

CalSAWS

California Statewide Automated Welfare System



Bi-Weekly Status Report

CalSAWS Infrastructure

Reporting Period: March 23, 2026 – April 5, 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 48 active Infrastructure Production defects.
Incidents	<ul style="list-style-type: none"> • RESOLVED: PRB0053331– Starting at 9:24 AM on April 3, 2026, Riverside County users at the 5961 Mission Blvd site are unable to access CalSAWS and associated systems due to power outage. Riverside County users at the Mission Blvd site will not be able to access CalSAWS and associated systems until the issue is resolved. The utility provider estimates power restoration time at 10:10 AM this morning. An update will be provided when the issue is resolved. As of 9:55 AM on April 3, 2026, the issue has been resolved. The utility provider confirmed power has been restored. Riverside County users at the Mission Blvd site are able to access CalSAWS and associated systems. • Fix in Progress: PRB0053310 – Starting at 10:00 AM on April 1, 2026, users may experience Jira application slowness. Users may experience slowness while navigating through and downloading reports in Jira. Users may also receive a 502 bad gateway error when attempting to access Jira. Workaround: Users are advised to reattempt login if they receive a 502 error. The CalSAWS project team is actively coordinating with the Jira vendor, and an update will be provided as additional information becomes available. Update: The project team identified that selecting “All Fields” when requesting creation of a Jira report is causing intermittent slowness and recommends using the “Current Fields” option instead of the “All Fields” option until the issue is resolved. The project team continues to work with the vendor, and an update will be provided when additional information becomes available. Update #2: The project team temporarily disabled “All Fields” option that was available for users to select when creating Jira reports. Users are advised to use the “Current Fields” option until the issue is resolved. • Fix in Progress: PRB0053316 – Starting at 6:00 AM on April 2, 2026, the Integrated Payroll Foster Care Issuance Detail Claiming Report By Case is not generated. The latest version of the Integrated Payroll Foster Care Issuance Detail Claiming Report By Case will not be available until the

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>issue is resolved. Defect CA-299332 has been created to track the issue. An update will be provided when the issue is resolved.</p> <ul style="list-style-type: none"> <p>RESOLVED: PRB0053314 – Starting at 11:30 AM on April 1, 2026, some county users are encountering a UEID error when attempting to Accept and Save after running EDBC. Users may not be able to accept and save results after running EDBC until the issue is resolved. The project team is actively investigating, and Defect CA-299306 has been created to track this issue. An update will be provided as additional information becomes available. As of 8:00 PM on April 1, 2026, the issue has been resolved. Users are able to Accept and Save results after running EDBC.</p> <p>Fix in Progress: PRB0053309 – Starting at 4:00 PM on March 31, 2026, PVS abstract file processing is delayed in CalSAWS. April PVS files are being held, and abstracts will not be loaded. PVS abstracts for the month of April will not be available until this issue is resolved. Defect CA-298796 has been created and is targeted for a priority release on April 9, 2026, to fix this issue. In addition, Defect CA-299258 will be used to track the reprocessing of the April PVS abstract files. An update will be provided when the issue is resolved.</p> <p>RESOLVED: PRB0053263 – Starting at 6:00 AM on March 23, 2026, the CalFresh Approval Notice of Action (NOA) is not being generated for certain cases. The CalFresh Approval NOA will not be generated for certain cases when a customer is denied for intake month and approved for the follow up month in a multi-month EDBC until the issue is resolved. Workaround: County users are advised to not accept the system generated NOA for the first month; Instead, the CalFresh Approval NOAs for both months should be generated manually from the template repository. The project team is actively working to resolve the issue. Defect CA-298780 has been created and is being targeted for an upcoming priority release. An update will be provided as additional information becomes available. As of 7:20 PM on March 31, 2026, the issue has been resolved with the deployment of Defect CA-298780. The CalFresh Approval Notice of Action (NOA) is now being generated when a customer is denied for intake month and approved for the follow up month in a multi-month EDBC.</p> <p>RESOLVED: PRB0053240 – Starting at 12:50 PM on March 17, 2026, some Contact Center users who use Microsoft Edge version 145 and 146 are unable to hear audio for both inbound and outbound calls when using the eCCP or default CCP. Some Contact Center users who use MS Edge version 145 and 146 will not be able to hear audio until the issue is resolved. Impacted Contact Center users are advised to use the Google Chrome browser until the county group policies are updated. The project team confirmed that the issue is limited to customers who have configured the "AutoplayAllowed" Group Policy to "Disabled" in Edge browser versions 145 or 146. The project team is working on</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	<p>detailed instructions for counties to update group policy based on the Microsoft change. An update will be provided as additional information becomes available. Update: This issue has been caused by Microsoft Edge updates that impacted the "AutoplayAllowed" group policy behavior. If counties have the "AutoplayAllowed" group policy "Disabled" as described in the following link: Microsoft Edge Browser Policy Documentation AutoplayAllowed. Then counties are advised to add the contact center URL to "AutoplayAllowlist" policy per the instructions outlined here: Microsoft Edge Browser Policy Documentation AutoplayAllowlist. If "AutoplayAllowed" is set as "Enabled" or "Not configured", or "AutoplayAllowlist" is updated along with CalSAWS Contact Center URLs, then no action is required. As of 9:00 AM on March 27, 2026, the issue has been resolved. Impacted counties confirmed they are no longer experiencing audio issues with eCCP and default CCP after following the above instructions.</p> <ul style="list-style-type: none"> <p>RESOLVED: PRB0053270 – Starting at 2:56 PM on March 23, 2026, Modoc County users at the 120 North Main Street, Alturas site are unable to access CalSAWS and associated systems. Modoc County users at the Alturas site will not be able to access CalSAWS and associated systems until the issue is resolved. The CalSAWS project team is engaged with Modoc County to further investigate the issue. An update will be provided when additional information becomes available. As of 11:54 PM on March 23, 2026, the issue has been resolved. Internet connectivity at the site was affected by an outage and has been restored by the local internet provider, Frontier. Users are now able to access CalSAWS and associated systems.</p> <p>New: PRB0053264 – Starting at 6:00 AM on March 23, 2026, when a BenefitsCal customer attempts to link their account with a CalSAWS case, the case number inside the confirmation email is not properly formatted when the case number begins with 1 and the email language chosen is Arabic. The confirmation email received by the customer will have formatting issues with the case number until the issue is resolved. The confirmation email will be incorrectly formatted until the issue is resolved; however, the link in the email works as expected. This issue occurs when a customer has opted to receive communication in Arabic language and their case number starts with 1. The project team is actively working to resolve the issue and Defect CA-298735 has been created to track the fix. An update will be provided when the issue is resolved.</p> <p>RESOLVED: 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</p>

TOPIC	HIGHLIGHTS FOR THE REPORTING PERIOD
	telecommunication provider (TPx) advised there is a local internet outage reported for the carrier, Spectrum. The estimated time of restoration is 10:00 PM. As of 7:00 AM on March 23, 2026, the issue has been resolved. The local internet provider confirmed services have been restored. Riverside County users at the Perris site are able to access CalSAWS and associated systems.
Maintenance/ Deployments	<ul style="list-style-type: none"> ▪ 4/02/2026: Deployment – Priority Release 26.04.02 (CHG0058608) ▪ 4/01/2026: Deployment – Priority Release 26.04.01 (CHG0058663) ▪ 3/31/2026: Deployment – Priority Release 26.03.31 (CHG0058607) ▪ 3/29/2026: Maintenance – CalSAWS Maintenance ▪ 3/29/2026: Maintenance – Adhoc Reporting Database Maintenance ▪ 3/28/2026: Deployment – Priority Release 26.03.28 (CHG0058564) ▪ 3/28/2026: Maintenance – Jira Maintenance ▪ 3/27/2026: Maintenance – IAM (ForgeRock) Maintenance ▪ 3/26/2026: Deployment – Priority Release 26.03.26 (CHG0058563) ▪ 3/24/2026: Deployment – Priority Release 26.03.24 (CHG0058562) ▪ 3/23/2026: Deployment – Priority Release 26.03.23 (CHG0058553)
Milestones	<ul style="list-style-type: none"> ▪ 7 Production Deployments during this reporting period ▪ 105 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	Addressing DDEL Comments	Submit FDEL 4/9
I-D02 – Appendix B	Hardware and Software Support Plan	FDEL in Review	FDEL Review complete 4/7

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 0055-26 End of Support – Lobby Tablets Running Android OS 14 and Below	3	4/2/2026
	CIT 0054-26 Updated Lobby Tablet Recommendations 2026		4/2/2026
	CIT 0049-26 Scheduled Downtime Notification – 4-19-2026		3/30/2026
	CIT 0047-26 Scheduled Downtime Notification – 4-12-2026		3/25/2026
	CIT 0046-26 New Communication Portal Go-Live & Training Materials		3/24/2026
Scheduled CalSAWS Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 4/12/2026, 6:00 AM to 11:59 PM	4	3/30/2026
	CalSAWS Broadcast >> Scheduled CalSAWS Adhoc Maintenance – 4/12/2026, 6:00 AM to 11:59 PM		3/30/2026
	Reminder - CalSAWS Broadcast >> Scheduled Maintenance >> CalSAWS Jira Maintenance – 3/28/2026, 6:00 AM to 6:00 PM		3/27/2026
	Update - CalSAWS Broadcast >> Scheduled CalSAWS Maintenance - 3/29/2026, 8:00 AM to 4:00 PM		3/24/2026
Scheduled BenefitsCal Maintenance	CalSAWS Broadcast >> Scheduled CalSAWS Maintenance – 3/26/2026 – Updates, BenefitsCal Maintenance Addition – 8:00 PM to 10:00 PM	1	3/26/2026
Scheduled EBT Maintenance	None		
CalSAWS County Executive Communications	Resolved - CalSAWS County Executive Communication – Riverside County – Mission Blvd Site – CalSAWS Access Issue – Power Outage	7	4/3/2026
	New – CalSAWS County Executive Communication – Riverside County – Mission Blvd Site – CalSAWS Access Issue – Power Outage		4/3/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (s)
	Resolved – CalSAWS County Executive Communication– Modoc County – Alturas Site – CalSAWS Access Issue		3/24/2026
	Update #2 – CalSAWS County Executive Communication– Modoc County – Alturas Site – CalSAWS Access Issue		3/24/2026
	Update – CalSAWS County Executive Communication– Modoc County – Alturas Site – CalSAWS Access Issue		3/23/2026
	New – CalSAWS County Executive Communication– Modoc County – Alturas Site – CalSAWS Access Issue		3/23/2026
	Resolved – CalSAWS County Executive Communication– Riverside County – Perris Site – Local Internet Outage		3/23/2026
Issue Notification	Resolved – PRB0053331 Update #2 – PRB0053310 New – PRB0053331 --- Update – PRB0053310 Resolved – PRB0053314 New – PRB0053316 --- New – PRB0053314 New – PRB0053310 Resolved – PRB0053263 New – PRB0053309 --- New – PRB0053240 --- Resolved – PRB0053270 --- New – PRB0053270 New – PRB0053264 New – PRB0053263 Resolved – PRB0053261	16	4/3/2026 4/3/2026 4/3/2026 --- 4/2/2026 4/2/2026 4/2/2026 --- 4/1/2026 4/1/2026 4/1/2026 4/1/2026 --- 3/27/2026 --- 3/24/2026 --- 3/23/2026 3/23/2026 3/23/2026 3/23/2026
Priority Release Requests for Approval	Priority Release 26.04.02 (CHG0058608) Priority Release 26.04.01 (CHG0058663) Priority Release 26.03.31 (CHG0058607) Priority Release 26.03.28 (CHG0058564) Priority Release 26.03.26 (CHG0058563) Priority Release 26.03.24 (CHG0058562) Priority Release 26.03.23 (CHG0058553)	7	4/02/2026 4/01/2026 3/31/2026 3/28/2026 3/26/2026 3/24/2026 3/23/2026

