

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: March 9, 2026 – March 22, 2026

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Bi-Weekly Status – CalSAWS Infrastructure

1 EXECUTIVE SUMMARY

The following table includes the highlights for the reporting period.

Table 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"> • Fix in Progress: PRB0053261 – Starting at 4:44 PM on March 20, 2026, Riverside County users at the 201 Redlands Ave, Perris site are unable to access CalSAWS and associated systems due to a local internet outage. Riverside County users at the Perris site will not be able to access CalSAWS and associated systems until the issue is resolved. The telecommunication provider (TPx) advised there is a local internet outage reported for the carrier, Spectrum. The estimated time of restoration is 10:00 PM. • Fix in Progress: PRB0053250 – Starting at 7:00 AM on March 19, 2026, the Integrated Child Care Service Payment Detail Report is not generated for Imperial County. Imperial County users will not be able to view the latest version of the Integrated Child Care Service Payment Detail Report until the issue is resolved. The Project Team is actively working to resolve the issue and Defect CA-298808 has been created to track the fix. An update will be provided when the issue is resolved. • RESOLVED: PRB0053229 – Starting at 9:55 AM on March 13, 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 Project Team is investigating the issue with the Telecommunication provider (TPx). An update will be provided when additional information becomes available. Update: TPx and the Project Team verified the CalSAWS circuits at the Downieville site are working as expected. The CalSAWS Project Team is actively investigating the issue with the Sierra County IT Team. An update will be provided when additional information becomes available. As of 8:31 AM on February 26, 2026, the issue has been resolved. Sierra County IT confirmed county internet connectivity at the Downieville site have been restored after a local county internet outage. Users are able to access CalSAWS and associated systems.

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<ul style="list-style-type: none"> <p>RESOLVED: PRB0053219 – Starting at 8:20 AM on March 12, 2026, some users are unable to receive MAGI response. Some users may not receive MAGI response until the issue is resolved. The Project Team is actively investigating the issue with the CalHEERS Team, and an update will be provided when the issue is resolved. As of 9:10 AM, on March 12, 2026, the issue was resolved by the CalHEERS Project Team. Users are now able to receive MAGI responses.</p> <p>RESOLVED: PRB0053208 – Starting at 7:00 AM on March 11, 2026, Merced County users are experiencing issues accessing CalSAWS and associated systems due to a countywide internet outage. Merced 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 11:03 AM on March 11, 2026, the issue has been resolved. Internet connectivity has been restored, and users are now able to access CalSAWS and associated systems.</p> <p>RESOLVED: PRB0053216 – Starting at 3:48 PM on March 11, 2026, some CalSAWS users are experiencing intermittent slowness navigating through and performing transactions in CalSAWS. Some CalSAWS users may experience intermittent slowness in CalSAWS until the issue is resolved. The CalSAWS Project Team is actively investigating the issue. An update will be provided when additional information becomes available. Update: As of 4:08 PM, on March 11, 2026, the issue has been remediated by the Project Team. Users are now able to perform CalSAWS transactions at normal speeds. The Project Team will continue to monitor performance, and an update will be provided by end of today. The Project Team monitored CalSAWS performance and confirmed continued stability. Users continue to perform CalSAWS transactions at normal speeds.</p> <p>Fix in Progress: PRB0053196 – Starting at 8:00 PM on March 1, 2026, the applicant IEVS file is being received in CalSAWS without Franchise Tax Board (FTB) data. The IEVS applicant inbound file will be missing the FTB data until further notice. The Applicant IEVS Detail page will still display applicant IEVS data, however FTB details will not be shown. This issue is due to a delay in the FTB annual match processing and will not impact CalSAWS functionality or other batch processing. CalSAWS will continue processing of the Applicant IEVS (A-IEVS) file without the FTB data until this issue is resolved. FTB estimates that the annual file processing will be completed by April 2026. - Starting March 2, 2026, a broadcast message is being displayed by MEDS as follows: "ATTN: A-IEVS MANUAL TRANS EDD & SSA DATA AVAIL ONLY, FTB DATA HALTED TBA." - Once FTB resumes transmission, CalSAWS will automatically ingest and process the</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>files through the standard interface with MEDS without requiring any system changes or county action. An update will be provided when additional information becomes available.</p> <ul style="list-style-type: none"> • RESOLVED: PRB0053181 – Starting at 7:00 AM on March 9, 2026, the Customer Activity Dashboard is delayed in production. The most recent version of the Customer Activity Dashboard is currently unavailable. The Project Team is actively working to resolve the issue and Defect CA-298484 has been created to track the fix. An update will be provided when additional information becomes available. As of 8:00 PM, on March 12, 2026, the issue has been resolved with the deployment of Defect CA-298484. The Customer Activity Dashboard is now refreshed with the latest data.
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 3/22/2026: Deployment – Baseline Release 26.03 (CHG0058352) ▪ 3/20/2026: Deployment – Priority Release 26.03.20 (CHG0058506) ▪ 3/20/2026: Maintenance – Imaging (Hyland) Maintenance ▪ 3/19/2026: Deployment – Priority Release 26.03.19 (CHG0058505) ▪ 3/16/2026: Deployment – Priority Release 26.03.16 (CHG0058456) ▪ 3/15/2026: Maintenance – CalSAWS Maintenance ▪ 3/15/2026: Maintenance – Adhoc Reporting Database Maintenance ▪ 3/15/2026: Deployment – Priority Release 26.03.15 (CHG0058357) ▪ 3/13/2026: Deployment – Priority Release 26.03.13 (CHG0058355) ▪ 3/12/2026: Deployment – Priority Release 26.03.12 (CHG0058356) ▪ 3/11/2026: Deployment – Priority Release 26.03.11 (CHG0058354) ▪ 3/10/2026: Deployment – Priority Release 26.03.10 (CHG0058353)
Milestones	<ul style="list-style-type: none"> ▪ 9 Production Deployments during this reporting period ▪ 120 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 C	Asset Management Plan	DDEL in Review	Review Complete 3/23/2026
I-D02 – Appendix B	Hardware and Software Support Plan	DDEL in Review	Review Complete 3/26/2026

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 0040-26 Web Portal Transition to Read-Only	3	3/11/2026
	CIT 0037-26 Scheduled Downtime Notification – 3-29-2026		3/9/2026
	CIT 0037-26 Scheduled Downtime Notification – 3-27-2026		3/9/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Ad hoc Maintenance – 3/29/2026, 12:00 PM to 4:00 PM	8	3/17/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 3/29/2026, 8:00 AM to 2:00 PM		3/17/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 3/29/2026, 8:00 AM to 2:00 PM		3/17/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 3/27/2026, 10:00 PM to 2:00 AM		3/17/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Jira Maintenance – 3/28/2026, 6:00 AM to 6:00 PM		3/13/2026
	CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Imaging Solution (Hyland) Maintenance – 3/20/2026, 10:00 PM to 1:00 AM		3/12/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Learning Management System (LMS) Maintenance – 3/27/2026, 7:00 PM to 9:00 PM		3/12/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 3/22/2026, 6:00 AM to 3:00 PM		3/9/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 3/22/2026 – Updates, BenefitsCal Maintenance Addition – 6:00 AM to 8:00 AM	1	3/12/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	New – CalSAWS County Executive Communication – Riverside County – Perris Site – Local Internet Outage	12	3/20/2026
	Resolved – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue		3/17/2026
	Update #4 – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue		3/16/2026
	Update #3 – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue		3/16/2026
	Update #2 – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue		3/13/2026
	Update – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue		3/13/2026
	New – CalSAWS County Executive Communication – Sierra County – Downieville Site – CalSAWS Access Issue		3/13/2026
	Resolved – CalSAWS County Executive Communication – Intermittent CalSAWS Slowness		3/11/2026
	Update – CalSAWS County Executive Communication – Intermittent CalSAWS Slowness		3/11/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	New – CalSAWS County Executive Communication – Intermittent CalSAWS Slowness		3/11/2026
	Resolved – CalSAWS County Executive Communication – Merced County – CalSAWS Access Issue – Internet Outage		3/11/2026
	New – CalSAWS County Executive Communication – Merced County – CalSAWS Access Issue – Internet Outage		3/11/2026
Issue Notification	New – PRB0053155 --- New – PRB0053250 --- Resolved – PRB0053229 Update – PRB0053240 New – PRB0053240 --- Update – PRB0053229 New – PRB0053229 --- Resolved – PRB0053181 Resolved – PRB0053219 New – PRB0053219 --- Resolved – PRB0053216 Update – PRB0053216 New – PRB0053216 Resolved – PRB0053208 New – PRB0053208 --- New – PRB0053196 --- New – PRB0053181	17	3/20/2026 --- 3/19/2026 --- 3/17/2026 3/17/2026 3/17/2026 --- 3/13/2026 3/13/2026 --- 3/12/2026 3/12/2026 3/12/2026 --- 3/11/2026 3/11/2026 3/11/2026 3/11/2026 3/11/2026 --- 3/10/2026 --- 3/9/2026
Priority Release Requests for Approval	Baseline Release 26.03 (CHG0058352) Priority Release 26.03.20 (CHG0058506) Priority Release 26.03.19 (CHG0058505) Priority Release 26.03.16 (CHG0058456) Priority Release 26.03.15 (CHG0058357) Priority Release 26.03.13 (CHG0058355) Priority Release 26.03.12 (CHG0058356) Priority Release 26.03.11 (CHG0058354) Priority Release 26.03.10 (CHG0058353)	9	3/22/2026 3/20/2026 3/19/2026 3/16/2026 3/15/2026 3/13/2026 3/12/2026 3/11/2026 3/10/2026
Informational Alert	CalSAWS Informational Alert >> EDR/APEX Users may Experience Slowness Due to Large Data Update – CalSAWS 26.03 Release	6	3/16/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE(S)
	CalSAWS Informational Alert >> Training Updates Preview Document – March 2026		3/13/2026
	Informational Alert – Action Required: Transition of Web Portal to Communication Portal – 3/27		3/13/2026
	CalSAWS Broadcast >> Informational Alert >> Keeping Up With CalSAWS		3/12/2026
	Informational Alert – Bitbucket and Jira PRD Downtime – 3/28/2026		3/12/2026
	Informational Alert – New Monitors at Gold River office		3/19/2026
CalSAWS	Daily Health Report	10	3/120/2026 3/19/2026 3/18/2026 3/17/2026 3/16/2026 3/13/2026 3/12/2026 3/11/2026 3/10/2026 3/9/2026

Table 3.1-2: Enhanced Communications

CATEGORY	SUBJECT	COUNT	DISTRIBUTION DATE(S)
None			

3.2 Planned Outages

The following table lists the planned outage communications.

