	Pending For Validation
NOW-1424	6/5/2025	Infra ServiceNow	Request to create new catalog item "Project Maintenance"	To Do

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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