CATEGORIES	SUBJECT	COUNT	DISTRIBUTION DATE (S)
Informational Alert	Informational Alert – 2025–2027 CalSAWS Deployment Schedule	6	4/3/2026
	CalSAWS Informational Alert >> Web Portal Transition to Communication Portal Information – CIT 0040–26 & CIT 0046–26		3/27/2026
	Informational Alert – Reminder: Bitbucket and Jira PRD Downtime – 3/28/2026		3/27/2026
	Informational Alert – Action Required: Transition of Web Portal to Communication Portal – 3/27		3/27/2026
	Update – CalSAWS Informational Alert >> County Hypercare Support Call – Communication Portal Go Live – 3/30 & 3/31		3/23/2026
	CalSAWS Informational Alert >> County Hypercare Support Call – Communication Portal Go Live – 3/30/2026		3/23/2026
	Informational Alert – Guest Wi-Fi Password		3/23/2026
CalSAWS	Daily Health Report	10	4/3/2026 4/2/2026 4/1/2026 3/31/2026 3/30/2026 3/27/2026 3/26/2026 3/25/2026 3/24/2026 3/23/2026

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 Maintenance	4/19/2026 1:00 PM to 6:30 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0049-26 3/30/2026	
CalSAWS	CalSAWS Ad Hoc Maintenance	4/19/2026 12:00 PM to 4:00 PM	The Ad hoc Reporting database will be unavailable for Apex, EDR, and Ad hoc reports users.	CIT 0049-26 3/30/2026	
CalSAWS	CalSAWS Maintenance	4/12/2026 6:00 AM to 11:59 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0047-26 3/25/2026	3/30/2027
CalSAWS	CalSAWS Ad Hoc Maintenance	4/12/2026 6:00 AM to 11:59 PM	The Ad hoc Reporting database will be unavailable for Apex, EDR, and Ad hoc reports users.	CIT 0047-26 3/25/2026	3/30/2027
CalSAWS	Jira Maintenance	3/28/2026 6:00 AM to 6:00 PM	Jira will be unavailable during this time.		3/13/2026 3/26/2026
CalSAWS	CalSAWS Maintenance	3/29/2026 8:00 AM to 4:00 PM	CalSAWS users will be redirected to a read-only version during the outage.	CIT 0038-26 3/9/2026	3/17/2026 3/24/2026
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 3/24/2026
BenefitsCal	BenefitsCal Release 26.03.26	3/26/2026 8:00 PM to 10:00 PM	BenefitsCal will be unavailable during this time.		3/26/2026

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
055-26	End of Support – Lobby Tablets Running Android OS 14 and Below	Informational	4/2/2026	Nonie Reyes-Small	Lobby Support
054-26	Updated Lobby Tablet Recommendations 2026	Informational	4/2/2026	Nonie Reyes-Small	Lobby Support
0049-26	Scheduled Downtime Notification – 4-19-2026	Informational	3/30/2026	Communications .Infrastructure	Pete Quijada
0047-26	Scheduled Downtime Notification – 4-12-2026	Informational	3/25/2026	Communications .Infrastructure	Pete Quijada
0046-26	New Communication Portal Go-Live & Training Materials	Informational	3/26/2026	Yong Vangbliayang	Nonie Reyes-Small

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
26-017	Disposal of Equipment (End-of-life monitors available to Counties for County use)	4/1/2026	Open	4/15/2026	Pete Quijada, Mark Grzeszczak,

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
26-016	Request for Updated County Contacts for County Reference Material	N/A	El Dorado, Mono, Sierra, Tuolumne, Yuba	Butte, Glenn, Plumas, Trinity	Fresno, Inyo	Santa Barbara	N/A
26-011	Annual CalSAWS Security Compliance Memorandum	N/A	Mono, Sierra, Tuolumne, Yuba	Colusa, del Norte, Lassen, Mendocino, Siskiyou, Trinity	N/A	San Bernardino	Los Angeles

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

ID	DESCRIPTION	STATUS
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	Completed
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	Completed
SIRFRA 4030	SAR 2, AR 2, and AR 2 SAR	Completed
SCERFRA 24-512	Foster Care Rates Proposal TBL	Completed
SCERFRA 24-524	Alternate Formatted Forms – CDSS	Completed
SCERFRA 24-546	The Work Number	Completed
SCERFRA 25-501	SCERFRA 25-501 Print/Postage/Adobe Costs	Completed
SCERFRA 25-503	BenefitsCal Release of Information (ROI) to Community-Based Organizations (CBOs)	Completed
SCERFRA 25-508	SCERFRA 25-508 Print/Postage/Adobe Costs	Completed
SCERFRA 25-509	WTW Flow Proposal	Completed
SCERFRA 25-511	SCERFRA 25-511 – Print/Postage/Adobe estimates	Completed
SCERFRA 25-512	SCERFRA 25-512 – Non-Citizen Discontinuance NOA	Completed
SCERFRA 25-514	SCERFRA 25-514 – BenefitsCal Homeless Automation	Completed
SCERFRA 25-516	SCERFRA 25-516 – CalWORKs Child Support Forms Revision Efforts	Completed
SCERFRA 25-518	SCERFRA 25-518 – Shorter Versions of the Prepopulated SAR 7 Form and SAR 7A	Completed
SCERFRA 25-523	BenefitsCal Income Verification Service	Cancelled
SCERFRA 25-525	BenefitsCal Income Verification Service	Completed
SCERFRA 25-527	Integration of the Work Number	Completed
SCERFRA 25-528	Revised SAR 2	Completed
SCERFRA 25-529	Immunization Forms Revision Efforts (CW 2209)	Completed
SCERFRA 25-530	Termination of Standard Medical Deduction Demonstration Project	Completed
SCERFRA 25-531	ABAWD Form – CF 377.11E	Completed
SCERFRA 25-531	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

ID	DESCRIPTION	STATUS
SCERFRA 25-536	CWS-CARES and CalSAWS Interface	Completed
SCERFRA 25-537	Income and Eligibility Verification System (IEVS) Deceased Persons Match	Cancelled
SCERFRA 25-538	Income and Eligibility Verification System (IEVS) Lottery Match	Cancelled
SCERFRA 25-539	Update the 377.11E CF RE Packet for ABAWDs	Completed
SCERFRA 25-540	Request for Production Simulation Environment to Support FCED API Testing	Completed
SCERFRA 25-904	SCERFRA 25-904 Print/Postage/Adobe Costs	Completed
SCERFRA 25-905	SCERFRA 25-905 Print/Postage/Adobe costs	Completed
SCERFRA 25-915	AB 42 – CalWORKs: CalFresh: Eligibility: Income and Resource Exclusions	Completed
SCERFRA 25-916	AB 1324 – CalWORKs	Completed
SCERFRA 25-918	AB 969 – CalWORKs: Family Violence Option and Gender-based Violence Information	Completed
SCERFRA 25-919	AB 1161 – Public Social Services: State of Emergency or Health Emergency	Completed
SCERFRA 25-920	AB 1402 – Fresh Start Grants: Personal Income Tax Law: Credits	Completed
SCERFRA 25-933	SB 420 – Automated Decision Systems	Completed
SCERFRA 25-934	SCERFRA 25-934 – Central Print (PII Breach)	Completed
SCERFRA 26-501	Equifax/CalSAWS – The Portfolio Review – Employment Monitoring Service	Completed
SCERFRA 26-503	Automation of New CalWORKs Stage One Child Care Post-Cash Aid Informing Notice	Completed
SCERFRA 26-906	AB 2765 – CalFresh and CalWORKs: Childhood Hunger and Foster Youth	Completed
SCERFRA 26-908	SB 1387 – State Agencies – Collection and Reporting of Demographic Data – Jewish Identity	Cancelled
SCERFRA 26-916	AB 1746 – CalWORKs: Childcare Request Forms	Completed
SCERFRA 26-917	SB 1054 – Unemployment Insurance: Reporting Requirements	Completed

4 INFRASTRUCTURE OPERATIONS

This section includes information related to service management, production defects, and technical infrastructure support.

4.1 Service Management

Infrastructure Service Management focuses on incident and problem management. The Service Desk metrics can be found in the following subsections.

4.1.1 CalSAWS Service Desk Metrics

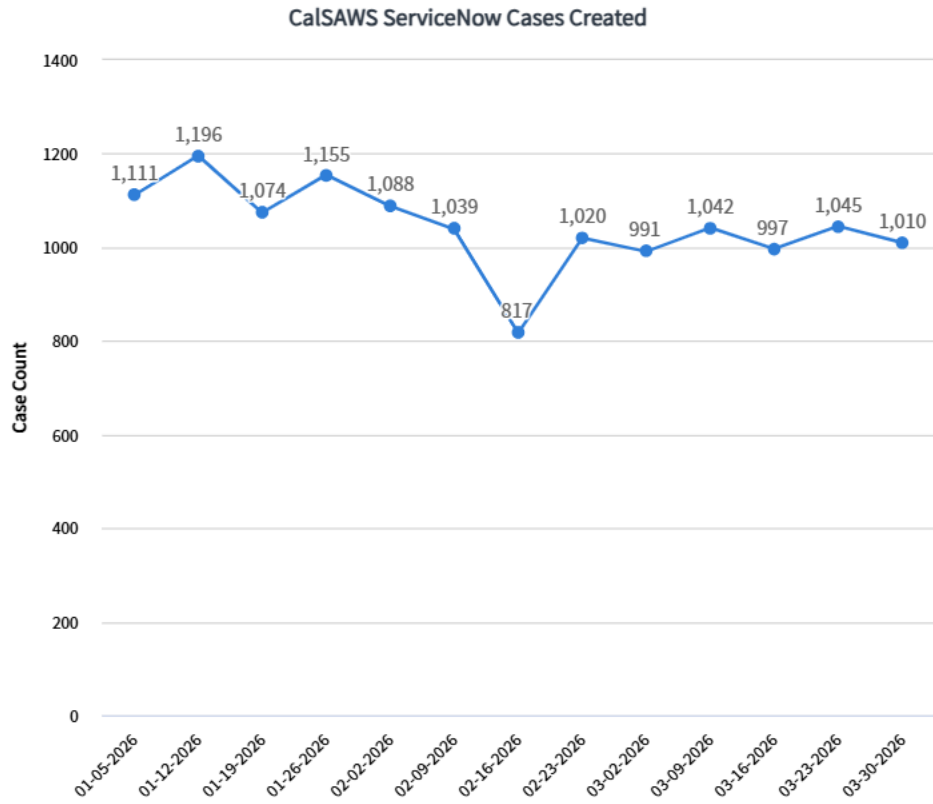


Figure 4.1.1: CalSAWS ServiceNow Cases per Week Created

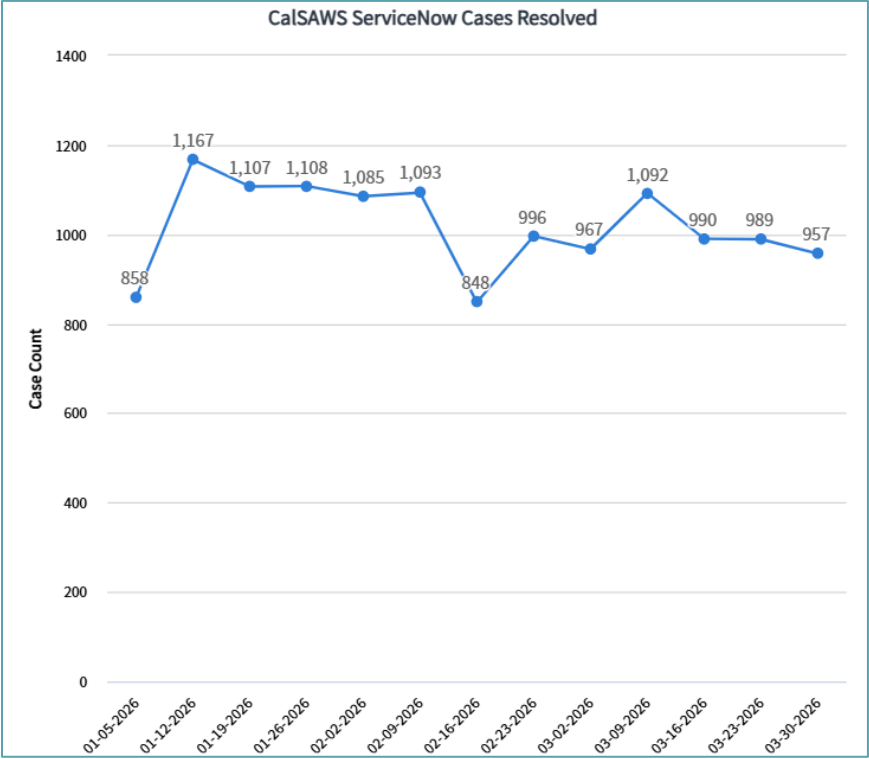


Figure 4.1.1-4.1.2: CalSAWS ServiceNow Cases per Week Resolved

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.