Table 3.2-1: Planned Outage Communications

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CALSAWS BROADCAST DATE
CalSAWS	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	3/9/2026 3/12/2026

SYSTEM	PURPOSE	TIMEFRAME	IMPACT	CIT DATE	CalSAWS BROADCAST DATE
BenefitsCal	BenefitsCal Release 26.03.22	3/22/2026 6:00 AM to 8:00 PM	BenefitsCal will be unavailable during this time.		3/12/2026
CalSAWS	Imaging (Hyland) Maintenance	3/20/2025 10:00 PM to 3/21/2026 1:00 AM	Imaging will be unavailable during this time.		3/12/2026
CalSAWS	LMS Maintenance	3/27/2026 7:00 PM to 9:00 PM	LMS will be unavailable during this time.		3/12/2026
CalSAWS	Identity and Access Management Solution (ForgeRock) Maintenance	3/27/2026 10:00 PM to 3/28/2026 2:00 AM	CalSAWS, Contact Center, BenefitsCal, OCAT, QLIK, Childcare Portal, Auditor, ServiceNow, LMS, AWS Console, Imaging, eCCP, and CCP will be unavailable during this time.	CIT 0037-26 3/9/2026	3/17/2026
CalSAWS	Jira Maintenance	3/28/2026 6:00 AM to 6:00 PM	Jira will be unavailable during this time.		3/13/2026
CalSAWS	CalSAWS Maintenance	3/29/2026 8:00 AM to 2:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0038-26 3/9/2026	3/17/2026
CalSAWS	CalSAWS Ad Hoc Maintenance	3/29/2026 12:00 PM to 4:00 PM	The Ad hoc Reporting database will be unavailable for Apex, EDR, and Ad hoc reports users.	CIT 0038-26 3/9/2026	3/17/2026

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
0040-26	Web Portal Transition to Read Only	Informational	March 11, 2026	Yong Vangbliayang	Gian Franco Curiel
0039-26	Scheduled Downtime Notification – 3-29-2026	Informational	March 9, 2026	Communications .Infrastructure	Pete Quijada
0037-26	Scheduled Downtime Notification – 3-27-2026	Informational	March 9, 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
26-016	Request for Updated County Contacts for County Reference Material	March 12, 2026	Open	March 27, 2026	Nonie Reyes-Small, Erika Castro
26-011	Annual CalSAWS Security Compliance Memorandum	February 26, 2026	Open	March 27, 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	Completed
SIRFRA 1464	SIRFRA 1464 – Data Collection: Sexual Orientation, Gender Identity, and Intersex Status: Disclosure (SB 1114)	Cancelled
SIRFRA 1466	Cost Estimate for SB 1054	Completed
SIRFRA 1467	Cost Estimate for AB 2077	Submitted
SIRFRA 1471	Medi-Cal: Dashboard and Outreach (SB 1202)	Completed
SIRFRA 1472	Add TRUV flyer to automatically generated forms: Medi-Cal RE packets, MC 355 and CW 2200	Submitted
SIRFRA 4030	SAR 2, AR 2, and AR 2 SAR	Completed
SCERFRA 24-512	Foster Care Rates Proposal TBL	Completed
SCERFRA 24-524	Alternate Formatted Forms – CDSS	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-503	BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs)	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed

ID	DESCRIPTION	STATUS
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 25-531	ABAWD Form – CF 377.11E Mass Mailer	Completed
SCERFRA 25-534	CalFresh ROI Enhancement for CalFresh Outreach Network	Completed
SCERFRA 25-535	NOAs for the CW's Special Needs payment	Completed
SCERFRA 25-536	CWS-CARES and CalSAWS Interface	Completed
SCERFRA 25-537	Income and Eligibility Verification System (IEVS) Deceased Persons Match	Cancelled
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Cancelled
SCERFRA 25-539	Update the 377.11E CF RE Packet for ABAWDs	Completed
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 – CalWORKs	Completed
SCERFRA 25-918	AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 – Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 – Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 – Central Print (PII Breach)	Completed

ID	DESCRIPTION	STATUS
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
SCERFRA 26-908	SB 1387 – State Agencies – Collection and Reporting of Demographic Data – Jewish Identity	Cancelled
SCERFRA 26-917	SB 1054 – Unemployment Insurance: Reporting Requirements	Discovery & Assessment

