

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: February 23, 2026 – March 8, 2026

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Bi-Weekly Status – CalSAWS Infrastructure

1 EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 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 40 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> • RESOLVED: PRB0053155 – Starting at 7:17 AM on March 3, 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 month end data processing. The team is taking steps to remediate the issue between 7:30 AM – 8:00 AM. During this time, users may lose connection to the EDR/Apex and Ad hoc reporting database. Users are advised to reconnect and start queries if disconnected. As of 9:00 AM on March 3, 2026, the issue has been resolved. Users are no longer experiencing slowness with EDR/Apex. • RESOLVED: PRB0053156 – Starting at 7:00 AM on March 3, 2026, Semi Annual Reporting (SAR) and CalWORKS dashboards are still being refreshed. Users will not be able to view the latest version of the impacted dashboards until the issue is resolved. SAR and CalWORKS dashboards are estimated to complete by 9:00 AM this morning. An update will be provided when these dashboards are refreshed with the latest data. As of 11:10 AM on March 3, 2026, this issue is resolved. The SAR and CalWORKS dashboards have been refreshed with the latest data. • RESOLVED: PRB0053147 – Starting at 9:15 AM on March 2, 2026, San Bernardino County users are experiencing internet slowness which is impacting their ability to navigate through and perform transactions in CalSAWS and associated systems. San Bernardino County users will experience slowness until the issue is resolved. The Project Team is actively working with the County IT to investigate the issue. An update will be provided when the issue is resolved. As of 10:00 AM on March 2, 2026, this issue has been resolved. Internet connectivity has been

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>restored, and users are able to navigate through and perform transactions in CalSAWS at normal speeds throughout the day.</p> <ul style="list-style-type: none"> <p>RESOLVED: PRB0053134 – Starting at 2:05 PM on February 26, 2026, Some Humboldt County users are experiencing intermittent slowness in CalSAWS application and Enhanced Call Control Panel (eCCP). Some Humboldt County users may experience intermittent slowness until the issue is resolved. The Project Team is actively working with the Telecommunication provider (TPx) to investigate the issue. An update will be provided when the issue is resolved. As of 8:30 AM on February 27, 2026, the issue is resolved. TPx rebooted the affected circuit after hours and users confirmed they are able to access CalSAWS and associated systems at expected speeds. The Project Team monitored over the weekend and confirmed stability.</p> <p>RESOLVED: PRB0053131 – Starting at 8:04 AM on February 26, 2026, Sierra County users at the 22 Maiden Ln, Downieville site are unable to access CalSAWS and associated systems. Sierra County users at the Downieville site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS Team worked with the county to address the issue with faulty UPS and power is coming back up. The Project Team will continue to monitor the site, and an update will be provided when the issue is resolved. Update: Power has been restored at the Downieville site; users are able to access CalSAWS and associated systems. The Project Team has scheduled a dispatch to replace the faulty UPS with the county at 12:00 PM tomorrow, February 27, 2026. The team continues to monitor the site, and an update will be provided when additional information becomes available. As of 8:31 AM on February 26, 2026, the issue has been resolved. A remote technician replaced the faulty UPS that had impacted power supply to network devices yesterday. The Project Team monitored the site throughout the day and confirmed users continued to be able to access CalSAWS and associated systems.</p> <p>RESOLVED: PRB0053122 – Starting at 1:40 PM on February 24, 2026, Mono County users at the 107384 Highway 395, Walker site are unable to access CalSAWS and associated systems due to a power outage. Mono County users at the Walker site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS Project Team is actively monitoring updates from the utility provider, and an update will be provided when the issue is resolved. As of 11:48 PM on February 24, 2026, the issue has been resolved. Power at the Downieville site has been restored by the utility provider and users are able to access CalSAWS and associated systems.</p> <p>RESOLVED: PRB0053120 – Starting at 7:44 AM on February 24, 2026, Merced County users are experiencing issues accessing CalSAWS and associated systems due to a countywide internet outage. Merced</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>County users will not be able to access CalSAWS and associated systems until the issue is resolved. The Project Team is monitoring updates from the local internet provider. Currently, there is no estimated time of restoration available from the internet provider. An update will be provided when additional information becomes available. As of 9:59 PM on February 24, 2026, the issue has been resolved. Internet connectivity at the site has been restored by the local internet provider and users are now able to access CalSAWS and associated systems.</p> <ul style="list-style-type: none"> • RESOLVED: 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 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. As of 5:23 PM on February 20, 2026, this issue has been resolved. Internet connectivity at the site has been restored by the local internet provider and users are able to access CalSAWS and associated systems.
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 3/8/2026: Maintenance – CalSAWS NPrinting and Qlik Maintenance ▪ 3/8/2026: Deployment – Priority Release 26.03.08 (CHG0058218) ▪ 3/6/2026: Deployment – Priority Release 26.03.06 (CHG0058284) ▪ 3/5/2026: Deployment – Priority Release 26.03.05 (CHG0058217) ▪ 3/4/2026: Deployment – Priority Release 26.03.04 (CHG0058231) ▪ 3/3/2026: Deployment – Priority Release 26.03.03 (CHG0058216) ▪ 2/28/2026: Deployment – Priority Release 26.02.28 (CHG0058102) ▪ 2/27/2026: Deployment – Priority Release 26.02.27 (CHG0058101) ▪ 2/26/2026: Deployment – Priority Release 26.02.26 (CHG0058100)
Milestones	<ul style="list-style-type: none"> ▪ 8 Production Deployments during this reporting period ▪ XX Change Requests (CHG) deployed during this reporting period

2 PROJECT MANAGEMENT

The following table presents deliverables in progress during the reporting period.

Table 2-1: Overall Summary of Deliverable Status for Current Reporting Period

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
I-D02 – Appendix A	Project Support Plan	FDEL comments addressed	Awaiting confirmation by 3/13/2026
I-D02 – Main Plan	Infrastructure Services Main Plan	FDEL in Review	Review Complete 3/12/2026
I-D09	Technical Design Document	FDEL in Review	Review Complete 3/10/2026

3 COMMUNICATIONS MANAGEMENT

This section includes communications distributed and outage notifications.

3.1 Distributed Communications

CalSAWS Communications Management activities are included on the following table.

Table 3.1-1: Communications

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
CIT	CIT 0032-26 Scheduled Downtime Notification – 3-22-2026	2	3/2/2026
	CIT 0030-26 Scheduled Downtime Notification – 3-15-2026		2/24/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS NPrinting and Qlik Maintenance - 3/8/2026, 8:00 AM to 6:00 PM	4	3/4/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 3/15/2026, 2:00 PM to 9:30 PM		3/2/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Ad hoc Maintenance - 3/15/2026, 12:00 PM to 4:00 PM		3/2/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Learning Management System (LMS) Maintenance - 2/26/2026, 7:00 PM to 9:00 PM		2/26/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled BenefitsCal Maintenance - 2/26/2026, 8:00 PM to 9:30 PM	1	2/26/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – San Bernardino County - Internet Slowness	13	3/2/2026
	New - CalSAWS County Executive Communication – San Bernardino County - Internet Slowness		3/2/2026
	Resolved - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		2/27/2026
	Update - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Is		2/26/2026
	New - CalSAWS County Executive Communication – Sierra County - Downieville Site - CalSAWS Access Issue		2/26/2026
	Resolved - CalSAWS County Executive Communication – Mono County - Walker Site - Power Outage		2/25/2026
	Update - CalSAWS County Executive Communication – Mono County - Walker Site - Power Outage		2/24/2026
	New - CalSAWS County Executive Communication – Mono County - Walker Site - Power Outage		2/24/2026
	Resolved - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage		2/24/2026
	Update - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage		2/24/2026
		2/24/2026	

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	Update - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage		2/24/2026
	New - CalSAWS County Executive Communication – Merced County - CalSAWS Access Issue - Internet Outage		2/23/2026
	Resolved - CalSAWS County Executive Communication – Alpine County - Markleeville Site - CalSAWS Access Issue		
Issue Notification	Resolved - PRB0053155 --- Resolved - PRB0053156 New - PRB0053156 New - PRB0053155 --- Resolved - PRB0053147 New - PRB0053147 Resolved - PRB0053134 Resolved - PRB0053134 --- Resolved - PRB0053131 --- New - PRB0053134 Update - PRB0053131 New - PRB0053131 --- Resolved - PRB0053122 --- New - PRB0053122 Resolved - PRB0053120 New - PRB0053120 --- Resolved - PRB0053114	17	3/4/2026 --- 3/3/2026 3/3/2026 3/3/2026 --- 3/2/2026 3/2/2026 3/2/2026 3/2/2026 --- 2/27/2026 --- 2/26/2026 2/26/2026 2/26/2026 --- 2/25/2026 --- 2/24/2026 2/24/2026 2/24/2026 --- 2/23/2026
Priority Release Requests for Approval	Priority Release 26.03.08 (CHG0058218) Priority Release 26.03.06 (CHG0058284) Priority Release 26.03.05 (CHG0058217) Priority Release 26.03.04 (CHG0058231) Priority Release 26.03.03 (CHG0058216) Priority Release 26.02.28 (CHG0058102) Priority Release 26.02.27 (CHG0058101) Priority Release 26.02.26 (CHG0058100)	8	3/8/2026 3/6/2026 3/5/2026 3/4/2026 3/3/2026 2/28/2026 2/27/2026 2/26/2026
Informational Alert	Informational Alert - 2025-2027 CalSAWS Deployment Schedule Informational Alert : Qlik and NPrinting outage for this weekend	5	3/4/2026 3/4/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	CalSAWS Informational Alert >> Early Batch Start on Saturday 3/7/2026		3/2/2026
	Informational Alert - Gold River Office - Planned Network Outage		2/26/2026
	CalSAWS Informational Alert >> Early Batch Start on Saturday 2/28/2026		2/25/2026
CalSAWS	Daily Health Report	10	3/6/2026 3/5/2026 3/4/2026 3/3/2026 3/2/2026 2/27/2026 2/26/2026 2/25/2026 2/24/2026 2/23/2026