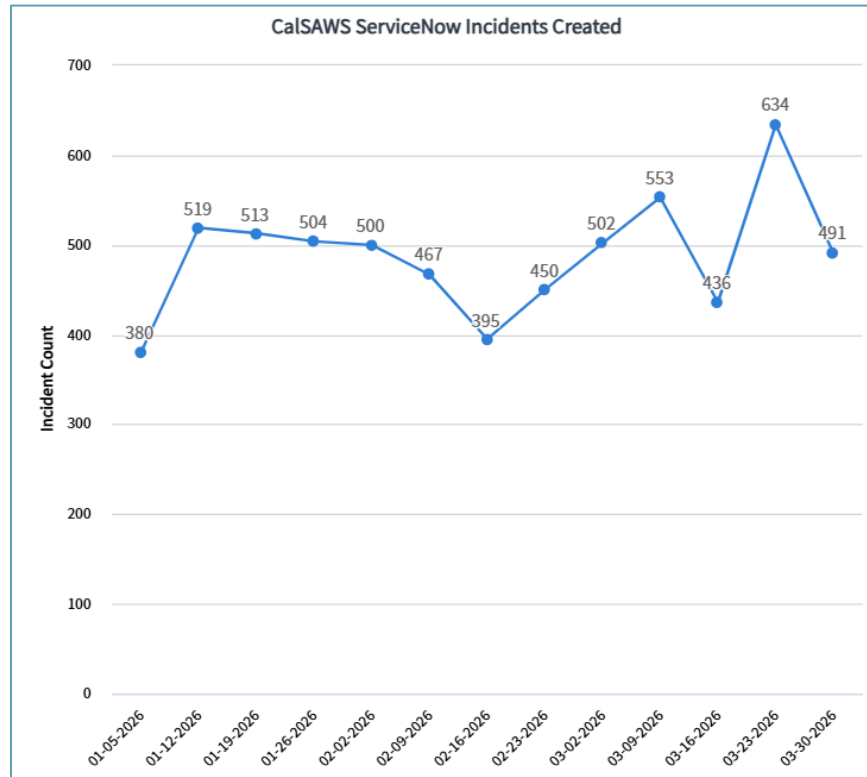


Figure 4.1.3: CalSAWS ServiceNow Incidents Created

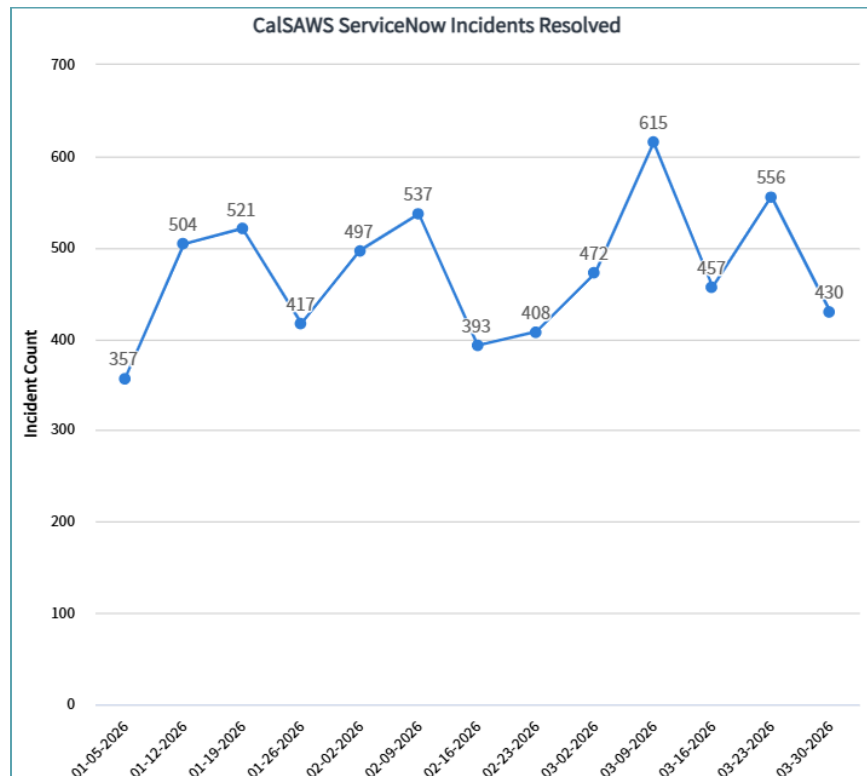


Figure 4.1.1-4.1.4: CalSAWS ServiceNow Incidents Resolved

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.

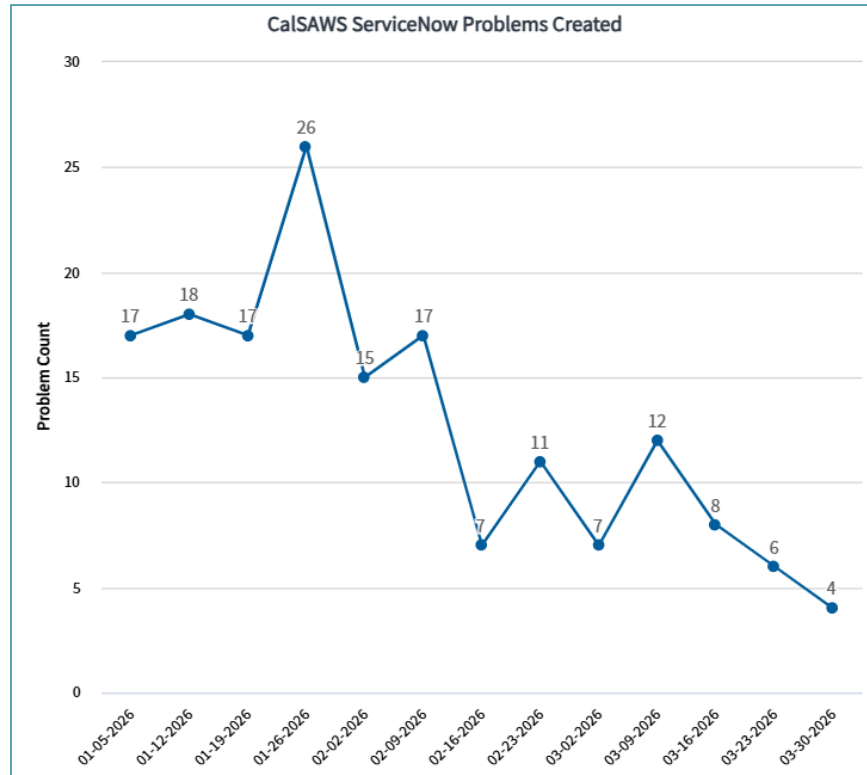


Figure 4.1.1-4.1.5: CalSAWS ServiceNow Problems Created

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.

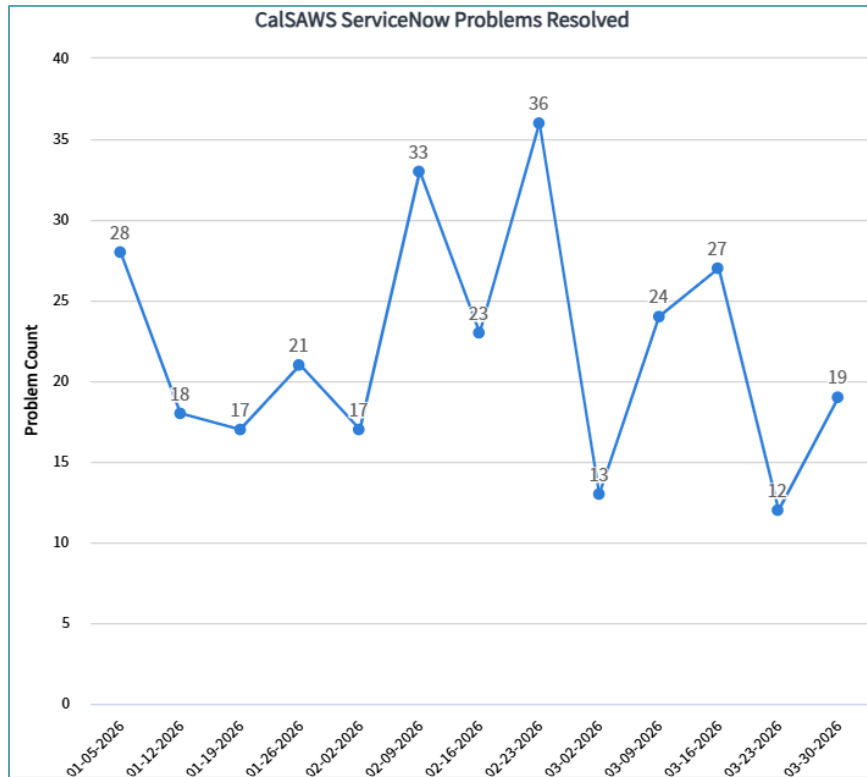


Figure 4.1.1-4.1.6: CalSAWS ServiceNow Problems Resolved

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	9	45	2	1	4	2	5	1	69
IN PROGRESS	6	70	17	6	22	21	35	16	193
ON HOLD	0	103	36	28	107	136	143	25	578
RESOLVED	1	203	241	416	135	40	54	8	1,098
CLOSED	13	6	2	49,163	101,190	18,206	12,465	3,594	184,639
PROBLEM IN DIAGNOSIS	0	0	0	0	0	0	0	1	1
TOTAL	29	427	298	49,614	101,458	18,405	12,702	3,645	186,578

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.