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

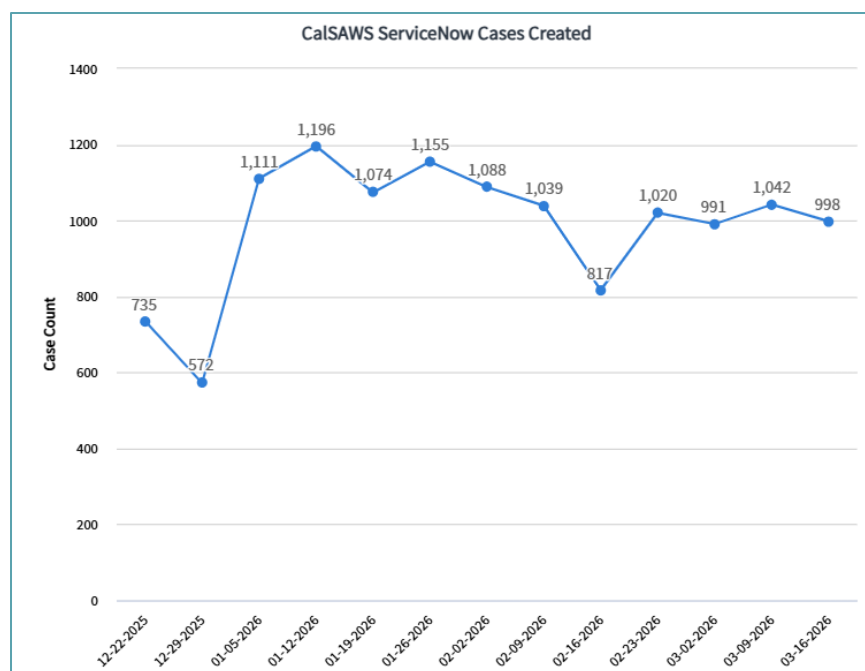


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

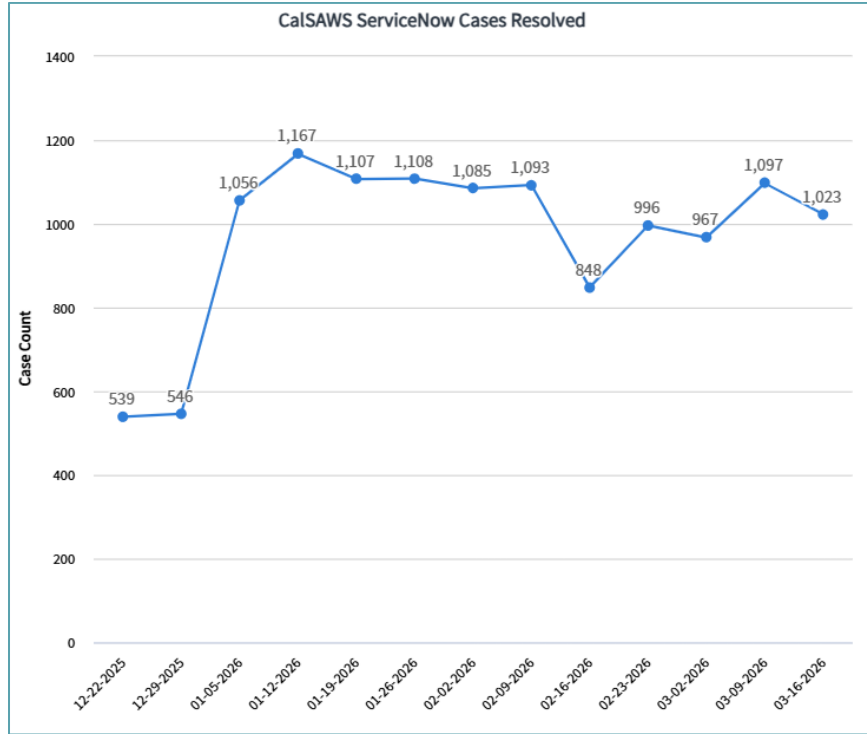


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

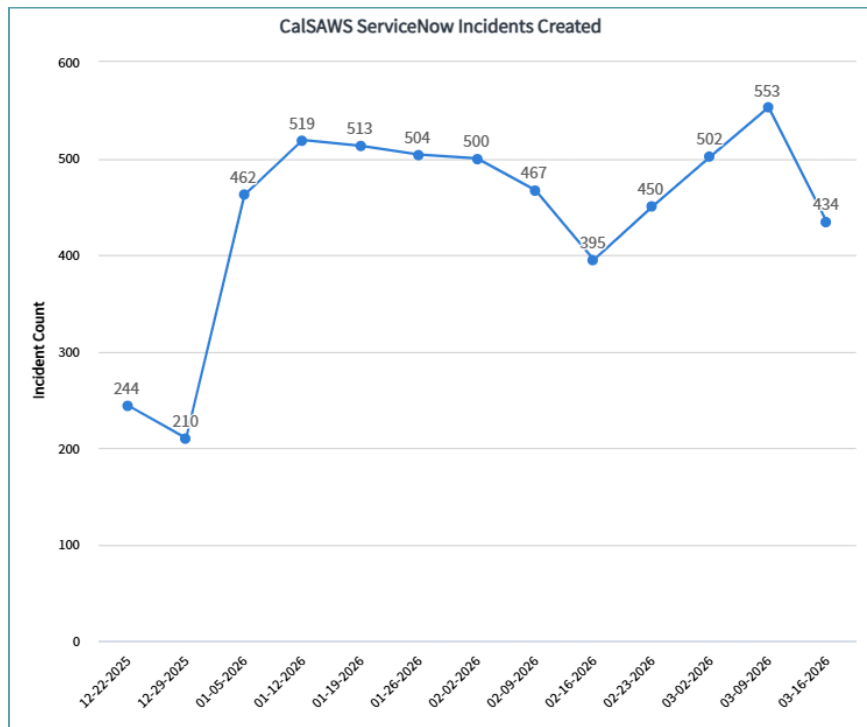


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

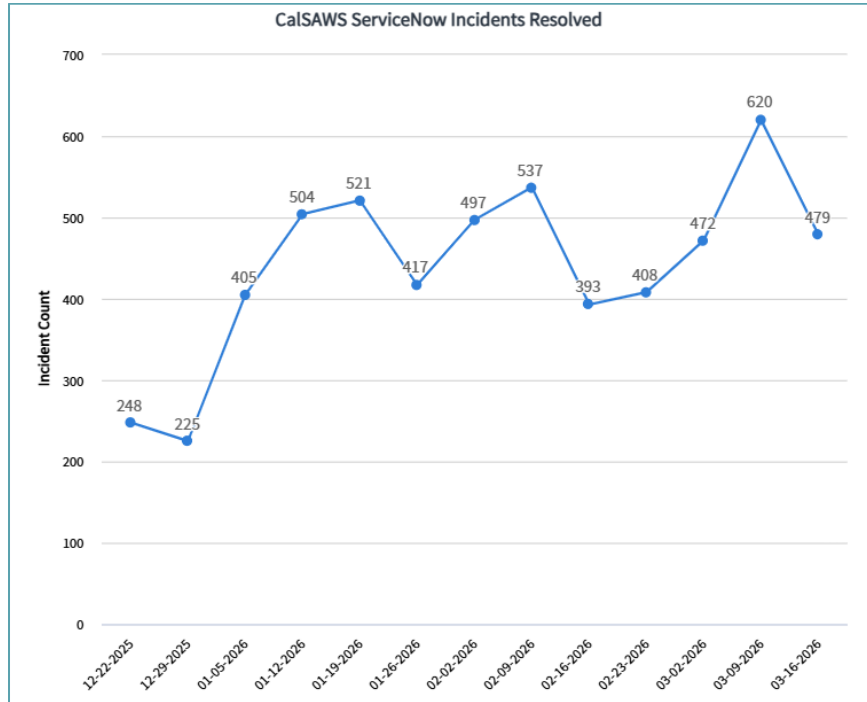


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

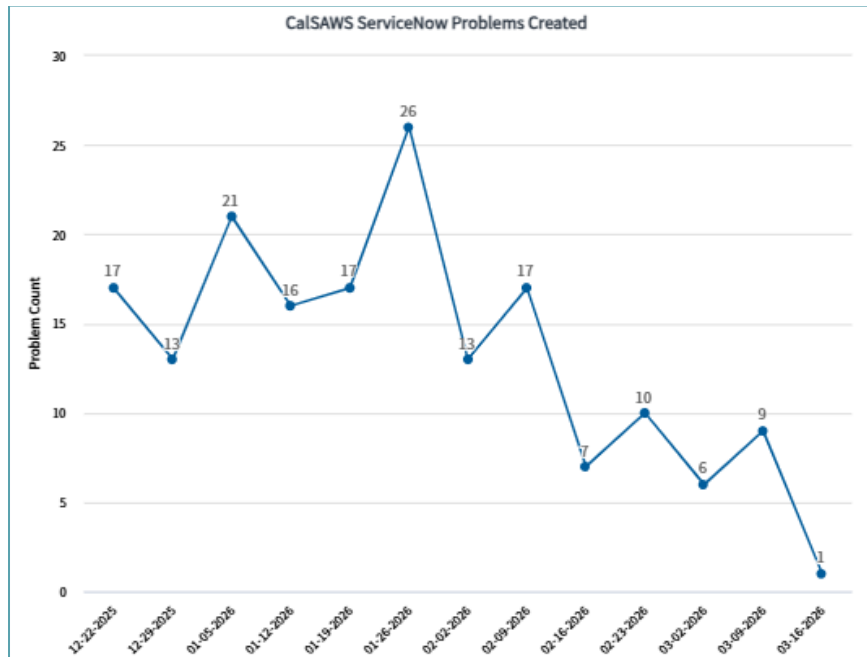


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

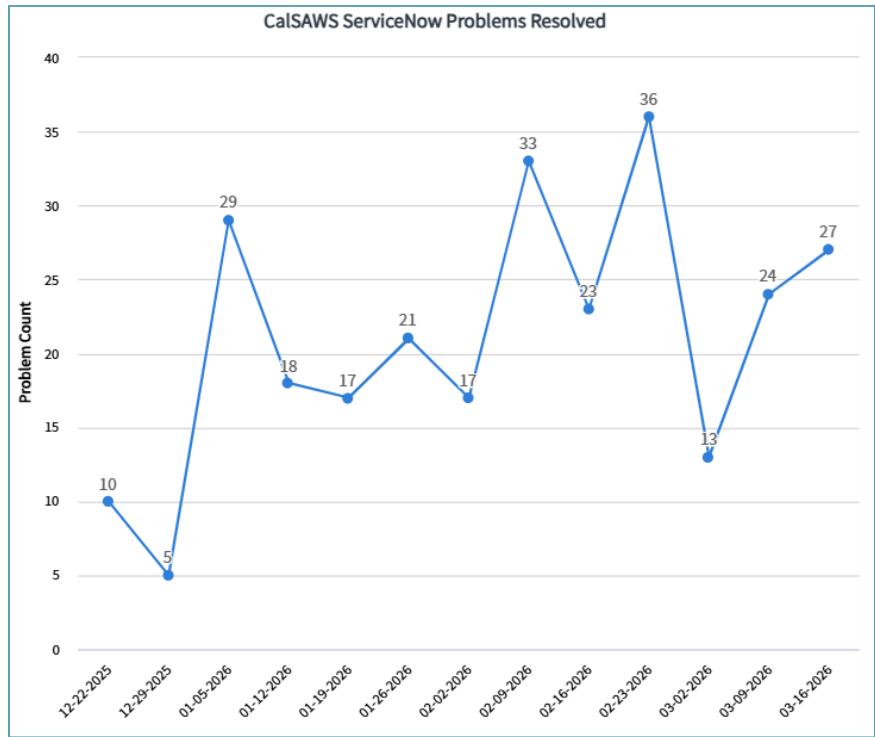


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	29	1	2	3	1	5	1	45
IN PROGRESS	1	61	23	8	14	17	38	11	173
ON HOLD	0	51	34	27	104	95	117	24	452
RESOLVED	3	226	279	324	162	60	90	5	1,149
CLOSED	13	6	2	48,758	100,649	18,175	12,396	3,593	183,592
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	0	1	1
TOTAL	20	373	339	49,119	100,932	18,348	12,646	3,635	185,412

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.

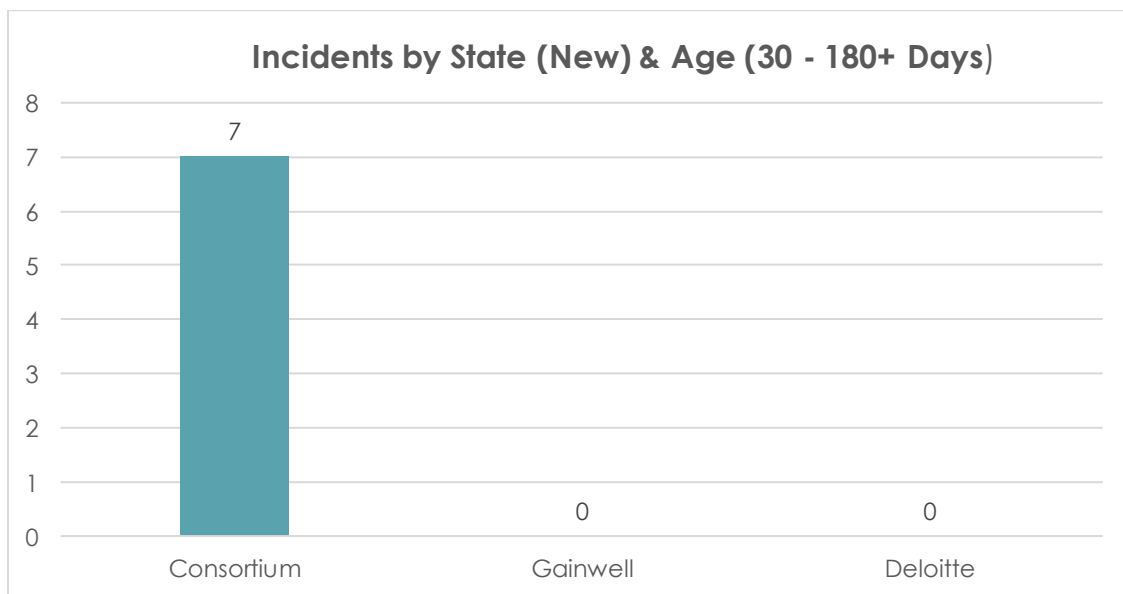


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	7	0	7
Gainwell	0	0	0

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Deloitte	0	0	0
Total	7	0	7

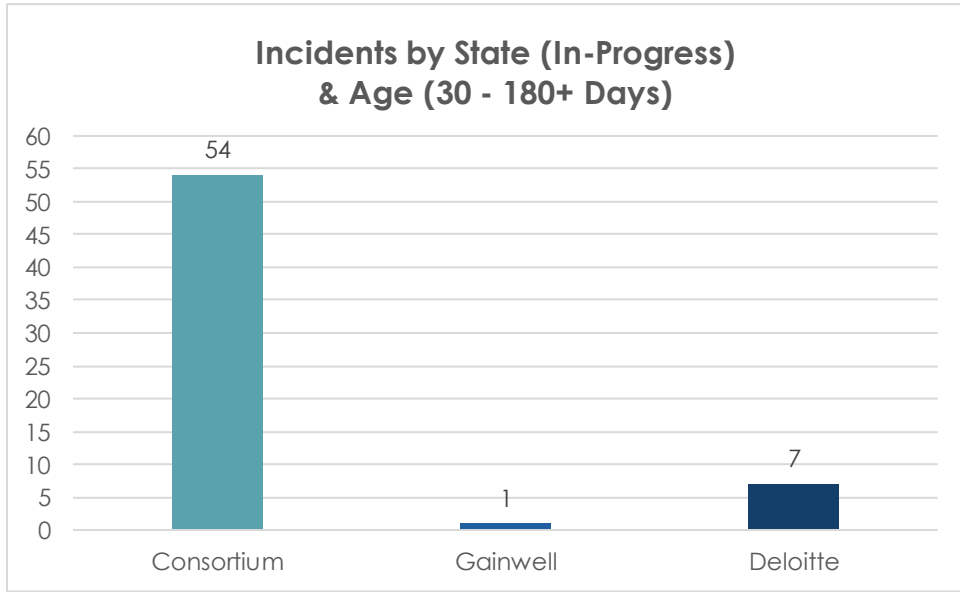
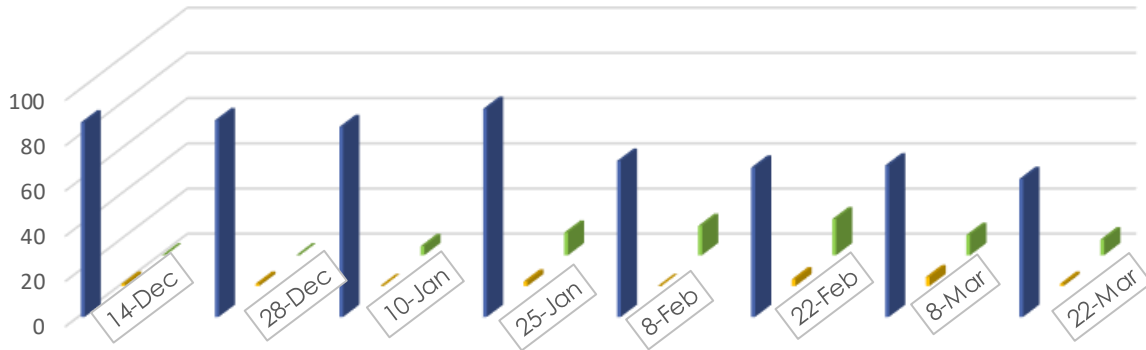


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	54	0	54
Gainwell	0	1	1
Deloitte	4	3	7
Total	58	4	62

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



	14-Dec	28-Dec	10-Jan	25-Jan	8-Feb	22-Feb	8-Mar	22-Mar
■ Consortium	86	87	84	92	69	66	67	61
■ Gainwell	1	1	0	2	0	3	4	1
■ Deloitte	0	0	4	10	13	16	9	7