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	CalSAWS Release 26.03	3/22/2026 6:00 AM to 3:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0032-26 3/2/2026	
CalSAWS	CalSAWS Maintenance	3/15/2026 2:00 AM to 9:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0030-26 2/24/2026	3/2/2026
CalSAWS	CalSAWS Ad Hoc Maintenance	3/15/2026 12:00 PM to 4:00 PM	The Ad hoc Reporting database will be unavailable for Apex,	CIT 0030-26 2/24/2026	3/2/2026

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
			EDR, and Ad hoc reports users		
CalSAWS	CalSAWS NPrinting and Qlik Maintenance	3/8/2025 8:00 AM to 3/8/2026 6:00 PM	NPrinting and Qlik solutions, and associated reports, will not be available.		3/4/2026

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
0032-26	Scheduled Downtime Notification – 3-22-2026	Informational	March 2, 2026	Communications .Infrastructure	Pete Quijada
0030-26	Scheduled Downtime Notification – 3-15-2026	Informational	February 24, 2026	Communications .Infrastructure	Pete Quijada

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

Table 3.3-2: CRFIs

CRFI ID	SUBJECT	DISTRIBUTION DATE	STATUS	RESPONSE DUE DATE	CALSAWS CONTACT
26-011	CalSAWS Security Compliance Memorandum	February 26, 2026	Open	March 13, 2026	Mark Grzeszczak, Reinhard Lal

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

Table 3-3-3: 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 3-1: 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 1462	Cost Estimate for AB 2161	Discovery & Assessment
SIRFRA 1467	Cost Estimate for AB 2077	Discovery & Assessment
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

ID	DESCRIPTION	STATUS
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

ID	DESCRIPTION	STATUS
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	Completed
SCERFRA 26-503	Automation of New CalWORKs Stage One Child Care Post-Cash Aid Informing Notice	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

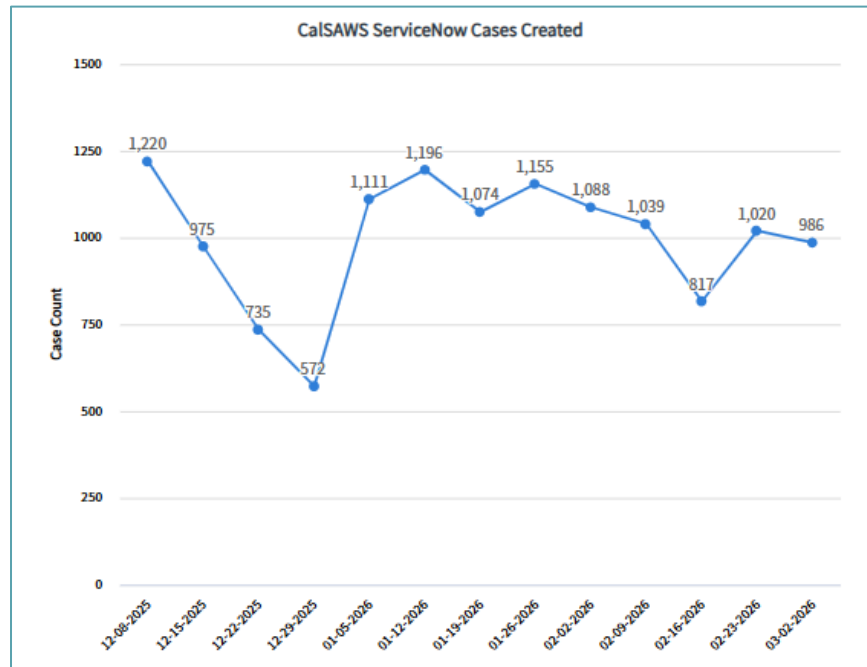


Figure 4.1.1-1: CalSAWS ServiceNow Cases per Week Created

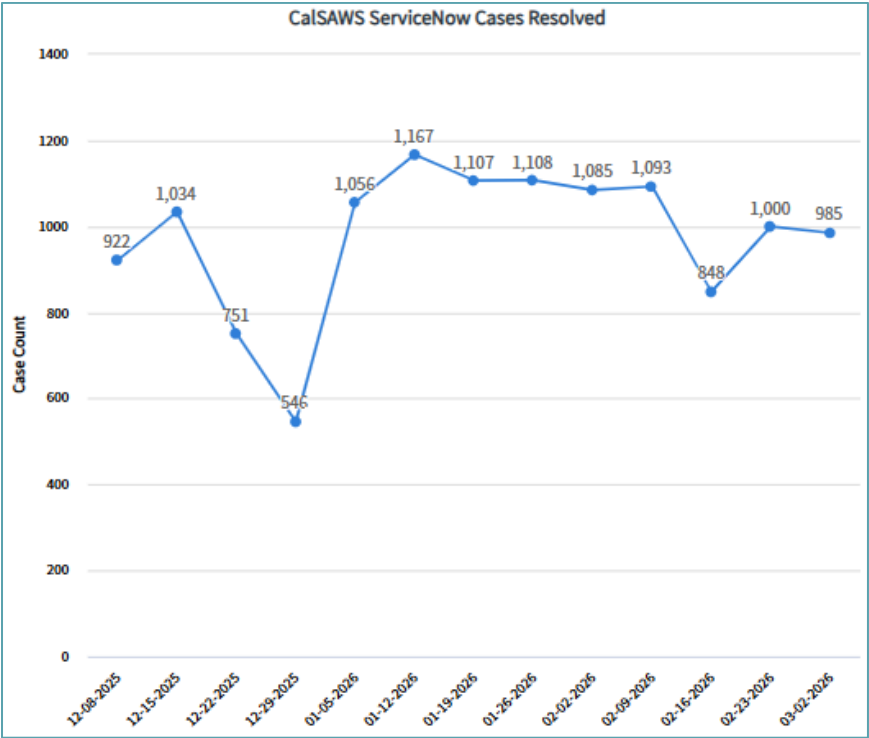


Figure 4.1.1-2: CalSAWS ServiceNow Cases per Week Resolved

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.

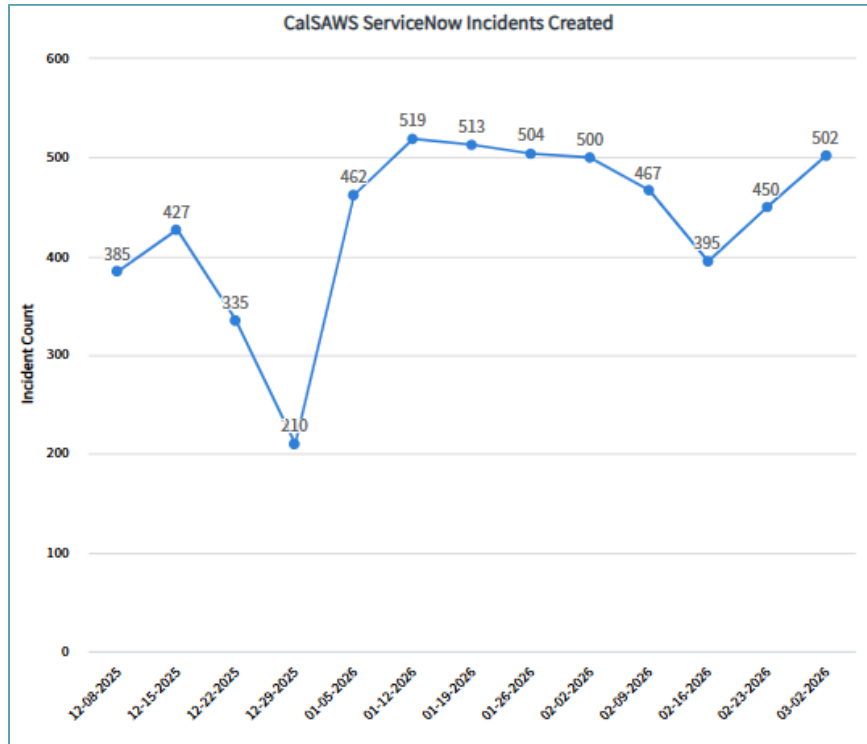


Figure 4.1.1-3: CalSAWS ServiceNow Incidents Created

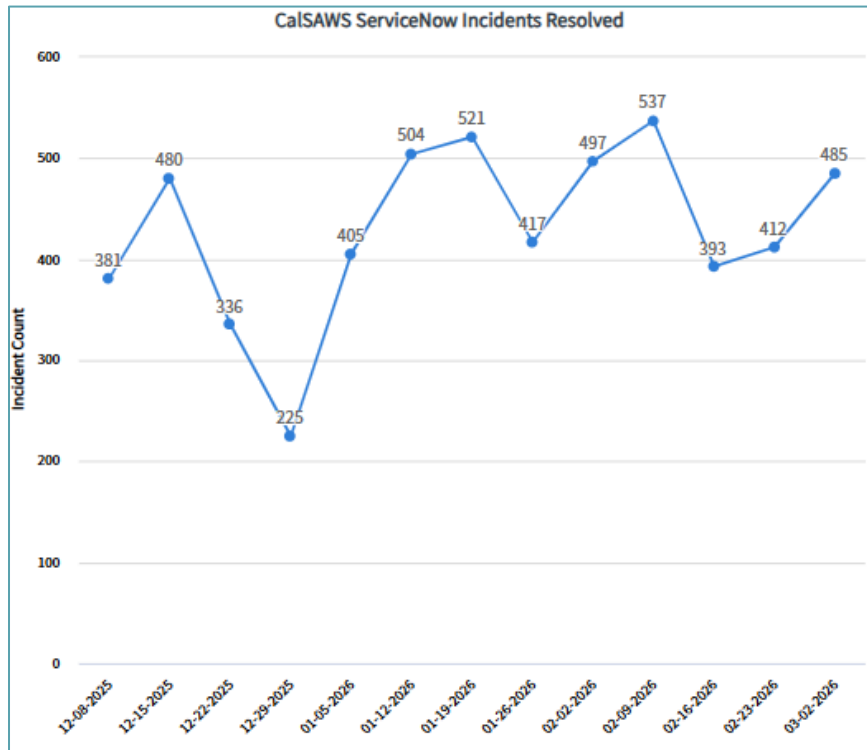


Figure 4.1.1-4: CalSAWS ServiceNow Incidents Resolved

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.