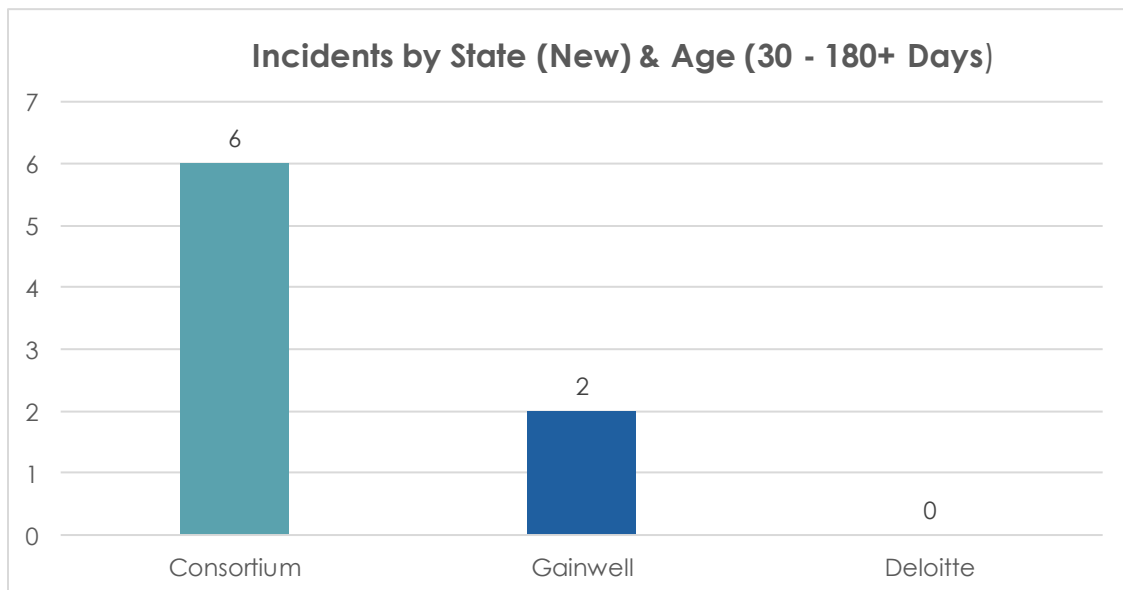


Figure 4.1.1-4.1.7: CalSAWS ServiceNow Incidents by State (New) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	6	0	6
Gainwell	2	0	2

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

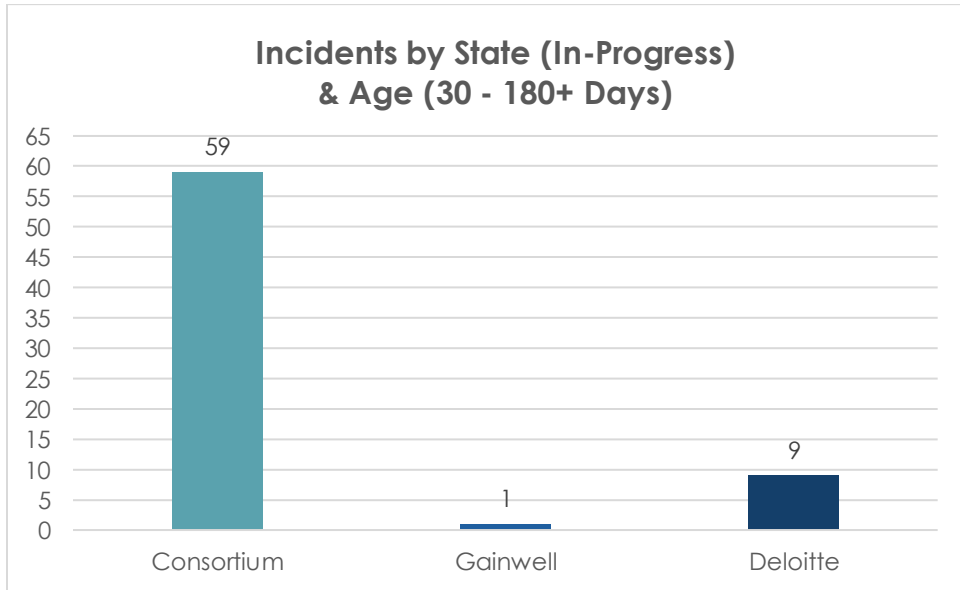


Figure 4.1.1-4.1.8: CalSAWS ServiceNow Incidents by State (In progress) and Age (30 – 180+ Days)

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

ORGANIZATION	SERVICE DESK INCIDENTS	INFRASTRUCTURE INCIDENTS	TOTAL INCIDENTS
Consortium	59	0	59
Gainwell	1	0	1
Deloitte	4	5	9
Total	64	5	69

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

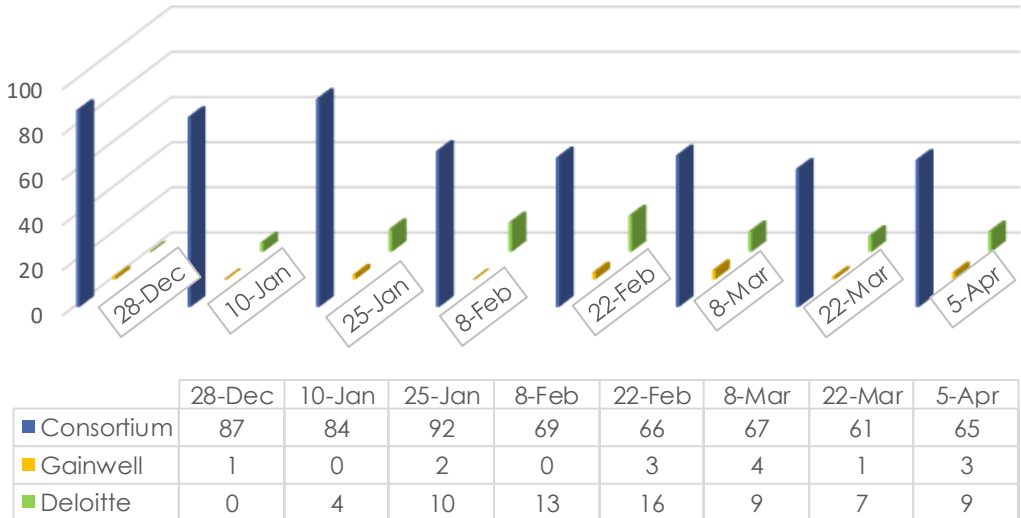


Figure 4.1.1-4.1.9: Aging Incident Backlog

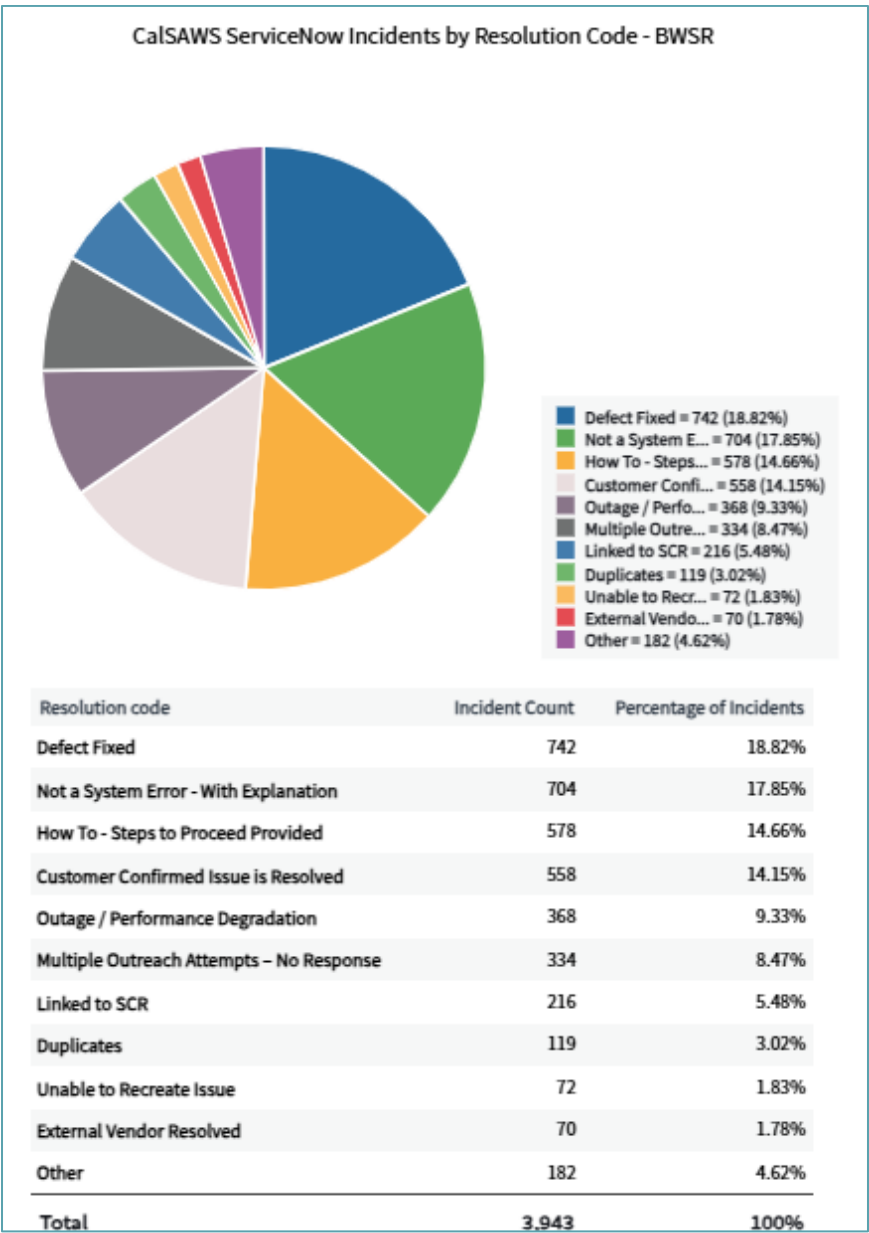


Figure 4.1.10: CalSAWS ServiceNow Incidents by Resolution Code

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

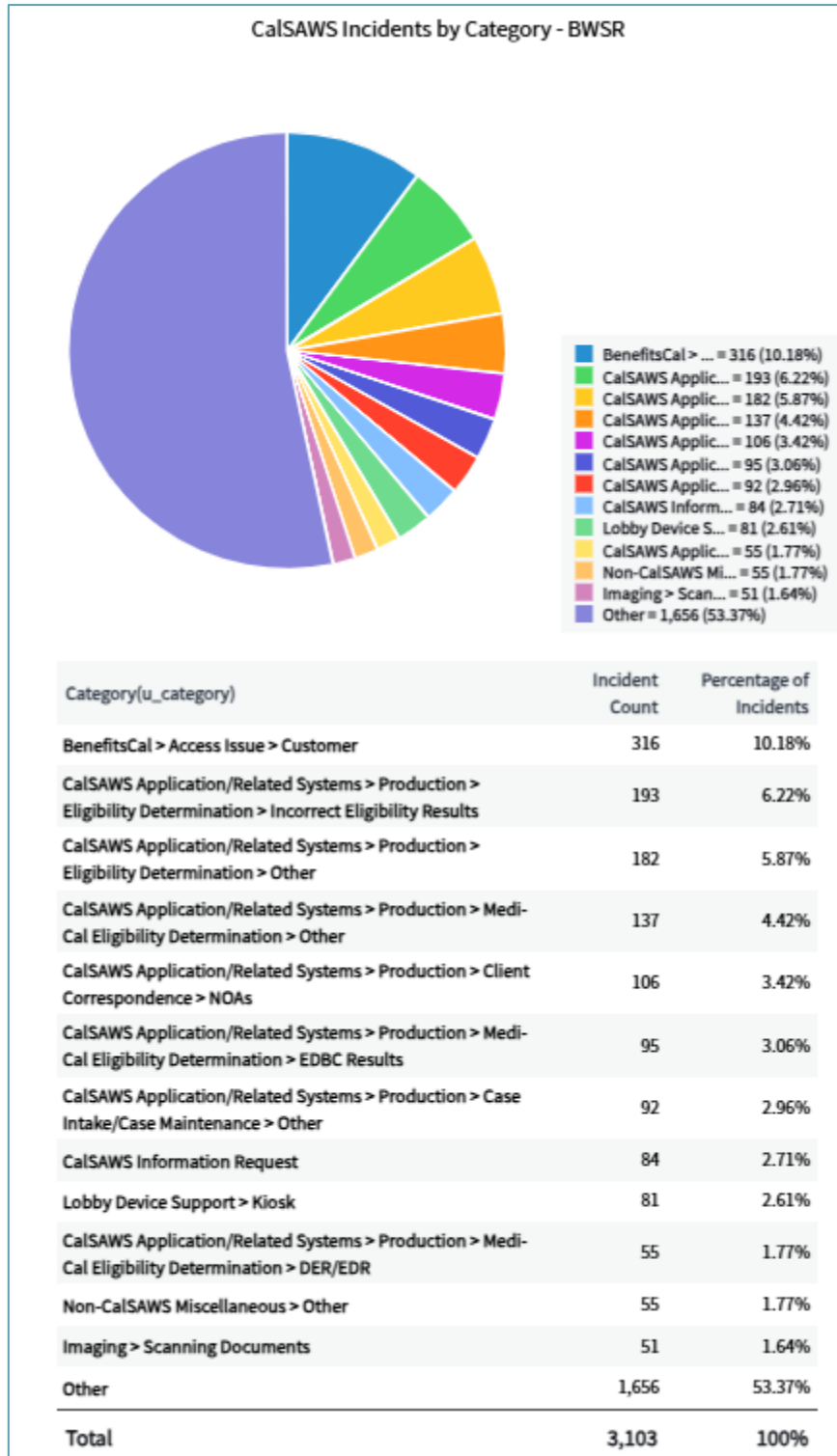


Figure 4.1.11: CalSAWS ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 1,656 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 3,103 incidents.