Figure 4.1.1-4.1.9: Aging Incident Backlog

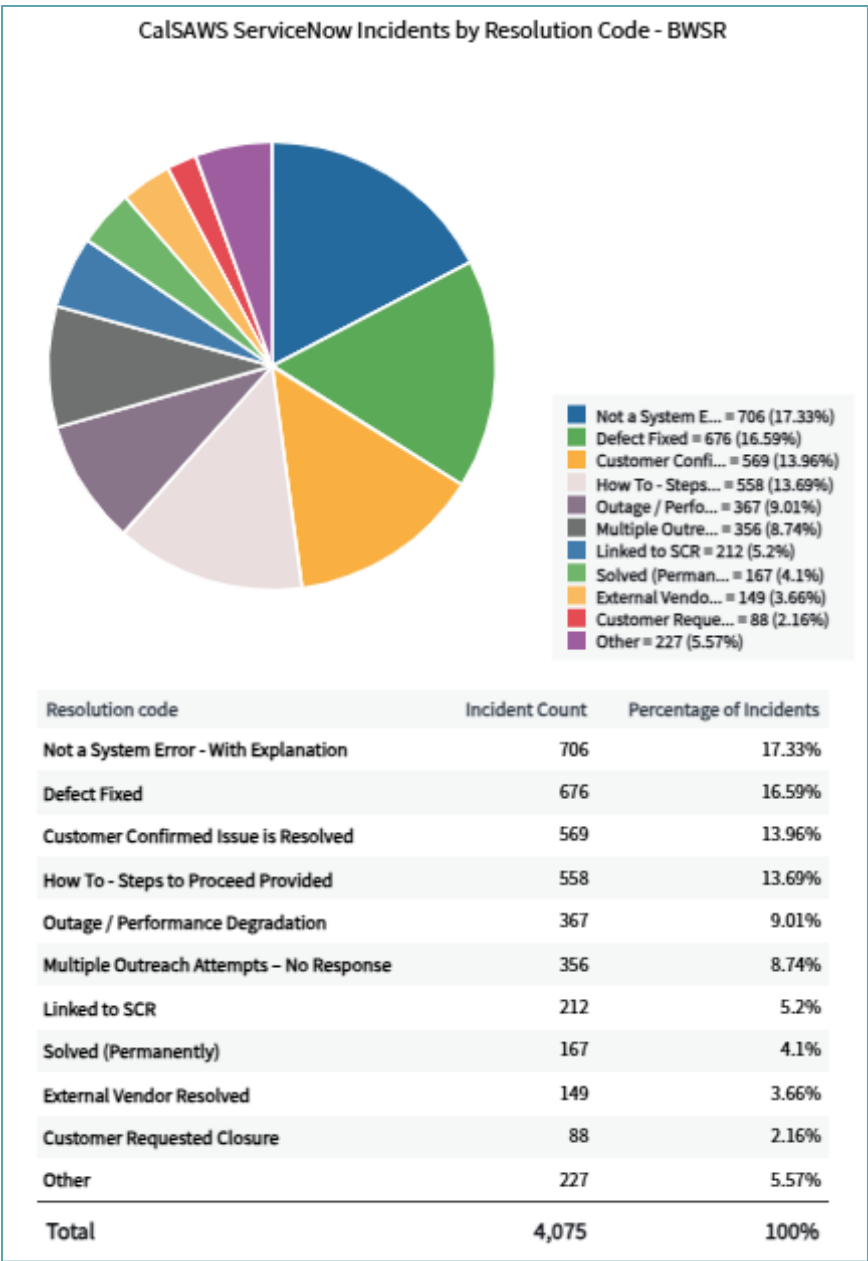


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

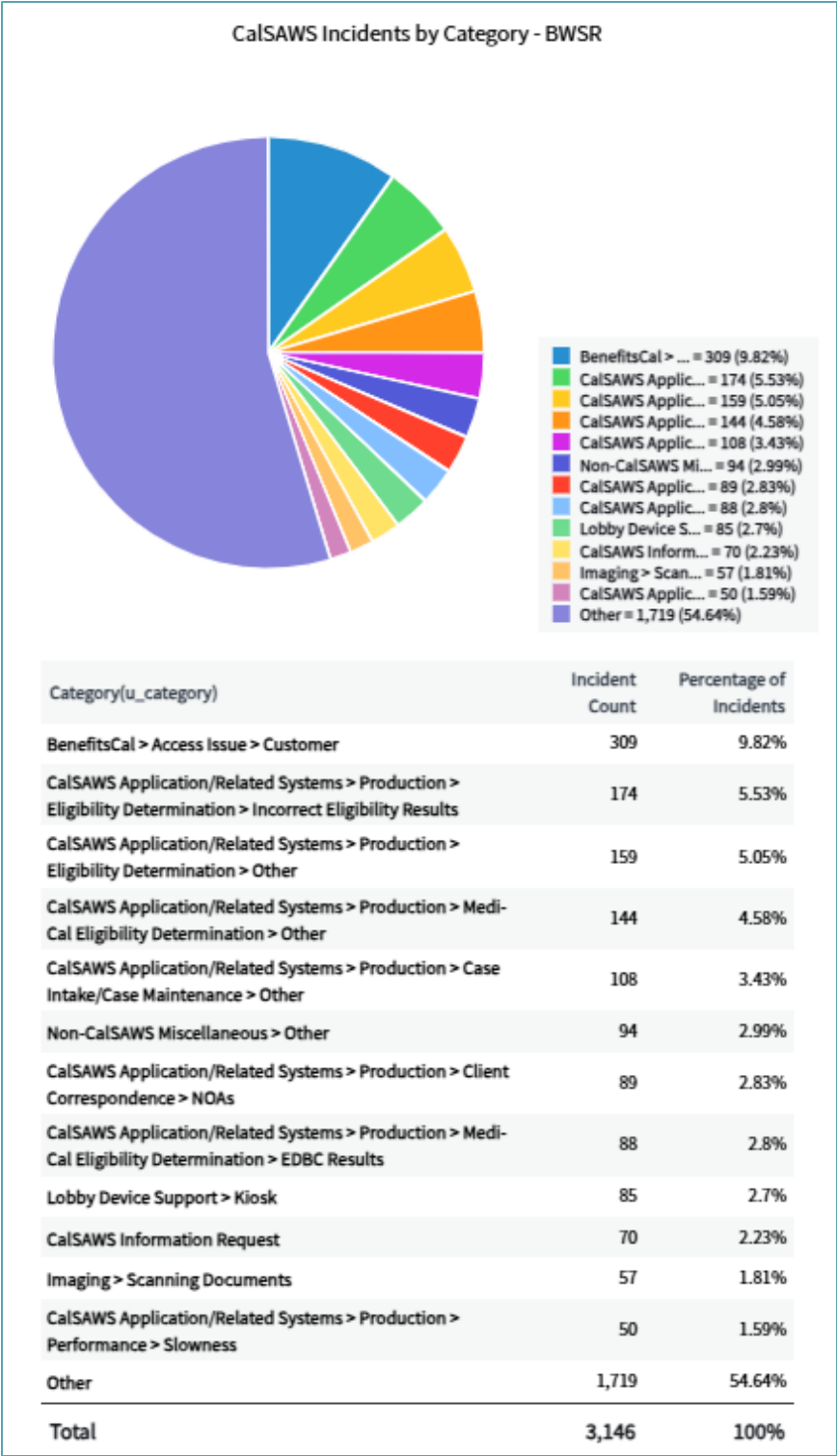


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,719 listed as Other are for selected categories that had less than 50 incidents. Please view the CalSAWS Incidents by Category Breakdown report to see a complete list of all categories selected for the 3,146 incidents.

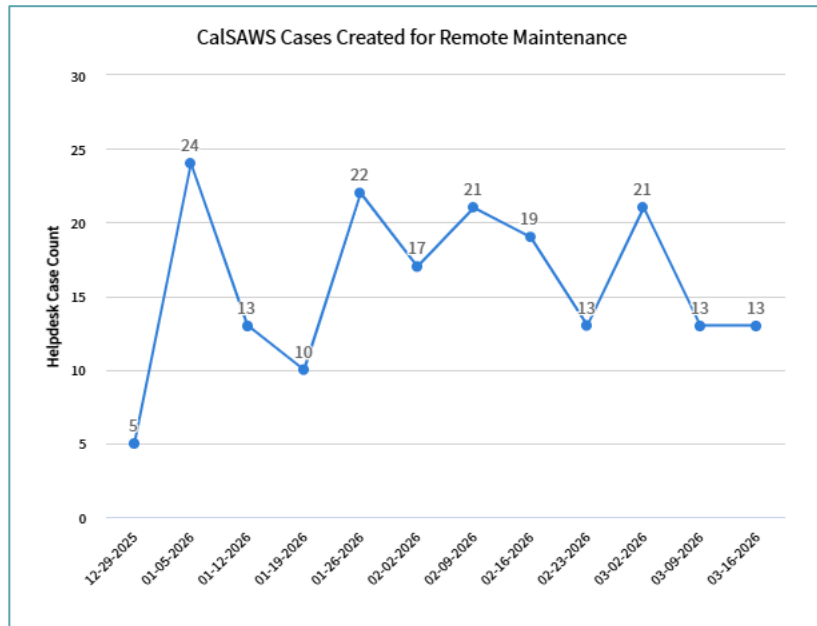


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

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%.

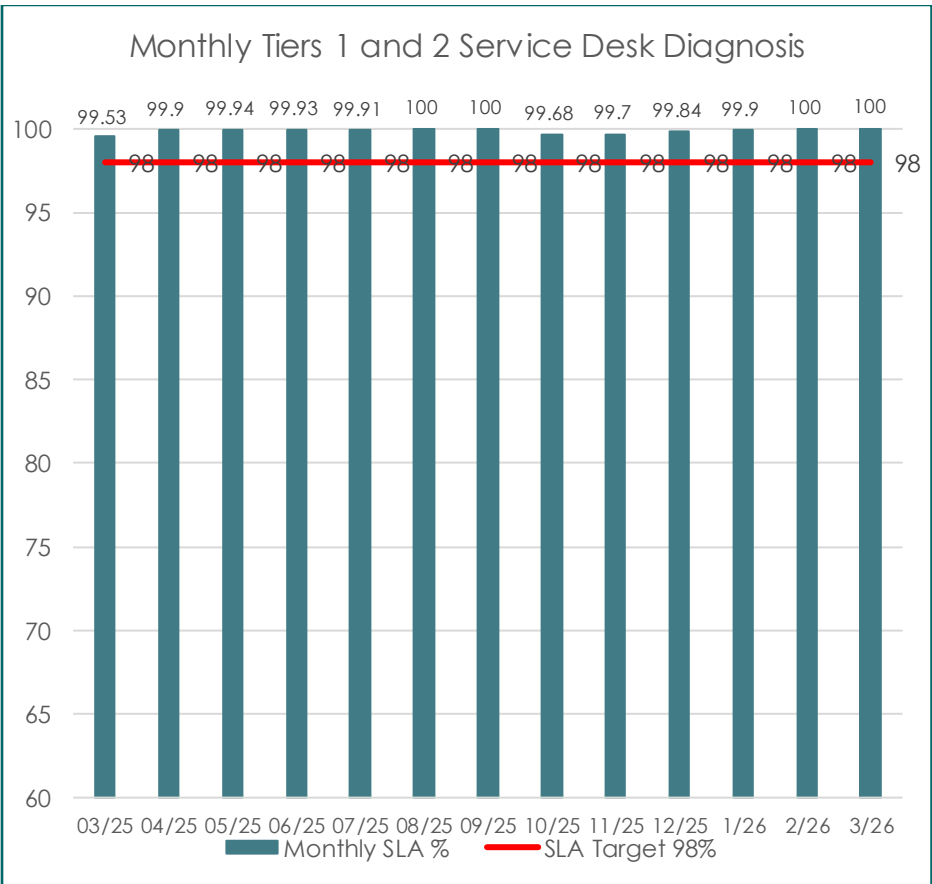


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

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



Figure 4.1.14: 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. 2 closed incidents missed the SLA in March MTD.