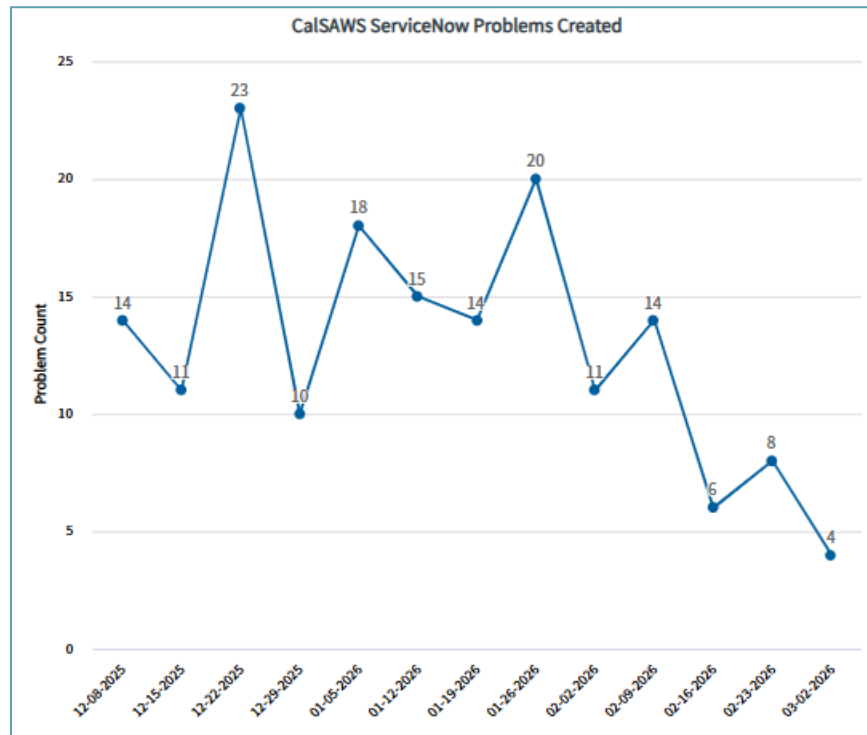


Figure 4.1.1-5: CalSAWS ServiceNow Problems Created

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.

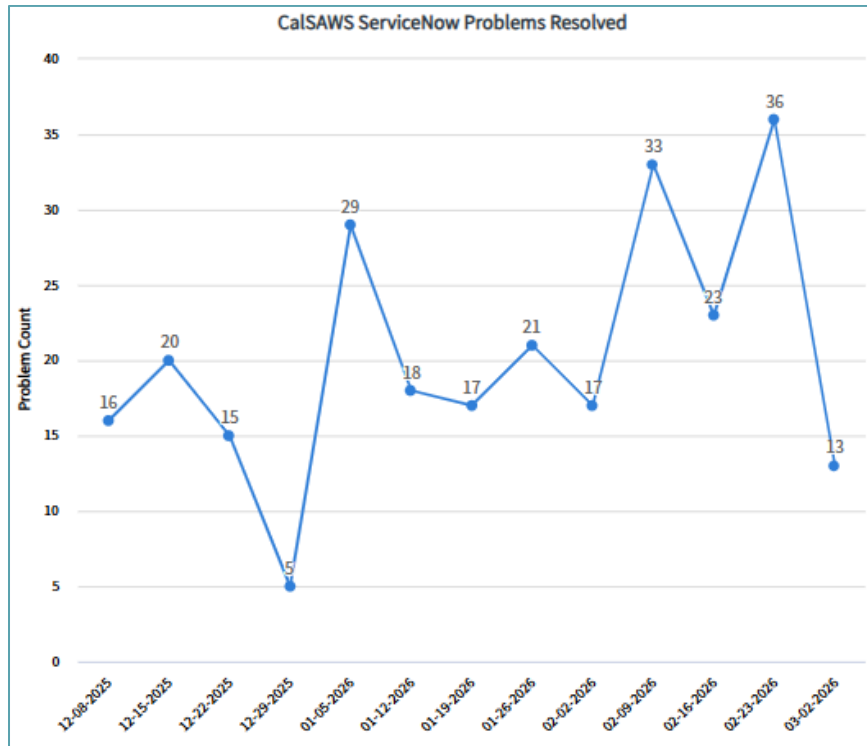


Figure 4.1.1-6: CalSAWS ServiceNow Problems Resolved

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	3	58	7	0	1	3	2	1	75
IN PROGRESS	2	67	10	9	7	29	39	9	172
ON HOLD	0	75	46	31	76	114	159	21	522
RESOLVED	2	250	213	289	120	29	45	4	952
CLOSED	13	6	2	48,392	100,174	18,139	12,352	3,592	182,670
PROBLEM IN DIAGNOSIS	0	0	0	0	1	0	0	0	1
TOTAL	20	456	278	48,721	100,379	18,314	12,597	3,628	184,393

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 1).
 - 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.

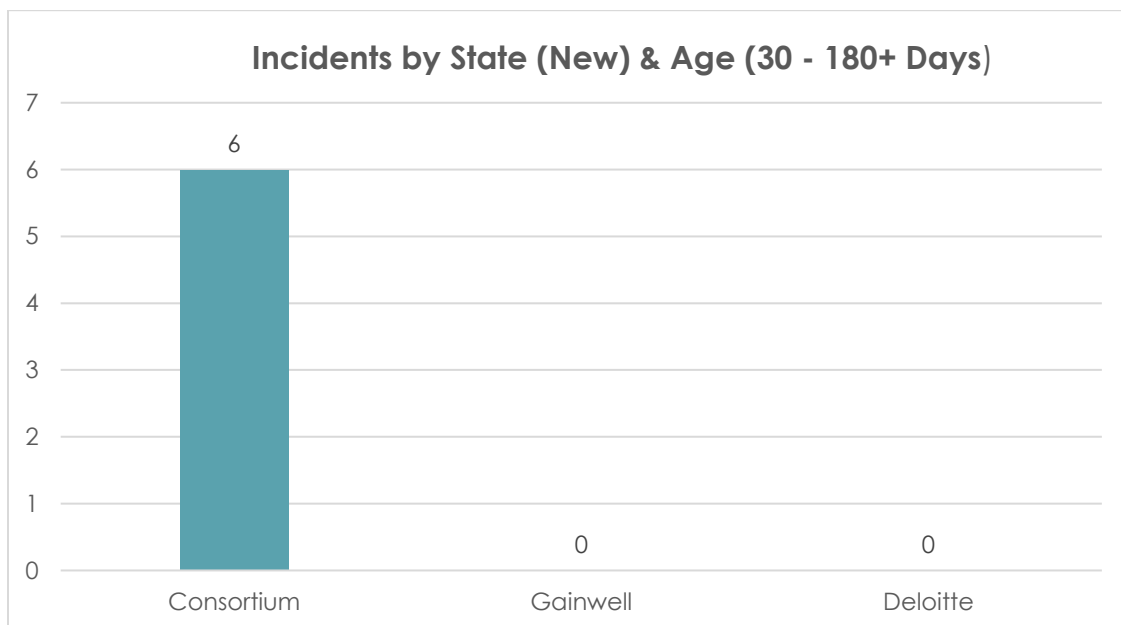


Figure 4.1.1-7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	6	0	6
Gainwell	0	0	0

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Deloitte	0	0	0
Total	6	0	6

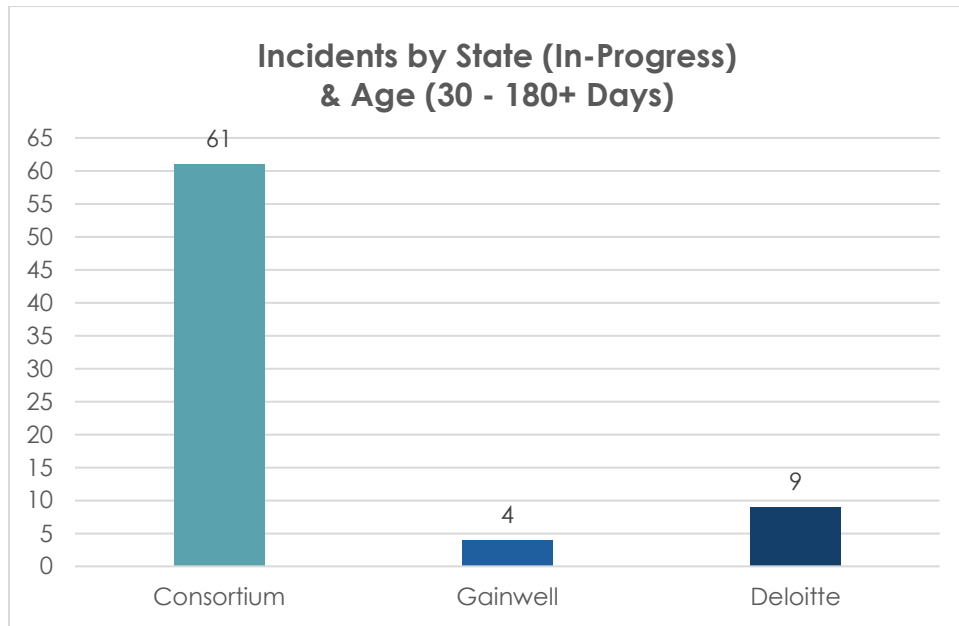


Figure 4.1.1-8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

Table 4.1.1-4-1: CalSAWS ServiceNow Incidents by State (In Progress) and Category

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	61	0	61
Gainwell	2	2	4
Deloitte	4	5	9
Total	67	7	74