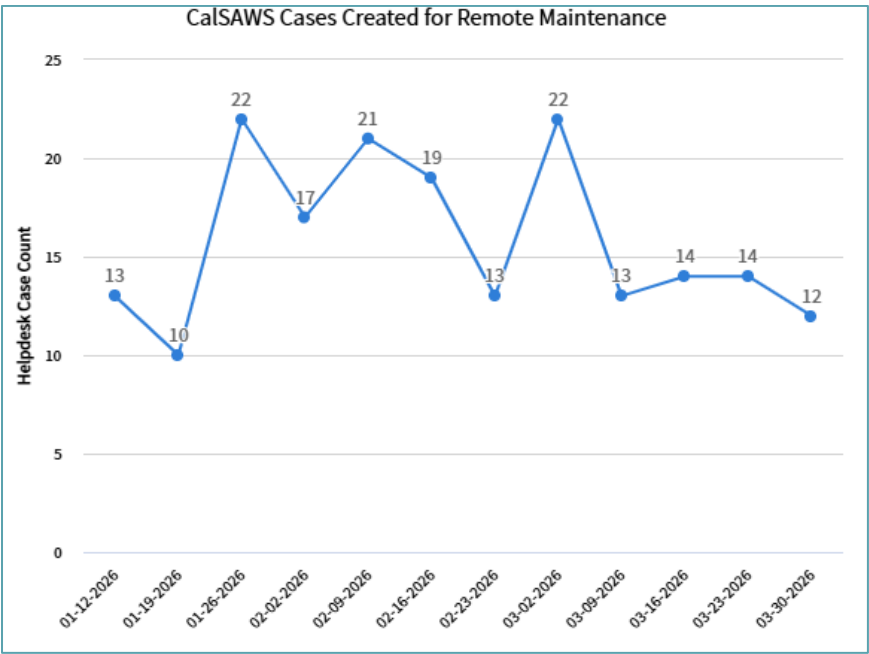


Figure 4.1.12: CalSAWS ServiceNow Cases Created for Remote Maintenance

The following Monthly Tiers 1 and 2 Service Desk – Service Level Agreement (SLA) graph represents the Service Desk compliance metric for closed incidents. The compliance for April Month-to-Date (MTD) is 99.47%.

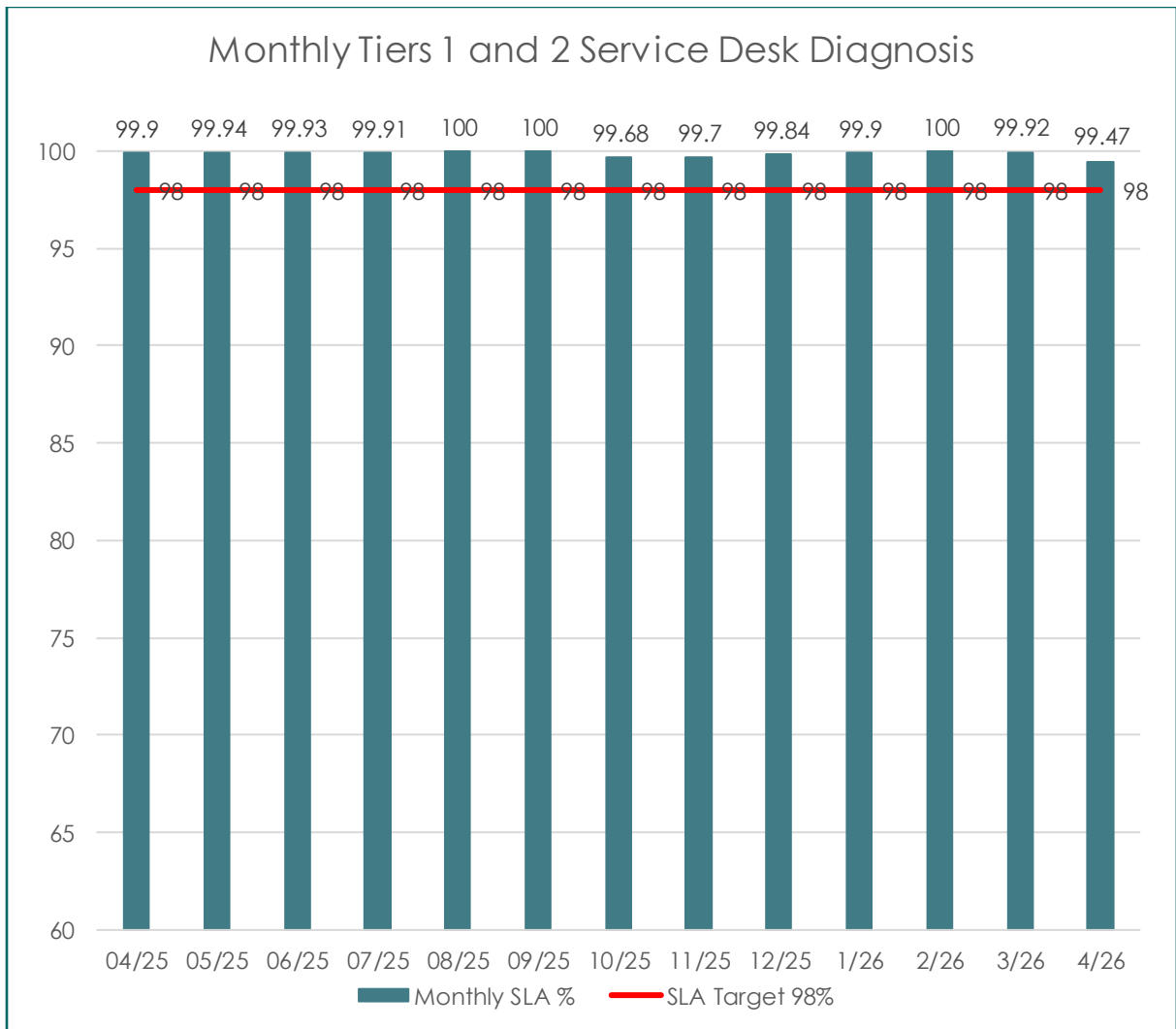


Figure 4.1.13: CalSAWS Monthly Tiers 1 and 2 Service Desk Diagnosis SLA Compliance

The following figure represents the number of incidents that missed the SLA in each month. One (1) incident missed the SLA in April MTD.

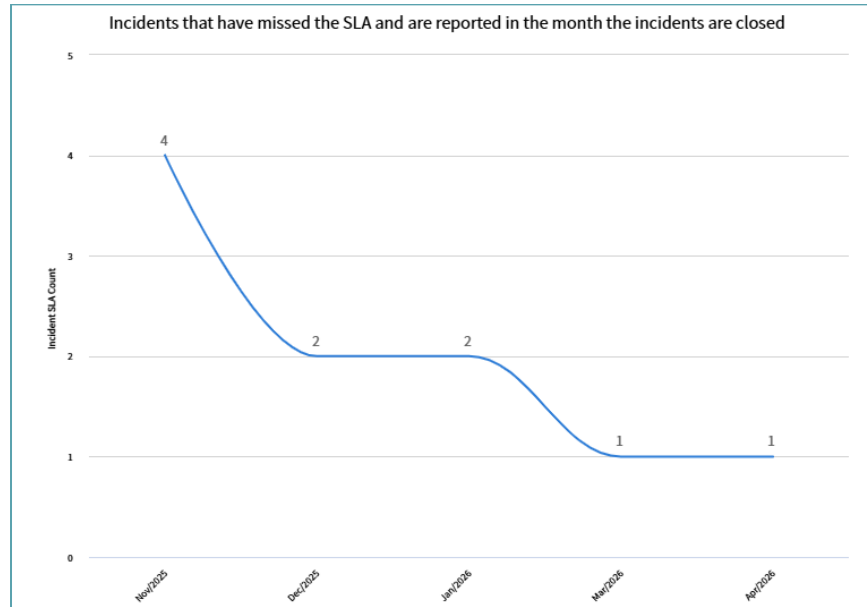


Figure 4.1.14: Incidents that have missed the Service Level Agreement (SLA) in their respective months

The following figure 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. Zero (0) closed incidents missed the SLA in April MTD.

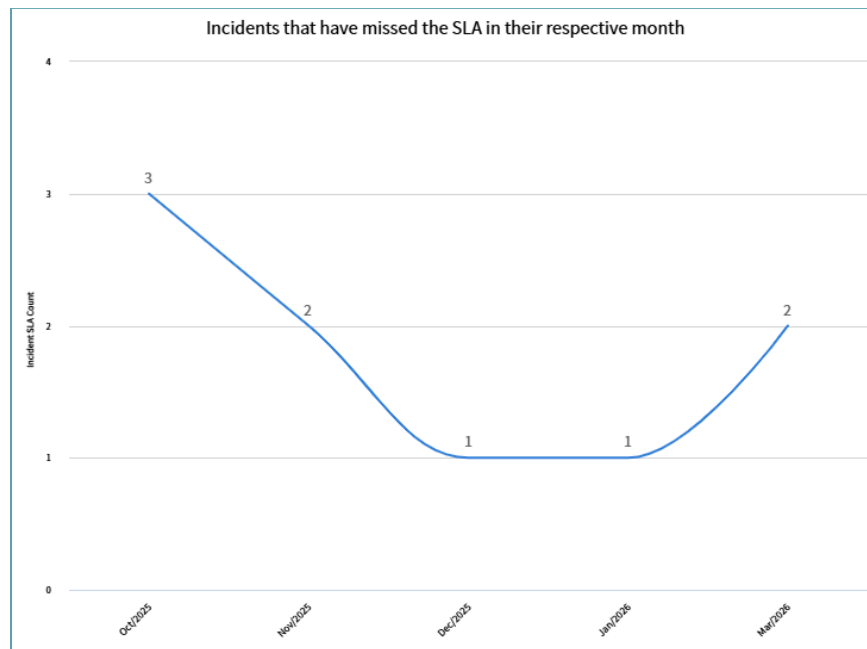


Figure 4.1.15: Incidents that have missed the SLA and reported in the month incidents are closed.

4.1.2 BenefitsCal Technical Service Desk Metrics

Information related to the BenefitsCal Technical Service Desk follows.