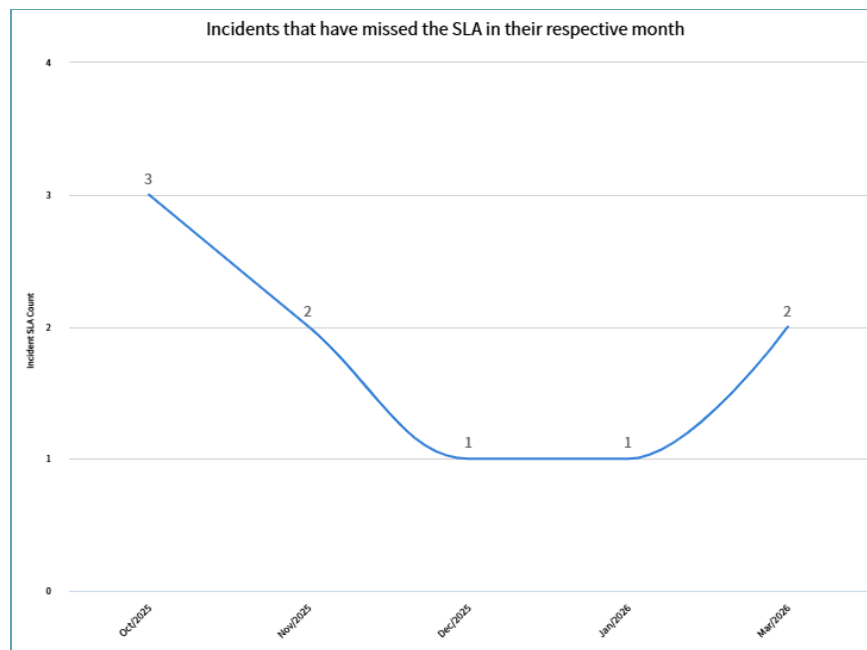


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

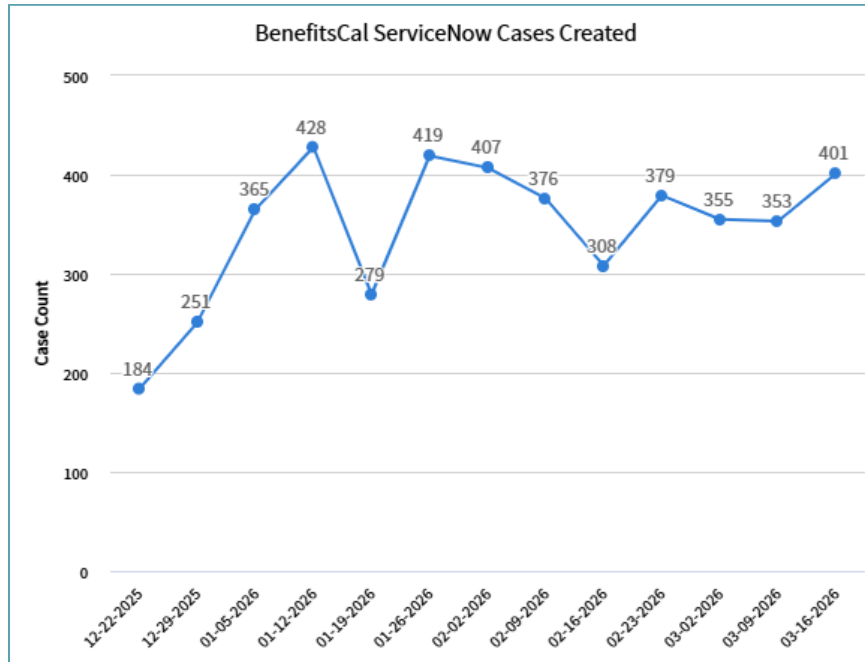


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

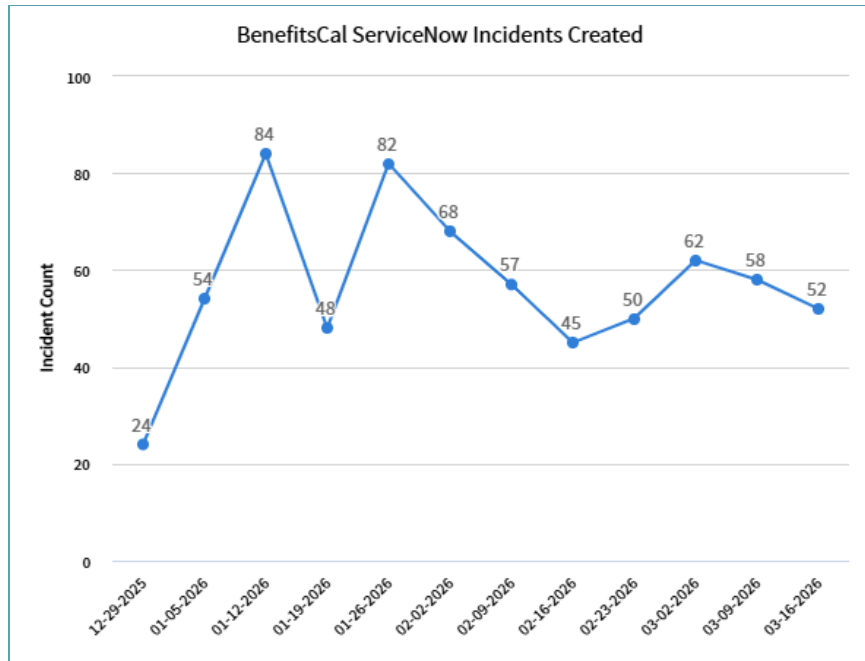


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

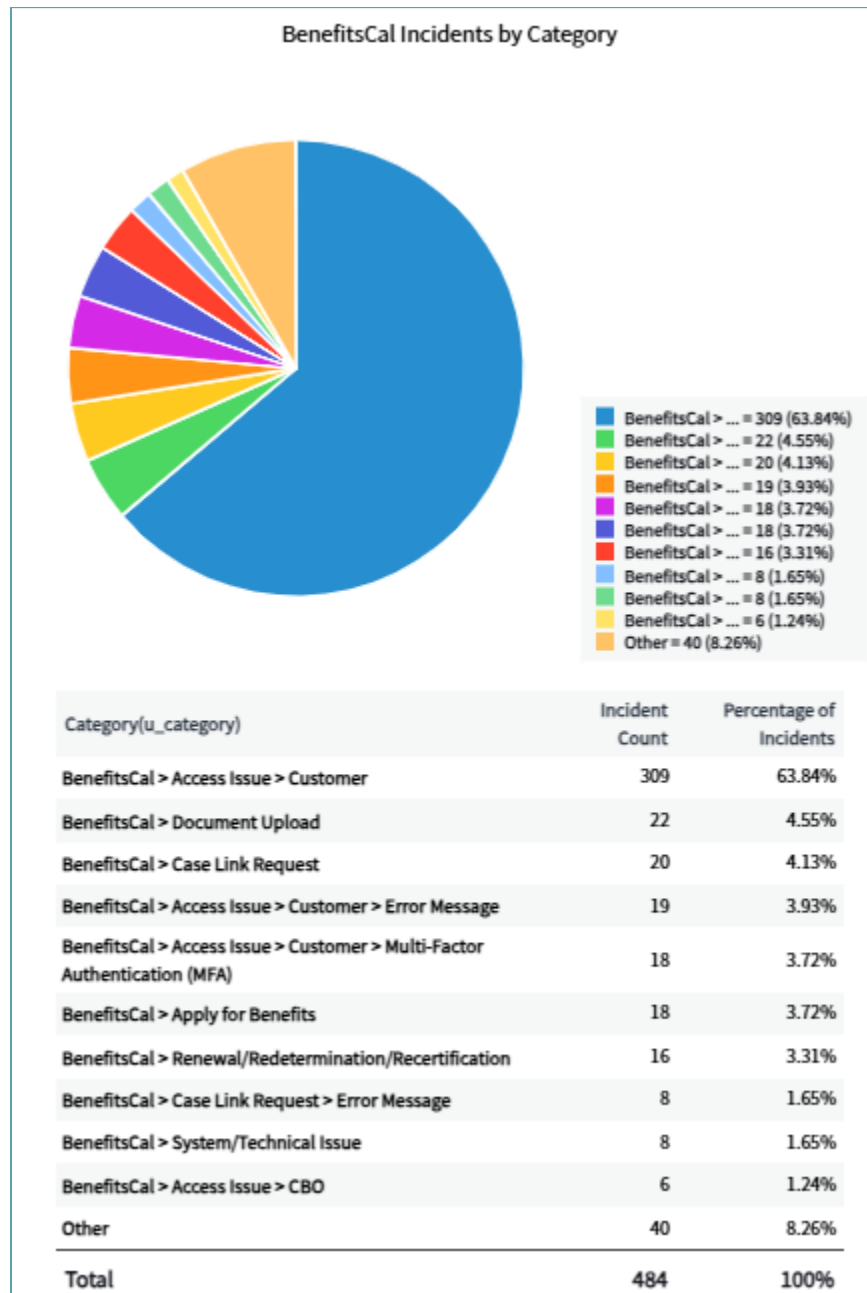


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 40 listed as Other are for selected categories that had less than 1.2 percent of the total incidents.

4.1.3 Root Cause Analysis (RCA)

The following table lists the open RCAs.

Table 4.1.3-1: In Progress RCAs

RCA #	DESCRIPTION	INCIDENT DATE	TEAM
385	Calabrio Screen Recordings Not Showing	8/6/2025	External – Calabrio
408	CalSAWS Home Page Display Issue	12/24/2025	Infra – Middleware
411	School Search Timeout Issue	1/20/2026	M&E – Database Team
412	PRT & CT Environments Inaccessible	1/27/2026	Infra – Database Team

4.2 Production Defect Backlog

The following table lists open Infrastructure production defects.