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

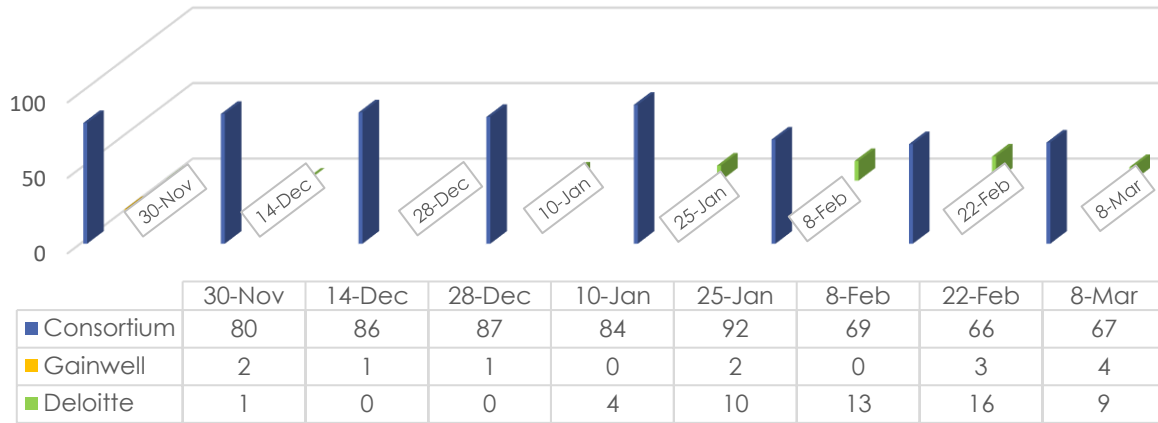


Figure 4.1.1-9: Aging Incident Backlog

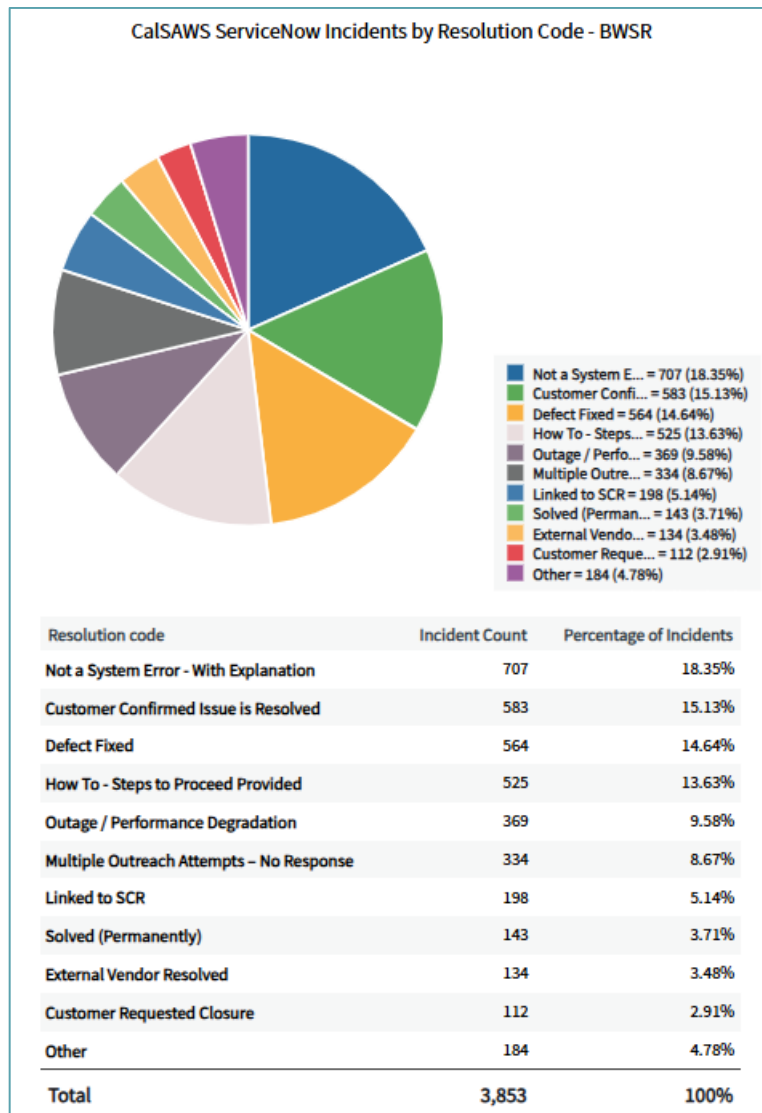


Figure 4.1.1-10: CalSAWS ServiceNow Incidents by Resolution Code

Note: The pie chart above represents Incidents resolved within the past two (2) months

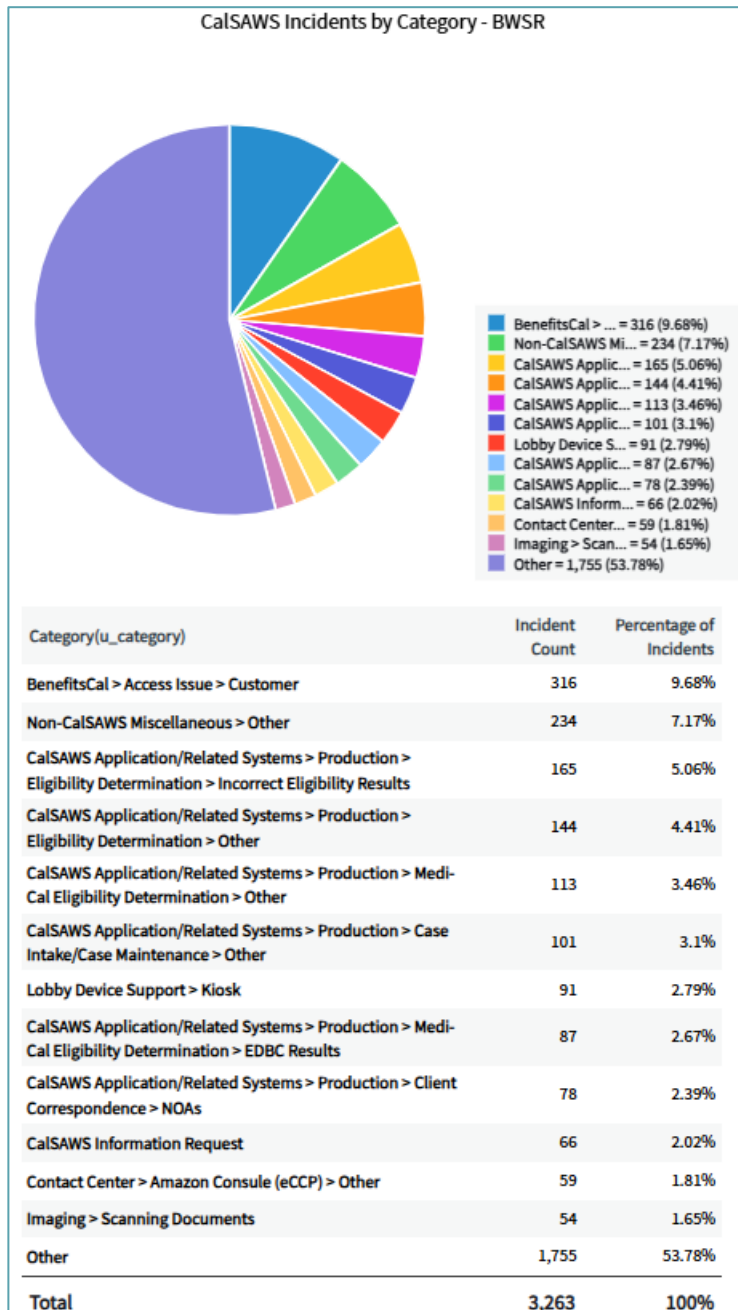


Figure 4.1.1-11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,755 listed as Other are for selected categories that had less than 54 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,263 incidents.

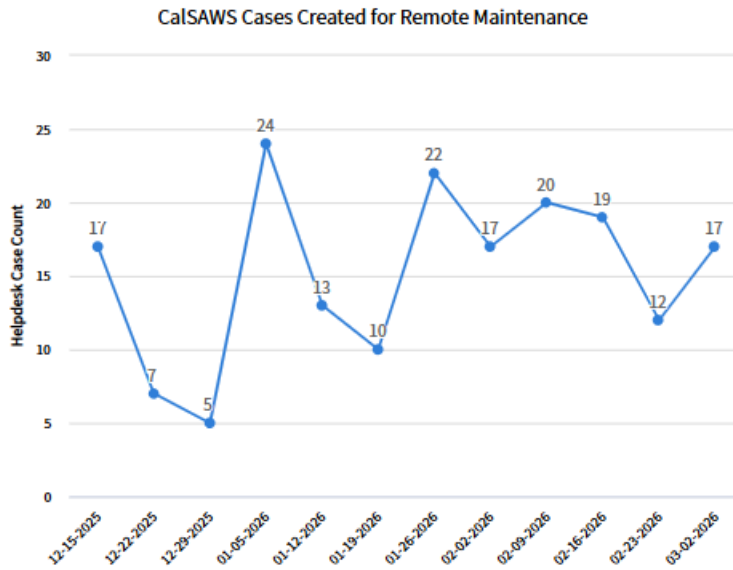


Figure 4.1.1-12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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 March Month to Date (MTD) is 100%.