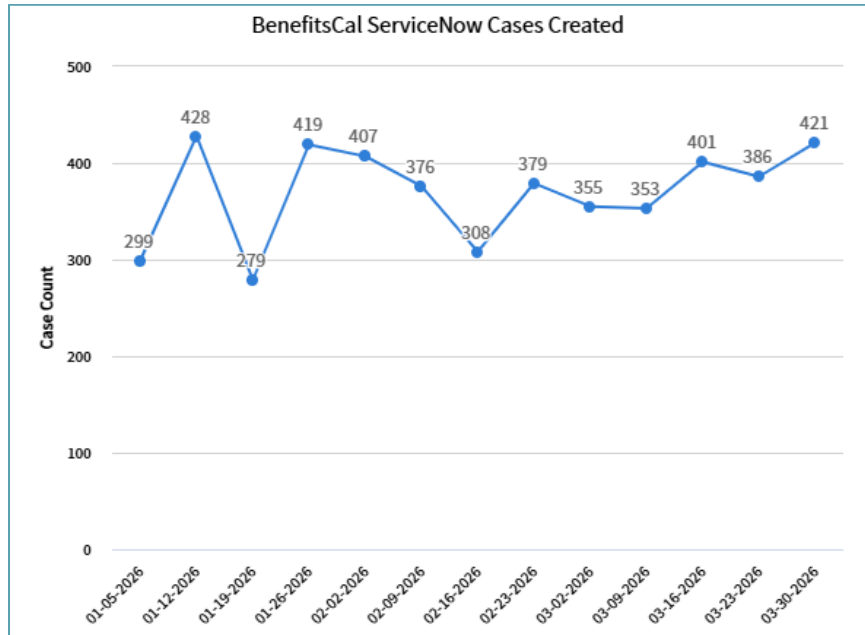


Figure 4.1.2-4.1.16: BenefitsCal ServiceNow Cases Created

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.

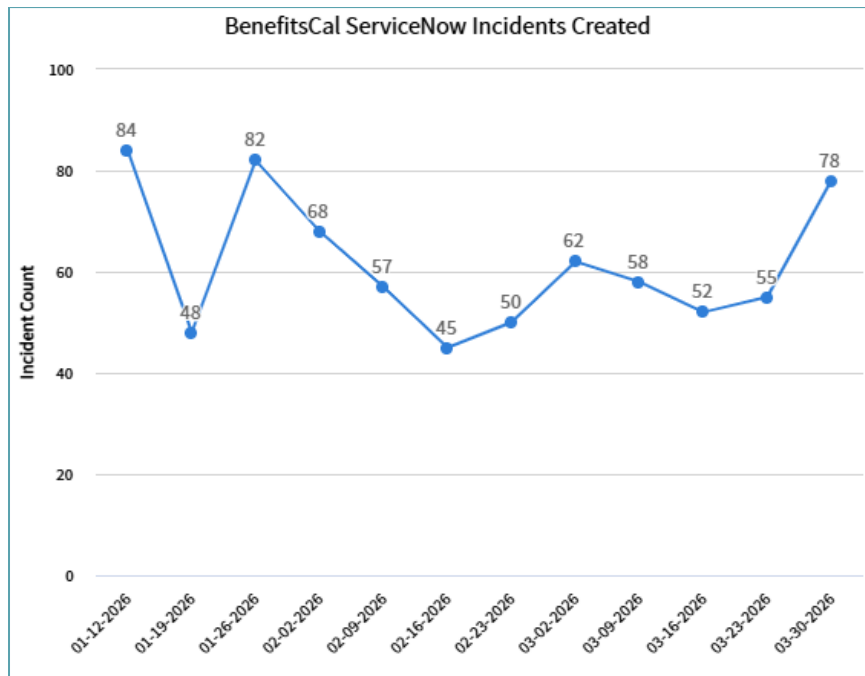


Figure 4.1.2-4.1.17: BenefitsCal ServiceNow Incidents Created

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.

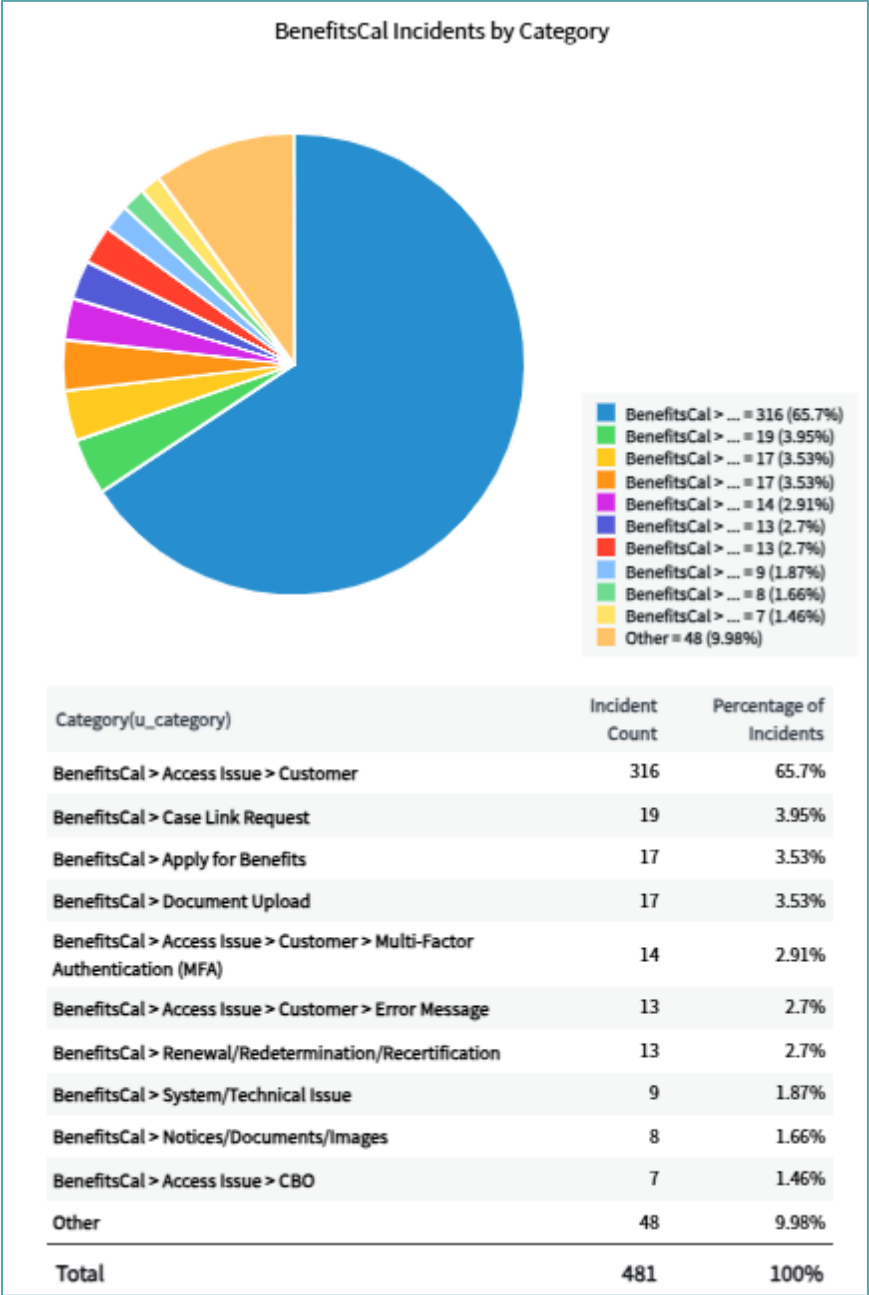


Figure 4.1.2-4.1.18 BenefitsCal ServiceNow Incidents Created by Category

Note: The pie chart above represents Incidents by Category created within the past two (2) months. The 48 listed as Other are for selected categories that had less than 1.4 percent (1.4%) 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
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	9
Infra Contact Center	11
Infra DBA	2
Infra ForgeRock	2
Infra Imaging	6
Infra Middleware	1
Infra ServiceNow	10
Infra Tech Support	1
Total	48

Table 4.2-2: Infrastructure Production Defects

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-299429	4/3/2026	Infra DBA	Long running AN_QLIK_EX_SAR_CURRENT_ST AT job	New
CA-299402	4/3/2026	Infra Contact Center	Santa Clara – Agent Whisper playing Lang and Queue twice	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
CA-299121	3/27/2026	Infra Contact Center	Predictive handling lambda does not contain logging information	Assigned
CA-298930	3/24/2026	Infra Cloud Ops	PT34 – 6.1.5 Outdated OpenSSH Version	Pending Rejection
CA-298929	3/24/2026	Infra Cloud Ops	PT34 – 6.1.4 SSH CBC Mode Ciphers Enabled	Pending Rejection
CA-298928	3/24/2026	Infra Cloud Ops	PT34 – 6.1.3 SSH Weak Host-Key Algorithm Enabled	Pending Rejection
CA-298927	3/24/2026	Infra Cloud Ops	PT34 – 6.1.2 SSH Weak Key Exchange Algorithms Enabled	Pending Rejection
CA-298926	3/24/2026	Infra Cloud Ops	PT34 – 6.1.1 SSH Weak MAC Algorithms Enabled	Pending Rejection
NOW-1484	3/23/2026	Infra ServiceNow	Roll on/Roll off messaging still includes Accenture PMO	Done
CA-298844	3/20/2026	Infra Contact Center	San Bernardino – WelcomeBot report showing negative number for abandoned	In Development
CA-298821	3/19/2026	Infra Contact Center	ConnectReadOnly – adjust access to Real-time Metrics and Contact Search	System Test
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	Test 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

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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
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
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	In Development
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-293582	8/11/2025	Infra DBA	Analytics failures and long running jobs in production	Assigned
CA-293487	8/6/2025	Infra Contact Center	External Agency – Calabrio screen capture delayed processing	Assigned

JIRA ID	CREATED	INFRASTRUCTURE TEAM	DESCRIPTION	STATUS
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	System Test
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
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
3/23/26	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
3/23/26	3/23/26	CalSAWS Priority Release 26.03.23
3/24/26	3/24/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (Mar. 24)
3/24/26	3/24/26	CalSAWS Priority Release 26.03.24

DATE (s)		ACTIVITY DESCRIPTION
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	Create secrets for DB users in coreapp-development
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	NON-PROD: Apply Java Patch of 2026-Q1 on the dev job executor instance in analytics-nonproduction-la
3/25/26	3/25/26	Velocloud and Switch power move for Site 15009
3/25/26	3/25/26	Update the Confluent Permanent license in PAT Confluent servers coreapp-staging
3/25/26	3/27/26	Cleanup Unused RDS Snapshots in analytics-development (#347575916305)
3/25/26	3/31/26	Decommission RDS in East – OCAT Performance
3/25/26	3/27/26	Decommission BR1 EFS and provision EBS volume of 500 GB
3/25/26	3/30/26	NON-PROD: Install Java 17 on pending online servers in coreapp-staging for running EBT services
3/25/26	3/26/26	Add custom response header policy as part of the security defect CA-295784
3/25/26	3/27/26	Update Resource Base Policy to "Get Current Queue Metrics" Lambda function
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	3/25/26	Maintenance on Nuance database transaction logs
3/25/26	3/27/26	Update Assume role of "Contact_Center_Lambda_API_Role" to have permissions to more IAM roles
3/25/26	3/26/26	Lower environment lambda upgrade to NodeJS.22x
3/25/26	4/1/26	Update STG-File-Service role to read docrepo S3 in coreapp-staging (#339650810458)
3/25/26	3/25/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (Mar. 25)
3/25/26	4/3/26	ECR: Upgrade terraform modules for LogArchive
3/25/26	3/26/26	Production environment lambda upgrade to NodeJS.22x
3/25/26	4/1/26	Configuration of Oracle Secure Backup Cloud Module for Amazon S3
3/25/26	3/30/26	Decommission Unused Lambdas in Contact Center Production Account
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	3/31/26	Provide S3 read access to MOVE-IT for return mail application
3/25/26	3/27/26	Increase SendSMSMessage lambda environment variable from 160 to 320 to handle SMS edge cases in coreapp-training (058264522586)
3/26/26	4/1/26	Standard Change: ForgeRock Testing in SandBox Environment 26.03.26 – 26.04.01