Table 4.2-1: Infrastructure Production Defect Summary

TEAM	DEFECT COUNT
Client Correspondence (GAGR CS)	6
Infra Cloud Ops	4
Infra Contact Center	10
Infra DBA	1
Infra ForgeRock	2
Infra Imaging	6
Infra Middleware	1
Infra ServiceNow	9
Infra Tech Support	1
Total	40

Table 4.2-2: Infrastructure Production Defects

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-298844	3/20/2026	Infra Contact Center	San Bernardino – WelcomeBot report showing negative number for abandoned	Assigned
CA-298821	3/19/2026	Infra Contact Center	ConnectReadOnly – adjust access to Real-time Metrics and Contact Search	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
NOW-1481	3/18/2026	Infra ServiceNow	Consortium Helpdesk+RMs catalog item visibility fix	Documenting
GAGR-970	3/13/2026	Client Correspondence	Orange 001 B NOA cannot be manually triggered	New
GAGR-969	3/12/2026	Client Correspondence	Consortia data synch to CalSAWS issue for Shasta County	New
GAGR-968	3/12/2026	Client Correspondence	Consortia data synch to CalSAWS issue for SBD County	Assigned
GAGR-967	3/12/2026	Client Correspondence	New County Consortia document requires cleanup of eff_bgn_dt on IP related tables	New
CA-298480	3/6/2026	Infra Contact Center	Remove language update code in eCCP during login/logout	Development Complete
NOW-1474	2/25/2026	Infra ServiceNow	Incidents on hold without hold reason (System should prevent)	Documenting
CA-297958	2/19/2026	Infra Cloud Ops	FIS (Food and cash) Files were completed late on 02/18	Assigned
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 Cloud Ops	Make the SCATL call through intranet as the current call goes through Internet via APIGateway	New
NOW-1465	1/28/2026	Infra ServiceNow	AWS SSO request template is broken (RITM0101847)	In Progress
NOW-1464	1/28/2026	Infra ServiceNow	ServiceNowFunctionality Issues (RITM0101260)	Closed
GAGR-944	1/27/2026	Client Correspondence	Fix SCL CC Master Database Report (part 3)	In Development
CA-297043	1/13/2026	Infra Cloud Ops	High Frequency Production Job Failures on 1/13/2026	New
NOW-1461	12/22/2025	Infra ServiceNow	Throwing error "Invalid Insert" while creating any change task (RITM0099631)	Testing
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 Middleware	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)	Test Complete
CA-296329	12/8/2025	Infra Imaging	External Agency – Image merged/corrupted from BenefitsCal	New

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-296328	12/8/2025	Infra Imaging	External Agency – Send FCC backups to archive instead of storing them in workflow	In Development
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 Cloud Ops	JRASERVER-78485: Text Visibility issue in Quick Search bar	New
CA-295541	11/3/2025	Infra Contact Center	Agent Daily Statistics Not Populating in ECCP Agent Management Tab	Assigned
CA-295509	10/30/2025	Infra Contact Center	Occasional error adding RPA journal entries	Assigned
CA-295294	10/22/2025	Infra Tech Support	Splunk logs have a limited line limit and truncates the request payload if the encrypted text is too long (GAGR Service)	New
NOW-1452	10/8/2025	Infra ServiceNow	POA&M ACLs / List Edit lock down	To Do
CA-294711	9/26/2025	Infra Contact Center	Occasional race condition when opting into CCB	Pending Rejection
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
NOW-1433	8/1/2025	Infra ServiceNow	ENV access request: verbiage removal	Done
CA-291952	6/12/2025	Infra Contact Center	External Agency – Transferred call data is not matching between eGain and AWS	Assigned
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
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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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

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
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	3/11/26	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 creation Change and Security Updates – Monday (Mar. 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	3/9/26	Standard Change: ForgeRock DEV DR Release 26.03.09
3/9/26	3/9/26	ATT 200M circuit handoff (hot cut) at Site 21002
3/9/26	3/9/26	End of Life UPS Replacement at 35004-San Benito, 911 Sunset Dr Hollister, CA 95023
3/9/26	3/10/26	Update Splunk UF – coreapp-development part 2
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	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	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	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)

DATE(S)		ACTIVITY DESCRIPTION
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	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	3/11/26	Solano County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Secondary)
3/10/26	3/10/26	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	3/11/26	[ECR] Whitelist www.google.com domain needed for Terraform login
3/10/26	3/10/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (Mar. 10)
3/10/26	3/10/26	CalSAWS Priority Release 26.03.10
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	3/16/26	Update the parameters group for wdtip PostgreSQL DBs in coreapp-development
3/11/26	3/13/26	Lambda runtime upgrade for n-1 compatibility – OCAT dev/test environments
3/11/26	3/13/26	Increase LVM volume on ATST-META1-RHEL8 in coreapp-development.
3/11/26	3/13/26	Update RDS Parameter group for wdtip PostgreSQL DBs in coreapp-staging (#339650810458)
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	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	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	coreapp-development lambda functions update to runtime nodejs22.x
3/11/26	3/13/26	Create AWS secret for storing Java application certs - GAGR DEV and TEST
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	Create secrets for DB users in coreapp-development
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 (Mar. 11)
3/11/26	3/12/26	Apply the latest Linux patches to GAGR Dev-Test

DATE(S)		ACTIVITY DESCRIPTION
3/11/26	3/11/26	CalSAWS Priority Release 26.03.11
3/11/26	3/13/26	Enable connectivity to AWS Audit DB (port 3306) for LA county.
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	3/12/26	Removal of Analytics-Development IP range's from Online Security Groups coreapp-prod
3/11/26	3/12/26	PROD DR: Remove unused Internal texting service from coreapp-prod DR
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	Revalidate Calsaws.net Domain within Digicert so we can Renew/Issue certs to Calsaws.net Domain and Sub Domains.
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	3/18/26	Standard Change: ForgeRock Testing in SandBox Environment 26.03.12-26.03.18
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	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	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	Yolo 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	Tulare 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	3/13/26	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 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 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: CalSAWS (WordPress) Production Website Plugin Updates
3/12/26	3/12/26	Standard Change: ForgeRock AT Release 26.03.12

DATE(S)		ACTIVITY DESCRIPTION
3/12/26	3/12/26	Standard Change: ForgeRock Staging Environment Build 26.03.12
3/12/26	3/18/26	Update Web site cert (awsfdc803.calaces.org) in DR
3/12/26	3/18/26	Update Web site cert (awsfdc804.calaces.org) in DR
3/12/26	3/12/26	STANDARD - Weekly Linux Environment Patching – Thursday 18:30 - 20:30 (Mar. 12)
3/12/26	3/13/26	Apply the latest Linux patches to GAGR Perf
3/12/26	3/12/26	CalSAWS Priority Release 26.03.12
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 (Mar. 13)
3/13/26	3/13/26	CalSAWS Priority Release 26.03.13
3/13/26	3/16/26	January 2026 patching on coreapp-development Oracle Enterprise Manager and agents
3/13/26	3/16/26	ECR: Enable connectivity to cc1.calsaws.net from Placer County
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	3/15/26	Monthly Production Database Linux OS Patching – March
3/14/26	3/14/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (Mar. 14)
3/14/26	3/14/26	Retro: Orange County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Primary)
3/15/26	3/16/26	Update Splunk UF in staging and training accounts
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	PROD: Upgrade Confluent application from v7.8.1 to v7.8.4 in coreapp-prod
3/15/26	3/16/26	PROD: Apply Java Patch of 2026-Q1 in prod and DR environments 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
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 Instance refresh for AutoScale SMTP – March (3/15)
3/15/26	3/15/26	Monthly Equinix LA-3 OS patching – March (3/15)
3/15/26	3/15/26	GAGR CC PROD PUB PUSH and IMPLEMENTED PLAN (IP) for 03/15/26

DATE(S)		ACTIVITY DESCRIPTION
3/15/26	3/15/26	CalSAWS Priority Release 26.03.15
3/16/26	3/17/26	STANDARD – Weekly creation Change and Security Updates – Monday (Mar. 16)
3/16/26	3/16/26	Standard Change: ForgeRock DEV DR Release 26.03.16
3/16/26	3/16/26	CalSAWS Priority Release 26.03.16
3/17/26	3/17/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (Mar. 17)
3/17/26	3/17/26	ECR: ServiceNow Release 26.03.17
3/18/26	3/19/26	Whitelist 'dev2-api.gagr.calsaws.net' for offshore workspaces to access AT2 GAGR
3/18/26	3/20/26	Whitelist URLs's in workspaces-development-offshore for Deloitte M&E Team
3/18/26	3/20/26	coreapp-staging lambda functions update to runtime nodejs22.x
3/18/26	3/19/26	coreapp-county lambda functions update to runtime nodejs22.x
3/18/26	3/19/26	Add EC2 tag DevOpsAccess: true for Jenkins and Ansible instances in coreapp-staging account
3/18/26	3/18/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (Mar. 18)
3/18/26	3/20/26	Update RDS Parameter group for wdtip PostgreSQL DBs in in coreapp-county(#730335359990)
3/18/26	3/19/26	Add Event Trigger to "Post Call Survey Lambda" in Contact Center Production santaclara Account
3/18/26	3/20/26	coreapp-training lambda functions update to runtime nodejs22.x
3/18/26	3/20/26	Enable the daily standby database report to connect and retrieve database information.
3/18/26	3/20/26	Update RDS Parameter group for wdtip PostgreSQL DBs in in coreapp-training (#058264522586)
3/19/26	3/20/26	Upgrade Invicti software from 25.12.0 to 26.2.2
3/19/26	3/19/26	Decommissioning of access switches and UPSs at site 15008
3/19/26	3/20/26	Revert Splunk UF source type to "oracle:audit:xml" on Non-prod Oracle DB EC2 instances
3/19/26	3/19/26	CalSAWS Priority Release 26.03.19
3/19/26	3/19/26	ServiceNow Release 26.03.19
3/20/26	3/20/26	Standard Change: ForgeRock Dev Release 26.03.20
3/20/26	3/20/26	CalSAWS Priority Release 26.03.20
3/21/26	3/22/26	January 2026 patching on coreapp-prod Oracle Enterprise Manager and agents
3/22/26	3/22/26	CalSAWS Release 26.03

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE(S)		ACTIVITY DESCRIPTION
3/23/26	3/24/26	STANDARD – Weekly creation Change and Security Updates – Monday (Mar. 23)
3/23/26	3/23/26	Standard Change: ForgeRock DEV DR Release 26.03.23
3/24/26	3/24/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (Mar. 24)
3/25/26	3/27/26	Create an Entra ID application to support account-based licensing for Office Timeline Pro+ users.
3/25/26	3/27/26	NON-PROD: Apply Java Patch of 2026-Q1 on the dev job executor instance in analytics-nonproduction-la
3/25/26	3/27/26	Create secrets for DB users in coreapp-development
3/25/26	3/27/26	Cleanup Unused RDS Snapshots in analytics-development (#347575916305)
3/25/26	3/27/26	Increase SendSMSMessage lambda environment variable from 160 to 320 to handle SMS edge cases in coreapp-staging(339650810458)
3/25/26	3/27/26	Remediate 'Allowed Null Session' Finding identified by Qualys on Managed Workstations for all managed Counties.
3/25/26	3/25/26	Update the Confluent Permanent license in PAT Confluent servers coreapp-staging
3/25/26	3/27/26	Decommission unused Meds and Journal Lambdas and associated resource in coreapp-staging(339650810458)
3/25/26	3/26/26	Increase SendSMSMessage lambda environment variable from 160 to 320 to handle SMS edge cases in coreapp-development(650244008899)
3/25/26	3/27/26	Decommission archive RDS and associated resource in coreapp-development(650244008899)
3/25/26	3/27/26	Decommission unused Meds and Journal Lambdas and associated resource in coreapp-development(650244008899)
3/25/26	3/27/26	Decommission BR1 EFS and provision EBS volume of 500 GB
3/25/26	3/27/26	Update Resource Base Policy to "Get Current Queue Maetric" Lambda function
3/25/26	3/25/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (Mar. 25)
3/25/26	3/27/26	Lambda runtime upgrade for n-1 compatibility – UAT, Training, Staging environments
3/25/26	3/25/26	Upgrade apps in Splunk Cloud to the latest versions, in preparation for future upgrade of cloud instance to Splunk 10
3/25/26	3/27/26	Increase SendSMSMessage lambda environment variable from 160 to 320 to handle SMS edge cases in coreapp-training(058264522586)
3/25/26	3/27/26	Upgrade Lambda runtime to python 3.12 in Prod environments in AWS via terraform
3/25/26	3/27/26	Update Transit Gateway Route table to establish connectivity to apex test-adhoc-reports.calsaws.net
3/26/26	3/27/26	Add custom response header policy as part of the security defect CA-295784
3/26/26	3/26/26	End of life 3-UPS Replacement at 36062-San Bernardino, 1627 E Holt Blvd, Ontario, CA 91761
3/26/26	3/27/26	Velocloud OTA refresh at site 26004 to resolve monitoring errors