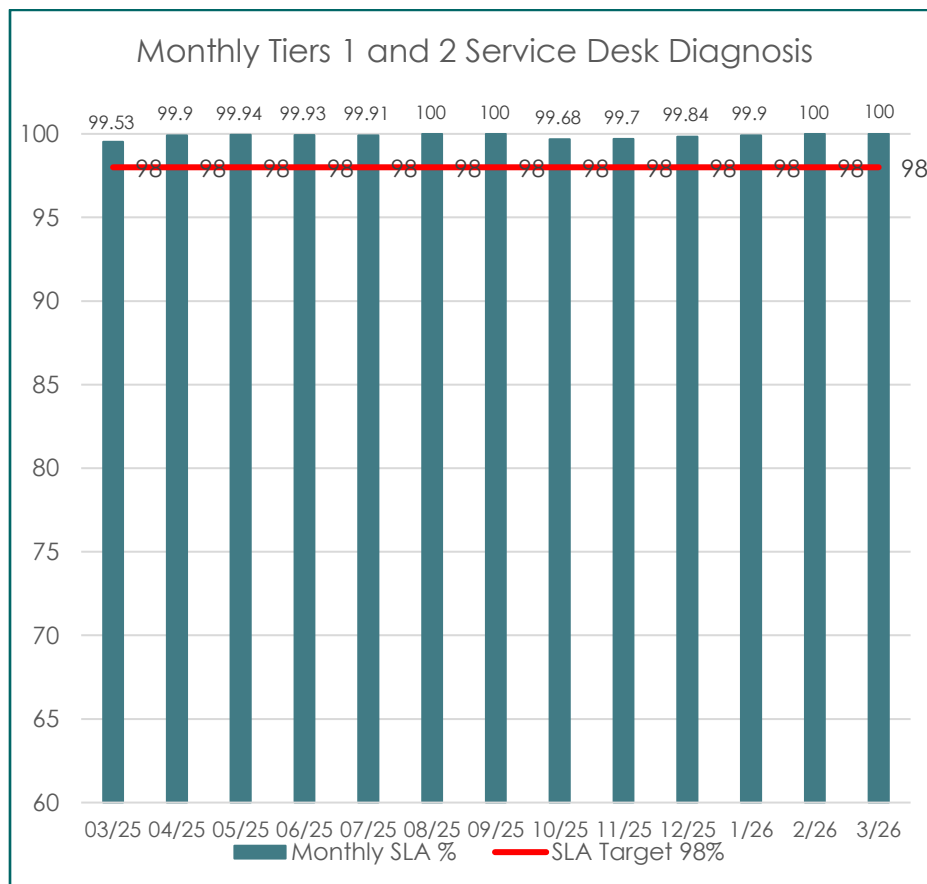


Figure 4.1.1-13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

The figure below represents the number of incidents that missed the SLA in each month. 0 incidents missed the SLA in March 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 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 March MTD.

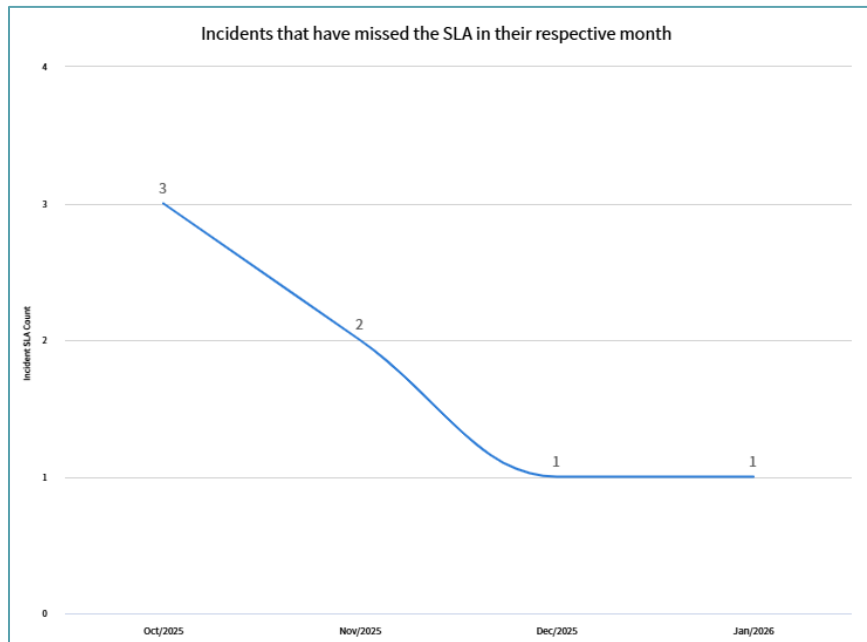


Figure 4.1.1-15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

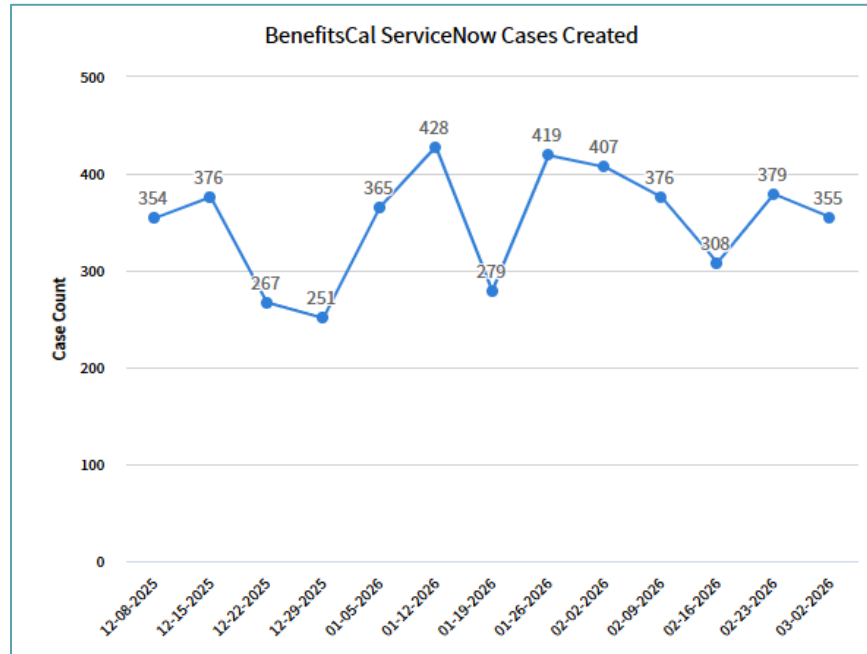


Figure 4.1.2-16: BenefitsCal ServiceNow Cases Created

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.

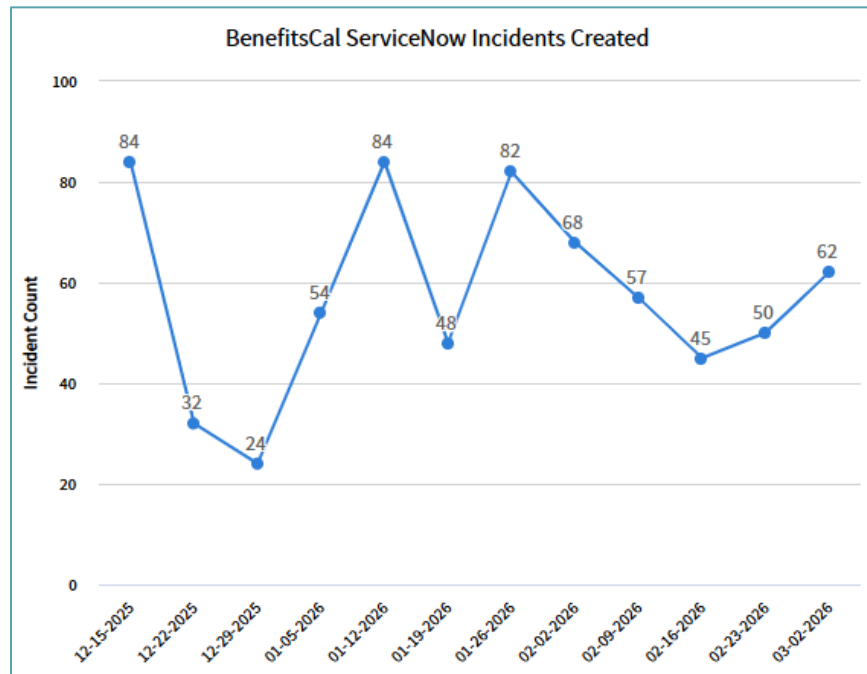


Figure 4.1.2-17: BenefitsCal ServiceNow Incidents Created

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.

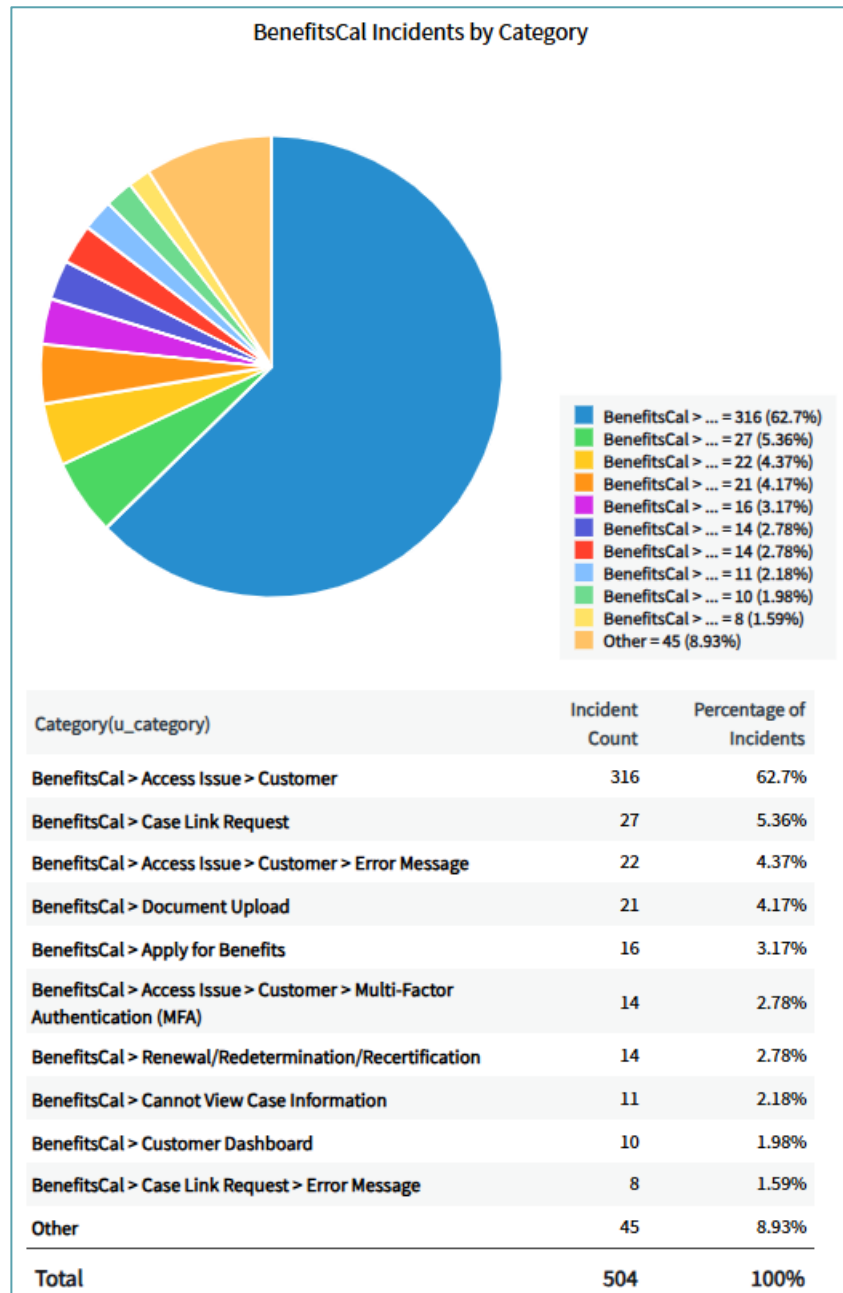


Figure 4.1.2-18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) 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
408	CalSAWS Home Page Display Issue	12/24/2025	Infra – Middleware
411	School Search Timeout Issue	1/20/2026	Infra – Database Team
412	PRT & CT Environments Inaccessible	1/27/2026	Infra – Database Team
414	Production Analytics Batch Jobs Server Unresponsive	2/24/2026	Infra – Cloud Team