DATE (s)		ACTIVITY DESCRIPTION
3/26/26	4/2/26	Integrate BenefitsCal logs into Splunk and give access to BenefitsCal dev team
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	3/26/26	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
3/26/26	3/26/26	CalSAWS Priority Release 26.03.26
3/26/26	3/31/26	Create AWS secret for storing Java application certs – GAGR UAT
3/26/26	3/31/26	Create AWS secret for storing Java application certs – GAGR Perf
3/26/26	3/27/26	Lambda runtime upgrade for n-1 compatibility – UAT, Training, Staging environments
3/26/26	3/26/26	ServiceNow Release 26.03.26
3/27/26	3/27/26	Decommission archive RDS and associated resource in coreapp-staging (339650810458)
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	3/31/26	Create new VPC endpoint for Prod Sim CARES environment.
3/27/26	3/30/26	Update Firewall to allow SFTP IP address (sftp.cphcs.ca.gov) or 67.157.35.30 coreapp-production-network (839113706656)
3/27/26	3/27/26	Update the RDS Parameter groups for wdtip 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)
3/28/26	3/28/26	CalSAWS Priority Release 26.03.28
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	3/30/26	Update Splunk Universal Forwarder in Production EC2 Linux Instances
3/29/26	3/30/26	Expand "/var/tmp" and set up rotation for "DBA*.out" files, in PR-MAINDB1 and CTPRT-DB1
3/29/26	3/29/26	enable global clusters to us-east-1 for amp rds in prod
3/30/26	4/5/26	Gold River IOS Upgrade for Project Office Cisco devices from IOS current version 17.12.4 to 17.15.4d
3/30/26	3/31/26	STANDARD – Weekly creation Change and Security Updates – Monday (March 30)
3/30/26	4/3/26	ECR: Oracle DB@AWS DB Backup solution using AWS Storage Gateway and S3

DATE (s)		ACTIVITY DESCRIPTION
3/30/26	3/30/26	Decommission remaining managed infrastructure devices as county moved to POP-50020 (Stanislaus)
3/30/26	4/3/26	Replace unstable IP address for Confluent to Qlik traffic (staging)
3/30/26	3/31/26	Upgrade F5 Software on SV1F5001/SV1F5002 to 17.5.1.5
3/30/26	4/1/26	Allow DR Reader Audit DB connectivity to the Riverside environment to support disaster recovery operations and audit data access.
3/30/26	3/31/26	Enable connectivity to cc1.calsaws.net from development account subnets
3/31/26	3/31/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
3/31/26	3/31/26	CalSAWS Priority Release 26.03.31
3/31/26	3/31/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (March 31)
4/1/26	4/3/26	Modify PatchGroup Tag on SM-DB3 server in coreapp-development
4/1/26	4/3/26	Update Assume role of "Contact_Center_Lambda_API_Role" to have permissions to 3 more IAM roles
4/1/26	4/2/26	Enable Lifecycle policy for database backups S3 in coreapp-staging
4/1/26	4/3/26	Add KMS key to RDS SNS Topic to resolve Snyk vulnerability in analytics-nonproduction-fresno (#337909776257)
4/1/26	4/2/26	Enable the connectivity from Analytics Job servers to bitbucket AL2023
4/1/26	4/2/26	Enable the connectivity from Analytics Job servers to bitbucket AL2023
4/1/26	4/2/26	Enable Lifecycle policy for database backups S3 in coreapp-dev
4/1/26	4/3/26	Decommission Unused Lambdas in Contact Center Development Account
4/1/26	4/3/26	Upgrade lambda "Custom_DynamoReaderLambda" runtime to Java 21
4/1/26	4/3/26	Conduct controlled testing to validate Microsoft Teams guest policies for blocking third-party recording tools.
4/1/26	4/2/26	forgerock-staging lambda function update to runtime python3.13
4/1/26	4/1/26	End of life UPS Replacement at 36097-San Bernardino, 1175 W Foothill Blvd, Rialto, CA 92376
4/1/26	4/2/26	Update All Springboot ASG OS Tags from AL2 to AL2023 in Coreapp-Development Account 650244008899
4/1/26	4/2/26	Generate New Certificates for Gold River Wireless Controllers
4/1/26	4/3/26	Update SG rule to allow connectivity to perf lrs application for perf lrs alb in coreapp-development account.
4/1/26	4/1/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (April 1)
4/1/26	4/1/26	CalSAWS Priority Release 26.04.01
4/1/26	4/2/26	Mono County request all their CalSAWS traffic at Bridgeport be switched to the mammoth site.
4/1/26	4/3/26	PROD: Replace unstable IP address for Confluent to Qlik traffic in coreapp-prod

DATE (S)		ACTIVITY DESCRIPTION
4/1/26	4/3/26	Create agent event link tables in shared functions account (654016806412)
4/1/26	4/3/26	Update Resource Base Policy to "Get Current Queue Metrics" Lambda function
4/1/26	4/3/26	Batperf2: Apply Java Patch of 2026 – Q1 on the batperf2 job executor instance in analytics production-la
4/2/26	4/2/26	Disaster Recovery (DR) first dry run 4/02/2026
4/2/26	4/4/26	IOS Upgrade for the SV1 Exchange Routers from 17.09.07a to 17.09.08
4/2/26	4/3/26	Upgrade Cisco VPN SV1VPN001 to Address Vulnerabilities
4/2/26	4/2/26	SandBox: Upgrade Jenkins from 2.528.3 to 2.541.2 on Sandbox-Jenkins
4/2/26	4/2/26	Standard Change: ForgeRock Staging Environment Build 26.04.02
4/2/26	4/2/26	Standard Change: ForgeRock AT Release 26.04.02
4/2/26	4/2/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
4/2/26	4/2/26	CalSAWS Priority Release 26.04.02
4/2/26	4/2/26	ServiceNow Release 26.04.02
4/2/26	4/2/26	ECR: Access to BenefitsCal Workspaces through CalSAWS GP VPN
4/3/26	4/3/26	Standard Change: ForgeRock AT DR Release 26.04.03
4/3/26	4/3/26	Standard Change: ForgeRock Dev Release 26.04.03
4/3/26	4/3/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (April 3)
4/3/26	4/4/26	coreapp-prod lambda functions update to runtime python 3.13
4/4/26	4/4/26	STANDARD – Weekly Linux Environment Patching – Saturday 13:30 – 22:30 (April 4)
4/5/26	4/5/26	Security DR Production Release 26.03.29
4/5/26	4/5/26	Terminate ForgeRock PROD Non-Live Stack EC2 Instances

Table 4.3.1-2: CalSAWS Upcoming Maintenance

DATE (S)		ACTIVITY DESCRIPTION
4/6/26	4/8/26	San Francisco County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c
4/6/26	4/7/26	STANDARD – Weekly creation Change and Security Updates – Monday (April 6)
4/6/26	4/6/26	Standard Change: ForgeRock DEV DR Release 26.04.06
4/6/26	4/10/26	Decommission unused Meds and Journal Lambdas and associated resource in coreapp-development (650244008899)
4/6/26	4/8/26	Decommission unused Meds and Journal Lambdas and associated resource in coreapp-staging (339650810458)
4/6/26	4/7/26	Apply critical CIS remediations on static Linux servers
4/6/26	4/10/26	Daily AWS Glue Job for Curated Parquet Tables (eGain Reporting)
4/7/26	4/9/26	NXOS Upgrade of SV1 Cisco devices from version 10.3 (6) to 10.3.8.M.bin

DATE (S)		ACTIVITY DESCRIPTION
4/7/26	4/7/26	Standard Change: CalSAWS (Wordpress) Lower Environment Website Update
4/7/26	4/7/26	STANDARD – Weekly Linux Environment Patching – Tuesday 18:30 – 21:00 (April 7)
4/8/26	4/10/26	IOS Upgrade for SV1 (Exchange) Devices from IOS Current Version 17.15.3 to 17.15.4
4/8/26	4/8/26	Create new time-based WSUS groups, a new top-level GPO for server updates and new GPO targets to align patching schedules. (County Servers)
4/8/26	4/8/26	Windows Server Updates – March 2026
4/8/26	4/10/26	Add KMS key to RDS SNS Topic to resolve Snyk vulnerability in analytics-production-sandiego (#577248699613)
4/8/26	4/9/26	Address IaC defects associated with CA-296269
4/8/26	4/10/26	Fix Snyk vulnerabilities associated with CA-296246
4/8/26	4/8/26	Fresno GenAI Non-Production – Gain ability to access the Amazon Bedrock foundational models
4/8/26	4/8/26	Fresno GenAI Production – Gain ability to access the Amazon Bedrock foundational models
4/8/26	4/10/26	Cleanup Unused Resources in OracleDBInfra (#805455449478)
4/8/26	4/10/26	PostgreSQL and MySQL DB server access from Devoem1-RHEL8 server to coreapp-training databases
4/8/26	4/10/26	PostgreSQL and MySQL DB server access from Devoem1-RHEL8 server to coreapp-county database servers
4/8/26	4/9/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp-County Environment
4/8/26	4/9/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp-Training Environment
4/8/26	4/9/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp Stage Environment
4/8/26	4/9/26	Create Secrets for Batchapp CDCR SSH Cloud for Coreapp-development Environment
4/8/26	4/9/26	Create Secrets for Batchapp CDCR SSH Cloud for Prod / DR Environment
4/8/26	4/10/26	Update All Springboot ASG OS Tags from AL2 to AL2023 in coreapp-staging
4/8/26	4/10/26	Add KMS key to RDS SNS Topic to resolve Snyk vulnerability in analytics-production-fresno (#288761774435)
4/8/26	4/10/26	Decommission archive RDS and associated resource in coreapp-development (650244008899)
4/8/26	4/10/26	Ventura County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/8/26	4/10/26	Tulare County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/8/26	4/10/26	Tuolumne County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/8/26	4/10/26	San Bernardino County IOS Upgrade for County Cisco device from IOS current version 17.12.5a to 17.15.04c (Secondary)

DATE (S)		ACTIVITY DESCRIPTION
4/8/26	4/10/26	Yolo County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/8/26	4/10/26	Contra Costa County IOS Upgrade for County Cisco device from IOS current version 17.12.05a to 17.15.04c (Primary)
4/8/26	4/10/26	Fix Snyk vulnerabilities associated with CA-296255
4/8/26	4/9/26	Upgrade Python from 3.6 to 3.9 on STG6-DB1
4/8/26	4/8/26	STANDARD – Weekly Linux Environment Patching – Wednesday 18:30 – 22:30 (April 8)
4/8/26	4/9/26	Upgrade Python from 3.6 to 3.9 on the "OCAT EC2" server
4/8/26	4/10/26	Create AWS secret for storing Java application certs – GAGR Prod and DR
4/8/26	4/10/26	Whitelist sys1 and sys7 environments for NOC Team monitoring
4/8/26	4/10/26	Update All Springboot ASG OS Tags from AL2 to AL2023 in coreapp-training
4/8/26	4/10/26	Upgrade lambda "Custom_DynamoReaderLambda" runtime to Java 21
4/8/26	4/10/26	Decommission Unused Lambdas in contactcenter-outbound Account
4/8/26	4/10/26	Update All Springboot ASG OS Tags from AL2 to AL2023 in coreapp-county
4/8/26	4/10/26	Disable Server access logging on the calsaws-s3-de-pr-1 bucket
4/8/26	4/9/26	Update the resource based policy statement for cDR-sendSMSMessage function to allow invocation from us-east-1
4/8/26	4/10/26	Assign RPA email to RobotEC2 CloudWatch Alarm for contactcenter-production-sharedfunctions Account
4/8/26	4/9/26	Disable Deprecated SSH Ciphers on County Network Devices – QID-38913
4/8/26	4/10/26	Update All Springboot ASG OS Tags from AL2 to AL2023 in coreapp-prod
4/8/26	4/10/26	Upgrade Lambda runtime to python 3.12 in Prod environments in AWS via terraform
4/8/26	4/10/26	Enable EDR access for Yuba County to allow CalSAWS connectivity.
4/9/26	4/9/26	Disaster Recovery (DR) second dry run 4/09/2026
4/9/26	4/10/26	IOS Upgrade for CDT Devices (Vacaville) from IOS Current Version 17.12.05 to 17.15.04 (Backup Path)
4/9/26	4/9/26	Decommissioning of network devices at Kings site – 16010
4/9/26	4/9/26	Standard Change: CalSAWS (WordPress) Production Website Plugin Updates
4/9/26	4/9/26	Standard Change: ForgeRock AT Release 26.04.09
4/9/26	4/9/26	Standard Change: ForgeRock Staging Environment Build 26.04.09
4/9/26	4/9/26	Riverside county Integration testing for site 33012
4/9/26	4/9/26	SolarWinds Polling Engine MIB Database Update
4/9/26	4/10/26	Upgrade Python from 3.6 to 3.9 on various Prod Linux servers
4/9/26	4/9/26	Implementation of SolarWinds Alert for UPS Battery Power Mode Transition
4/9/26	4/9/26	Fresno GenAI Training – Gain ability to access the Amazon Bedrock foundational models
4/9/26	4/10/26	Release Connect Instance IVR Line for San Mateo that is not in use, CA-294828 (contactcenter-production-sanmateo)