DATE(S)		ACTIVITY DESCRIPTION
3/26/26	3/26/26	Velocloud and Switch power move for Site 15009
3/26/26	3/26/26	Standard Change: ForgeRock AT Release 26.03.26
3/26/26	3/27/26	Decommission archive RDS and associated resource in coreapp-staging(339650810458)
3/26/26	3/26/26	Standard Change: ForgeRock Staging Environment Build 26.03.26
3/26/26	3/26/26	STANDARD – Weekly Linux Environment Patching – Thursday 18:30 – 20:30 (Mar. 26)
3/26/26	3/27/26	Upgrade DynaTrace Agent Version on Non-prod Static EC2 Instances
3/27/26	3/27/26	Standard Change: ForgeRock AT DR Release 26.03.27
3/27/26	3/27/26	Standard Change: ForgeRock Dev Release 26.03.27
3/27/26	3/27/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (Mar. 27)
3/27/26	3/28/26	Revert Splunk UF source type to "oracle:audit.xml" on Prod Oracle DB servers
3/27/26	3/27/26	Update the RDS Parameter groups for wdtp PostgreSQL DBs in coreapp-Prod
3/27/26	3/28/26	Security Production Release 26.03.27
3/28/26	3/29/26	Cutover Jira and BitBucket from AL2 to AL2023
3/28/26	3/28/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (Mar. 28)
3/29/26	3/29/26	January 2026 Oracle DB RU 19.30.0.0 .0 patching on Coreapp prod, coreapp county, coreapp-production-tools and coreapp training databases
3/29/26	3/29/26	PROD: Update the Confluent Permanent license in Prod Confluent servers in coreapp-prod
3/29/26	3/29/26	Security DR Production Release 26.03.29
3/29/26	3/29/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances
3/29/26	3/29/26	enable global clusters to us-east-1 for amp rds in prod

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
Baseline Release 26.03	3/22/2026
Priority Release 26.03.20	3/20/2026
Priority Release 26.03.19	3/19/2026
Priority Release 26.03.16	3/16/2026
Priority Release 26.03.15	3/15/2026
Priority Release 26.03.13	3/13/2026
Priority Release 26.03.12	3/12/2026

RELEASE NUMBER	DEPLOYMENT DATE
Priority Release 26.03.11	3/11/2026
Priority Release 26.03.10	3/10/2026

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

There were no Infrastructure SLA misses for the reporting period.

4.3.4 CalSAWS Production Planned Outages Calen2026dar

The CalSAWS Production Planned Outages Calendar, provided in the following figure, 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
BenefitsCal Release 26.03.26	03/26/26	8:00 PM	03/26/26	9:30 PM												Broadcast Email	TBD
LMS Maintenance	03/27/26	7:00 PM	03/27/26	9:00 PM												Broadcast Email	3/12/2026
ForgeRock Maintenance	03/27/26	10:00 PM	03/28/26	2:00 AM												CIT 0037-26	3/9/2026
Jira Maintenance	03/28/26	6:00 AM	03/28/26	6:00 PM												Broadcast Email	3/17/2026
Adhoc Reporting Database Maintenance	03/29/26	12:00 PM	03/29/26	4:00 PM												Broadcast Email	3/13/2026
Production Maintenance	03/29/26	8:00 AM	03/29/26	2:00 PM												CIT 0038-26	3/9/2026
Production Maintenance	04/12/26	6:00 AM	04/12/26	11:59 PM												Broadcast Email	3/17/2026
Adhoc Reporting Database Maintenance	04/12/26	6:00 AM	04/12/26	11:59 PM												CIT 0038-26	TBD
Adhoc Reporting Database Maintenance	04/19/26	12:00 PM	04/19/26	4:00 PM												CIT 00XX-26	TBD
Production Maintenance	04/19/26	1:00 PM	04/19/26	3:30 PM												Broadcast Email	TBD
BenefitsCal Release 26.04.23	04/23/26	8:00 PM	04/23/26	9:30 PM												CIT 00XX-26	TBD
																Broadcast Email	TBD

Figure 4.3.4: CalSAWS Production Planned Outages Calendar

Notes:

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

5 LOBBY MANAGEMENT

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

Table 5-1: 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. The County received packet captures in February and requested a month to review the packet captures and determine if changes to the firewall are needed.</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. 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. An estimate has been provided to Shasta County and is awaiting a response.</p>
Riverside	<p>Intune effort has begun for Managed Counties. The Perris Office will serve as a pilot site. Once successful additional sites will be added to Intune until all Riverside County Kiosks are enrolled in Intune.</p>
Contra Costa	<p>Several monitors at Contra Costa including break/fix monitors not in use were reported to have lines across them. A warranty claim was opened with the monitor vendor; Microtouch. 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.</p>

COUNTY	UPDATES
Orange	<p>Orange will be implementing a County Wide Wi-Fi change. A call is scheduled next week with County IT to review the changes planned and to ensure Lobby Tablets are not impacted.</p> <p>A test Tablet was added to the new Wi-Fi setup. There were no major issues identified. Go live of the new Wi-Fi will be staggered and released per office.</p>
Riverside/Kern	<p>40 Boca Printers have been procured for install at Riverside and Kern offices. The Norco office was used as a test install, and it was determined that mounting brackets will need to be ordered for a successful install. A meeting was scheduled with NTT and Meridian to discuss the Boca Printer order. Not included in the order: Mounting brackets, paper guides, and printer cables.</p> <p>NTT/Meridian will be shipping the missing parts. Shipment of missing parts is scheduled for end of month.</p>
Humboldt	<p>A meeting was held with Humboldt County to discuss potential Lobby Tablet use. Humboldt has procured tablets for Lobby use. Tablets will need to be asset tagged and added to Zoho's MDM plus for management.</p> <p>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.</p> <p>Tablets have been enrolled and added to the Project MDM. Tracking information has been provided for the County.</p>

No updates: Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Del Norte, El Dorado, Fresno, Glenn, Humboldt, Imperial, Inyo, Kern, Kings, Lake, Lassen, Los Angeles, Marin, Mendocino, Modoc, Mono, Monterey, Napa, Orange, Plumas, Sacramento, San Bernardino, 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 March Monthly GAGR Correspondence Service Maintenance Release was successfully completed on 3/15/2026. The release included 19 ServiceNow requests for three (3) counties, updating 14 NOAs for 200+ Reason Codes.
- The Shasta County GA/GR Automated Solution Opt-in (GAGR-753) county purchase order will be delivered with CalSAWS Release 26.05. Exstream correspondence integration testing in progress.
- The Kern County GA/GR Automated Solution Opt-In (GAGR-763) county purchase order for Exstream Development has been delivered to the County and is pending approval.

- The San Joaquin County GA/GR Automated Solution Opt-In (GAGR-892) county purchase order for Exstream Development has been delivered to the County and is pending approval.
- Requirement gathering sessions for the Marin County GA/GR Automated Solution Opt-In (GAGR-935) county purchase order are scheduled to begin March 23, 2026.

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 final draft up for Gainwell leadership review before releasing to Consortium for review. HAM documentation will be included in the Configuration Management Plan review and revision process.
- Software Asset Management (SAM)
 - SAM development activities are nearly complete. Validation has already begun. SAM documentation will be included in the Configuration Management Plan and final draft up for Gainwell leadership review before releasing to Consortium for review.

7.2 Oracle Database@AWS Migration

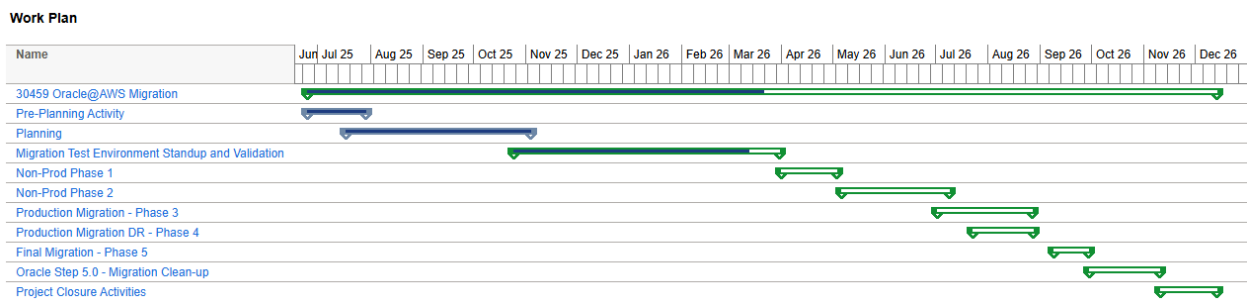


Figure 7.2.1: Oracle Database Project Schedule by Phase

- Continuing to execute daily Oracle Working sessions
- New ODB direct peering connection has been completed. A planned performance test against it will occur at the end of month.
- Performed a POC to setup and test replication in new non-prod virtual DB environment

- Continued Security reviews with Oracle Security Team, Consortium Security and CISO.

7.3 Communications Portal

- Project has completed design and development of the portal.
- The team has completed documentation and videos for users.
- Go live preparations including permission assignments, are in progress, go live of 3/30/2026.
- Web Portal will become read only at 5PM on 03/27 and select files will migrate to new locations on the Communications Portal by 03/30
- Hypercare has been scheduled for 3/30 with daily office hours beginning 3/30

7.4 Databricks

- POC Completed in partnership with M&E
 - Design and Development Infrastructure Terraform scripts completed during the POC planned to be leveraged for future deployments
- Participated in 3/18 Kickoff with Stakeholders
- Project is pending ARB review to submit upcoming change requests.

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Design submitted and is pending acceptance, due 4/13
- Pending ARB review

7.6 IAM Replacement

- Okta project manager assigned
- Schedule under development

7.7 Log of Open SCRs

The following table lists other open SCRs assigned to the Infrastructure Team.