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2-1: Infrastructure Production Defect Summary

TEAM	DEFECT COUNT
GAGR Correspondence	3
Contact Center	11
DBA	1
ForgeRock	2
Imaging	6
ServiceNow	8
Tech Arch	1
Tech Ops	7
Tech Support	1
Total	40

Table 4.2-2: Infrastructure Production Defects

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-298480	3/6/2026	Infra Contact Center	Remove language update code in eCCP during login/logout	Assigned
CA-298387	3/4/2026	Infra Contact Center	Tulare Prod – Update Intra-Agency Inbound Phone Number to 559 Area Code	System Test
CA-298046	2/20/2026	Infra Contact Center	Los Angeles – Program_Information.wav file name typo for Russian	Test Complete

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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"	Test Complete
GAGR-949	2/11/2026	Client Correspondence	Orange Backer v7 – New QR code navigates user to Incorrect Website	System Test
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-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	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-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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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 agent flow is longer than customer flow	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
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	Assigned
CA-288055	2/20/2025	Infra ForgeRock	ForgeRock Scheduled Cron Job to inactivate the users is not working as expected	Development Complete
CA-286673	1/10/2025	Infra Contact Center	External Agency – AWS-Duplicate Chat Received with Chat History	Assigned
CA-275214	3/8/2024	Infra ForgeRock	ForgeRock Delegated Admin Portal – BCAL Customers have MFA Field listed as Blank	In Development
CA-232534	8/23/2021	Infra Imaging	External Agency – Technical Only – Hyland Business Insight Audit User Sync Failures	In Development
NOW-1474	2/25/2026	Infra ServiceNow	Incidents on hold without hold reason (System should prevent)	Documenting
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)	Closed
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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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
2/23/26	2/24/26	STANDARD - Weekly AWS AMI creation Change and Security Updates - Monday (February 23)
2/23/26	2/26/26	ECR: Enable Qualys connectivity for Unmasked ODB network
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	2/24/26	ECR: Remediation of WinVerifyTrust Signature Validation Vulnerability (CVE-2013-3900)
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	ECR: Security update For Exchange Server Subscription (KB5074992) – February 2026
2/23/26	2/24/26	Lambda runtime upgrade for n-1 compatibility – Prod and DR environments
2/24/26	2/24/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
2/24/26	2/24/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (February 24, 2026)
2/25/26	3/3/26	Update Assume role of "Contact_Center_Lambda_API_Role" to have permissions only to "iam-role-eccp-forgerock-authorizer"
2/25/26	2/27/26	White-list the IP addresses in the Web Application Firewall (WAF)

DATE(S)		ACTIVITY DESCRIPTION
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	Upgrade DB Registry Version for prod in coreapp-prod
2/25/26	2/27/26	Enable connectivity between delphix masking engine
2/25/26	3/6/26	Create new DevSys ODB network to host non-prod masked Dev and Sys environments and enable nonprod masked env connectivity
2/25/26	3/6/26	Create mock services for CARES perf testing
2/25/26	3/4/26	Create document migration s3 bucket in coreapp-staging (#339650810458)
2/25/26	2/27/26	Create new Secrets for UT2 and UT3 in coreapp-development
2/25/26	3/6/26	Enable connectivity from childcare sandbox and development masked environments to masked ODB network non-prod
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	3/6/26	Enable offshore access for odb masked vpc and databases
2/25/26	3/6/26	Setup audit log configuration for Databricks Development environment
2/25/26	3/6/26	Enable connectivity from analytics development masked environments to masked ODB network non-prod
2/25/26	3/6/26	Enable connectivity from contactcenter non-prod masked environments to masked ODB network
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	2/25/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (February 25, 2026)
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	Whitelist databricks.com domain to test poc for Forgerock integration
2/25/26	2/27/26	Add calaces.splunkcloud.com IP to prod-splunk-egress-allow for Splunk connectivity
2/25/26	2/26/26	Remove overlapping Security Group rule from Online EC2 Instances from coreapp-prod in Prod and DR
2/25/26	2/25/26	Upgrade Vacaville (Backup) Cisco FTD OS on VACAFW001 and VACAFW002
2/25/26	3/5/26	Production Jira EFS mount on to coreapp-Sandbox JIRA EC2 instance
2/25/26	3/5/26	User Key Rotation: Rotate SMTP Users in PROD
2/25/26	2/26/26	Remediate AAA configuration drift on GRWLC001
2/25/26	3/3/26	Disable Deprecated SSH Ciphers on County Network Devices – QID-38913
2/26/26	3/4/26	Standard Change: ForgeRock Testing in SandBox Environment 26.02.26-26.03.04
2/26/26	2/26/26	Standard Change: ForgeRock Staging Environment Build 26.02.26

DATE(S)		ACTIVITY DESCRIPTION
2/26/26	2/26/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
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	End of life UPS Replacement at 36050-San Bernardino, 7977 Sierra Ave, Fontana, CA 92336
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	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (February 26, 2026)
2/26/26	3/4/26	Decommission Sandbox AL2 Jira and BitBucket servers
2/26/26	2/27/26	Update Splunk UF – coreapp-sandbox, analytics-development, application-development, analytics-nonproduction-la
2/26/26	2/26/26	CalSAWS Priority Release 26.02.26
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
2/26/26	2/27/26	Update Riverside County's Banning location switch access-list
2/26/26	2/27/26	Decommission Unused Lambdas in three contact center production accounts
2/27/26	2/27/26	Standard Change: ForgeRock AT DR Release 26.02.27
2/27/26	2/27/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (February 27, 2026)
2/27/26	2/27/26	CalSAWS Priority Release 26.02.27
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 (February 28, 2026)
2/28/26	2/28/26	CalSAWS Priority Release 26.02.28
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	Modify the AWSMON001 servers from "r5.2xlarge" to "r5.4xlarge" in coreapp-production-network
3/1/26	3/1/26	Deregister 2025 Gold AMIs and their associated snapshots
3/1/26	3/1/26	New Tablespace Creation for DATA and Index in Production Database – PRSAWS, SRSAWS, DRSAWS, SBSAWS, CSRCSAWS2
3/1/26	3/1/26	Transparent Data Encryption Wallet Modification on Coreapp-Staging Databases
3/1/26	3/1/26	Transparent Data Encryption Wallet Modification on Coreapp-county Databases
3/2/26	3/3/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (March 2)
3/2/26	3/2/26	Standard Change: ForgeRock DEV DR Release 26.03.02

DATE(S)		ACTIVITY DESCRIPTION
3/2/26	3/2/26	End of life UPS Replacement at 36040–San Bernardino, 1811 W Lugonia Ave, Redlands, CA 92374
3/2/26	3/2/26	ATT 25x25 MB circuit handoff (hot cut) at Site 28001
3/2/26	3/3/26	Patch F5 Software on (Backup) LA3F5001/LA3F5002 to 17.5.1.4-0.0.20
3/3/26	3/8/26	ECR: Ingest the OCI Audit logs to Splunk
3/3/26	3/3/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (March 3)
3/3/26	3/3/26	CalSAWS Priority Release 26.03.03
3/4/26	3/4/26	200M Granite HSIA circuit handoff (hot cut) at New Site 38006- 1200 Striker Ave Ste A1 Sacramento, CA 95834
3/4/26	3/6/26	Update Perf stack lambda's environment variable name and MQ's naming from "perf" to "OPERF"
3/4/26	3/4/26	End of Life UPS Replacement at 24001–Merced, 2115 Wardrobe Ave Merced, CA 95341
3/4/26	3/6/26	Removal of analytics-production security group rules from Online Security Groups in coreapp-development
3/4/26	3/4/26	End of Life UPS Replacement at 36082-San Bernardino, 56357 Pima Trl, Yucca Valley, CA 92284
3/4/26	3/6/26	Enable Data Transformation for Firehose Data Stream in Contact Center Non Production
3/4/26	3/6/26	Allow the access to .gitlab.com for Offshore Team
3/4/26	3/6/26	Update API-GW-CORS-Headers lambda function to runtime nodejs22.x from nodejs20.x in the coreapp development account
3/4/26	3/5/26	Create Missing Lambda function "Post Call Survey" and "Queue Stats Mirror" in contactcenter-training-humboldt county
3/4/26	3/6/26	Create secrets for DB users in coreapp-staging
3/4/26	3/4/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (March 4)
3/4/26	3/4/26	CalSAWS Priority Release 26.03.04
3/4/26	3/5/26	PROD DR: Remove unused Internal texting service from coreapp-prod DR
3/4/26	3/5/26	Update tags on multiple resources in analytics-production-sandiego
3/4/26	3/6/26	Create Secrets for DBMON in all Postgres Training DBs
3/4/26	3/5/26	CloudCheckr: Users to be deleted from OracleDBInfra (805455449478) account
3/4/26	3/5/26	Block all Public access to multiple S3 buckets in analytics-production-sandiego
3/4/26	3/5/26	Update DR Internal OCAT API to use the region specific CORS integration
3/4/26	3/6/26	Create secrets for DB users in coreapp-county
3/4/26	3/6/26	Allow Mendocino County and Monterey County Oracle cloud to access change.calsaws.net
3/4/26	3/6/26	Update KMS policy to fix the permission issues related to S3