DATE (S)		ACTIVITY DESCRIPTION
4/10/26	4/12/26	Windows Server Updates – March 2026
4/10/26	4/10/26	Standard Change: ForgeRock AT DR Release 26.04.10
4/10/26	4/10/26	Standard Change: ForgeRock Dev Release 26.04.10
4/10/26	4/10/26	STANDARD – Weekly Linux Environment Patching – Friday 18:30 – 22:30 (April 10)
4/11/26	4/11/26	coreapp-development and coreapp-staging: Upgrade Jenkins from 2.528.3 to 2.541.2 LTS
4/12/26	4/12/26	Disaster Recovery (DR) test on 4/12/2026

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 26.04.02	4/02/2026
Priority Release 26.04.01	4/01/2026
Priority Release 26.03.31	3/31/2026
Priority Release 26.03.28	3/28/2026
Priority Release 26.03.26	3/26/2026
Priority Release 26.03.24	3/24/2026
Priority Release 26.03.23	3/23/2026

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 Communication Portal under the following path including additional details on legends used:

Communications & Resources\Reference Information\Calendar\CalSAWS Production Planned Outages Calendar\2026 folder

Legend																		
Unavailable		Start Date	Start Time	End Date	End Time	CalSAWS Core	BenefitsCal	Imaging	Contact Center	ADHOC / APEX	ForgeRock	CallHeers	OCCAT	Central Print	Training	Production	Communication Method	Communication Sent Date
Production Maintenance	04/12/26	6:00 AM	04/12/26	11:59 PM		Unavailable	Reduced Availability	Unavailable	Unavailable	Unavailable	Available	Available	Available	Available	Available	CIT 0047-26	3/25/2026	
Adhoc Reporting Database Maintenance	04/12/26	6:00 AM	04/12/26	11:59 PM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	3/30/2026	
Adhoc Reporting Database Maintenance	04/19/26	12:00 PM	04/19/26	4:00 PM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	CIT 0049-26	3/25/2026	
Adhoc Reporting Database Maintenance	04/19/26	12:00 PM	04/19/26	4:00 PM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	3/30/2026	
Production Maintenance	04/19/26	1:00 PM	04/19/26	6:30 PM		Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	Available	CIT 0049-26	3/30/2026	
Production Maintenance	04/19/26	1:00 PM	04/19/26	6:30 PM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD	
BenefitsCal Release 26.04.23	04/23/26	8:00 PM	04/23/26	9:30 PM		Available	Unavailable	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD	
Imaging (Hyland) Maintenance	04/24/26	10:00 PM	04/25/26	1:00 AM		Available	Reduced Availability	Unavailable	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD	
ForgeRock Maintenance	04/24/26	10:00 PM	04/25/26	2:00 AM		Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Available	Available	Available	Available	Available	CIT 00XX-26	TBD	
ForgeRock Maintenance	04/24/26	10:00 PM	04/25/26	2:00 AM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD	
Adhoc Reporting Database Maintenance	05/10/26	12:00 PM	05/10/26	4:00 PM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	CIT 00XX-26	TBD	
Adhoc Reporting Database Maintenance	05/10/26	12:00 PM	05/10/26	4:00 PM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD	
Production Maintenance	05/10/26	2:00 PM	05/10/26	6:30 PM		Unavailable	Reduced Availability	Unavailable	Unavailable	Available	Available	Available	Available	Available	Available	CIT 00XX-26	TBD	
Production Maintenance	05/10/26	2:00 PM	05/10/26	6:30 PM		Available	Available	Available	Available	Available	Available	Available	Available	Available	Available	Broadcast Email	TBD	
Imaging (Hyland) Maintenance	05/22/26	10:00 PM	05/23/26	1:00 AM		Available	Reduced Availability	Unavailable	Available	Available	Available	Available	Available	Available	Available	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 – Wardrobe Kiosk on the project network 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> <p>Awaiting an update from the RM on next steps. Kiosk is currently online on the County network.</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> <p>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.</p> <p>An estimate has been provided to Shasta County and is awaiting a</p>

COUNTY	UPDATES
	response. New estimate was provided on 4/01/2026 and is under review by the County.
Riverside	1 of 2 kiosks at the Perris has been added to Intune. The move from SCCM to Intune for Managed Counties will begin on 4/6/26 after hours.
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 (5) 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. Shipment of missing parts is scheduled for end of month. No new update to provide. Still awaiting missing parts.
Humboldt	Humboldt has confirmed receipt of the Tablets this task can be closed.

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 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 is complete. System test is 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 in progress through April 15.

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 complete. Validation is nearly complete. 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

- Continuing to execute daily Oracle Working sessions
- Performance Databases migrated and ready for testing next week
- Executed a validation of data masking in Exadata, with excellent results

7.3 Communications Portal

- Communications Portal went live 3/30/2026. Hypercare was completed for both project and County users.
- Office Hours in progress daily until 4/10/2026

7.4 Analytics

- POC Completed in partnership with M&E

- Design and Development Infrastructure Terraform scripts completed during the POC planned to be leveraged for future deployments
- Project artifacts and control documents are in development
- Project is pending ARB review to submit upcoming change requests.
 - ARB scheduled 4/9/26 to review Power BI

7.5 Contact Center Modernization Phase 1 – eGain Replacement

- Design submitted and is pending acceptance, Due 4/13
- ARB submission 4/9, off cycle review schedule for 4/14
- Hosting Migration Session #2 with Consortium Due: 4/29

7.6 IAM Replacement

- Kickoff scheduled **4/6/2026** with Consortium, CalSAWS, Gainwell and third-party vendor partners
- Implementation Schedule under development
- Scheduling working workshops sessions with Okta and applications' stakeholders

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
CA-299426	4/3/2026	Infra GenAI	Call summarization – Group 1D	New
CA-299210	3/30/2026	Infra Contact Center	Apply CTCR for all County Support for GenAI Call Logs	New
GAGR-976	3/27/2026	Client Correspondence	Gainwell QA regression test of the GA/GR Automated Solution for Release 26.05	System Test
CA-298920	3/24/2026	Infra Contact Center	Update Contact Center MySQL Database versions	New
CA-298878	3/23/2026	Infra Imaging	County Generated Imaging Audits for C92 (All County Statewide Access) Users (Including Child Support Statewide Users)	New
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	In Development
CA-298331	3/3/2026	Infra Contact Center	Contact Center Lambda Python Upgrade from 3.9	Pending Approval
CA-298301	3/2/2026	Infra Contact Center	Cron job time update for daylight savings – March 2027	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-298300	3/2/2026	Infra Contact Center	Cron job time update for daylight savings – November 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	Test Complete
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 global CCP agent statuses	Pending Approval
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 GenAI	Call summarization – Group 1C	New
CA-298001	2/19/2026	Infra GenAI	Call summarization – Group 1B	New
CA-298000	2/19/2026	Infra GenAI	Call summarization – Group 1A	New
CA-297998	2/19/2026	Infra Contact Center	eGain replacement and Reports unification	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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	Test Complete
CA-296933	1/7/2026	Infra Contact Center	Call me/web chat integration refactoring	New
CA-296928	1/7/2026	Infra Contact Center	Welcome Bot Smart Routing – Update Intent & Program Recognition 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-296920	1/7/2026	Infra Central Print	Return Mail Service Implementation Group 3	Design in Progress
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 Assembly Test
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
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	System Test
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	In Development
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	Test Complete

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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 For Validation
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	Pending Approval
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
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	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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
CA-291846	6/10/2025	Infra Contact Center	RPA BenefitsCalBIC request processing logic enhancement	Approved
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	Design in Progress
CA-290786	5/8/2025	Infra Contact Center	External Partner – Enable Calabrio Live Monitor for better view – Calabrio Vendor – PFR	New

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
OCCAT-11	3/28/2025	Infra OCCAT	Standardize OCCAT Scanning – Qualsys	New
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-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	IADPU TLM-13 ITOM – Update deliverables and OWDs related to ITOM Gainwell Implementation	Pending Approval

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
GAGR-753	12/2/2024	Client Correspondence	Shasta County Opting into the GAGR Automated Solution	System 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	System Test
GAGR-737	10/30/2024	Client Correspondence	Automate Consortium CalSAWS Common GAGR NOA – CalSAWS 4	System Test

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
			Discontinuance for the most common Discontinuance Reasons	
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 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-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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-280778	7/24/2024	Infra Contact Center	Interactive Voice Response IVR Text for Courtesy Call Back CCB	New
CA-280529	7/17/2024	Infra Contact Center	Sacramento – *Pending CPO* Calabrio Support	New
CA-279531	6/19/2024	Infra Contact Center	Fresno – Contact Center: Max Queue Data Stats-Report	Design in Progress
CA-279402	6/17/2024	Infra Contact Center	Coordinate/Sync County Holiday Updates Between CalSAWS and the Contact Center	New
CA-279173	6/11/2024	Infra Contact Center	Grant eCCP Supervisors Access to view historical changes for call routing	Design in Progress
CA-278880	6/5/2024	Infra Contact Center	Voice Bots Statewide Rollout: Alameda County: Welcome Bot Only	Design in Progress
CA-278831	6/4/2024	Infra Contact Center	Enhance eCCP Message of the Day to include formatting, emojis and more characters	New
CA-278830	6/4/2024	Infra Contact Center	Customize eCCP for automatic logout	New
CA-278829	6/4/2024	Infra Contact Center	Voice Bots Statewide Rollout: Sonoma County: Welcome Bot Only	Design in Progress
CA-278828	6/4/2024	Infra Contact Center	Add ability to customize system message in eCCP to display in BenefitsCal web chat	Design in Progress
CA-278638	5/31/2024	Infra Contact Center	Statewide Authentication Bot Enhancement – Reporting of Skipped Calls	New
CA-278377	5/24/2024	Infra Contact Center	Placeholder – Implement Contact Center Disaster Recovery Solution on one Single county	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-276398	4/10/2024	Infra Contact Center	PFR – eGain; CCB Real-time report – essential data elements	New
CA-276396	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Emergency Messages" – Admin Page	New
CA-276393	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Queue Hold Messages" – Admin Page – to allow for WAV files and foreign language handling.	New
CA-276392	4/10/2024	Infra Contact Center	Adding ability to reference AWS s3 stored prompts in the "Informational Messages" - Admin Page	New
CA-276390	4/10/2024	Infra Contact Center	PFR – Message-On-Hold (MOH) / Admin Page by Queue (Long-Term Solution)	Design in Progress
CA-276389	4/10/2024	Infra Contact Center	eCCP – Post Call Status after Outbound Call	New
CA-275994	4/1/2024	Infra Contact Center	Amazon Connect Copy – Environment Reset	New
CA-275845	3/27/2024	Security	DMDP-21: Data Security P1	New
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
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
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

JIRA ID	CREATED	INFRA TEAM	DESCRIPTION	STATUS
CA-250838	9/30/2022	Infra Contact Center	Outbound Call Campaign: Create Call Result Record for Each Attempt	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