Table 7.6-1: Other Open SCRs

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
NOW-1482	3/19/2026	Infra ServiceNow	AWS + ENV access request roster integration	Documenting
NOW-1480	3/17/2026	Infra ServiceNow	Update Incident Notification to exclude work notes text in the email.	Done
NOW-1479	3/16/2026	Infra ServiceNow	ServiceNow [CSM-PROD] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on	To Do

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			SNC Instance – CalSAWS PROD	
NOW-1478	3/16/2026	Infra ServiceNow	ServiceNow [CSM-DEV] Family EOL Upgrade: Install Zurich Patch 4 Hot Fix 3 on SNC Instance – CalSAWS DEV, CalSAWS TEST, CalSAWS TRAIN	To Do
CA-298688	3/13/2026	Infra Contact Center	Sacramento – IVR report EPA PIN user calls received each month	New
CA-298687	3/13/2026	Infra Contact Center	Solano – update IVR – Medical and CF service menu	New
GAGR-966	3/12/2026	Client Correspondence	Data Sync process cannot handle more than 900 rows in a single run	Design in Progress
GAGR-964	3/10/2026	Client Correspondence	San Francisco Automate Denials for no-show appointment	Design in Progress
GAGR-962	3/6/2026	Client Correspondence	Updates to the GA-94-15H / request to move to test	New
GAGR-957	3/6/2026	Client Correspondence	Update to variable <Date_Last_day_of_current_month>	Design in Progress
GAGR-956	3/6/2026	Client Correspondence	End date Form SC 300G	Design in Progress
CA-298435	3/5/2026	Infra Tech Ops	Upgrade IIR from version 10.2 to 10.5 HF1 to implement HA	Design in Progress
CA-298426	3/5/2026	Infra Tools	Jira Update to Support Initiative Request (IR) Process	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
NOW-1476	3/3/2026	Infra ServiceNow	Creation of resolution code, "Caller hang-up" for Service Desk tickets	Done
CA-298331	3/3/2026	Infra Contact Center	Contact Center Lambda Python Upgrade from 3.9	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
GAGR-955	2/27/2026	Client Correspondence	New CalSAWS Appointment Type – Telephone GA/GR RE Interview	Design in Progress
CA-298250	2/27/2026	Infra Contact Center	Solano – update IVR – add CW Queue	Pending Approval
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	Pending Rejection
NOW-1475	2/26/2026	Infra ServiceNow	Repurpose Catalog Item for Web Portal Access – Now "Communication Portal Access"	Testing
CA-298213	2/26/2026	Infra Contact Center	Update Calabrio Agent permission to allow self-service review of metrics	System Test
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	In Development
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 Dev Ops	Upgrade Terraform from v1.5.7 to v1.14.4	Ready for Committee
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	Design in Progress
CA-297995	2/19/2026	Infra Contact Center	Santa Clara – Changing intake queue names to continuing	System Test
CA-297991	2/19/2026	Infra Contact Center	LA – update IVR prompt	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
NOW-1472	2/19/2026	Infra ServiceNow	Explore Catalog Builder	Ready
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.	Pending Approval
CA-297802	2/13/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Wave 2 – Sacramento, Placer, Yolo	New
CA-297767	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation Wave 6 – Contra Costa, San Deigo, Solano & Ventura	New
CA-297766	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation wave 5 – Sutter, Butte, Yuba & Stanislaus	New
CA-297765	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation-wave 4 – San Bernardino, Kings, Monterey & Orange	New
CA-297764	2/12/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation–Wave 3 – San Francisco, Fresno, Tulare, Kern	New
CA-297701	2/11/2026	Infra Central Print	Return Mail Imaging Report	New
NOW-1467	2/6/2026	Infra ServiceNow	C92 Account Access changes	In Progress
GAGR-946	2/2/2026	Client Correspondence	Update Exstream RC XAS889 status reason to align with RC text	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-297398	1/30/2026	Infra DBA	Support GW Change – Object re-organization (REORG) in CalSAWS Oracle databases – Phase 2	New
CA-297196	1/22/2026	Infra Contact Center	Create Ability to Purge Queued Calls in CalSAWS Contact Center (Emergency Closure)	New
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 GA RE packet automation and send via Gainwell Central Print	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	Design in Progress
CA-296926	1/7/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition Implementation Pilot-Humboldt County	System Test
CA-296925	1/7/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition CSC Counties Implementation	New
CA-296919	1/7/2026	Infra Central Print	Return Mail Service Implementation Group 2	Test Complete
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-296782	12/29/2025	Infra Tech Ops	Create New Environment for CalSAWS/CalHEERS Integration Testing	Approved
CA-296733	12/23/2025	Infra Contact Center	Documentation update – eCCP Call Status Banner	Design in Progress
NOW-1462	12/23/2025	Infra ServiceNow	New Case Level Dispatch SLA's	To Do
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-296408	12/10/2025	Infra GenAI	Call Summarization Pilot	System Test
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	Test Complete
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	In Development
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	Design in Progress
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-295539	11/3/2025	Infra Contact Center	RPA processing logic analysis and logic update	New
NOW-1456	10/31/2025	Infra ServiceNow	Cannot find/recover draft created in ServiceNow	Done
CA-295439	10/28/2025	Infra Tech Ops	Atlassian Jira and Bitbucket Installation on Amazon Linux 2023 (AL2023)	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-295193	10/17/2025	Infra Contact Center	Create options for the CCB wait time metric in eCCP	System Test
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
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 Account	Design in Progress
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-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
NOW-1443	9/4/2025	Infra ServiceNow	New Catalog Item and Workflow – Project Maintenance	Pending
CA-294234	9/4/2025	Infra Contact Center	Add Ability to Update Future Agent Activity Status for Chat Agents in eCCP	New
CA-294232	9/4/2025	Infra Contact Center	Add Customer Phone Number to Chat History in eCCP	Committee Review
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-293932	8/21/2025	Infra Contact Center	Sacramento – Closure of General Information Line	System Test
GAGR-892	8/19/2025	Client Correspondence	San Joaquin County GAGR Extream 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	Ready for Committee
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
CA-292433	6/26/2025	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition	Test Complete
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCalBIC request processing logic enhancement	Pending Approval
NOW-1424	6/5/2025	Infra ServiceNow	Request to create new catalog item "Project Maintenance"	To Do
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	Contra Costa 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
NOW-1412	5/1/2025	Infra ServiceNow	Incident and sc_req_item metric view access	To Do
CA-290041	4/17/2025	Infra Contact Center	San Bernardino – Deactivate IVR Predictive Handling – CPO	Design in Progress
CA-289662	4/8/2025	Online	Adding a new baby to a Medical only Case Using RPA	New
CA-289657	4/8/2025	Infra Tech Ops	Enable CARES/FCED related infrastructure in PROD before FCED go live	Development Complete
CA-289583	4/7/2025	Infra Tech Arch	Add FCED Services to AT 2 Environment	New
CA-289432	4/2/2025	Security	Add Additional Security Role to Hide CPS Program	New
CA-289327	3/31/2025	Infra Contact Center	Calabrio – Sync Live Monitoring with session timeout	New
O CAT-11	3/28/2025	Infra OCAT	Standardize OCAT Scanning – Qualsys	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-289238	3/27/2025	Infra Contact Center	AWS – Ability to filter data by Contact Origin	New
NOW-1408	3/20/2025	Infra ServiceNow	Potential defect with sys_audit unarchive, + hardening for Xanadu upgrade	To Do
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
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: 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 Assembly Test
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA – CalSAWS 4 Discontinuance for the most common Discontinuance Reasons	In Assembly Test
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
CA-283043	9/25/2024	Infra Contact Center	Access to Nuance to retrieve real time and	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			historical voice biometrics data	
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-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
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	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			formatting, emojis and more characters	
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	Ready for Committee
CA-276824	4/19/2024	Infra Contact Center	Remove Inbound IVR Informational Messages for PHE Communication	Design in Progress
CA-276763	4/18/2024	Infra Contact Center	LA – Call Center – eGain – Allow multiple users to be selected from the parameters search	New
CA-276762	4/18/2024	Infra Contact Center	LA – Call Center – eGain – Add a search option to allow to search by EW	New
CA-276632	4/16/2024	Infra Contact Center	An additional Admin page to the eCCP to manage RE Line	New
CA-276579	4/15/2024	Infra Contact Center	Upgrade Calabrio to the WFM Cloud Solution	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 the "Informational Messages" – Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	PFR – Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution)	Design in Progress

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276389	4/10/2024	Infra Contact Center	eCCP – Post Call Status after Outbound Call	New
CA-275994	4/1/2024	Infra Contact Center	Amazon Connect Copy – Environment Reset	New
CA-275845	3/27/2024	Security	DMDP-21: Data Security P1	New
CA-275645	3/21/2024	Infra Contact Center	Stanislaus – Call Center Enhancements	New
CA-275420	3/14/2024	Infra Contact Center	"Title: Message-On-Hold (MOH) / Adding them to the eCCP Admin Tool (Short-Term Solution)	"
CA-275376	3/13/2024	Infra Contact Center	IVR to add additional validations for RPA card replacement request routing	New
CA-275373	3/13/2024	Infra Contact Center	Amazon Connect/eGain Back End Database Access	New
CA-274846	2/29/2024	Infra Contact Center	Calls to be routed to assigned worker if a discontinued program is still assigned to a worker	New
CA-274373	2/20/2024	Infra Contact Center	Assessment to automate all RPA, Post Call Survey and voice bots reports.	New
CA-273899	2/7/2024	Infra Contact Center	PFR – Calabrio – Ability to live monitor multiple workers at a time	New
CA-273894	2/7/2024	Infra Contact Center	Ability to skill staff with more than one routing profile	New
CA-273487	1/30/2024	Infra Contact Center	Queue Limits Page drop down to view more than 10 per page	New
CA-273471	1/30/2024	Infra Contact Center	Roll-on/off eCCP Admin Page enhance search feature	New
CA-273448	1/30/2024	Infra Contact Center	Quick Connect Admin Page Updates	New
CA-273447	1/30/2024	Infra Contact Center	Teams (units) copy from AWS to eCCP	New
CA-273446	1/30/2024	Infra Contact Center	CSC IVR Call Limits	Design in Progress
CA-273442	1/30/2024	Infra Contact Center	Update eCCP to expose AWS CCP Headset Options	New
CA-273439	1/30/2024	Infra Contact Center	Remove wait time from IVR and replace with position in line	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-273252	1/25/2024	Infra Contact Center	Update Agent Status if eCCP times out while in specific statuses.	Design in Progress
CA-273209	1/24/2024	Infra Contact Center	Add a Pending Not Ready Status to the eCCP	New
CA-272919	1/17/2024	Infra Contact Center	Reconfigure Queue Assignment in Contact Flows	New
CA-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
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	Committee Review
CA-245925	5/25/2022	Infra Contact Center	RPA BIC Bot CalSAWS Contact Center–Interactive Voice Response (IVR) Solution	New
CA-245839	5/24/2022	Infra Contact Center	Update Wording from Medi-Cal Redetermination to Medi-Cal Renewal	Design in Progress

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