DATE(S)		ACTIVITY DESCRIPTION
3/4/26	3/4/26	Create secrets for DB users in coreapp-prod
3/4/26	3/6/26	Enable Connectivity from DevOEM DB Host to STG6-DB1 for OEM Port 3872
3/5/26	3/7/26	NXOS Upgrade of LA3 Cisco devices from version 10.3(6) to 10.3.8.M.bin
3/5/26	3/7/26	IOS Upgrade for the LA3 Exchange Routers from 17.09.07a to 17.09.08
3/5/26	3/7/26	IOS Upgrade for LA3 (Exchange) Devices from IOS Current Version 17.15.03 to 17.15.4
3/5/26	3/5/26	ATT 100x100 circuit handoff (hot cut) at Site 20001 – 200 W 4Th St, Madera, CA 93637
3/5/26	3/5/26	Standard Change: ForgeRock Staging Environment Build 26.03.05
3/5/26	3/5/26	Standard Change: ForgeRock AT Release 26.03.05
3/5/26	3/5/26	End of Life UPS Replacement at 36091–San Bernardino, 1504 S Gifford Ave, San Bernardino CA 92415
3/5/26	3/5/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (March 5)
3/5/26	3/5/26	CalSAWS Priority Release 26.03.05
3/5/26	3/6/26	Replacement of bad fiber cable/SFP module on GRWLC001
3/5/26	3/5/26	ServiceNow Release 26.03.05
3/5/26	3/5/26	ECR: Cisco FMC Upgrade to Mitigate CVE-2026-20131 or CVE-2026-20079
3/6/26	3/7/26	Upgrade Cisco VPN LA3VPN001 to Address Vulnerabilities
3/6/26	3/6/26	Standard Change: ForgeRock AT DR Release 26.03.06
3/6/26	3/6/26	Standard Change: ForgeRock Dev Release 26.03.06
3/6/26	3/7/26	Update Splunk UF coreapp-development part 1
3/6/26	3/6/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (March 6)
3/6/26	3/6/26	CalSAWS Priority Release 26.03.06
3/6/26	3/7/26	Rotate administrative system credentials – Development and Assembly test databases
3/7/26	3/7/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (March 7)
3/7/26	3/8/26	Rotate administrative system credentials – system test , performance test databases
3/8/26	3/8/26	Upgrade Qlik Sense Prod and Ad hoc to May 2025 Patch 12 Release
3/8/26	3/8/26	Upgrade Nprinting Prod to February 2025 Patch 3 Release
3/8/26	3/8/26	Rotate administrative system credentials – PRT, CT, Staging, Training databases
3/8/26	3/8/26	Rotate administrative system credentials – Production databases
3/8/26	3/8/26	Listener Configuration Modification to allow MAX_ALL_CONNECTIONS to avoid LISTENER Crash in coreapp county, coreapp-production-tools, staging and training

DATE(S)		ACTIVITY DESCRIPTION
3/8/26	3/8/26	CalSAWS Priority Release 26.03.08

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
3/9/26	3/11/26	Nevada County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/9/26	3/10/26	STANDARD – Weekly AWS AMI creation Change and Security Updates – Monday (March 9)
3/9/26	3/11/26	Placer County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/9/26	3/11/26	Napa County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/9/26	3/11/26	Sacramento County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/9/26	3/9/26	Standard Change: ForgeRock DEV DR Release 26.03.09
3/9/26	3/9/26	End of Life UPS Replacement at 35004-San Benito, 911 Sunset Dr Hollister, CA 95023
3/9/26	3/9/26	ATT 20M circuit handoff (hot cut) at Site 21002
3/9/26	3/10/26	Update Splunk UF – coreapp-development part 2
3/10/26	3/11/26	Fresno County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Del Norte County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Glenn County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Sonoma County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Santa Cruz County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Solano County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Alameda County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Shasta County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	El Dorado County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/11/26	Santa Clara County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/10/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
3/10/26	3/10/26	End of Life UPS Replacement at 24011-Merced, 1920 Customer Care Way Atwater, CA 95301
3/10/26	3/10/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (March 10)

DATE(S)		ACTIVITY DESCRIPTION
3/11/26	3/13/26	Create AWS secret for storing Java application certs – DEV and TEST
3/11/26	3/13/26	Lambda runtime upgrade for n-1 compatibility – dev/test environments
3/11/26	3/13/26	Lake County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/11/26	3/13/26	Increase LVM volume on ATST-META1-RHEL8 in coreapp-development.
3/11/26	3/13/26	coreapp-development lambda functions update to runtime nodejs22.x
3/11/26	3/13/26	Marin County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/11/26	3/13/26	Madera County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/11/26	3/13/26	Mendocino County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/11/26	3/13/26	Monterey County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/11/26	3/11/26	Update RDS Parameter group for wdtip PostgreSQL DBs in coreapp-staging (#339650810458)
3/11/26	3/13/26	Create secrets for DB users in coreapp-development
3/11/26	3/13/26	Upgrade childcare Lambda function runtimes to Node.js 22.x in development and sandbox accounts
3/11/26	3/11/26	Add EC2 tag DevOpsAccess: true to Jenkins and Ansible instances in coreapp-sandbox account
3/11/26	3/11/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (March 11)
3/11/26	3/12/26	Apply the latest Linux patches to GAGR Dev-Test
3/11/26	3/13/26	Enable STG7 environment for all counties to support testing, validation, and consistent access across regions.
3/11/26	3/12/26	Removal of Analytics-Development IP range's from Online Security Groups coreapp-prod
3/11/26	3/12/26	Add Sectigo Trusted and Intermediate certificate to CalSAWS Managed counties workstation for MEDS to work Properly.
3/11/26	3/13/26	Create new variable in the coreapp-prod Parameter store to hold the AL2023 Gold AMI ID
3/11/26	3/13/26	Request New Connect Instance IVR Line for Tulare, CA-297079 (Prod / 750161843903)
3/11/26	3/13/26	Allow connectivity from cDev-useraccess-RHEL8 to ut1cares postgres database
3/12/26	3/13/26	San Luis Obispo County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/13/26	San Mateo County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/13/26	Santa Barbara County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/13/26	Contra Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/13/26	Tulare County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)

DATE(S)		ACTIVITY DESCRIPTION
3/12/26	3/13/26	San Joaquin County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/13/26	Tuolumne Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/13/26	Butte County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/14/26	Orange County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)
3/12/26	3/13/26	Yolo Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/13/26	Ventura Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/12/26	3/12/26	Decommissioning of network devices at Kern site – 15057
3/12/26	3/12/26	Standard Change: ForgeRock Staging Environment Build 26.03.12
3/12/26	3/12/26	Update Web site cert (awsfdc803.calaces.org) in DR
3/12/26	3/12/26	Update Web site cert (awsfdc804.calaces.org) in DR
3/12/26	3/12/26	Standard Change: ForgeRock AT Release 26.03.12
3/12/26	3/12/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (March 12)
3/12/26	3/13/26	Apply the latest Linux patches to GAGR Perf
3/12/26	3/12/26	Update RDS Parameter group for wdtip PostgreSQL DBs in in coreapp-county(#730335359990)
3/12/26	3/12/26	Update RDS Parameter group for wdtip PostgreSQL DBs in in coreapp-training (#058264522586)
3/13/26	3/13/26	Standard Change: ForgeRock AT DR Release 26.03.13
3/13/26	3/13/26	Standard Change: ForgeRock Dev Release 26.03.13
3/13/26	3/14/26	Apply the latest Linux patches to GAGR UAT/TRN
3/13/26	3/13/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 –22:30 (March 13)
3/13/26	3/13/26	Monthly Equinix SV-1 OS patching – March (3/13)
3/14/26	3/15/26	January 2026 patching on coreapp-production-tools Oracle Enterprise Manager and agents
3/14/26	3/14/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (March 14)
3/14/26	3/15/26	Monthly Production Database Linux OS Patching – March
3/15/26	3/15/26	Transparent Data Encryption Wallet Modification on Coreapp-prod Databases
3/15/26	3/15/26	Create new time-based WSUS groups and update GPO targets to align patching schedules. (CalACES & CalSAWS Domain Servers)
3/15/26	3/15/26	Apply the latest Linux patches to GAGR PROD/DR
3/15/26	3/15/26	Update the RDS Parameter groups for wdtip PostgreSQL DBs in coreapp-Prod
3/15/26	3/15/26	PROD: Upgrade Confluent application from v7.8.1 to v7.8.4 in coreapp-prod
3/15/26	3/15/26	Listener Configuration Modification to allow MAX_ALL_CONNECTIONS to avoid LISTENER Crash in Coreapp prod databases

DATE(S)		ACTIVITY DESCRIPTION
3/15/26	3/15/26	Monthly Patching – cPROD-Confluent – March (3/15)
3/15/26	3/15/26	NTP servers ami refresh in shared services – March (3/15)
3/15/26	3/15/26	Monthly Equinix LA-3 OS patching – March (3/15)
3/15/26	3/15/26	Monthly Instance refresh for AutoScale SMTP – March (3/15)
3/15/26	3/15/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 03/15/26

4.3.2 Deployments

The CalSAWS Infrastructure Team successfully deployed the following releases from the last reporting period:

Table 4.3.2-1: CalSAWS Deployments Completed

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 26.03.08	3/8/2026
Priority Release 26.03.06	3/6/2026
Priority Release 26.03.05	3/5/2026
Priority Release 26.03.04	3/4/2026
Priority Release 26.03.03	3/3/2026
Priority Release 26.02.28	2/28/2026
Priority Release 26.02.27	2/27/2026
Priority Release 26.02.26	2/26/2026

4.3.3 Service Level Agreement (SLA) Outcomes (Met/Missed) (CalSAWS)

On February 26, 2026, the SYS7 environment was down from 5:20 AM through 11:56 AM due to database issues.

4.3.4 CalSAWS Production Planned Outages Calen2026dar

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
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	2/3/2026 2/9/2026
LMS Maintenance	02/26/26	7:00 PM	02/26/26	9:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	2/26/2026
BenefitsCal Release 26.02.26	02/26/26	8:00 PM	02/26/26	9:30 PM	Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	2/26/2026
Cancelled: ForgeRock Maintenance	02/27/26	10:00 PM	02/28/26	2:00 AM	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Reduced Availability	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
CalSAWS NPrinting & Qlik Maintenance	03/08/26	8:00 AM	03/08/26	6:00 PM	Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	3/4/2026
Production Maintenance	03/15/26	2:00 PM	03/15/26	9:30 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Reduced Availability	Available	Available	Available	CIT 0030-26 Broadcast Email	2/24/2026 3/2/2026
Adhoc Reporting Database Maintenance	03/15/26	12:00 PM	03/15/26	4:00 PM	Available	Available	Available	Unavailable	Available	Available	Available	Available	Available	Available	CIT 0030-26 Broadcast Email	2/24/2026 3/2/2026
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	3:00 PM	Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Reduced Availability	Available	Available	Available	CIT 0032-26 Broadcast Email	3/2/2026 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 – 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. Issue is currently under review with Network Teams. County has requested additional time to implement firewall changes but has stressed that they have limited resources and would like to avoid repeating troubleshooting steps already performed.</p>
Shasta	<p>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.</p>

COUNTY	UPDATES
	Procurement has confirmed all of the needed parts for a retrofit install of the Boca printer for Shasta County. Estimate will be provided to the County before determining next steps.
San Bernardino	We are still awaiting feedback from Meridian regarding the scanner housing. No new update – San Bernardino has confirmed this issue has been addressed by the Kiosk vendor and issue can be closed.
Contra Costa	Several monitors at Contra Costa including break/fix monitors not in use were reported to have lines across them. A warranty claim was opened with the monitor vendor; Microtouch. 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. This issue is still under review.
Orange	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. A test Tablet was added to the new Wi-Fi setup. There were no major issues identified. Go live of the new Wi-Fi will be staggered and released per office.
Riverside/Kern	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. NTT/Meridian will be shipping the missing parts. Delivery date is currently pending. Shipment of missing parts is scheduled for end of month.
Humboldt	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. Humboldt has submitted an equipment add request to enroll 4 tablets to the MDM solution. The tablets will be shipped to the Gold River office for enrollment.

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 Luis Obispo, 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 but incurred a slight delay in Software Licensing validation collaboration. We are still planning begin validation in 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

- Oracle/AWS released a new Direct Peering network eliminating the need for an additional transit gateway. We are now actively setting up this new connection to enable us to performance test it.
- Finalized a plan for the non-prod virtual DB replication model structure we need to build.
- 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-298435	3/5/2026	Infra Tech Ops	Upgrade IIR from version 10.2 to 10.5 HF1 to implement HA	New
CA-298425	3/5/2026	Infra Contact Center	Placeholder: Napa County Contact Center Implementation	New
CA-298395	3/4/2026	Infra Imaging	Imaging Work Requirement Documents received from CalHEERS	New
CA-298390	3/4/2026	Infra Tech Ops	Upgrade Jenkins to 2.541.2	Pending Approval
CA-298331	3/3/2026	Infra Contact Center	Contact Center Lambda Python Upgrade from 3.9	New
CA-298301	3/2/2026	Infra Contact Center	Cron job time update for daylight savings – March 2027	New
CA-298300	3/2/2026	Infra Contact Center	Cron job time update for daylight savings – Nov 2026	New
CA-298250	2/27/2026	Infra Contact Center	Solano – update IVR – add CW Queue	New
CA-298246	2/27/2026	Infra Contact Center	LA – Enhance IVR case Self-Service menu	New
CA-298241	2/27/2026	Infra Contact Center	LA DCFS – Add custom eCCP agent statuses	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-298213	2/26/2026	Infra Contact Center	Update Calabrio Agent permission to allow self-service review of metrics	Design in Progress
CA-298092	2/23/2026	Security	Implement Malware/Virus Protection for Files uploaded into S3 bucket	New
CA-298089	2/23/2026	Infra Central Print	Return Mail Updates for Address Auto-Update	Pending Approval
CA-298070	2/23/2026	Infra Tech Ops	GAGR – Frontend Angular version upgrade to ng17 from ng16	Design in Progress
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	In Development
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	Pending Approval
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 in AWS.	Design in Progress
CA-297802	2/13/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Wave 2 – Sacramento, Placer, Yolo	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Gainwell QA regression test of the GA/GR Automated Solution for Release 26.03	Test Complete
GAGR-947	2/10/2026	Client Correspondence	San Francisco Office Move – Address Change for Multiple GAGR Exstream CC	Development Complete
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	System Test

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	Pending Approval
CA-297193	1/22/2026	Infra Contact Center	Add Language Selection for Outbound Calls From CSC	New
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
GAGR-936	1/14/2026	Client Correspondence	IP request – Update GRWP Job Search Report F063-08-71A (R04/15)	In Development
GAGR-935	1/14/2026	Client Correspondence	Marin County Opt-In GAGR Client Correspondence Service	New
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	Approved
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
GAGR-927	1/4/2026	Client Correspondence	Orange – Revised F063-26-108 – Request For	In Development

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Medical/Mental Health Report Of Examination	
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	System Test
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	System Test
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	Development Complete
CA-296397	12/10/2025	Infra Contact Center	Documentation: Interactive Voice Response IVR Functionalities	Design in Progress
CA-296296	12/5/2025	Infra Imaging	Enhance the handling of BenefitsCal document uploads to link to a case based on the form name	New
CA-296141	12/2/2025	Infra Contact Center	Santa Clara Contact Center – Turn on Post Call Survey Functionality	System Test
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	Ready for Committee
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
GAGR-915	11/18/2025	Client Correspondence	Replace Outdated Version of GR Special Need Cremation/Burial Approval NOA	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
CA-295539	11/3/2025	Infra Contact Center	RPA processing logic analysis and logic update	New
CA-295439	10/28/2025	Infra Tech Ops	Atlassian Jira and Bitbucket Installation on Amazon Linux 2023 (AL2023)	System 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	In Development
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
CA-294635	9/23/2025	Infra Imaging	Change Person Selection field to blank if the Case Number field is changed	Test Complete
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-294234	9/4/2025	Infra Contact Center	Add Ability to Update Future Agent Activity Status for Chat Agents in eCCP	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-294232	9/4/2025	Infra Contact Center	Add Customer Phone Number to Chat History in eCCP	Ready for Committee
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-293932	8/21/2025	Infra Contact Center	Sacramento – Closure of General Information Line	Approved
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 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)	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-292433	6/26/2025	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition	System 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	Pending Approval
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-289327	3/31/2025	Infra Contact Center	Calabrio – Sync Live Monitoring with session timeout	New
OCAT-11	3/28/2025	Infra OCAT	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 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	Test Complete
GAGR-753	12/2/2024	Client Correspondence	Shasta County Opting into the GAGR Automated Solution	In Assembly Test
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: Microsoft Purview 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	In Development
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA – CalSAWS 4 Discontinuance for the most common Discontinuance Reasons	In Development
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
CA-283265	10/2/2024	Infra Contact Center	Add threshold languages currently supported by IVR to bots.	New
CA-283075	9/26/2024	Infra Contact Center	External Agency AWS – Abandon Interval not summing to Total Abandonment	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-283043	9/25/2024	Infra Contact Center	Access to Nuance to retrieve real time and historical voice biometrics data	New
CA-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	Test Complete
CA-282697	9/16/2024	Infra Contact Center	Update the FFY Packet Outbound Call	New
CA-282108	8/27/2024	Infra Contact Center	Calabrio – Auto assign new users from County Default Team	New
CA-282025	8/23/2024	Infra Contact Center	Migration of Outbound application from legacy prod account to Shared functions production account	New
CA-280780	7/24/2024	Infra Contact Center	Allow Various Options for County Selection regarding "You are on Hold" Message	New
CA-280778	7/24/2024	Infra Contact Center	Interactive Voice Response IVR Text for Courtesy Call Back CCB	New
CA-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
CA-277286	4/30/2024	Infra Contact Center	Add Verbiage from MEDIL I 24-11 for All CSC Counties IVRs	New
CA-277050	4/24/2024	Infra Contact Center	Update Contact Center Lambda Secrets Manager Reference	New
CA-276974	4/23/2024	Infra Tech Ops	Upgrade Oracle Apex to 24.1	New
CA-276824	4/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Design in Progress
CA-276763	4/18/2024	Infra Contact Center	LA – Call Center – eGain – Allow multiple users to be selected from the parameters search	New
CA-276762	4/18/2024	Infra Contact Center	LA – Call Center – eGain – Add a search option to allow to search by EW	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 available on the EW summary report	New
CA-276403	4/10/2024	Infra Contact Center	PFR – IVR/Contact Center eGAIN Report Update	New
CA-276402	4/10/2024	Infra Contact Center	Post Call Survey Data to be accessible in eGAIN	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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			the "Informational Messages" – Admin Page	
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: Microsoft Purview 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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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-272404	1/3/2024	Infra Imaging	Remove CSF 141 from Imaging	Test Complete
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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-245839	5/24/2022	Infra Contact Center	Update Wording from Medi-Cal Redetermination to Medi-Cal Renewal	Design in Progress
NOW-1476	3/3/2026	Infra ServiceNow	Creation of resolution code, "Caller hang-up" for Service Desk tickets	To Do
NOW-1475	2/26/2026	Infra ServiceNow	Repurpose Catalog Item for Web Portal Access – Now "Communication Portal Access"	To Do
NOW-1473	2/24/2026	Infra ServiceNow	Update templates on categories	Done
NOW-1472	2/19/2026	Infra ServiceNow	Explore Catalog Builder	Ready
NOW-1471	2/18/2026	Infra ServiceNow	Please create new states for Request Items (RITM0106013)	Done
NOW-1470	2/18/2026	Infra ServiceNow	Request to add new resolution code for Infrastructure Incidents (RITM0106023)	Done
NOW-1469	2/17/2026	Infra ServiceNow	Request to add a field to RITM Tickets	Done
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	Done
NOW-1462	12/23/2025	Infra ServiceNow	New Case Level Dispatach 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
NOW-1412	5/1/2025	Infra ServiceNow	Incident and sc_req_item metric view access	To Do

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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

